

Solution Provider Profile

CivilSoft

March 2018

Company Background



Company At-a-Glance	
Name of Product/Modules Offered	Core HR & Payroll; Employee Self Service; Workforce Management; Talent Acquisition; Performance Management
Headquarters	Dubai, United Arab Emirates
Year Founded	1994
Number of Employees	100
Revenue	Private
Key Industry Verticals	Retail, Construction, Hospitality
Geographic Coverage	Middle East
Top Customers	Chalhoub Group; Al Tayer Group; Air Arabia; IHG Al Hokair Group; Chanel ME; JWT; Dubai Sports City DB Schenker; KBW
Pricing range per user	\$50-\$200

Product Overview

CivilSoft HCM is a unified platform that combines Workforce Planning and Talent Management with Core HR, Payroll and Workforce Management. CivilSoft's platform works to alleviate the complexities of managing a global, multi-generational workforce, tackling both the strategic and the administrative aspects of Human Capital Management.

CivilSoft's solutions offer breadth and depth of functionality and present solutions to organization-wide concerns, such as performance management, and specific challenges, such as government relations. The solutions are delivered through a single sign-on employee portal with social collaboration features that help people work out loud and bust interdepartmental communication barriers.

Analysis by Brandon Hall Group

Business Overview

CivilSoft focuses on the retail industry, including two large luxury retailers in the Middle East. It also has large enterprise clients in manufacturing, construction, hospitality, and aerospace. Offices are located in Egypt, Saudi Arabia, Kuwait, and Dubai, with over 100 employees across their three major products: strategy execution, HCM, and BPM.

The Analyst's Perspective

The region in which CivilSoft began -- Dubai, Saudi Arabia, and Kuwait -- shaped the product's design because the regulations and the highly mobile workforce (a very high percentage of expat workers) forced it to have a functionally mobile solution while also meeting the legal requirements of multiple countries.

On CivilSoft's customizable dashboard, the basic user experience isn't that much different than what is seen on many common unified suites, but that shouldn't be seen as a bad thing. Having basic, live reports on things like retention rates and performance check-ins all in one view, along with a global headcount, org charts, and instant messages, is truly harnessing the power of a unified platform. The company's goals and task management module is especially robust, with cascading goals, ties to overall business objectives, plus localized, departmental objectives.

CivilSoft is planning on further expansion into Western markets, and its experience working with regulated, mobile workforces gives the company good experience in serving a U.S. and EU workforce that is rapidly becoming the same.

-Cliff Stevenson, Principal Analyst, Talent and Workforce Management

About Brandon Hall Group

Brandon Hall Group is a HCM research and advisory services firm that provides insights around key performance areas, including Learning and Development, Talent Management, Leadership Development, Talent Acquisition, and HR/Workforce Management. With more than 10,000 clients globally and more than 20 years of delivering world-class research and advisory services, Brandon Hall Group is focused on developing research that drives performance in emerging and large organizations, and provides strategic insights for executives and practitioners responsible for growth.

Inspiring a Better Workplace Experience

Our mission: Empower excellence in organizations around the world through our research and tools each and every day. At the core of our offerings is a Membership Program that combines research, benchmarking and unlimited access to data and analysts. The Membership Program offers insights and best practices to enable executives and practitioners to make the right decisions about people, processes, and systems, coalesced with analyst advisory services which aim to put the research into action in a way that is practical and efficient.

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- Case Studies, Frameworks & Tools
- DataNow® & TotalTech®
- Webinars and Research Spotlights
- Annual HCM Conference

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- Ask the Expert
- 1 on 1 Consultations
- Research Briefings
- Benchmarking



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- Executive Sponsor
- Client Associate
- Monthly Meetings

Strategic Consulting Offers Expert Solution Development

Our consulting draws on constantly updated research and hundreds of case studies from around the globe. We provide services that simplify and target efforts to produce business results.

BENCHMARKING

- Competitive/Comparative
- Maturity Model
- Custom Research

STRATEGY

- Business Case
- Planning
- Organization & Governance

TECHNOLOGY SELECTION

- Vendor Selection
- Architecture Design
- Systems Evaluation

DEVELOPMENT & INTEGRATION

- Program Design
- Assessment
- Survey
- Process Integration

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