

**Deloitte.**

A connected  
workforce.  
A more productive  
workforce.



c\*link™

# Why would you treat your employees any differently than your best customers?

What if, from the moment employees first joined your organization, they enjoyed an HR experience that felt more like a world-class retail experience—one in which they were able to clearly see their options, access information, and take action more easily?

What if managers and employees alike viewed HR technology as a resource rather than an obstacle—a tool that provided personalized content in the context of an HR action that they needed to initiate? A solution to connect with one another and with the organization in a way that aligned with their own day-to-day routines?

What if you could provide that kind of experience today while leveraging existing investments in human capital management technology? With Deloitte's c\*link solution, you can. And the stakes are high for getting it right, as employees' expectations are rising and the employment brand grows more important.

A high-quality experience can lead to satisfied and more productive employees—within the business and the HR function. Here's how c\*link brings that vision to life.

# Why c\*link?

- Reduces transactional work for the HR team and improves their productivity
- Provides a unified experience for important life and career events—the moments that really matter
- Provides the context for enhancing self-service capabilities in your HR technologies
- Co-exists with your existing HR technology portfolio
- Enhances your agility in response to ever-changing processes, policies and legal compliance
- Accelerates your HR transformation

# Start with the individual

Deloitte's c\*link solution aligns HR service delivery around the circumstances and preferences of its users, creating meaningful interactions between the HR organization and the employees and managers it serves. It combines disparate technologies and processes into a unified, personalized and contextualized experience for individual users, all in the service of one goal: To make interacting with HR easy and intuitive.

## What they want

- A single destination for HR information and activities
- Interactions with relevant context, not transactions
- Easy to find and immediate answers
- Simple and intuitive navigation
- Tools for connecting that don't stop at the desktop or laptop—think social and mobile capabilities
- The ability to personalize based on preferences, needs, roles, and responsibilities

# Where it matters most

There are four specific sources of knowledge and transactions that combine to shape the employee's experience with HR—and c\*link brings them together, including the tools and technologies employees and managers use in their interactions with HR.

## **Knowledge management**

c\*link serves as an informational hub for managers, employees and HR specialists to provide contextualized content related to policies, procedures, frequently-asked questions and other tools based on roles and other personal information, such as the location of individual employees and the languages they speak.

## **Process management**

Many HR processes span multiple systems and teams or departments. The process management layer of c\*link bridges gaps in core systems of record to help manage HR processes on an end-to-end basis. Process management unifies underlying technologies, outsourcers and your internal HR operations team via workflow, automation of manual activities and monitoring the status of work and life events . . . the moments that matter to your workforce.

## **Social**

c\*link's social and collaboration functionality provides employees, managers and HR ways to easily exchange important notifications, information, ideas, and work together. The scope of social collaboration can be contained within the HR department or deployed across the enterprise.

## **Case management**

c\*link can help streamline the handling of employee and manager inquiries and requests, improving workflow, escalations and efficiently resolving service requests and issues.

# Welcome to the next generation of HR technology

Typical HCM solutions	c*link: The system of engagement for HR
Built around data models and transactions	Focused on interactions
Focused on information storage, control, and compliance	Designed around information-sharing across your organization's HR service delivery model
Automation is focused on transactions	Automation addresses end-to-end processes and complex work and life events
Little context for the user experience	A unified, personalized, and contextualized experience

# Let's talk

We have applied years of experience and knowledge gleaned from working with some of the most advanced HR organizations in the world into developing the c\*link solution.

It's an HR engagement solution designed for today's world, combining Deloitte's industry-leading capabilities in HR Transformation, Salesforce.com Implementation and Digital Engagement. Organizations using c\*link enjoy bigger value and lower costs.

Sound interesting? We should talk. Contact us today to get the conversation started.

**Markus Böing**

Deloitte Consulting GmbH  
Partner | Human Capital Advisory Services  
mboeing@deloitte.de  
Phone: +49 (0)173 8780 998

**Gerhard Bader**

Deloitte Consulting GmbH  
Director | Human Capital Advisory Services  
gbader@deloitte.de  
Phone: +49 (0)151 5800 2223

This publication contains general information only, and none of the member firms of Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collective, the "Deloitte Network") is, by means of this publication, rendering professional advice or services. Before making any decision or taking any action that may affect your business, you should consult a qualified professional adviser.

No entity in the Deloitte Network shall be responsible for any loss whatsoever sustained by any person who relies on this publication. As used in this document, "Deloitte" means Deloitte Consulting LLP, a subsidiary of Deloitte LLP. Please see [www.deloitte.com/us/about](http://www.deloitte.com/us/about) for a detailed description of the legal structure of Deloitte LLP and its subsidiaries. Certain services may not be available to attest clients under the rules and regulations of public accounting.

Copyright © 2015 Deloitte Development LLC. All rights reserved. Member of Deloitte Touche Tohmatsu Limited