ZINGHR™
LET'S TALK OUTCOMES

Hire to ~~Retire~~ Rehire Solutions

We Enable The World To Work Better

. Mobile First . AI Embedded . Blockchain Powered

Introduction

Thank you for your interest in partnering with ZingHR for your HRMS Cloud Platform.

ZingHR is a Gartner recognized, Global HRMS Platform, accelerated by Microsoft, funded by Tata Capital.

- We are a Mobile first Hire to Re-Hire HRMS Platform that's digitally customized catering to the need of the organization.
- Rated by Gartner as one of the Best HRMS Tool for Indian Company (21st Oct 2021), has weaved a 360-degree HRMS requirement for its customers.
- On the Security level, we are GDPR compliant and ISO27001 certified.

.

In this proposal, you'll find our clients along with what we feel is the optimal solution for HRMS needs, along with the associated delivery timeline, costs, and project terms Once you've reviewed this proposal thoroughly, sign it at the bottom to indicate your approval.

Thanks again for the opportunity to earn your business!

Thanks & Regards,

Ahmed Al Malki
C.E.O
M: +974 66661612

ZingHR

The Outcomation™ Platform

ZINGHR

A young enterprise with Knowledge and Depth of a large organization driven by **Innovation & Agility of a Start-up**

800+
Corporate Clients

1.6+ Million
Active Users

Gartner

Recognized by Gartner – Asia's Top 10HCM Suites

TATA CAPITAL
Count on us

Funded by TATA Capital

Global Presence India, Singapore, Middle-East, Australia, Europe...

Microsoft Accelerator

Winner of Microsoft Partner of the Year

CERTIFICATIONS & RECOGNITIONS

SSAE 16 CERTIFIED TYPE II

FINALIST

NASSCOM EMERGE 50 2013

ISO CERTIFIED COMPANY

Microsoft Ventures Accelerator

Microsoft ISV Partner of the year 2016

CIO Choice 2017 HR & Global Payroll

INVESTORS BACKING

TATA CAPITAL
Count on us

TRITON
INVESTMENT ADVISORS

Future of Work is NOW

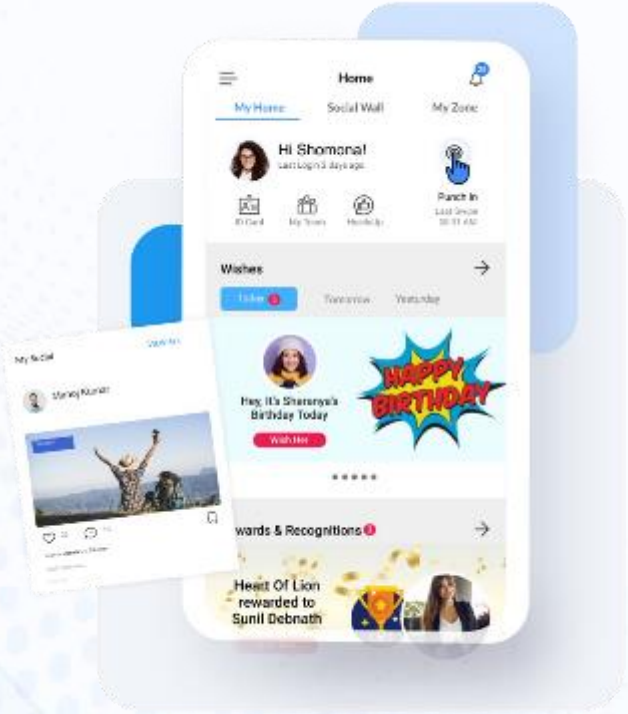
My Workspaces
Personalisation / Privacy

My Social
Engagement

My Time
Flexi / Gig workforce

My Journey
Experiences

My Identity
Secure & Transparent



Zing In My Language

Española ಕನ್ನಡ Portuguesa मराठ% Deutsch മലയാളം русский বাংলা தமி$ 日本語 ਪੰਜਾਬੀ 中文 ! ુજરા ી

Hire to ~~Retire~~ Rehire End-to-End Solution

Machine Learning
Accelerate Hiring
By 92%

Digital Onboarding
Build brand, Empower
and Motivate Joiners

Zing OutPerform
From 'Measuring
Performance' to
'Ensuring Performance'

Zero-Touch Payroll
Real-time Processing
Link to Business Metrics
Gig Workforce Ready

Career & Succession Planning
Focus & Develop Talent,
Build Leadership Pipeline

Attract → Map → Enthuse → Learn → Perform → Collaborate → Compensate → Grow → Post Exit Connect

Robotic Interviews
Let's go
Cognitive
and assess
personalities

Zing Learn
Micro-Learning
Personalized
Experiences

Employee Engagement
Creates a Collaborative
Environment for better
work-life

Rewards &
Recognition
Great Engagement
Tool Gamification

ZingID
Structured
Secure
Auto-building
Certified

Mobile First

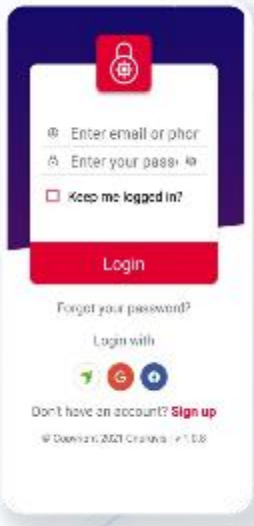
- 4+ PlayStore rating, Global Standards
- 1.5 Million Users & Growing
- Intuitive Mobile App design
- Gartner Recognition

Geo-Fencing

Attendance & Leave

Rewards & Recognition

Performance Management



ZingID

Learning

ZingHR: Differentiators

Philosophy
- ➔ Outcomation
- ➔ Partner-friendly
- ➔ Approachability

Customer and People
- ➔ Top 20 of our customers are with us over 6 years
- ➔ High Customer Stickiness
- ➔ Employee Attrition is less than 3% (35% have ESOPS)
- ➔ Passionate, Agile, Grounded team

Staying ahead of curve
- ➔ Product investment > 40%
- ➔ UX
- ➔ 1+ million mobile users with REAL ratings of 4.2
- ➔ Blockchain

Platform

Analytics - Predictive, What IF analysis

Recruitment - RI and ML - Onboarding

Zero Touch Payroll

Mobile First

AI Embedded

Multi Language Support

ESG - Environment Social & Governance

LMS - Interactive Content Creation

Blockchain Powered

Integrated / Homogeneous / Configurable

Verticalization (BFSI, Manufacturing, Healthcare, retail, Construction)

Width + Depth + Future Ready

Locally Hosted on Microsoft Azure

Geo Fencing

Localization & IP of Code is owned

Address all Stakeholders

Employee

- Empowerment
- Transparency
- Mobile Apps, Bots
- Ease of use, UX
- Team Collaboration

CFO

- Controls, Audit Trails
- Analytics
- Maker Checker
- EBITDA Impact
- No CAPEX

CHRO / Business

- Industry Best Practices / Lean HR
- End-to-End
- Integrated, Unified Experience
- Employee Engagement
- Business Alignment, Outcomes
- HR Analytics
- Futuristic: AI, ML, Bots..
- Continuous Upgrades
- Customer References
- Support
- Governance, Risk, Compliance (GRC)

Other Platform Providers

- Ease of Integration

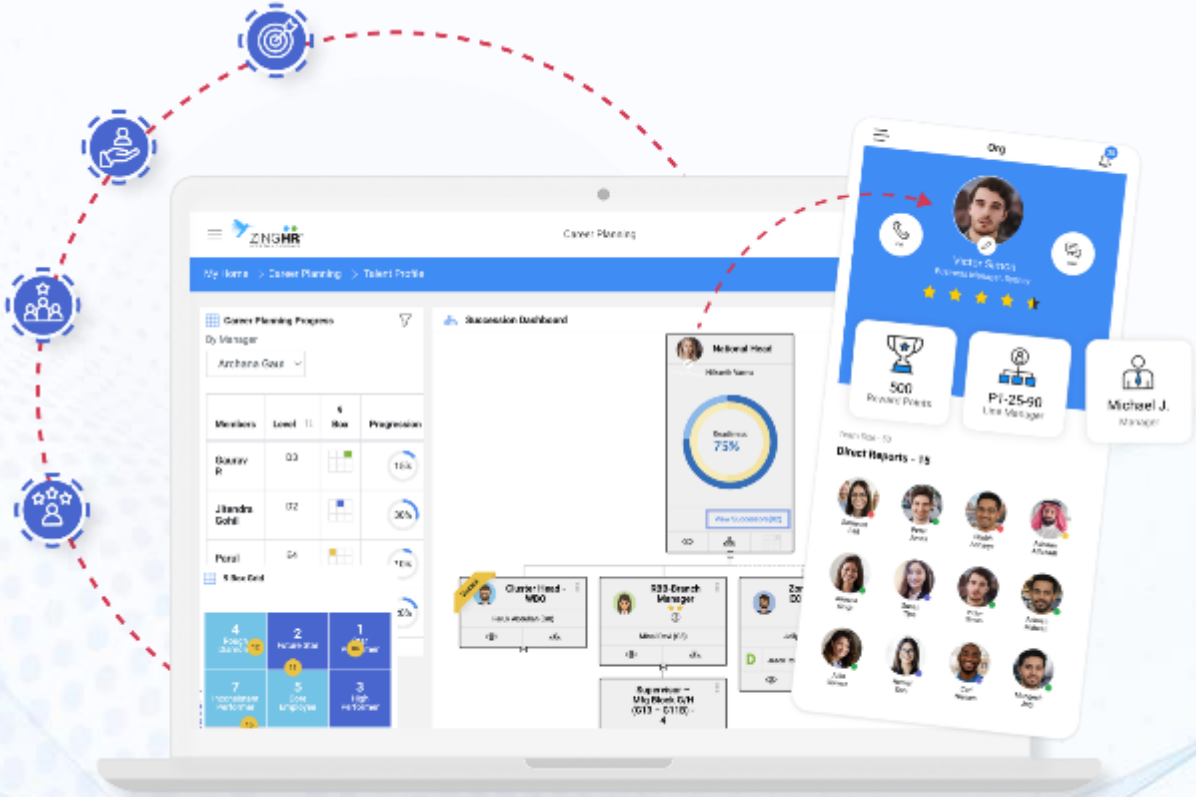
CIO - CISO

- Security
- Scalability
- Technology Stack
- Robust Architecture
- Futuristic: AI, ML, Bots…

CEO – Board

- Business Impact
- Analytics
- Real-Time
- Employee Centric
- Reliable, Pedigree

HR Ground Zero



Highlights

- Quick Self Building Organogram
- Matrix Organization
- 500+ Employee fields
- Encrypted PII data
- GDPR Compliant
- User defined Organizational Attributes
- Role and Rights
- Segregation of Rights and Duties
- Audit Trail
- Flexible workflows
- Analytics with 400+ Dashboards

Setting Priorities

O-1 Attracting, Engaging and Nurturing Talent. Employer Branding

O-2 Aligning Aspirations of Organization & People

O-3 Employee Experience Empowering Teams Fostering Collaboration

O-4 Eliminating Non-Value-Adds, Improving Productivity using LEAN Methodologies

O-5 Deploying the power of Analytics

O-6 Board Priorities: ESG and Sustainability

We Enable The World To Work Better™

Vertical-wise Distinct HCM Scenarios

ZingHR BFSI

- Field Workforce Onboarding and training
- Competitive job market, high attrition
- Hybrid workforce productivity and field force performance
- High Volume HR Operations & Expenses Management
- Compliance - local and legal

ZingHR Retail / QSR

- Hiring right candidates & Onboarding
- Competitive job market, high attrition
- Time-consuming Shift management & Rostering
- High Pressure Sales Performance & Learning
- Complex Pay and Incentive Plans

ZingHR Services / Logistics / ITES

- Customer oriented work hours and holidays
- Payroll complexity with Break-shift, OT calculations
- Hybrid workforce Attendance reporting and discipline
- Hiring documentation and verification; Time to hire
- Local & Legal compliance

ZingHR Manufacturing / Projects

- Onboarding Documentation
- Shift management & Rostering with Break Shift policies
- Workforce productivity enablement
- Payroll Complexity with Overtime pay, benefits & incentives
- Compliance with Laws and minimum wage requirements

ZingHR Healthcare

- Time to hire right talent & Onboarding documentation
- High need for Training and Certification to eliminate technology gap
- High employee turnover
- Complex regulatory framework
- Payroll and OT calculations for hybrid workforce

- Hiring the right skilled talent
- Complex compensation and grade structures
- Continuous talent mobility
- High Attrition
- Constant need for learning, certification and compliance

Business Analytics & HR Insights

HR Ground Zero | Productivity Booster | Talent Acquisition | Employee Engagement | Talent OutPerform

Focus on People, not just Processes

HR Ground Zero | Productivity Booster | Talent Acquisition | Employee Engagement | Talent OutPerform

69%

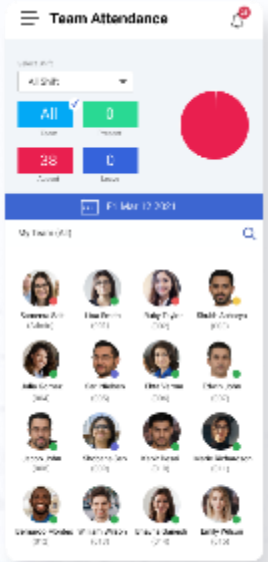
of HR leaders report that managers have less visibility into employee work patterns in current hybrid scenario

Gartner

(2020)

Productivity Booster

Multi-mode attendance system

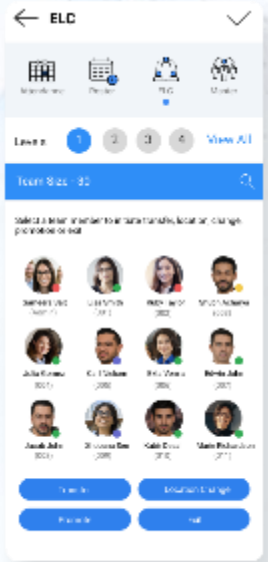


DIY Leave Workflow

Integrated Payroll Cockpit

Expenses & Claim Management

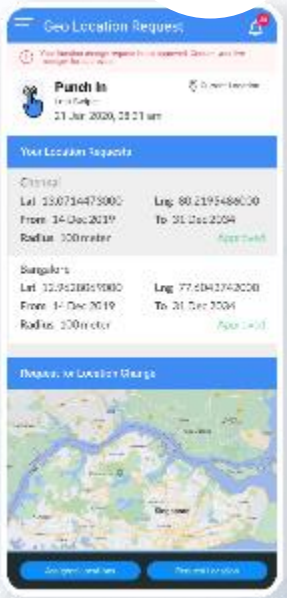
Help Desk Facility

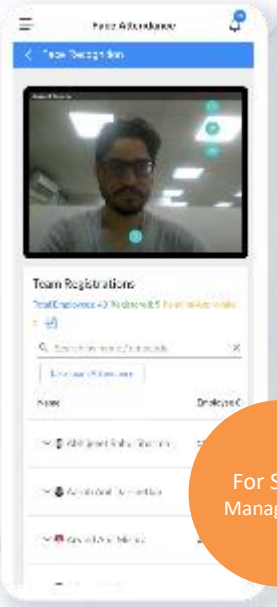


Lifecycle Events (ELC)

Multi Mode Attendance Solutions for all Scenarios

HR Ground Zero | Productivity Booster | Talent Acquisition | Talent OutPerform | Employee Engagement





For Factory workmen

For labour camps

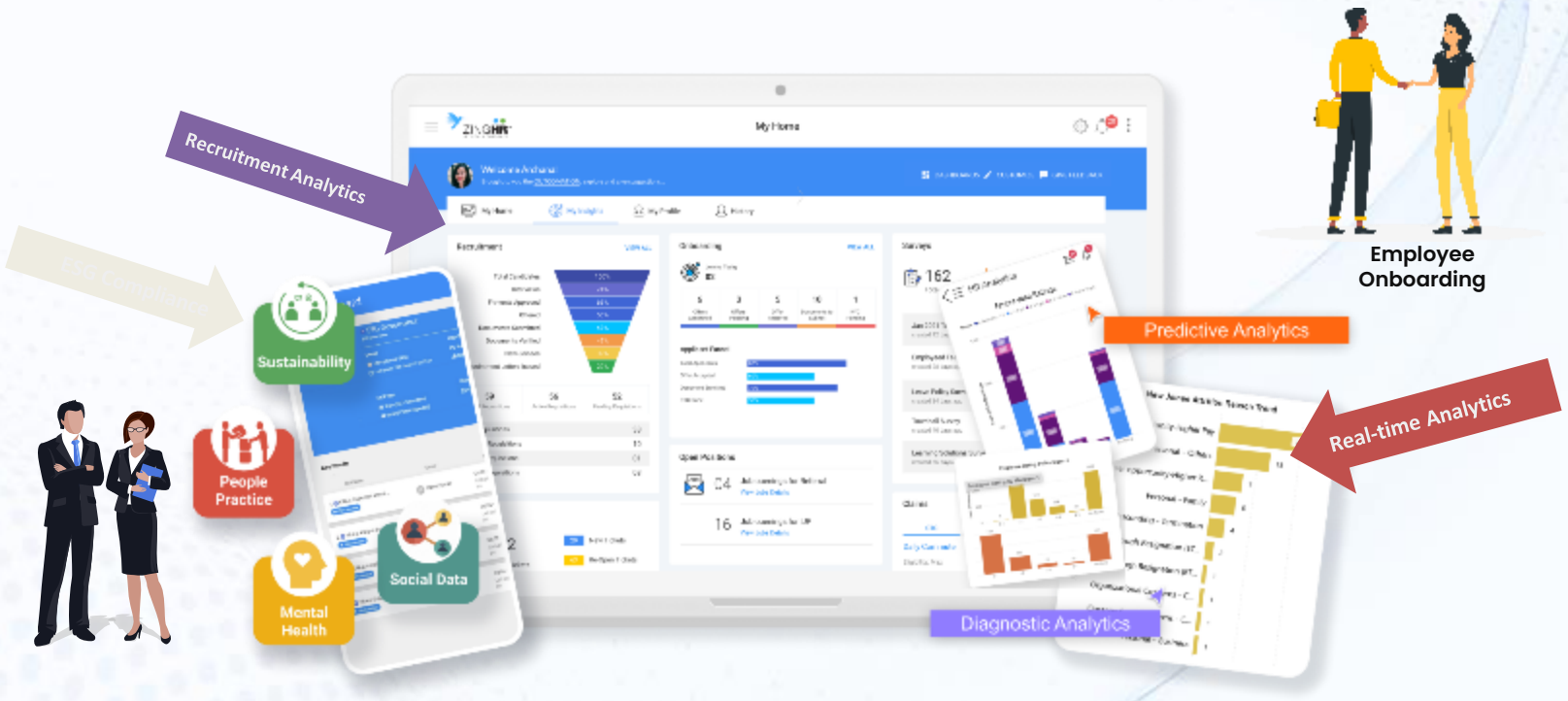
For Office Staff

For Project Teams

For Senior Management

The New-Age Talent Sourcing and Onboarding Practices

HR Ground Zero | Productivity Booster | **Talent Acquisition** | Talent OutPerform | Employee Engagement



Agile HR Best Practices | **Governance and Compliance** | **Engagement Led Productivity** | **Employer Branding**

Multi-source ATS with Intelligent Hiring

HR Ground Zero | Productivity Booster | **Talent Acquisition** | Talent OutPerform | Employee Engagement

QR Code based Hiring

Personalized Candidate Experience

e-Joining Kit for HR Documentation

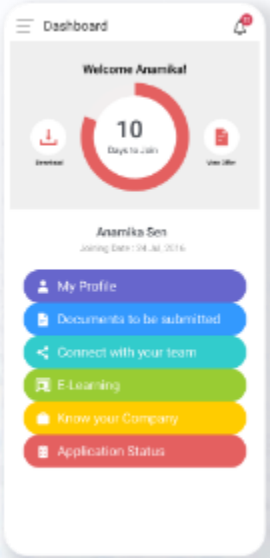
Role Clarity & Team Engagement

eKYC & Document Verification

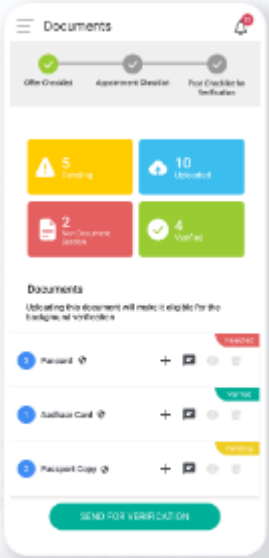
Digital Signature

Digital Onboarding

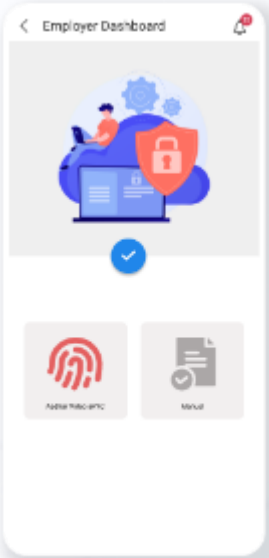
HR Ground Zero | Productivity Booster | **Talent Acquisition** | Talent OutPerform | Employee Engagement



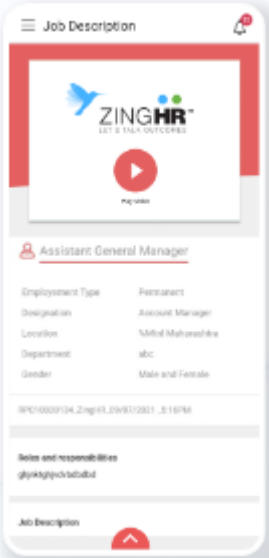
eKYC Integration For Employee Verification



Enable Seamless Employee Onboarding

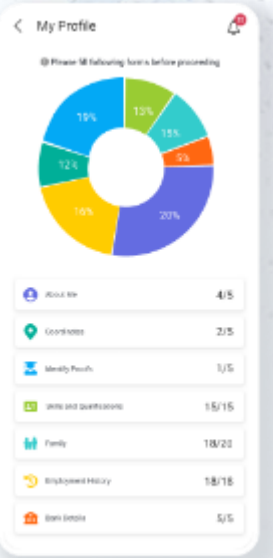


Paperless Onboarding Experience



Provide convenient, secure, and paperless onboarding

Reduce Candidate Dropouts & Drive Impactful Results

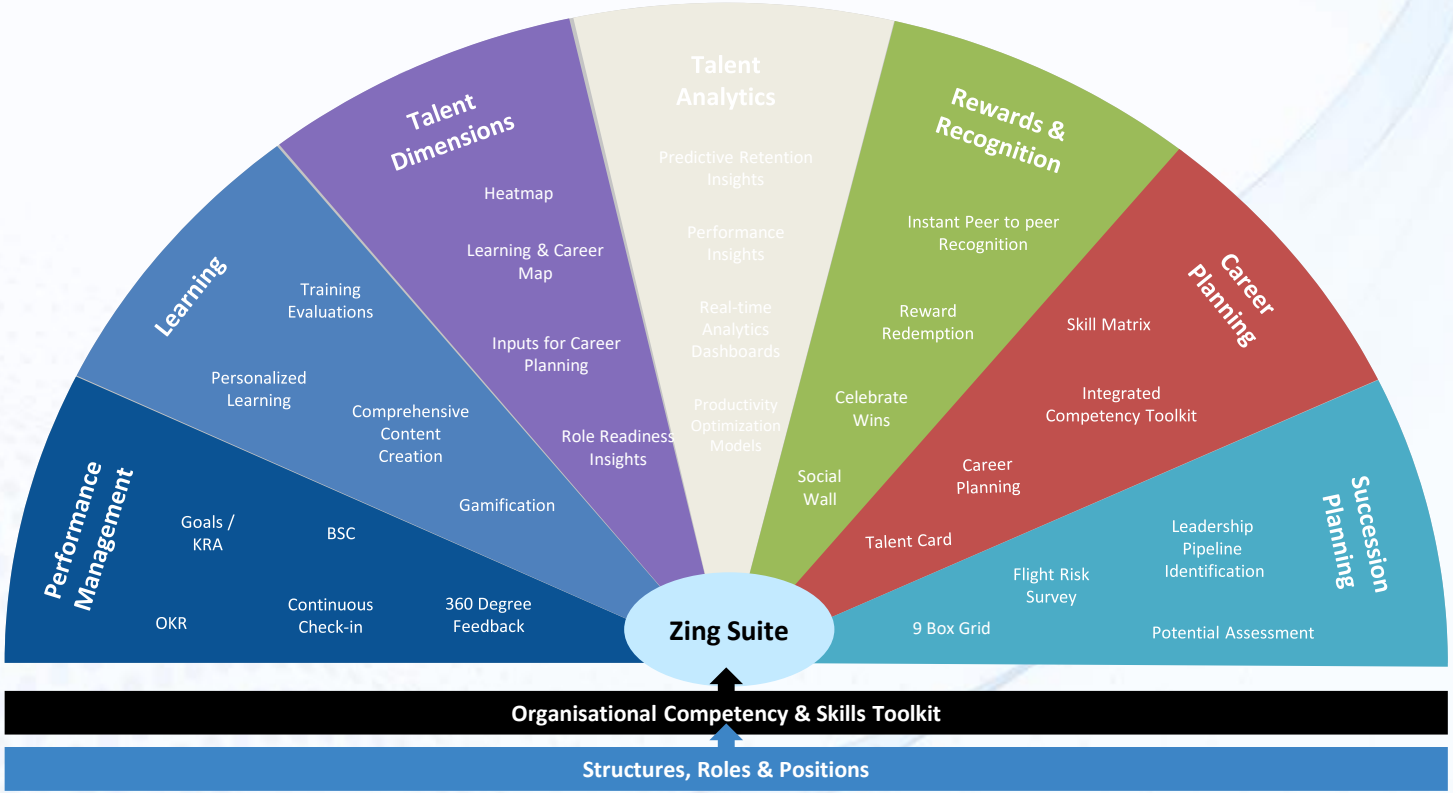


Build Employer Brand & Maximize Candidate Engagement

Talent OutPerform

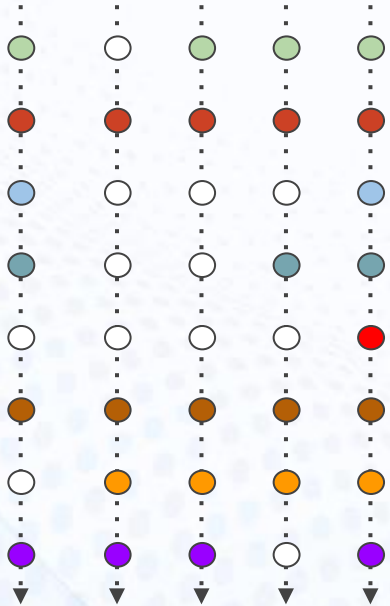
HR Ground Zero | Productivity Booster | Talent Acquisition | **Talent OutPerform** | Employee Engagement

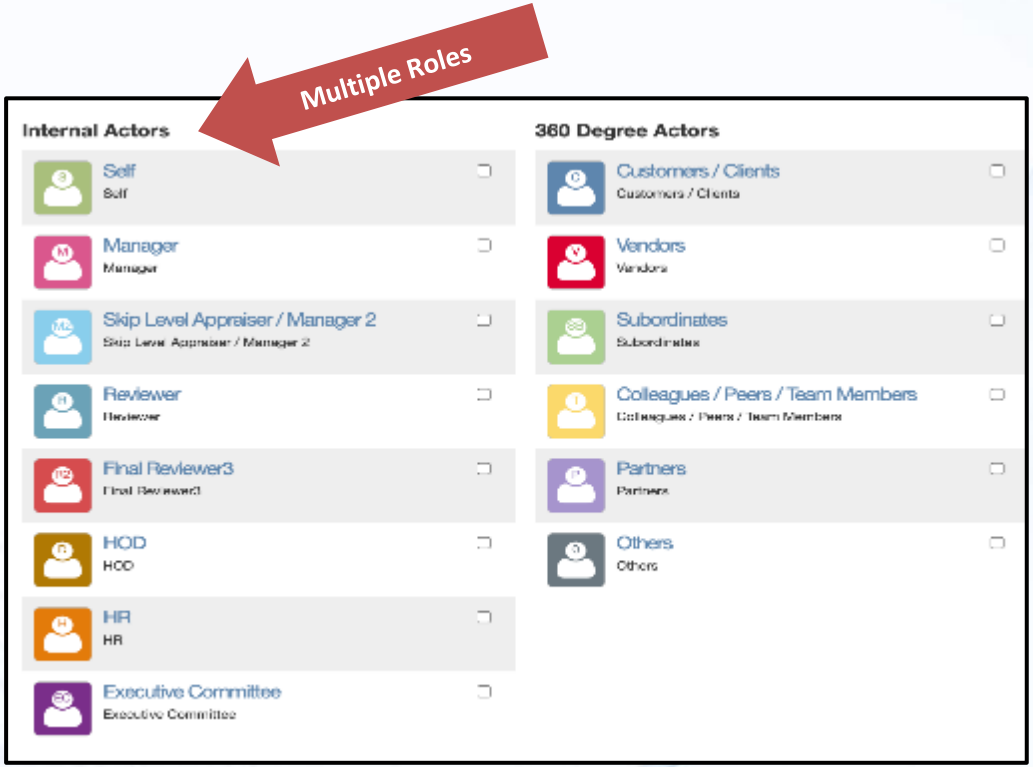
A Complete Talent Management Suite : Performance Management + Learning + Rewards & Recognition + Career Planning + Succession Planning

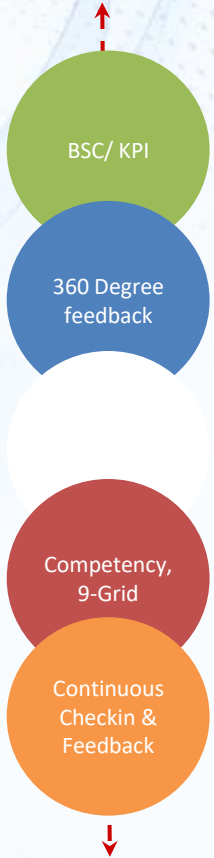


Performance Designed for Dynamic Businesses and Workflows

HR Ground Zero | Productivity Booster | Talent Acquisition | **Talent OutPerform** | Employee Engagement



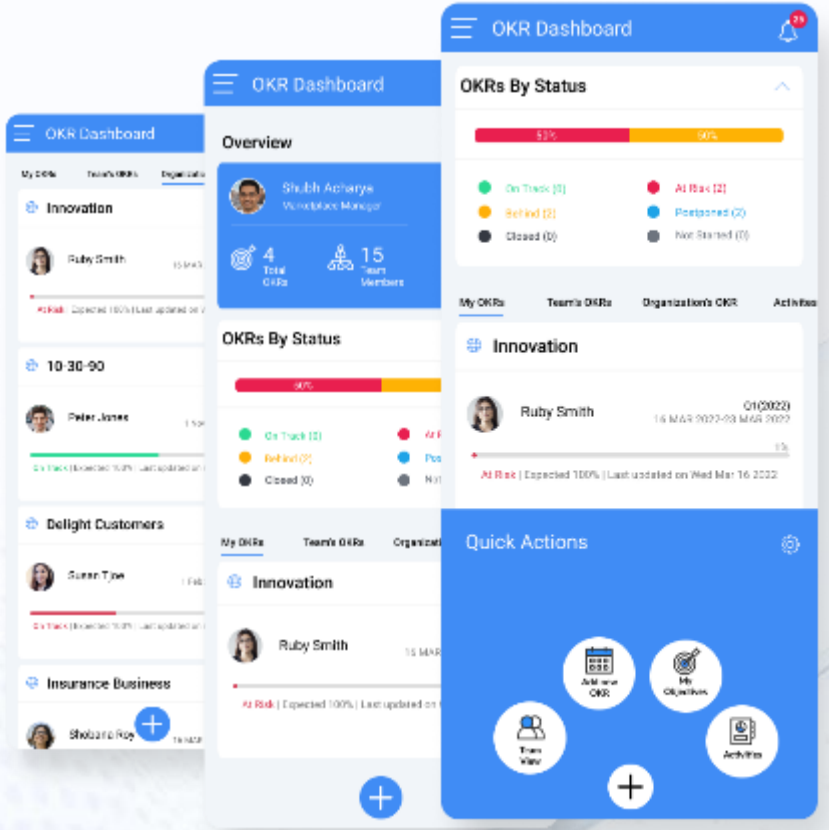




Business Transformation Suite

HR Ground Zero | Productivity Booster | Talent Acquisition | **Talent OutPerform** | Employee Engagement

- Stretched Goals
- Continuous Tracking
- Cross-Functional Collaboration
- 3-way Cascade (Top-down, Bottom-up, Horizontal / Functional)
- Shared – Joined Business Objective Management
- Agile & Inspirational Objective Setting



Highlights

- Deploy Lead and Lag indicators
- Drive Transformation: Break the Status- Quo
- Enhance Cross-functional alignment in objectives
- Increased Employee Accountability
- Self-Managed Agile Teams

Learning for Growth

HR Ground Zero | Productivity Booster | Talent Acquisition | **Talent OutPerform** | Employee Engagement

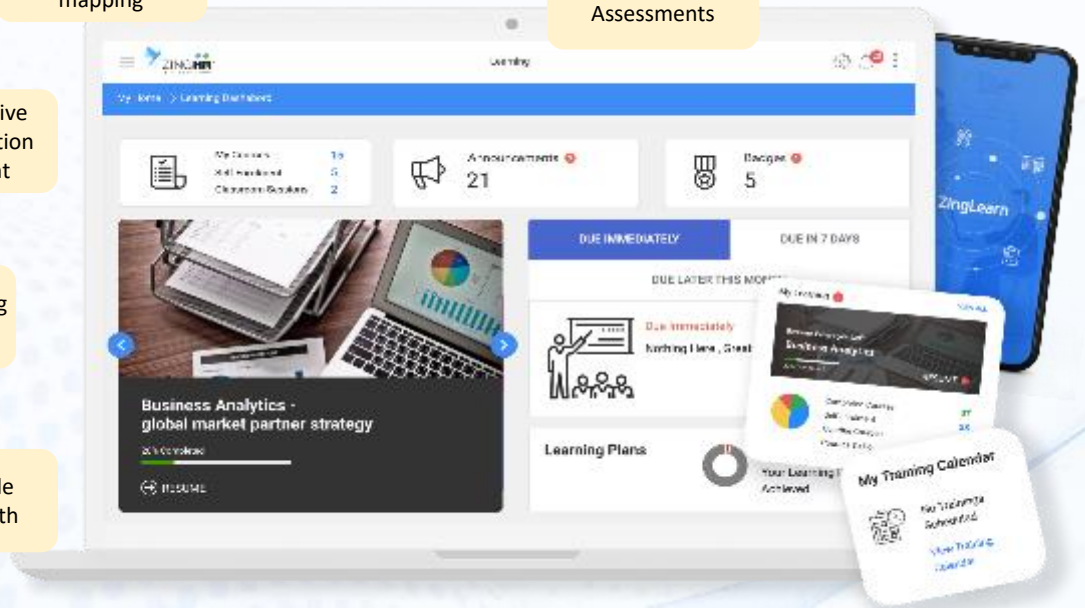
Scaling Flexibility | **Gamification**

Integrated webinar

Competency Frameworks mapping

Training Impact Assessments

Comprehensive content Creation Enablement



Pre- & Post-Training Evaluations

Configurable Learning Path

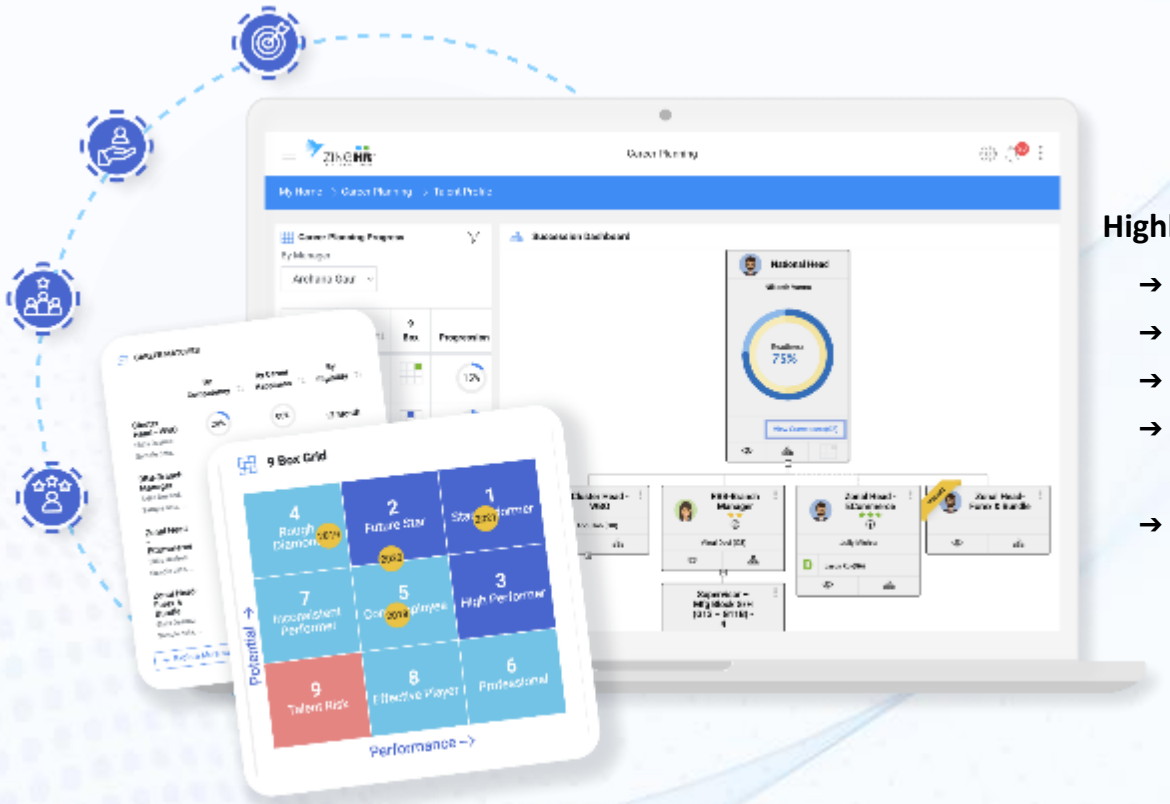
Highlights

- ➔ Incorporate DIY / Multiple Learning Methodologies
- ➔ Attain desired Competency Levels (Microlearning)
- ➔ Ensure Learning Compliance
- ➔ Velocity Gain on Productivity Enablement
- ➔ Increased Performance

Talent Mobility - Career Planning

HR Ground Zero | Productivity Booster | Talent Acquisition | **Talent OutPerform** | Employee Engagement

- Career Mobilities
- Career Highlights
- Career Planning
- Career Mapping
- Skill Building
- Career Path
- Competency Profiling
- Aspired Career Roles

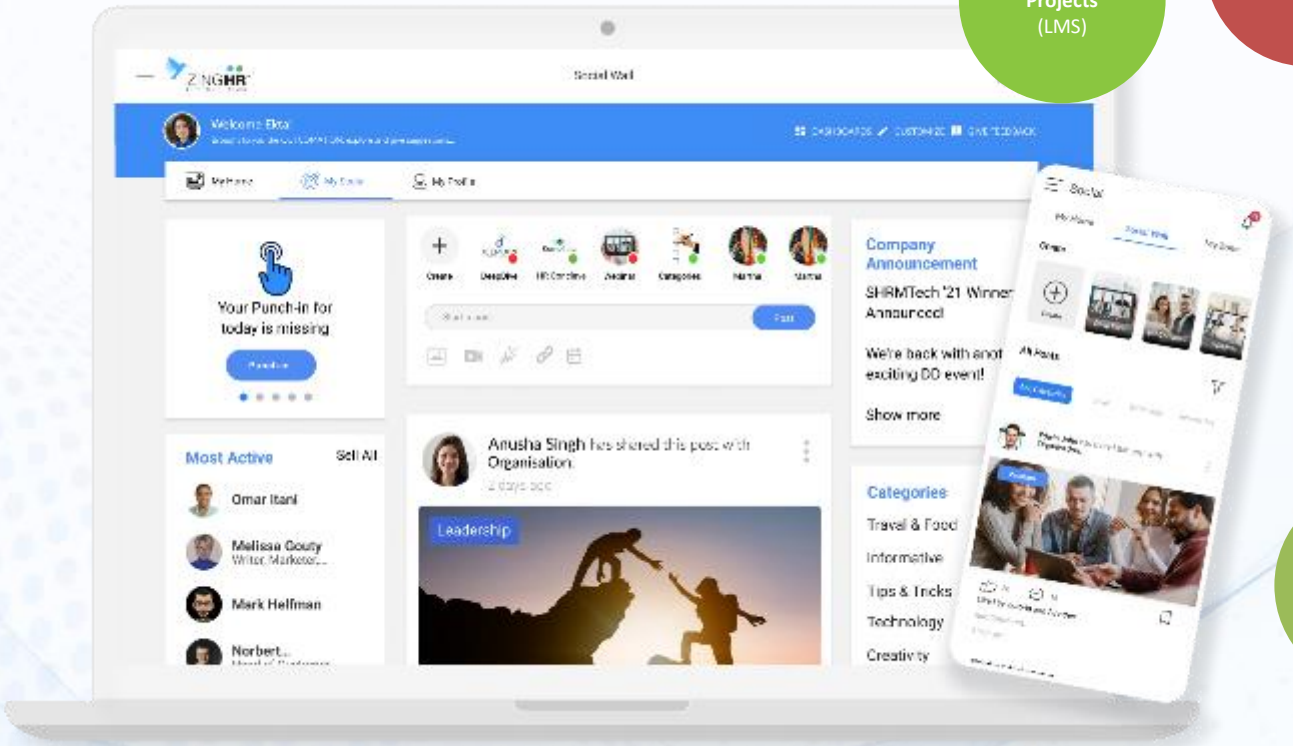


Highlights

- Meet Career Goals
- Future Ready Workforce
- Drive Retention
- Map employees Career Aspirations
- Create Development Opportunities

Shaping Engaged Happy Aligned Teams

HR Ground Zero | Productivity Booster | Talent Acquisition | Talent OutPerform | **Employee Engagement**



Shared Learning Projects (LMS)

Open Project & Learning Groups (Project Wikis)

Dynamic Goals & Tasks (Unlimited Goal Types / Team Shared Objectives)

Cross Functional Collaboration (Competency mapping/ 360 degree feedback)

Collab based Rewards & Recognition (Badges / Currency)

Increase Happiness - Happiness Index

HR Ground Zero | Productivity Booster | Talent Acquisition | Talent OutPerform | Employee Engagement

Joy

(Personalized Wishes, User Journeys, Success Stories)

Participation

(Social wall - share posts, pictures. Videos)

Celebrations

(Rewards & Badges)

Pulse Checks

(Surveys)

Moments & Emotions

(Emotional Sensors/ Social Analytics)

ESG

Promotes Job satisfaction, Higher engagement & Loyalty

72%

of global workforce by 2029 will comprise of Millennials & Gen-Z

58%

of employees will consider ESG commitment before deciding to work

48%

Millennials are speaking up or criticizing their employer's action on societal issues

40%

Millennials accepted one job offer over another because of better ESG practices

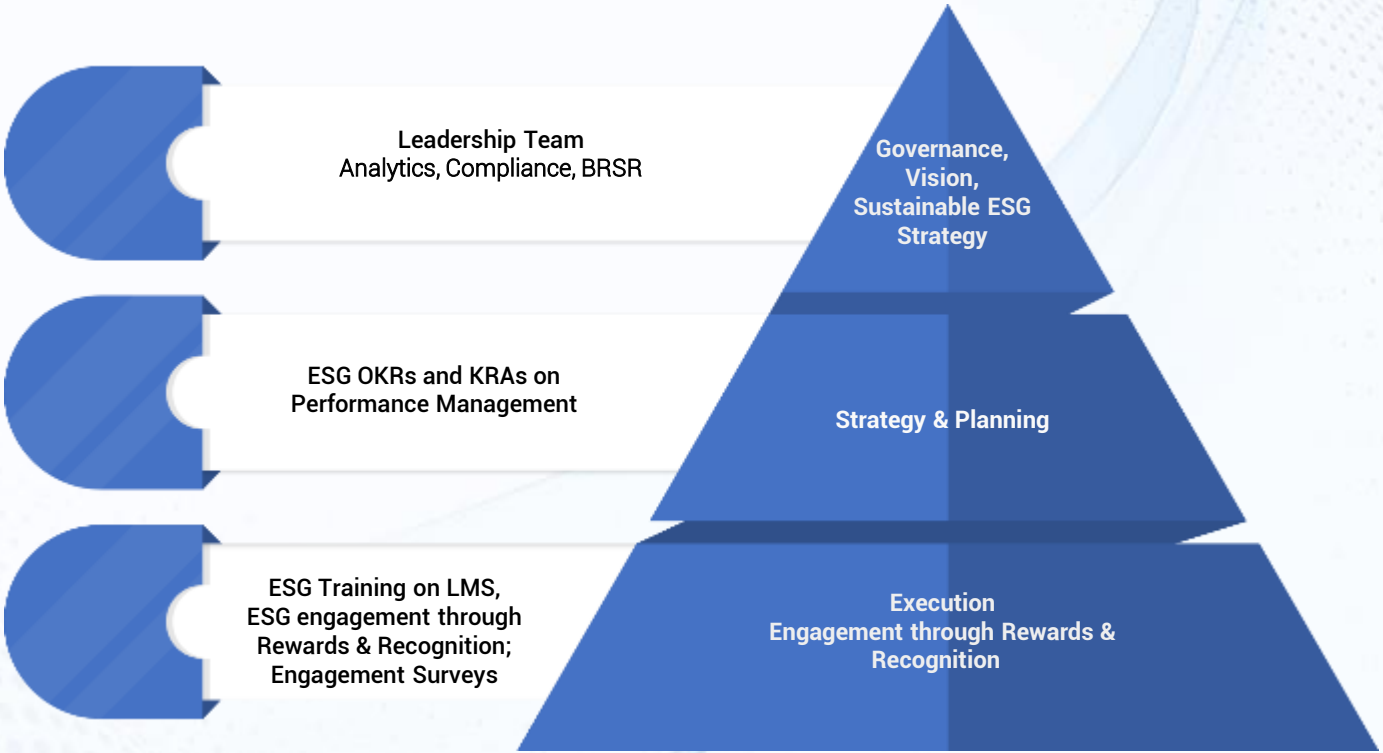
ZingHR ESG Model

Authentic Leadership

- Commitment to Vision
- Openness to Governance
- Transparent Workplace

Environmental Citizenship Behaviors

- Volunteering
- Giving
- Mindfulness
- Accountability



ZingHR : 'Social' Responsibility Scorecard

Social Data

- Age
- Gender
- Diversity
- Inclusion
- Ethnicity

Mental Health

- Well-being
- Sentiment Analysis

ESG Engagement

- Alignment Survey
- 30-day Challenge Gamification

People Practice

- Pay practices
  - Overtime
  - Timely pay
  - Compliance with rules and regulations
- Work hours
- Leave

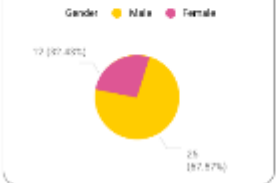
ESG Dashboard

Benefits

2	37
Opted for Medical Insurance	Employees Utilizing Parental Leave
2	3
Opted for Medical Insurance	Healthcare tie-ups by the Organizations

Employment Demographics

Employment Demographics



Return to work

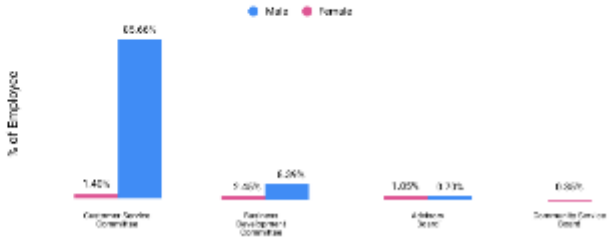
Gender	Parental Leave Utilization	Returned to work	Retention Rate
Female	12	10	83%
Female	34	29	85%
Total	33	32	91%

32

Employees with Stock Ownership Plan

Diversity Equity

Diversity in Governance Bodies



Training and Education

Average Training Hours per Category

2.78

Avg. Training Hours (per Employee per Month)

Average Training Hours

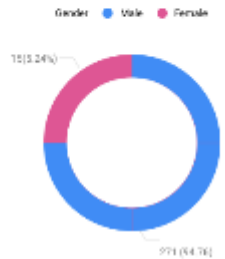
286

Employee Count

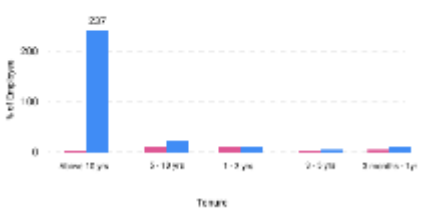
23

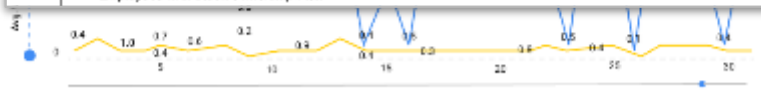
New Recruits (Current FY)

Employment Details



Employment Demographics





Aligning to UN SDGs

Key Global customers:

BFSI

Retail / QSR

Services/ Logistics / ITES

Manufacturing

Healthcare

Education / Media

Key customers in ME:

ZingHR Platform Modules in scope

- Mobile First . AI Embedded . Blockchain Powered

Modules and Functionalities

Modules	Functionalities
Core HR Management	• Organization structure • Workflow engine • Business Logic Rule builder & Configurator • Role & responsibility mapping • HR Foundation (Organization setup), Employee Dossier, Organogram, Employee Creation, Web portal
Employee Life cycle	• Letter Generation • Probation • Confirmation • Transfer, Promotion • Exit
Social connect –Web Portal	• Organization announcement, Celebration corner • Surveys & HR hand book • Help desk • Social feeds
Payroll	• Intuitive Payroll cockpit • Input tool for HR team • Payroll Engine • Full & Final settlement • Investment declaration & verification workflow • Statutory reports • JV for finance / e-pay slips • Bank transfer file generated online • Provision to hold or reverse salaries • Provision to input external payment & deductions • Audit Trial / Maker checker

Modules and Functionalities

Modules	Functionalities
Workforce Management	• Time & attendance • Absence Management • Shifts and scheduling
Performance Management System	• PMS, KRA, Goal Setting • Multiple Assessment Framework • Configurable workflow • Promotion / Increment recommendations • Training need identification.
Learning Management system	• Complete learning management system • Feedback & survey • Assessment & certification • SCROM & XAPI
Rewards & recognition	• Peer to Peer badges • Smiles • Points redemption

• Mobile First • AI Embedded • Blockchain Powered

Option 1 – Commercials for Full suite

Description	Annual Platform subscription cost
ZingHR platform - Full suite for 700 Employees	**$ 34,000**

One time set up, platform Implementation and training cost – USD 3,500

- Annual Subscription fees to be paid in advance,
- 50% Implementation cost to be paid in advance, 35% implementation on completion of UAT and 15% upon Project Go live.
- Pricing is based on the Our Understanding of Your needs and our Solution recommendation. It caters for the establishment of a single instance and one (1) legal entity.
- The above commercials include hosting charges, infrastructure maintenance and standard product support.
- Annual inflation of 7% will be added on the anniversary of the first billing invoice.
- Payment terms – net 7 days from the day of invoice.
- Minimum subscription Period – 36 Months.
- ZingHR has a standard commercial SaaS Agreement that will accompany this proposal, changes to this agreement may vary the commercial offering of this proposal.
- Proposal is valid until August 31st 2022.

Terms and Conditions

- ZingHR is a Product Cloud Platform, brought to you by Cnergyis Infotech India Pvt.Ltd., Regd Office : 5th Floor, Kalpataru Plaza, Chincholi Bunder Road, Malad (W), Mumbai - 400064

- To Get Started : 100% Implementation Commercials along with Yearly Usage Fees as OPEX are to be paid.
  The regular Yearly billing (Invoice) starts from the 1st date of data upload. Project Kick-off will be carried out within 5-7 working days from the date of formal Purchase Order (PO) & advance payments.
  Invoicing : Subsequent Yaerly Invoicing will be raised 15 days prior to the expiry of earlier billing period. All payments to be done through online RTGS/ NEFT mode. In case of Additional eCount in subsequent months over and above the contracted employees, Monthly Pro-Rata Invoice as per agreed PEPM as per agreed terms will be raised.

- GST will be extra and will be applicable as per the prevalent rates.

- Annual Inflation causes an annual price rise of 10% and is applicable on the Usage Fees only.

- Travel for any team member of ZingHR to a location outside Mumbai, Delhi or Bengaluru is payable by customer wrt Airfare (Economy), Boarding & Lodging charges, Local Conveyance between Airport, Hotel and Clint office. Effort Man Day Rate of Rs.15,000 per day + Taxes will be applicable.
- For Custom Requirements outside the Product Feature Delivery Framework - Certified ZingHR Development SI Organization will be provided to create them for you as per your ongoing needs.

- ZingHR Payroll Processing Platform if applicable is not provided to any other Global Location other than India as part of this proposal.

- Process 1 : Signature on the Standard SaaS Agreement sent by ZingHR to you & Receipt of our Proforma Invoice.

- Process 2 : Issuance of Standard Purchase Order by Customer with Signed originals of ZingHR SaaS agreement to be sent to Cnergyis Infotech India Pvt. Ltd.
- Process 3 : Transfer of payment online by NEFT/RTGS mode or Cheque Payment – ZingHR Implementation Process starts immediately thereafter.

- ZingHR is a standard global HCM PRODUCT platform on the cloud. Customization for the Customer Environment are achieved through CONFIGURATIONS without any alterations to the CORE PRODUCT CODE. Any Customization that is non-standard required by the CUSTOMER , which might not be a line-of-sight FEATURE in the Roadmap of ZingHR can be addressed §by the customer through ZINGHR Certified Implementation Partner who will create a non standard Application CODE outside the PRODUCT CODE . ZingHR will allow special ACCESS through APIs only. ZingHR has the right to allow or reject access based on its CUSTOMER ECOSYSTEM IT Security Policies and its own PRODUCT BUILD policies. ZingHR does not claim or state that it will meet 100% of an organizations HR Business Process requirements since they may or might not be possible. It is for the Customer to be sure that more than 80-90% of its core critical needs are met through a Quick Cost-Effective way through ZingHR. ZingHR will provide Customer Feature Road Map Updates as part of its own Development Plan once every 6 months.

ZingHR Support Offering

Standard Support

- As part of our commercial arrangements for using the Platform, provisions have been made for:
  - Self Help Knowledge
  - Application support
  - Bug Fixes
  - New releases (application enhancements)
  - Platform availability
  - Backup and Recovery
  - Data Privacy
- Assigned Shared Customer Success Manager
- Yearly Performance Review Meetings

Premium Support (not quoted)

- Dedicated Customer Success Manager
- Monthly Performance Review Meetings
- Customised Response Charter/Services

Support Hours

- For each Country listed in Scope - Normal business hours (9am till 6pm) Monday to Friday, not including Public Holidays

Availability of the System

- ZingHR targets to provide 99.95% availability with respect to the ZingHR Platform during each calendar month, excluding scheduled maintenance times.
- Scheduled maintenance usually occurs outside of regular business hours and generally accounts for less than 15 hours each quarter.
- The Platform is proactively monitored 24/7

Backup/Recovery

- Data is backed up once a day around midnight, Backup is Daily Incremental, Weekly and Monthly full.
- In the case of a disaster, the Database will be restored to the point of the closest backup.

Ways to Request Support

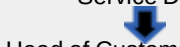
- Support Portal (Self Help + Raise Ticket)
- Service Desk (Chatbot or Email)

Response Charter

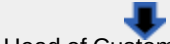
- Each Support Ticket raised will be prioritised based on Impact and Urgency. **Target response and resolution times** are outline below:
- **Critical Priority Requests**
  - Acknowledged – within 4 hours
  - Resolution or workaround – within 1 business day
- **Urgent Priority Requests**
  - Acknowledged – within 8 hours
  - Resolution or workaround – within 2 business days
- **Medium Priority Requests**
  - Acknowledged – within 1 day
  - Resolution or workaround – up to 3 business days
- **Low Priority Requests**
  - Acknowledged – within 2 days
  - Resolution or workaround – up to 5 business days

Escalations

Service Desk



Head of Customer Support



Head of Customer Success

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