



MICROSOFT HR SYSTEM – DYNAMICS 365 HUMAN RESOURCES G-CLOUD 15

SERVICE OVERVIEW

Telefónica Tech provides a Human Resources (HR) service based on Microsoft Dynamics 365 Human Resources to support organisations in managing the full employee lifecycle through a secure, cloud-based Human Capital Management (HCM) platform.

Microsoft Dynamics 365 Human Resources supports core HR processes including recruitment, onboarding, employee engagement, performance management and off-boarding. The service enables organisations to centralise employee data, streamline HR operations and provide employees and managers with self-service access to HR information and processes.

Delivered as a cloud-based service, Dynamics 365 Human Resources integrates with the wider Microsoft ecosystem and supports organisations in improving workforce visibility, compliance and decision-making while providing a scalable platform that can evolve with organisational needs.

KEY FEATURES

- Core Human Capital Management (HCM) capabilities covering the full employee lifecycle
- Employee data management with a single, centralised HR record
- Recruitment and onboarding process support
- Employee self-service portal for HR tasks and information
- Performance management and goal tracking
- Learning and development support with personalised outcomes
- Workforce insights and reporting to support HR decision-making
- Off-boarding and transition management
- Role-based access and security controls
- Cloud-based HR platform integrated with Microsoft services

KEY BENEFITS

- **Improved HR Operational Efficiency**
Streamlines HR processes and reduces manual administration across the employee lifecycle.
- **Better Workforce Visibility**
Provides real-time and historical views of workforce data to support planning and decision-making.
- **Enhanced Employee Experience**
Self-service capabilities improve access to information and reduce reliance on HR teams.
- **Improved Data Accuracy and Compliance**
Centralised employee data supports GDPR compliance and consistent data management.
- **Secure and Scalable Platform**
Cloud-based delivery supports availability, security and future organisational growth.
- **Increased HR Team Productivity**
Automation and insight tools allow HR teams to focus on higher-value activities.

- **Support for Talent Development**

Enables structured performance, learning and development processes.

- **Integration with Wider Microsoft Ecosystem**

Works with Microsoft 365 and other Dynamics 365 solutions for joined-up people operations.

ADDITIONAL SERVICES

- HR discovery and readiness assessments
- Configuration and deployment of Dynamics 365 Human Resources
- Integration with payroll, finance and other business systems
- Data migration from legacy HR platforms
- Process optimisation across HR and people operations
- Reporting and workforce analytics configuration
- User training and knowledge transfer
- Adoption and change management support
- Ongoing optimisation and support services
- Managed service options

Thank you

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Telefónica Tech

