

Sector:
Health Care

Business Unit:
Agile Solutions

Solution:
OutSystems

2017



Innovation Award
Winner

3



Developers

3



Months to
develop

5^K



Users



The platform gave us the opportunity to rethink our evaluation process and achieve a much more accurate, fair and objective evaluation methodology. The agile methodology helped us have a more accurate response to our needs by the end of each sprint. This had a highly positive impact on employee satisfaction, employee retention, careers evolutions and recruitment efficiency.

Paulo Barreto
Human Resources, Luz Saúde

NOESIS OPTIMIZES LUZ SAÚDE'S EMPLOYEE PERFORMANCE APPRAISAL SYSTEM

Luz Saúde needed to replace its employee evaluation system in order to improve the efficiency of this HR process. Along with Noesis, the healthcare company developed a **robust, high performance evaluation application** that allows the Human Resources team to **better manage**, configure, modify and customize the parameters of each employee's evaluation. Employees are now more involved with their performance appraisal process, which results in **greater motivation and engagement**.

THE CHALLENGE

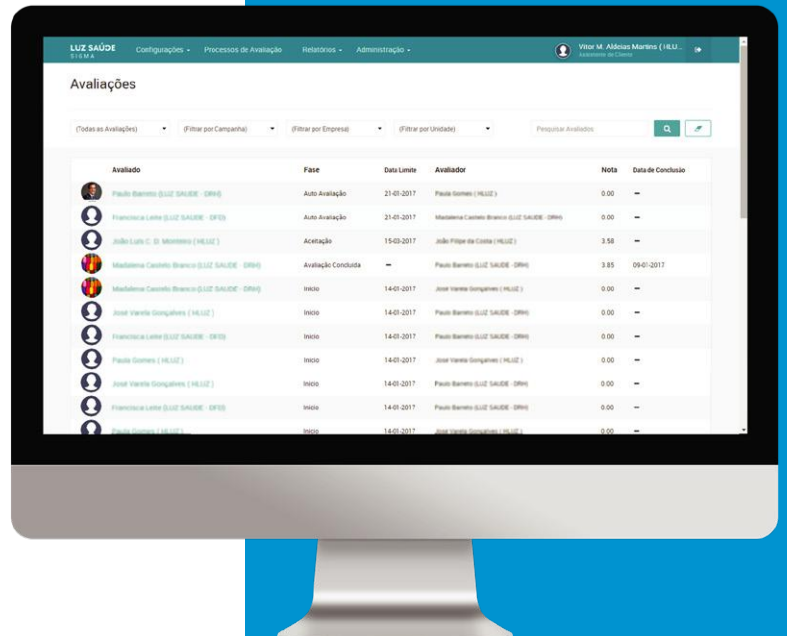
Luz Saúde's HR department's ad hoc employee's performance appraisal system was based on excel sheets and manual processing. Given the relevance of this corporative system, the department was experiencing a strong need for **digital transformation** in order to become more efficient and intuitive to manage. The previous system was not only **highly time-consuming** and **hard to manage** but had **low visibility** inside the company. Having little tracing of the workflow also led to some misunderstandings of the evaluations and their perceived goals.

GOALS

- › **Optimization of the evaluation process**
- › Possibility to **customize** every parameter of evaluation
- › Increase the **visibility** and **transparency** of the evaluation process
- › Improve **employee satisfaction and retention**

THE SOLUTION

In just 3 months, with a team of 3 developers, Noesis developed a powerful, high performance evaluation application called **SIGMA** that considers not only the speed and suitability to the system's needs, but also focuses on **functionality and intuitiveness**. Due to the sensitive and complex aspects of the employee appraisal system, the **agile methodology** played a fundamental part in structuring the final solution, having demos at the end of each sprint and being able to adapt the requirements constantly, to make sure they were lined up with Luz Saúde's expectations.

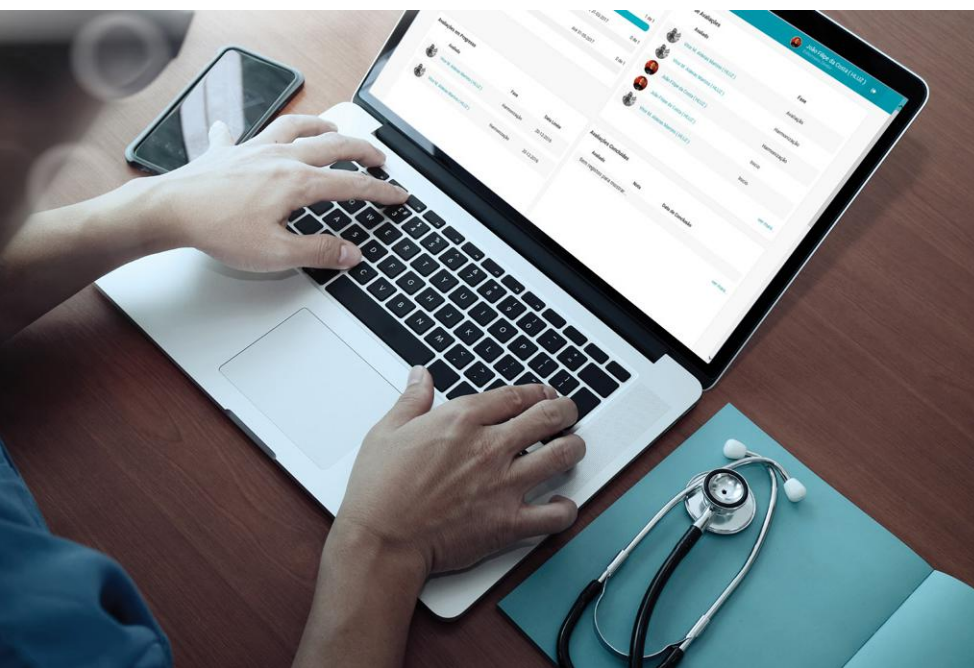


THE RESULTS

SIGMA is now improving Luz Saúde's employee performance appraisal system in 3 main areas:

- **Increased management efficiency:** by eliminating paper as an evaluation tool, the app allows a more intuitive and time-saving data collection and management that contributes greatly to a much more efficient evaluation process.
- **End-to-end perception of the evaluation process:** the app grants the evaluators and the evaluated employees access to their evaluation charts and the whole context regarding their function and progress, contributing to transparency between employer and employees.
- **Increased visibility on performance improvement actions:** the possibility to easily obtain basic information outputs helps with the execution of performance improvement actions.

Today, Luz Saúde has a BPT Process driven application that is not only increasing the process efficiency, but also **impacting talent satisfaction and retention**, one of the organization's most important assets.



LUZ SAÚDE

Established in 2000, Luz Saúde is one of the largest health care groups in terms of revenue operating in the Portuguese market. The group provides its services through 24 units, located in the North, Central and Central-South regions of Continental Portugal and in Madeira.



Noesis is a multinational consultancy company offering flexible services and solutions to improve competitiveness and optimize its clients' processes. Creating sustainable value across several sectors, Noesis is driven by technology and innovation to deliver solutions focused on our clients' infrastructures, software, quality and people.



The Noesis and OutSystems partnership dates back to 2008. Today, Noesis counts on a team of more than 60 certified developers to deliver custom made solutions in record-time and with the greatest business impact.

