

## ***LBi Software***



UNCOMPROMISING DEDICATION  
TO COMPLETING THE JOB, EFFICIENTLY  
AND RESPONSIVELY, FOR HR  
TECHNOLOGY SOLUTIONS

## ***LBI Software – Rich Experience, Proven Expertise***

LBI Software provides precisely engineered, customer-focused human resources technology solutions developed from more than 30 years of experience in HR technology and HR processes.

Our flagship solution, LBI HR HelpDesk, is an innovative case management and call-tracking workflow solution that creates a rich and powerful knowledge base on the fly, with a unique, tiered pricing structure that appeals to companies of any size..

Our organic belief in – and our solid reputation for applying – a true client-vendor partnership on every project ensures a highly configurable solution for businesses with as few as 50 employees or more than 50,000, always designed to put the power in the hands of the employee.

In addition, every LBI project is supported by our rich experience and expertise in Mobile Development, Business Intelligence Strategy and Planning, Reporting and Analytics, and Custom Dashboards.

## ***Agility, Adaptability and Responsiveness***

LBI possesses a unique combination of skill sets in the HCM market: experience in both enterprise computing and HR business operations. This combination enables us to quickly provide configurable solutions for the real-world HR-delivery solution needs of today's companies.

Beyond our technical skills and expertise, LBI has the desire, agility, adaptability and flexibility to provide a solution when off-the-shelf software and major-enterprise HR applications simply don't fit.

Our size and methodology allow us to implement innovations and respond to client needs incredibly quickly. Unlike larger, less specialized solution providers, LBI is able to bring dedicated focus to each and every project, every step of the way, from every member of the team.

## ***The LBI Experience – Client-focused, Expertise-rich***

Having worked with clients across myriad industries and with diverse needs, we know the most optimal results come when we engage each application's ultimate users from the beginning of the project – and keep them involved all the way through implementation and follow-up.

It's a client-centric approach that larger providers can't offer. Because we're smaller and more flexible, we can apply this method efficiently and seamlessly.

We begin by sitting with the users at the kickoff meeting. Our users are often surprised that the first meeting happens within the first five days of the project's start. They also are impressed with how quickly they get to know our faces. And we continue that level of engagement throughout the project.

**Our battle-tested five-step approach was forged from our work with enterprise-level custom applications. It also gives us every step we need for any project, regardless of its scope or complexity.**

**Our client-focused process and technical expertise allow us to choose the right steps to achieve the optimal outcome for a specific project.**

We engage with each client and the people who will use the application by:

1. Learning your business, up close and personal
2. Gathering all necessary design requirements firsthand
3. Creating specifications and designs, listening to feedback and responding
4. Prototyping
5. User testing

*Our employees have  
an average of more than  
**10 years** with LBI.*

## ***Our People – Dedication, Know-how and Heart***

LBI's engineers and developers are dedicated to the company and to its mission in HR service-delivery solutions. In fact, our employees have an average of more than 10 years with LBI – an extraordinary statistic in this industry. The dedication our team members have to LBI is matched only by the commitment they have to each client.

In addition to their superior IT knowledge, the people of LBI are highly experienced in the feet-on-the-ground, day-to-day business operations of HR and are always trained in the latest enterprise technologies.

In fact, many LBI team members have worked in HR, payroll and benefits departments, as well as in many other functions in businesses of all sizes and across every major vertical market.

## **LBI Software.com**

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