

Talent Source Portal

Your source for sharing and storing your intellectual capital.

Why do I need a Portal?

The answers are different for every organization, but here are a few of the reasons to investigate the benefits:

- * Programming skills are not required
- * Centralized hub for documentation
- * Post events on group calendars
- * Segregate workgroup events, but allow all employees access to the information
- * Create workflows for repeatable processes
- * Assign tasks
- * eForms
- * Help Desks
- * RSS Feed Readers



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Sharing and Storing Your Intellectual Capital

“The single biggest problem in communication is the illusion that it has taken place.”—George Bernard Shaw

With a Talent Source Portal your organization doesn't just create the illusion of good communication, it provides the engine and structure to support it. A Talent Source Hosted Portal can become the premier communication system with the foundation for storing and sharing your organization's intellectual capital now and in the future.

Feature Highlights

Collaborate and share knowledge all from one accessible location.

Create one point of information through document indexes. Store procedures, email, spreadsheets, policies, articles, the tools of education where they are easily obtained and updated.

Organize your communications in one central location.

Update information in real time. Link documents in categories, provide visual instructions, update pages and content . . . and it's easy!

Calendars for your organization and for each workgroup

Where would we be without our calendars and day planners? With a Portal, your entire staff knows what's going on, when, and for how long.

Help Desks cover a broader scope than just IT when incorporated into your Portal.

Create multiple help desks with ticketing systems for anything from facilities and supplies to HR requests. Think of Help Desks as an interactive solution cycle. Help Desk Tickets and Comments are retained forever, even after the ticket is closed.



A blueprint for employees to navigate your digital intelligence

An investment in employee education and productivity

Your Portal provides a blueprint for how your employees navigate your organization electronically. A Talent Source Portal is an investment in your employees from an educational standpoint and through streamlined, documented business processes.

eForms for fill-in-the-blank forms with automatic routing capabilities. eForms can be designed to look like your paper forms with custom fields easily created and applied.

Workflow lets you to create procedures which follow a defined set of tasks.

Develop a workflow by creating sequential tasks, assigning them to individuals, and requiring action before marking a task complete. The workflow remains in progress until all tasks have been marked complete. History is retained for easy reference and workflow auditing.

Discussion Boards make it easy to share ideas while promoting collaboration throughout your organization. Start a discussion; invite comments. There

is no limit to the number of discussions or messages in a single thread.

Announcements can be used within each workgroup, or across the organization.

Write one announcement, keep it visible to all, and eliminate those "all staff" emails.

RSS Feed Readers help tech-savvy staff stay on top of industry information by subscribing to feeds.

Automatically populate areas of your Portal with instant news as it happens.

Timesheets are the electronic version of the familiar timesheets you

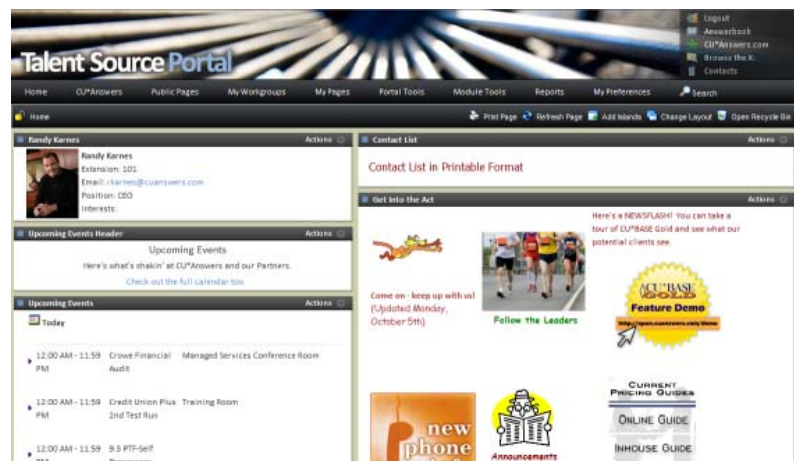
already use.

Dynamically create and automatically route timesheets from employee to supervisor. You can choose the time period and reporting methods based on your standards.

Expense Reports are electronic forms similar to the ones you already have set up.

Fill in and submit expenses for mileage, lodging, supplies, etc. Automated routing capabilities assure delivery to supervisors, and the data is retained for future reference.

Your Portal will quickly become a vital communication hub for your entire team





Training Solutions

Our Portal Training program has four learning modules to furnish targeted training to the right group of employees, at the right time, and at the right level of detail. While we have packaged the training according to logical flow and business function, we can rearrange any of the topics to best serve the needs of your staff.

Portal Training 101

- * Why a Portal?
- * Your Portal in 3 Easy Steps
- * Help Desks
- * Portal Planning

Portal Training 102

- * Announcements
- * Calendar

- * Assigned Tasks
- * Expense Reports
- * RSS Feed Reader
- * Form Builder

Portal Training 103

- * Page Design
- * Maintaining Content
- * Adding the Pizzazz

Portal Training 201

- * User Administration
- * Workgroup Administration
- * Role Administration
- * Portal Framework Maintenance
- * Getting Help

Training modules are packaged as units but these are recommendations only. The packages are flexible and can include any functionality best suited to your organization and preference.

We recommend a comprehensive tour of Portal navigation and basic functions prior to launch of your production site. Training can be conducted on site at your facility, at the CU*Answers offices in Grand Rapids, via Web Conference, or a combination.

Intranet or Portal?

A hosted **Portal** is a flexible, internal business communication tool that trumps the traditional Intranet every time. Creating and maintaining your Portal requires no complex programming knowledge. Pages can be designed and updated easily using skills comparable to those needed for common word processing and spreadsheet applications. Update information in real time. No more waiting for technical staff to do the work.

A Talent Source Portal is the ultimate in **do-it-yourself efficiency** for business.





Contact Us

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Pricing

Setup Fee \$1,500.00 (one time)

Monthly Maintenance (based on asset size):

< \$50 Million in assets \$250.00/month

\$50-\$200 Million in assets \$350.00/month

>\$200 Million in assets \$450.00/month

These prices include implementation, training, and ongoing support for your Portal, as described on the preceding pages. T&E for on-site training is extra and will be quoted upon request.

Your Digital Intelligence: Kept Safe and Sound

A Talent Source Hosted Portal is a CU*Answers-customized version of the award-winning **Passageways Portal**. Your Portal will be hosted in the CU*Answers secured SAS70 Level II data center.

You already trust us with your member data—trust us with your credit union's Organizational Portal.

Getting Started

You've made the decision to invest in a Talent Source Portal, so where do you start? Here's a brief rundown of the steps toward launch:

- * **Complete the Sign Me Up form** to request a Portal by name.
 - The name is modeled in this format: **xxxxx.talentsrc.com**
 - where xxxxx is your organization name or short name.
- * **Fax the form** to WESCONet at 616.285.7241. Remember to fill in all requested information and have your CEO sign the form.
- * **WESCONet will contact you** to discuss your goals in detail. This short list describes some of the information we will need to design, build, and populate your Talent Source Portal:
 - * Organizational Structure
 - * Workgroups (departments/teams)
 - * Roles
 - * People
- * **WESCONet will work with you and your staff** to create an environment based on your planned use of the Portal.
 - * **Your Portal could be ready for launch in as few as 30 days from when we receive your initial request!**
- * **Support services and training** are continual throughout your relationship as a CU*Answers Talent Source Portal client.