

Features and Benefits

You want better communication between managers and employees.

You want to track goals and competencies.

You need reviews to be done on time.

The easiest way is with Trakstar.



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Trakstar delivers performance reviews. Online.

Trakstar will help you motivate and retain top performers, align individual goals with those of your organization, and give you data to find areas of strength and areas for development. No other performance management software is more flexible or customizable than Trakstar.

1. Feedback

Your organization wants better communication between managers and employees about work and how it's going. Trakstar's performance reviews provide just the format that's needed.

"Managers ... are telling us they are having more regular coaching and feedback sessions."

Grigor McDonald, Farmlands Co-operative



2. Goals

Your organization sets goals and wants to track their progress throughout the year. Trakstar's performance reviews allow for goals to be set and updated all year long.

"Trakstar provides us with enormous flexibility to continually custom-design our metrics to match the culture and dynamics of our diverse workforce."

Jack Bell, City of Winter Park, Florida

145

2013

Average number of days to complete reviews

46

2014

31

2015

3. Reviews

Your organization wants to automate a manual review process to help things get reviews done on time.

"Trakstar has helped us do reviews in less time."

Linda Barineau, Redwire

Winning with Trakstar

Your organization wins

- ✧ **Improve** manager, employee, and HR productivity
- ✧ **Retain** top performers and create better organizational dialogue
- ✧ **Align** organizational and employee goals for bottom-line results
- ✧ **Develop** a consistent and fair appraisal process for better organizational interaction
- ✧ **Gather** data for decision-making with great reports

Managers win

- ✧ **Recognize** and reward top employees for a job well done
- ✧ **Get** consistent performance from your team all year long
- ✧ **Coach** employees by providing meaningful feedback on performance
- ✧ **Keep** your team on task, ensuring they're working at high levels of effectiveness
- ✧ **Engage** employees in meaningful conversations about workplace goals and expectations

Employees win

- ✧ **Suggest** goals that may advance career
- ✧ **Have** better conversations with management about workplace goals and expectations
- ✧ **Participate** in your own performance review
- ✧ **Ensure** extra efforts get noticed and rewarded

Human Resources wins

- ✧ **Implement** a consistent, fair system for performance appraisals
- ✧ **Create** shared, digital repository for workplace goals and expectations
- ✧ **Encourage** system adoption with easy-to-use software
- ✧ **Eliminate** the paper chase
- ✧ **Increase** efficiency and complete appraisals on time

"I've been working for over 24 years in business in the field of HR and can say that Trakstar customer service ranks as one of the best I have ever experienced."

Helen Barker, Crossover Health, HR Director



Trakstar's Mission

We create friendly software that makes it easy to set goals, have ongoing performance conversations, and do reviews, so that you can focus on doing great work.

Trakstar Software Features

Everything you need today, and tomorrow.

Administrative Features

- ✓ Sections
- ✓ Multiple Rating Scales
- ✓ Locked and/or flexible weights
- ✓ Competency Library, 100+ to choose from
- ✓ Department-specific Appraisal Processes
- ✓ Multiple Score Formatting Options
- ✓ Email reminders, for different types of appraisals
- ✓ At-a-glance Status Reports
- ✓ Unlimited Appraisal Forms
- ✓ Unlimited Reviews
- ✓ Custom Reports
- ✓ Routes for Approval
- ✓ User Activity Log
- ✓ HRIS Update
- ✓ Strategic Goal Alignment
- ✓ Multiple Workflows
- ✓ Visual Org Chart
- ✓ Employees may report to two Managers
- ✓ Performance Improvement Plans
- ✓ Ad-hoc Appraisals
- ✓ Auto-archive of appraisals
- ✓ Goal Counter
- ✓ Performance History Report
- ✓ Performance Ranking Report
- ✓ Rating Distribution Report
- ✓ Rater Bias Report
- ✓ Form Version control

- ✓ International Date Formatting
- ✓ Upload your organization's logo
- ✓ Scores available prior to archive for calibration
- ✓ Section score reporting
- ✓ Export of narrative responses
- ✓ Form sections with one-sided permission — Manager, Employee, Multi-rater
- ✓ Shared Goal Library
- ✓ SSO/Single Sign-on

Manager Features

- ✓ SMART Goals
- ✓ Metric Goals
- ✓ Cascading goals
- ✓ Open-ended Questions
- ✓ Document Attach
- ✓ Comments/notes with time-stamp
- ✓ Spell-check
- ✓ Email reminders for goals
- ✓ Manager reports
- ✓ Employee performance history report
- ✓ 360-degree feedback (anonymous or visible)

Employee Features

- ✓ Self-appraisals
- ✓ Comments/notes with time-stamp
- ✓ Performance appraisal archive
- ✓ Individual Goal Setting ability
- ✓ Add thumbnail picture

Your favorite feature: Trakstar's Support Team

We take performance appraisals process off your desk and onto ours.

When you get busy with hiring, open enrollment and other activities in your busy HR world, Trakstar's support resources will be a great relief.

From QuickGuides to Video Tutorials, help is just a click away.

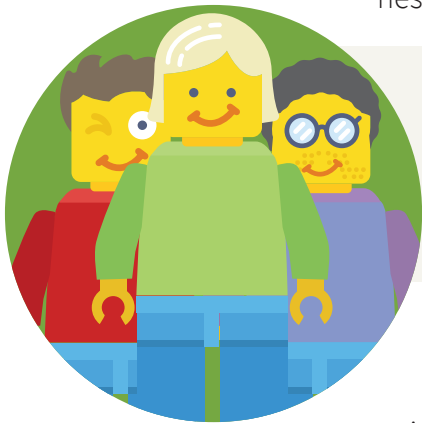
VIDEO TUTORIALS

Need a hand? Trakstar's Video Tutorials are always available for managers, employees and Trakstar Administrators to learn Trakstar on their own time. Additionally, you can use Trakstar's Video Tutorials to help orient new and current employees with Trakstar. You've got backup.



HELP DESK SYSTEM

Need some help? This is a system you'll feel good about. Trakstar's help desk system allows you to submit help inquiries at support@trakstar.com. Our support team is human and thoughtful, seeing your big picture and the small details at the same time. Help Desk inquiries are answered during normal business hours and days: Monday–Friday 9 a.m.–8 p.m. EST (USA).

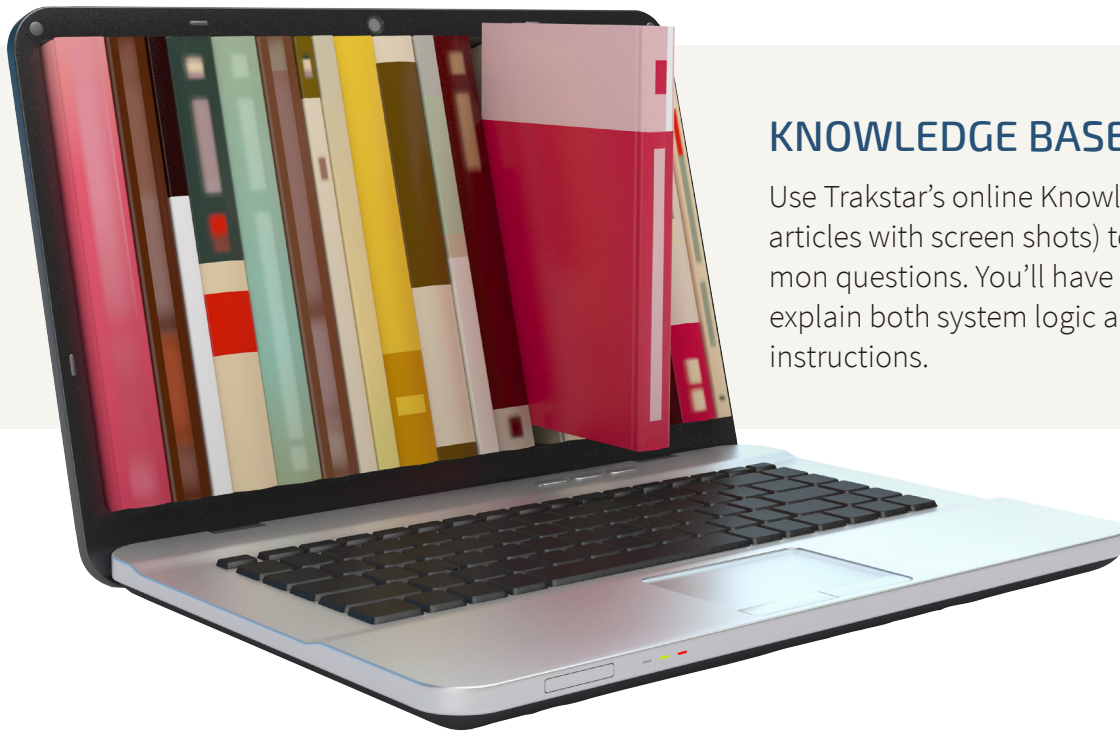


UNLIMITED SUPPORT

You'll appreciate that our support team is there when you need them. Ask a few questions or a lot of questions; you'll be thrilled with the thorough responses you'll receive.

RECORDED TRAINING

You can choose to have your training sessions recorded for playback, helping you with new hires, promoted employees, or those who were unable to attend training.



KNOWLEDGE BASE

Use Trakstar's online Knowledge Base (support articles with screen shots) to help you with common questions. You'll have access to articles that explain both system logic and/or step-by-step instructions.



EMPLOYEE & MANAGER QUICKGUIDES

You'll love having the QuickGuides at your fingertips. Distribute the PDF guide to your employees and managers and you'll be providing step-by-step instructions on how to use Trakstar. They are easy-to-use guides that contain big pictures and simple instructions.

TRAKSTAR ADMINISTRATOR WEBINARS

You'll love the frequent and relevant webinars we conduct for Trakstar Administrators. A sampling of topics include: Form Design Best Practices, How to Read Your Reports, and much more. You'll find a calendar of events listed at www.trakstar.com/webinars. All webinars are free and will help you get the most out of Trakstar.



"Pros - Easy to use; support team is super fast to respond to questions.

Cons - None! We love it."

Sherri Einsmann, Guthy-Renker

"I learned fast, my staff learned fast, and the informational webcasts have been informative."

Beverlee Patterson,
ABC Global Services President

Reports

Standard reports. Custom reports. It's your call.

You'll be able to report on employee performance – in infinite configurable ways.

Or maybe you just want some default reports.

With Trakstar, you can report on the big picture and small details, your way.

Trakstar's reports will reveal performance trends and provide tangible data to help your organization.

Want to know who the top performers are? Which managers tend to rate highly, and which don't? Which departments need more training?

Trakstar's Performance Ranking, Performance History, Rating Distribution and Rater Bias reports are modern and flexible, and you can customize the data set to get exactly the report you need.



SSO HRIS LDAP

HRIS

Our universal HRIS Sync feature lets admins sync data with existing HRIS application using a standard spreadsheet upload.

HRIS Sync allows admins to easily make bulk changes with confidence and convenience, allowing adding or changing thousands of users at the same time.

Single Sign-On (SSO)

Trakstar can integrate with any SAML-based authentication service to achieve a seamless login experience. We partner with identity providers like OnLogin and Okta to expedite your integration.

Trakstar can also connect directly to your organization's existing Active Directory server via LDAP.

Professional Competency Library

Trakstar provides 100 competencies with leveled descriptions of performance at each of five levels. Coaching tips are also included with each competency.

Custom competencies may be added to the Trakstar Library as desired.



COMPETENCY: COMMUNICATION

Definition: Communication refers to the ability to inform orally and in writing, with clarity and good effect.

Outstanding

Displays a very quick grasp of the significance of information communicated and nearly always initiates or respond to communications in an appropriate, timely and comprehensive manner.

Exceeds Expectations

Shows an understanding of the need to initiate or respond to information in an appropriate, timely and complete manner.

Meets Expectations

Oral and written communications are usually acceptable, being both comprehensible and appropriate.

Needs Improvement

Shows inconsistency in communication.

Unsatisfactory

Regularly fails to communicate, listen to or correctly understand information.

"Trakstar is enormously intuitive."

David Gay, KaBOOM! VP Talent Management

TRAKSTAR COMPETENCIES

Behavioral Competencies

Action Oriented
Adaptable
Analytical Thinking
Approachability
Business Acumen
Comfort With Management
Communication
Composure
Confidentiality
Confronting Employees
Continuous Learning
Cooperation
Creativity
Customer Focus
Dealing with Ambiguity
Dealing with Paradox
Decision Quality
Delegation
Dependability
Drive for Results
Flexibility
Intellectual Horsepower
Interpersonal Skills
Listening
Organizational Agility
Peer Relationships
Politically Savvy
Priority Setting
Strategic Agility
Self-Development
Problem Solving

Values-based Competencies

Care for Employees
Career Ambition
Compassion
Cost Consciousness
Courtesy
Ethics and Values
Humor
Initiative
Innovation
Integrity and Trust
Judgment
Patience
Perseverance
Self-Knowledge
Work-Life Balance

Managerial Competencies

Change Management
Developing Employees
Directing Others
Fairness to Employees
Hiring and Staffing
Impact and Influence
Leadership
Management Leadership
Managerial Courage
Manager Relationships
Managing and Measuring
Managing Diversity
Managing Systems
Managing Vision
Mentoring
Motivating Others
People Development
Performance Coaching

Skill-based Competencies

Appearance
Attendance
Building Teams
Care and Use of Equipment
Command Skills
Communications Oral
Communications Written
Conflict Management
Customer Service
Informing
Job Knowledge
Learning Skills
Negotiating
Organizing
Planning
Policy Compliance
Presentation Skills
Project Management
Safety
Sales Goal
Sales Skills
Technical Skills & Learning
Technical Support

Totally Flexible Forms

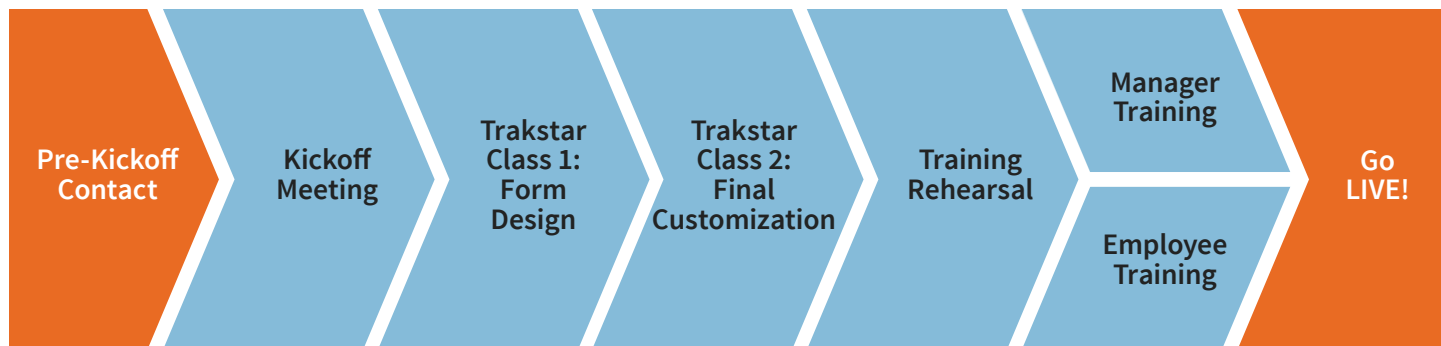
Re-create something that is working for you. Design something fresh and new. From the simple to the complex, Trakstar can build it.



You'll have a wonderful implementation

The Trakstar implementation process is both methodical and fun!

We break up the learning and customization into a series of meetings, and strive to complete the process within 3-6 weeks.



Trakstar Implementation is a personalized learning experience. We'll:

- ✧ Import users
- ✧ Build your forms
- ✧ Customize details around timing, emails, and much more.
- ✧ Rehearse it all with you
- ✧ Deliver training to managers and employees
- ✧ You'll go LIVE!

There are resources to help you along the way – from planning packets, to project checklists, and more.

"We have been using this software since 2010 and there are two major reasons we are still using it. The ease and flexibility of making changes as we deem necessary to improve our employees to exceed the expectations of our customers and the technical support at Trakstar.

"... The technical support is an 'Exceed.' We never have to wait more than 24 hours for a solution to our challenge. The technical support operates as if they are a part of our organization."

John Samore, Jr., VP Employee Capital and Chief Financial Officer at Vermont Outlet