

PERFORMANCE IMPACT SYSTEM™



FROM
CCHKNOWLEDGEPOINT

EMPLOYEE PERFORMANCE MANAGEMENT SOLUTIONS

PERFORMANCE IMPACT SYSTEM™

IMPLEMENT BEST PRACTICES WITH PERFORMANCE IMPACT SYSTEM

Chances are, you know all about the best practices for effective performance management: Coaching. Frequent feedback. Clear goals with measurable objectives. Well-documented reviews. Employee participation.

The problem is getting your entire organization to put these techniques into use, day in and day out, all year round, when business priorities are focused elsewhere.

With Performance Impact System, you're assured of a solution that has been designed by HR experts to support the



EMPOWER — AND RETAIN — YOUR WORKFORCE.

With Performance Impact System, you can boost retention by involving employees in the performance management process.

- Enable collaborative review process with employee self-review
- Employees can initiate and route reviews, goals, log events, and progress notes*
- Facilitate 360°-style feedback for employee development with optional Multi-Rater module*

DEVELOP

Performance Impact System enables users to create development plans that boost employee performance.

- Build competency-based development plans
- Incorporate development ideas for both strong and weak performance
- Include your organization's own training and development resources
- Create reports that provide insight into strategic workforce management

5

APPRAISE

Getting past the blank page can be the hardest part of the review process. Performance Impact System's Intelli-Text technology generates clear, concise supporting text based on the manager's input.

- Choose from 55 behaviorally-based competencies
- Copy log entries and goal progress notes directly to reviews
- Use the Language Checker to audit for illegal or inappropriate word choices
- Enable joint employee/manager review process with employee self-review
- Route reviews for comments and input from others*
- Request multiple-source feedback with optional Multi-Rater module*

4

* Feature available only in Performance Impact Enterprise version.

proven best practices that enhance productivity and increase retention. Performance Impact System's intuitive navigation walks users step-by-step through every process, guiding your workforce through a year-round cycle of effective performance management.

And now Performance Impact System is available in two versions: Web-based Performance Impact **ENTERPRISE™** and Windows-based Performance Impact **WORKPLACE™**.

1

SET GOALS

Performance Impact System's robust goal management features enable you to drive performance by aligning individual contributions with strategic objectives.

- Set employee goals that support group objectives*
- Align goals with organizational objectives for strategic goal management*
- Use cascading goals to show employees how their goals support higher-level objectives*
- Track goal progress and measure results
- Create multi-level goal pools for mass goal distribution*

DOCUMENT

Performance Impact System's employee log encourages managers to provide feedback all year long — and helps ensure that your organization's employment decisions can stand up in court.

- Document performance milestones and critical incidents year round
- Receive automatic reminders to provide frequent feedback
- Capture discussion notes that support the feedback process

2

COACH

Performance Impact System actually teaches managers how to maximize employee potential and manage better by using proven coaching techniques.

- Access over 2,000 competency-linked coaching ideas
- Choose from ideas to challenge high achievers and improve under-performers
- Receive just-in-time training on coaching techniques

3

* Feature available only in Performance Impact Enterprise version.

CHALLENGES OF CHOOSING

THE BEST PERFORMANCE MANAGEMENT SOLUTION FOR YOUR ORGANIZATION

ONE PHILOSOPHY — TWO POWERFUL PERFORMANCE MANAGEMENT SOLUTIONS

CCHKnowledgePoint recognizes the unique performance management challenges of both large and small organizations — as well as those who are new to performance management and those who are looking to take the next step in employee development.

We understand that one size does not fit all. We also understand that software isn't the complete solution — it's simply a way to ensure a comprehensive, efficient and equitable system gets put into place.

Large organizations often have business requirements that demand rich application flexibility, while smaller organizations don't value features they'll never use and complexity they don't need.

That's why we offer two best-selling performance management solutions. Performance Impact **ENTERPRISE** is designed for mid- to large-sized organizations for use over the Internet or an intranet. Performance Impact **WORKPLACE** is accessed over a local area network (LAN) and is targeted toward small- to mid-sized organizations.

Large or small, just starting out or a seasoned veteran, Performance Impact System has the right set of tools, best practices content, and implementation services to meet your organization's unique culture and bring about the change you desire.

Deciding which product is right for your organization can be a challenge, and there's no simple answer. The best way to determine how we can help meet your objectives

is to speak with one of our performance management solution specialists.

By understanding the unique challenges of your organization and helping you define your desired outcomes, we can recommend a solution that's right for you.

CONSIDER THIS...

- **60%** of all enterprise software implementations are viewed as **unsuccessful**. The most important factors contributing to deep levels of dissatisfaction are poor planning, lack of understanding on how to fully implement the automated solution, and limited acceptance when the product is rolled out to the full organization.
- On average, organizations **replace** their performance management system **three times**.

CCHKnowledgePoint has implemented successful performance management systems for hundreds of organizations just like yours. We know how to avoid the pitfalls and reduce the cost and stress of system implementation.

We understand the cultural change that must occur for organization-wide adoption and we've got the expertise to help you select, implement, and own the performance management system that delivers the results you're looking for.

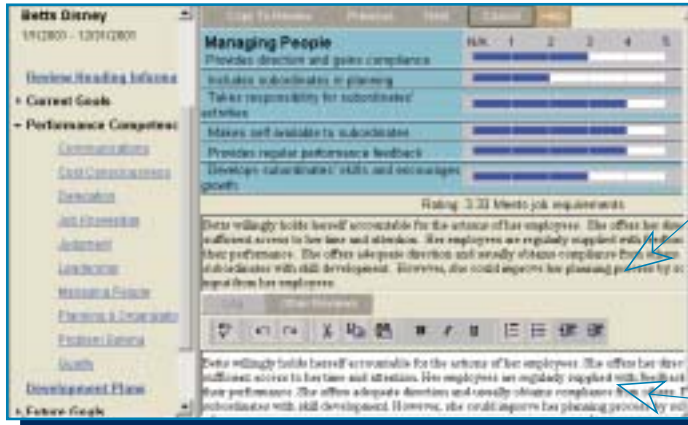


PI ENTERPRISE AND PI WORKPLACE

FEATURE MATRIX

SYSTEM	PERFORMANCE IMPACT WORKPLACE	PERFORMANCE IMPACT ENTERPRISE
	<p>PLATFORM Server and client software architecture</p> <p>REMOTE USERS Anytime, anywhere use</p> <p>HRIS IMPORT & DATA EXPORT Import employee data from HRIS and export data for analysis</p> <p>IMPACT INTEGRATOR (OPTIONAL) Automatic data synchronization between Performance Impact and your HRIS</p> <p>SECURITY/PERMISSIONS Enable multiple levels of security with customizable permission profiles</p>	<p>WINDOWS-BASED</p> <p>BRIEFCASE</p> <p>X</p> <p>X (BASIC)</p>
SET GOALS, DOCUMENT & COACH		
<p>GOAL MANAGEMENT Set, track and rate goals</p> <p>GOAL PROGRESS NOTES Track progress toward goal completion</p> <p>ROUTING Route reviews and goals for comments and input</p> <p>CASCADING GOALS Set goals that align with organizational objectives</p> <p>EMPLOYEE LOG Document performance milestones and issues</p> <p>DISCUSSION NOTES Encourage managers to provide regular feedback</p> <p>COACHING IDEAS Over 2,000 competency-specific ideas</p>	<p>X</p> <p>X</p> <p></p> <p></p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>
APPRAISE & DEVELOP		
<p>COMPETENCIES Choose from 55 behaviorally-based competencies</p> <p>INTELLI-TEXT™ TECHNOLOGY System generates supporting text based on reviewer input</p> <p>INDUSTRY-SPECIFIC COMPETENCY MODULES (OPTIONAL) Evaluate employees using industry-specific competencies</p> <p>CONTENT & REVIEW FORM CUSTOMIZING Create custom competencies, coaching ideas, review text and forms</p> <p>LANGUAGE CHECKER™ TOOL Audits spelling and illegal or inappropriate word choice</p> <p>REMINDERS Automatically remind users about upcoming due dates</p> <p>COLLABORATIVE REVIEWS Enable joint employee/manager review process</p> <p>MULTI-RATER MODULE (OPTIONAL) Facilitate 360-style feedback for employee development</p> <p>REPORTING Create reports to support issue tracking and analysis</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X (BASIC)</p> <p>X (BASIC)</p> <p>X (BASIC)</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X (ADVANCED)</p> <p>X (ADVANCED)</p> <p>X</p> <p>X (ADVANCED)</p>

AN INSIDE LOOK AT PERFORMANCE IMPACT SYSTEM



APPRAISAL

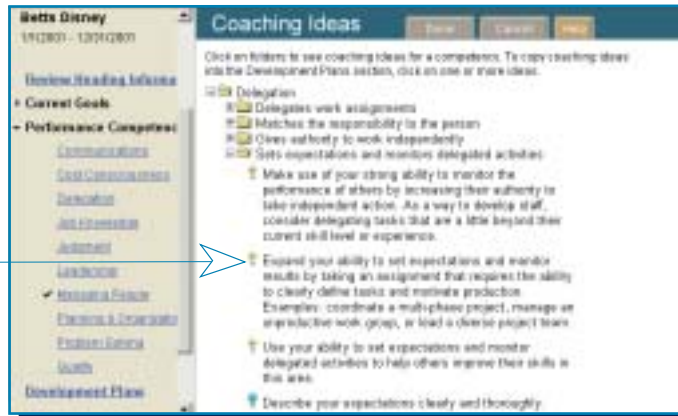
Intelli-Text technology automatically generates clear, concise supporting text based on the manager's input.

Once performance descriptors are generated, the manager adds supporting details and can edit the text.

Performance Impact Enterprise version.

COACHING

Managers can access competency-linked coaching ideas for use in development plans, coaching sessions, or employee log notes.



Performance Impact Enterprise version.



GOALS

Managers can create multi-level pool goals for mass goal distribution.*

Performance Impact Enterprise version.

* Feature available only in Performance Impact Enterprise version.

INDUSTRY-SPECIFIC COMPETENCY MODULES

(OPTIONAL)

Ensure that your performance management system measures what really matters. Developed with input from industry experts and field-tested by Performance Impact System users, each module provides competencies, evaluation text, and terminology to evaluate employees who work in specialized fields.

Combined with the 55 competencies pre-loaded in Performance Impact System, these modules enable managers to maximize employee performance in these unique work environments.

MANUFACTURING COMPETENCY MODULE

Contains 18 competencies, including Process Improvement, Production Management, Maintenance, Inventory Control, and more. Create custom review forms for machinists, production managers, assembly workers, supervisors, or any other occupational group.

CALL CENTER & CUSTOMER SERVICE COMPETENCY MODULE

Contains 20 competencies, including Active Listening, Customer Focus, Handling Difficult Calls, Systems & Technology Use, and more. Create custom review forms for call center, customer service, telemarketing, sales, CRM, or any other occupational group.

INFORMATION TECHNOLOGY COMPETENCY MODULE

Contains 24 competencies, including Data Security, Programming, Technical Support, IT Architecture, and more. Create custom review forms for programmers, technical support, project managers, interface designers, or any other occupational group.

FINANCIAL COMPETENCY MODULE

Contains 20 competencies, including Accuracy, Strategic Planning, Investment Management, Competitive Analysis, and more. Create custom review forms for administrative or clerical staff, supervisors, customer service representatives, financial analysts, or any other occupational group.

HEALTHCARE COMPETENCY MODULE

Contains 21 competencies, including Patient Care, Diagnostic Testing, Safety & Infection Control, Assessment & Planning, and more. Create custom review forms for nurses, administrators, technologists, home health aides, medical assistants, or any other occupational group.

GOVERNMENT-RELATED COMPETENCY MODULES

Three separate modules cover competencies for **GOVERNMENT**, **LAW ENFORCEMENT** and **FIRE & EMERGENCY SERVICES**.





BUILDING YOUR **PERFORMANCE IMPACT SYSTEM**

Performance Impact System provides highly flexible customization and administration features so you can implement the performance management processes that best equip your organization for success.

FRAMEWORK FOR CONSISTENCY

Create processes aligned with organizational objectives and employ consistent criteria for measuring performance.

- Standardize performance practices throughout your organization
- Strategically link performance objectives on all levels*
- Standardize ratings to reduce bias
- Instantly push goals to multiple employees, managers or divisions*

FULL FLEXIBILITY

Incorporate the high-level objectives, competencies, language, cultural components, and business rules unique to your organization with simple point-and-click tools.

- Match the language and terminology used in your organization
- Create custom competencies and review text
- Custom-build review forms for individual positions or entire employee groups
- Add optional industry-specific competencies
- Incorporate text and/or numeric ratings for 2-6 levels
- Assign relative weights to competencies and goals
- Add or edit coaching ideas and development suggestions

ADMINISTRATION & INTEGRATION

A wide variety of administration and integration options ensures your Performance Impact System works the way you want it to.

- Enable multiple levels of security with hierarchical structure*
- Maintain central control or enable decentralized control*
- Define functional permissions based on employee profiles
- Import employee data from your HRIS
- Achieve automatic data synchronization between Performance Impact System and your HRIS (optional)*
- Manage compliance by tracking workflow of reviews
- Route performance reviews for approval*
- Track changes by user and date with audit log
- Archive reviews, goals and log entries*
- Export data and create reports for information analysis

* Feature available only in Performance Impact Enterprise version.

TRAINING & SERVICES



DESIGN & PLANNING SERVICE*

Over 60% of technology change initiatives fail to meet their project goals, primarily due to poor planning and implementation. Our Design & Planning Service can help ensure your success by:

- Conducting a requirements assessment to identify your organization's unique needs
- Identifying and addressing change management issues
- Configuring your system so you receive maximum benefit from Performance Impact System features and functions
- Creating a detailed implementation plan to help ensure a smooth rollout
- Conducting a training for HR and system administrators
- Providing a custom Process Guide to support correct and consistent use of Performance Impact System throughout your organization
- Assessing your implementation after six months and providing recommendations for modifications to ensure your continued success

COMPETENCY ALIGNMENT SERVICES

Because competencies drive performance, it's critical to define them properly and align them with key HR functions. Our Competency Alignment Service helps you align competencies throughout the employee life cycle, from job definition and hiring to performance evaluation and employee development. Services include:

- Review Form Design
- Job Description Design
- Alignment of Competencies

TRAIN THE TRAINER*

With CCHKnowledgePoint's Train-the-Trainer Certification Program (TTT) for Performance Impact System, you can mobilize a team of internal staff to deliver high quality, end-user training throughout your organization.

When you opt for TTT, your internal trainers attend an intensive two-day, on-site workshop that offers plenty of hands-on experience with the software and practice teaching sessions. After completing the program, participants will be able to deliver a 2-3 hour training session for managers that covers all the ins and outs of using Performance Impact System effectively.

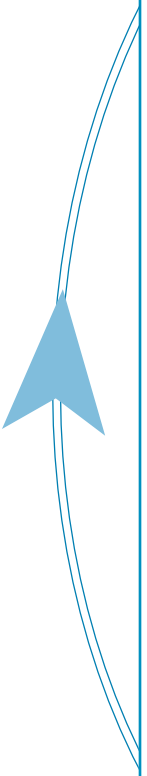
END-USER TRAINING

Utilize an experienced CCHKnowledgePoint trainer to directly train Performance Impact System end-users.

TECHNICAL IMPLEMENTATION AND TRAINING SERVICES

Let our Professional Services Group guide you one-on-one through on-site installation, technical training, and help desk training.

* Service currently available only for Performance Impact Enterprise version. Coming soon for Performance Impact Workplace.



TECHNICAL INFORMATION & SUPPORT

FOR PERFORMANCE IMPACT ENTERPRISE

SUPPORT

CCHKnowledgePoint is committed to providing our Performance Impact Enterprise customers with the highest standard of customer service.

Intranet customers who choose to install Performance Impact Enterprise on their own server and access the software through their company intranet receive a one-year, renewable maintenance plan that includes:

- Four hours of installation support by phone
- Ongoing technical support for product-related issues
- Free, in-version product maintenance updates
- Installation and technical support for maintenance updates

Hosted customers who choose to have CCHKnowledgePoint host their Performance Impact Enterprise software and data receive a one-year, renewable maintenance plan that includes:

- Installation on CCHKnowledgePoint servers, completed entirely by our technical staff of IT and database experts
- Free, in-version product maintenance updates managed by CCHKnowledgePoint technical staff
- Data conversion managed by CCHKnowledgePoint technical staff

An optional **Data Delivery Service** is also available for hosted customers. Through this service, CCHKnowledgePoint can update Performance Impact Enterprise with data from your organization's HRIS, as well as download data from Performance Impact Enterprise for use in your HRIS.

TECHNICAL INFORMATION

BROWSER-BASED

Hosted by CCHKnowledgePoint or run over your intranet, Performance Impact Enterprise eliminates geographic barriers to deployment and allows anytime, anywhere access. It also provides fast, easy deployment throughout a single division, the entire organization, across the country or around the world.

COMPLETELY SCALABLE

With Performance Impact Enterprise, a wide variety of features can be turned on or scaled back. Add users, divisions, or entire organizations quickly and easily while maintaining as much or as little centralized control as you want.

TECHNICAL REQUIREMENTS



SERVER (intranet version)

- Windows 2000 Advanced Server, Windows 2000 Server, Microsoft Windows NT@Server 4.0 or Microsoft Windows NT@ 4.0 Enterprise Edition
- Microsoft Transaction Server
- Internet Information Server
- Hardware configuration determined by customer usage requirements

DATABASES (intranet version)

Microsoft SQL Server

CLIENT

(intranet & hosted versions)
Microsoft Internet Explorer 5.5 and 6.0

TECHNICAL INFORMATION & SUPPORT

FOR PERFORMANCE IMPACT WORKPLACE

SUPPORT

CCHKnowledgePoint is committed to providing our Performance Impact Workplace customers with the highest standard of customer service.

Leverage the investment you have made in your performance management system with the benefits afforded by a maintenance contract. Our one year, renewable maintenance plan includes:

- Four hours of installation support by phone
- Ongoing technical support for product-related issues
- Free, in-version product maintenance updates
- Installation and technical support for maintenance updates
- Data conversion, up to five databases, managed by CCHKnowledgePoint technical staff
- Guidance on using new product features
- Guidance on how to use Performance Impact Workplace as a best practice tool

OPTIONAL MODULES

FOR PERFORMANCE IMPACT ENTERPRISE

MULTI-RATER MODULE™*

Provide your organization with a powerful 360°-style tool to enhance the performance management process.

In today's complex business environment, employees often spend as much or more time in direct contact with peers, subordinates, contractors, and customers as they do with their managers. The optional Multi-Rater add-on module for Performance Impact Enterprise enables managers to solicit feedback from those closest to an employee's performance to ensure well-rounded and unbiased feedback. Employees can solicit feedback for use in self-initiated reviews and development plans. And vendors, suppliers, consultants, or customers can participate in this process to provide a full 360° view of an employee's performance.

IMPACT INTEGRATOR™*

Maximize the benefits of Performance Impact Enterprise without having to maintain your employee information in two separate databases.

- Provides two-way data exchange between Performance Impact Enterprise and any HR information system
- Allows customized data mapping with flexible data definition
- Offers system event audit logging with notifications
- Encrypts data for security
- Creates and populates employee records automatically in Performance Impact Enterprise
- Automatically sets up users in Performance Impact Enterprise with default permissions based on the user roles in your HR information system

TECHNICAL REQUIREMENTS



SYSTEM REQUIREMENTS

Desktop operating system requirements: Microsoft Windows® 2000 Pro, XP Pro, XP Home, or 98SE (limited support), and Microsoft Internet Explorer 5.5 or higher 6.0 recommended).

Server configuration is determined by customer usage requirements.

* Available for use only with Performance Impact Enterprise version.

WHAT OUR CUSTOMERS SAY

"This product enables managers to prepare thorough reviews that cover every competency... And with a hosted system, there's no need to install, maintain or upgrade the application, resulting in significant savings of time, effort and expense."

Gregg Johnson, Chief Financial Officer, ToolMountz

"The beauty of Performance Impact is that I can pick it up and do it anywhere. I can be in a hotel room and pull up someone's file and enter a log event."

Tom LaMantia, Managing Director, Intrinsic Technologies

"The Performance Impact System offers tremendous leverage and facilitates rapid generation of the most repetitive tasks, allowing me to focus my time on the most important content."

John Dorman, Digital Insight President and CEO

"If I did the ROI, it would have to be almost infinite."

David Fox, Executive Director of HR, Prometric



CCHKNOWLEDGEPOINT — THE INDUSTRY LEADER

In an era when businesses must better utilize technology and talent to succeed, CCHKnowledgePoint has earned its position as the most trusted, innovative, and responsive provider of performance management solutions and services.

With over 100 years of combined HR expertise, CCHKnowledgePoint combines CCH's authoritative human resources content with KnowledgePoint's innovative technology to provide integrated solutions that meet HR professionals' and frontline managers' essential needs.

CONTACT US TODAY!

Call us today to learn how CCHKnowledgePoint's Performance Impact System can add to the success of your organization — or visit our Web site at www.knowledgepoint.com.

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