

MIRACLE HR suite of solutions

The **Miracle 'people' suite** for Microsoft Dynamics NAV comprises of:-

- **miraclePAY** • **miraclePEOPLE** • **miracleTIME** • **miracleFLEET**
- **miracleREPORTING** • **miraclePORTAL**

The miracle HR suite is the most comprehensive product set available for users of Microsoft Dynamics NAV of all sizes.

This internationally popular best of breed 'people' solution for Microsoft Dynamics NAV, warrant to ensure that all three core 'people' modules are kept in line with current legislation and statutory issues.

miraclePEOPLE for NAVISION provides an enterprise level HR solution for the Microsoft Dynamics NAV community. Fully integrated to the complimentary Payroll and Attendance Management solutions from Miracle.

miracleHRM

The miracleHRM product set provides a comprehensive and functionality rich suite of applications that will meet the needs of most HR functions. There will always be those companies that have unique and specific requirements that a 'generic solution' will not meet and some of the very largest companies where a Microsoft Dynamics NAV solution is not ideal.

Nevertheless the miracleHRM set is becoming a truly world-class offering that is a 'must' for every Microsoft Dynamics NAV installation. It is however a product set that is being constantly developed with the addition of further functionality and new HR related modules. We have a detailed road-map which documents the planned developments.

The miracleHRM product set consists of the following:

- miraclePAY for Microsoft Dynamics NAV (Payroll)
- miraclePEOPLE for Microsoft Dynamics NAV (HR)
- miracleTIME for Microsoft Dynamics NAV (Time & Attendance Management)
- miracleREPORTING (User orientated reporting tool)

miraclePAY has the following options:

- P11d processing
- Eire payroll
- Job Costing

miraclePEOPLE has the following options:

- Recruitment & Leaver Management
- Training Course

The base miraclePEOPLE system contains the following functionality:

- Employee record management
- Organisation, post and contract management. (Establishment definition)
- Benefit processing including link to the P11D
- Employee checks e.g. CRB
- Competencies, skills, performance & training records
- Disciplinary processes
- Appraisal management
- Accident reporting
- Medical records
- Absence and holiday management
- Succession planning
- Health & Safety
- Events and to-do lists (*Diary orientated processing*)
- Document association throughout the application
- Image association

miraclePAY

Why choose miraclePAY?

“... THE NATURAL CHOICE FOR ALL FORMS OF PEOPLE MANAGEMENT WITHIN THE MICROSOFT DYNAMICS NAV MARKETPLACE...”

miraclePAY provides an enterprise, mission critical payroll for the Microsoft Dynamics NAV community. miraclePAY for Microsoft Dynamics NAV provides an enterprise, mission critical payroll for the Microsoft Dynamics NAV community. Fully HMRC certified inclusive of on-line functionality both in-year and year-end.

miraclePAY is a scalable and flexible payroll solution for companies with fewer than 100 or more than 10,000 employees. miraclePAY provides efficient, reliable and timely support for your payroll function that will grow with your organisation.

Seamless integration with other Miracle ‘people based’ products means zero data duplication, streamlined data input and a greatly reduced possibility of errors. Modules may be deployed individually or combined as required.

All modules are fully integrated to standard Microsoft Dynamics NAV functionality such as Financials and Job Costing where applicable.

It pays to manage your people

- Full HMRC accreditation for payroll and electronic communication with IR including in-year processing
- Microsoft Dynamics NAV add-on fully integrated to other Microsoft Dynamics NAV elements -
STANDARD MICROSOFT DYNAMICS NAV MODULE
- Job costing analysis and split of company costs
- P11D option with electronic communication with IR (integrated to HR benefit system where HR used)
- Irish payroll
- Date effective where required removing processing bottle necks
- SSP - salary claw-back automated
- Salary sacrifice for pensions and other approved payments
- Holiday pay-rate calculation
- Multiple BACS payments per pay period to cover late payments
- Pay profiles against specific jobs
- T&A or CSV import for weekly / monthly payments from external systems with automatic generation of employee pay items
- Timesheet entry
- Dedicated help-desk manned by payroll Professionals

It is a scalable and flexible payroll solution for companies with fewer than 100 or more than 10,000 employees. miraclePAY will provide efficient, reliable and timely support for your payroll function that will grow with your organisation. Seamless integration with other Miracle ‘people based’ products means zero data duplication, streamlined data input and a greatly reduced possibility of errors.

Features

- Multi-company
- People-centric design - single person record for multiple periods of employment
- Security management - controlled by company or payroll
- User defined requirements are met through miraclePAY’s pay item structure
- Pay period variable data from T&A, EPOS systems or direct input
- Reporting options - access any static data and pay item data in a variety of formats

- Categorize by analysis groups for reporting & filtering (e.g. company, department, division, location, job-category, etc)
- Links to third party software such as MS Office (i.e. Excel and Word) and BACS
- Can be deployed against Classic or SQL databases. Payroll Functions
- Unlimited number of pay items & payrolls. Payrolls can be copied across payroll companies
- Weekly, bi-weekly, four weekly, monthly and pension payrolls supported
- Option to forward 'hours' and analysis to Microsoft Dynamics NAV Financials at job cost level
- Multiple payment methods - electronic transfers, cheques and cash
- Multiple payments supported for an employee within the same pay-period
- Multiple bank accounts allowed to support expense payments via the purchase ledger
- Check made for multiple employees having the same bank account
- Effectively dating - pre-set regimes (i.e. taxes, insurances, pensions, pay rates) with snap shot reporting at specific dates
- All statutory deductions i.e. tax, NI, SMP, SSP, SPP(A), SPP (B), SAP etc. Option to claw-back salary when paying SSP etc
- Pensions and salary sacrifice schemes
- Pension payments can be processed on user specified intervals
- Easy identification of pay item accumulations
- Pay items can be permanent or period specific
- Multiple formats for importing pay data from CSV files
- Sophisticated holiday pay calculation routines
- Court orders and AOE
- Share options
- Overtime, bonuses, commissions and dividends
- On demand pay calculation
- Reprint of individual pay slips
- Multiple pay slip formats
- User-selectable pay slip content, including employee "messages", Company logos, box drawing, holidays taken YTD, holidays taken this period, absences etc
- Pay advice preview
- Multiple menu options, designed for local and remote operations
- User specified employee/clock number generation
- Calculation of daily rate from annual salary
- Calculation of overtime rate from basic pay
- Net to Gross pay-item calculator - what additional monies are needed to cover tax, etc when cash payments are made?
- Sophisticated leaver checks, i.e. SSP cannot be defined beyond the leave date
- 'Left with SMP payments still on-going' is supported
- Employment status of 'deceased' supported
- Automation of the leaving process to tax any monies at the BR rate, produce a new P45 for the employee and submit the amended P45 to HMRC electronically
- Validation of P45 starter data
- Support of KIT days (keeping in touch)
- Electronic year end returns
- Support of HMRC auditors report
- Multiple standard reports categorized into operational reports, management reports and file listings.
- Fast data entry option
- Remote location timesheet option that brings up employees in-store for recording worked hours/absences
- Absence data can be entered for days where the employee is not at work.
- Salaries can be split across departments/business units
- P11D option - hard-copy & electronic submissions
- Redundancy calculator
- What-if scenarios

miraclePAY Job Costing

The Job costing module is an optional 'add-on' to miraclePAY for Microsoft Dynamics NAV. This module provides the following functionality on top of the basic payroll functions:

- Data capture at job-cost level for hours worked or other related costs. e.g. miles covered, 'cash target' etc
- Data entry at job-cost level
- The Pay-slip can be summarized to show hours worked across jobs or report at a detailed level
- Optional report to list pay 'make-up' for each employee to support the pay-slip where the summarized option is used
- Where T&A is in use, there is an option to match hours worked against jobs performed
- The analyzed job level data can be forwarded to the Microsoft Dynamics NAV Financial module
- Option to allocate 'company costs' over the jobs worked for an employee
- Optional integration to Microsoft Dynamics NAV Jobs within the ERP application

miraclePAY P11d

miraclePAY provides the means of capturing employee benefits requiring reporting at year-end either as part of the employee's benefits as set-up within the HR system or as a stand-alone option that feeds the payroll module.

The P11d data can be sent to HRMC either in paper format or electronically via the Government's e-government gate-way. A printed copy for the employee and / or the employer's files can be produced independently of the HRMC submission. The P11d module is an optional 'add-on' to miraclePAY and miraclePRIDE for Dynamics NAV.

This module provides the following functionality:

- Unlimited entries within each benefit type
- Free format report - HRMC approved
- On-line P11d filing
- Company cars
- Mileage allowances
- Living accommodation
- Company loans
- Medical care
- Assets
- Expenses

miraclePEOPLE

miraclePEOPLE provides an enterprise level HR solution for the Microsoft Dynamics NAV community. It is fully integrated with the other miracleHRM products and shares the standard ERP Database.

Features

- Multi-company support.
- People-centric design - single person record for multiple periods of employment.
- Security available to limit access to a chosen set of individuals and data fields - access can be limited to update and read only options as required.
- Definition of the 'people type' you want to manage:
 1. Recruits / applicants
 2. Employees
 3. Temporary staff
 4. Mobile worker (additional security is provided)
 5. Visitors, etc
- Employee event and 'to-do lists with color coding to differentiate between overdue, due and future events. There is an option to set up stages within an event and to associate actions with an event. The options are 'automatic, optional or multiple choice' and the available actions include: send a letter, send an e-mail, create a further event or take some pre-programmed action. e.g. note end of probation.
- Flexible rules to define the employee's work pattern and year-on year view of attendance data linked through to Absence Management / Holidays and T&A (lateness recording).
- Supervisory access to group attendance data and holiday bookings.
- Document association to register
 1. CV's
 2. Photo's
 3. Birth Certificates
 4. Driving licences, etc
- Image association.
- Excellent integration with MS-Office for Word, mail-merge, EXCEL etc.
- Full access to payroll data is password permitted. The link between HR and payroll can be automatic or manual.
- Use of miracleREPORTING to produce user orientated reports.
- Global Company options or code tables can be limited to specific departments/business units.

Base HR Functionality

The base miraclePEOPLE system contains the following functionality:

- Employee record management
- Organisation, post and contract management. (Establishment definition)
- Benefit processing including link to the P11D
- Employee checks e.g. CRB
- Competencies, skills, performance & training records
- Disciplinary processes
- Appraisal management
- Accident reporting
- Medical records
- Absence and holiday management
- Succession planning

- Health & Safety
- Events and to-do lists. (Diary orientated processing)
- Document association throughout the application
- Image association

HR Options

miraclePEOPLE has the following additional options:

- Recruitment Management • Training Course Management • P11d processing

miraclePEOPLE Recruitment

miraclePEOPLE's recruitment module provides a comprehensive suite of facilities that manage and help reduce the amount of administration and assist the Company to select the right candidates.

Recruitment is both a repetitive, time-consuming, administrative process and a mission critical activity that is often essential to both the well-being and survival of the business. miraclePEOPLE's recruitment module provides a comprehensive suite of facilities that manage and help reduce the amount of administration and assist the Company to select the right candidates.

Features

- Identification of job vacancies
- Advertising of a post
- Review of applicants and setting up of an interview panel
- The scheduling and offering of interviews to applicants
- Production of reject letters for those not called to the interview
- Recording of interview results
- Review of applicants - rejections and acceptances
- Definition of the benefits package
- Generation of the contract of employment
- Arranging references, medicals and psychometric tests
- Employee checks, ie CRB
- Management of internal promotion
- Applicants can apply for more than one job
- Recruitment reviews - vacancies, statistics, effectiveness, calculating the cost of recruitment, cost management etc
- Management of an employee recruitment incentive scheme
- Management of exit interviews
- Staff retention reporting - turnover statistics

miraclePEOPLE Establishment

miraclePEOPLE provides a range of facilities to create and maintain the Establishment – employee records, organizational structure, posts, contracts of employment, spinal tables, job descriptions, skills, competencies, qualifications, training records and much more.

This functionality provides the cornerstone of the application needed to manage an organization's greatest asset.

Features

- Extensive employee record management
- Multiple addresses and contact records, including next of kin, beneficiary, emergency addresses, etc
- The address records are date effective
- Hyperlink to the Company's Employment Handbook.
- Definition and maintenance of the organizational structure in terms of posts and relationships
- Support of up to twenty levels within the Company hierarchy - each node can be named
- There can be different levels for each arm of the structure and posts can be defined in a hierarchy within a node
- Visio used to view and print the Company structure
- Definition, maintenance and printing of the contract of employment
- Support of multiple spinal tables, each containing a series of spinal salary points
- Spinal tables are date effective and define the rules for 'movement' up the scale (i.e. length of service or age)
- Job descriptions are linked to the post record
- The post record also stores competency, skill and qualification requirements, job selection criteria etc
- The post has a set of skills and competencies recorded against it. miraclePEOPLE will then match the employee's skill and competency levels against the company criteria for the post
- Qualifications are recorded for each employee
- Scanned documentary evidence can be stored
- Membership of professional bodies can also be recorded
- Maintains detailed training records

miraclePEOPLE Training Course Management

No one would argue that a Company's most important asset is its staff. The need for training is equally obvious. miraclePEOPLE's training module identifies training needs (from the appraisal system and other processes), manages the delivery of the training and deals with the whole process of training course management.

- Establishment of training 'areas' (i.e. IT, managerial, health & safety etc)
- Establishment of training 'options' (i.e. Microsoft Dynamics NAV training, Word training etc)
- Establishment of training 'forms' (i.e. In-house, external, mentoring, seminars etc)
- Maintenance of employee training records
- Identifies training needs
- Collects training needs to summarize demand for a particular training area/form
- Links back to skills/competencies and qualifications records (and even pay increases)
- Management of a Training Course Library
- Course schedule management and joining instructions.
- Cost analysis and statistics.

This comprehensive module meets the needs of most in-house training departments.

miraclePEOPLE Staff and Event Services

Salary and Benefits

The miracleHRM suite of applications provides a fully integrated solution to salary and benefit processing

- miraclePAY manages the payroll
- miracleTIME collects attendance information
- miraclePEOPLE defines the payment rules as defined in the contract of employment and the Company Manual
- miraclePEOPLE also defines the benefits package
- Benefit processing including link to the P11D
- Benefits are allocated via the contract process or specifically allocated.
- Production of P11Ds
- Processing of pay awards
- Integration to bonus/commission schemes elsewhere In NAV
- Staff and student loans

Resources and Absenteeism

- miracleTIME can be used to record attendance via a range of electronic devices including swipe, touch-screen and proximity devices. An EPOS till can even be used
- Attendance and absence data can be keyed directly into miraclePAY and miraclePEOPLE
- Maintains detailed attendance/absence records
- Excellent visual display of an employee's authorized and unauthorized absences (Year Planner)
- Disciplinary processes
- Holiday management - view the departmental position

Asset Management

- Maintenance & re issuing of employee assets
- Management of the Company vehicle fleet via miracleFLEET
- Manages the regulatory processes - MOT, car tax, insurance, tyre checks etc
- Driver licence checks
- Parking and speeding fines can be reclaimed via miraclePAY
- Administer benefits (P11D linkage)

Health, Safety and Discrimination

- Maintains medical records
- Maintains employee health & safety records
- Accident reporting - statistics are provided by area, location and job type. It includes costs and details on the loss of work time
- Employee checks, including agency used, date, frequency, expiry date etc
- Scanned documents can be linked to the employee check
- Monitor & record equal opportunities for age, ethnic origin, gender, religion etc

Appraisal Management

miraclePEOPLE manages the appraisal management process and identifies any resultant training needs.

- Appraisal date planning
- Documentation of training preferences
- Measurement of an employee's performance and competencies against their job/post requirements.
- Identification of training needs
- Competency, skill, performance & training record maintenance

miracleTIME

Recording employee attendance and absence is the launching point for the valuation of an organization's personnel. miracleTIME has been designed to provide an important data capture element in Miracle's total HR solution.

miracleTIME can operate as a stand-alone module or as part of the complete HR suite. Seamless integration with miraclePAY and miraclePEOPLE means zero data duplication, streamlined data input and a greatly reduced probability of errors.

Modules may be deployed singularly or in combination, with a common and standards based "look and feel", irrespective of the component(s) being used.

Features

- A Year Planner provides a comprehensive visualisation of an employee's attendance pattern.
- Flexible working and shift pattern definitions.
- User defined attendance rules. Sessions, daily thresholds, weekly thresholds, and combined structures supported.
- Dynamic links to miraclePEOPLE and miraclePAY will ensure employee absence management and pay structures are updated online.
- Input manually or via time and attendance devices. Proximity, swipe and touch-screen devices are all supported.
- Matrix security management control by company, by division or reporting group.
- Working time directive supported.

Time and Attendance Functions

- Comprehensive attendance capture. Planned and un-planned absence and attendance management.
- Clocking machine maintenance, including "In", "Out" and "Both" identifiers. Support for use of "Raw" clockings.
- Definition of attendance rules and treatment for "missed" clockings.
- Definition of working and non-working patterns.
- Flexible overtime structures - pre-shift, post-shift and mid-shift available.
- Definition of shift rules - "start", "end" and "break" rules are completely tailorable.
- Management override capabilities are supported.
- Dynamic integration to miraclePAY, attendance rules applied to automatically update employee pay details.
- Exception reporting non-attendance, missedclocking treatments, shift rule contraventions, etc.
- Badge/employee ID card printing.
- Access Control

miracleFLEET Fleet Management

miracleFLEET provides for the control of all aspects of Fleet management from the point of a requirement being perceived through to acquisition, operating, maintenance and disposal. Record details of all your company vehicles from company cars, vans, Heavy Goods Vehicles (HGV) etc.

This extension to miraclePEOPLE builds upon the employee and vehicle data held for P11D purposes to provide a total vehicle management system covering all company vehicles. Fleet Management can be deployed as an add-on to miraclePEOPLE or implemented on it's own as a normal Navision add-on granule.

- Drivers and Vehicle Allocation
- Acquisition information
- Technical information
- Warranty claims
- Service and repairs
- Tyre management
- Events i.e. accidents, speeding fine, parking fine etc.
- Disposal

miracleFleet

This add-on module to miraclePEOPLE builds on the employee and vehicle data held within the HR system to provide a fully comprehensive Vehicle Management solution.

Data entered within HR is automatically updated to miracleFLEET and vice-versa where both modules are deployed. Options exist to integrate to miraclePAY as well where an employee may contribute to a car lease or to recover speeding or parking fines. Fleet Maintenance provides for the full life cycle of the management of a company's vehicles from company cars through to HGV and articulated vehicles where required. Record and manage information on drivers such as:

- Driving licence including endorsements and points
- Medical details
- Vehicle preferences
- Fuel usage

Fleet Management from Miracle is a flexible, configurable solution to all your vehicle management issues – Fully integrated with the core miracle HRM product set or deployable as a standard Navision add- on on its own right.

Record and manage information on vehicles such as:

- Type / class of vehicle
- Registration details
- Acquisition details
- Insurance data
- Maintenance data
- Disposal details

Utilise miracleFLEET to automate management processes such as:

- Review of drivers licences
- Scheduling vehicle maintenance
- Monitoring of costs
- Monitoring insurance renewals
- Checking fuel usage / efficiency
- Recovery of speeding and parking fines

miracleREPORTING

This reporting tool operates over the entire Miracle Dynamics NAV product set.

The core of the product is a powerful but user friendly browser based report engine on top of which Miracle have provided a 'knowledge base' of their Dynamics NAV product set and a core set of reports to mimic the Dynamics NAV reports that form the reporting options in the standard product set.

The knowledge base is there to provide an intuitive reporting option that is a genuine end-user tool removing from the user the need to understand the underlying database structure.

The knowledge base will be added to as the product is rolled out to automate the users access to core HRM data.

Data Model Generator

- Lets you annotate database tables & columns and pre-define table relationships
- Enables you to extend database tables within the model via SQL expression and formula fields
- You can define standard help text and default values for table columns
- Data entry fields can be defined to be shared across queries (allowing single value, multiple value and range value entry either as text input fields or selections from a dropdown list)
- Data entry list fields can be shown with on-line information (e.g. populated at run-time from the database)
- Comprehensive import/export facilities available to allow model details, queries and reports to be exchanged between systems
- Queries can be saved with the data of their last run so that other systems without access to the database can produce reports off-line

Query Generator

- Multiple tables across different data models can be used in a single query
- You can summarize query results using SUM, MIN, MAX, AVERAGE & COUNT database functions
- Queries can be ordered by any column in the selected tables even if the column is not displayed as part of the query results
- Exports query results in Excel, Rich Text (RTF), XML & Delimited Text formats
- Query results can be displayed to a Web browser, downloaded to a local file on the user's PC or emailed as a file attachment (maintainable address book incorporated)

Report Generator

- Can export report results in PDF (Portable Document Format), EXCEL, HTML & Postscript format
- Multiple reports can share the output from a single query and then re-order the results
- Reports can be formatted in Portrait/Landscape with sizes from Letter to A3
- Can add the following objects to a report layout:
 1. Table columns selected in the query
 2. Free format text
 3. Images/Pictures
 4. Calculated fields (totals & summaries)
 5. SQL Expression fields
 6. Grids (format data in a 2-dim grid)
 7. Lines
 8. Special fields (Page N of M, Date etc.)
 9. Charts (2D & 3D Pie charts & Bar charts)
 10. Contents of input criteria when the report was run
- Individual report object formatting available (colour, size, font, number/date formatting).
- Reports can be grouped by multiple columns (including first N record selection).

DVS implementation Support

GAIN THE BENEFITS OF OUR PARTNER PROGRAM NOW!

- **On-line help • client operational manuals - facility to make these on-line • procedure guides • training course material**

The 'people' suite is aimed as an add-on sale for the re-seller base to allow a TOTAL Microsoft Dynamics NAV solution to be offered to their clients. Miracle suite of solutions provides the product set with as little or as much services as the individual partner requires. This applies to set-up and training as much as to on-going support and maintenance.

DVS have always recognized the importance of professional support and implementation services. Therefore our wide range of services is focused on delivering success in a timely and cost effective manner.

DVS is pleased to become your HRM partner. We recognize that we will have a unique relationship with you and your staff. We recognize that we have a responsibility to provide you with world class technology and a range of expert services. We need to ensure that our partnership help you achieve real competitive advantage by optimizing and managing your human resources.

DVS can deliver:

- Implementation • Migration • Training • Workshops • Project Management • Software Customization • Consultancy • Support

Implementation and Support Services

- **Project Management** using a standard implementation methodology.
- **Consultancy** covering migration planning, system set-up, advice & guidance, document design, system testing etc
- **Migration** - complete data migration service using our standard migration toolkit.
- **Work Shops** are used to walk-through our HRM product set to help identify any unique requirements or obstacles for implementation. It is a chance for key users to get actively involved in the system design process.
- **System Customization** - From the work shop output a number of customer specific requirements may have been identified. Miracle will provide fixed-price customization quotations covering system specification, software development, testing and installation. The resulting code will be supported under our maintenance agreement.
- **Training** - Miracle provides both on and of site training courses on all of our products. These courses can be tailored to meet your unique training requirements.
- **Account Management** - Miracle employs account managers to ensure that our customers get the best out of our constantly evolving product set and service portfolio.
- **Annual Maintenance** - Because of the regulatory nature of HRM it is vital that customers commit to our Annual Maintenance Program. This ensures that you will receive all statutory changes in a timely and effective manner.

Training Courses

- ADM-1 Administration
- PAY-1 Basic Payroll
- PAY-2 Advanced Payroll
- PER-1 Basic Personnel
- PER-2 Advanced Personnel
- PER-2/01 Recruitment
- PER-2/02 Absence Management
- T&A-1 Time & Attendance