USR INFO .TECH USR Apps

Made in India · Used in 25+ countries

S2T PMS GE

Performance management for your whole workforce

For HR heads, CHROs and CXOs · Part of USR Apps · Since 2013

13	1000+	25+	10
years of PMS	customers	countries	languages

USR Apps · USR Academy · USR Community

usrinfo.tech/s2t-pms

Domestic, regional and global partners wanted · apps@usrinfo.tech

Managing the performance of your workforce

One PMS for white, grey and blue collar employees

1 White collar

Review workflow: Employee → Manager → Skip manager

2 Grey collar

Review workflow: Employee → Head of Dept → Skip manager

3 Blue collar

Review workflow: Direct manager → Skip manager

13

years of PMS

1000+

customers

25+

countries

USR INFO .TECH USR Apps

ISO 27001 · ISO 42001 · DPDP · GDPR · SOC 2 Ready

S2T PMS GE · Ver 1.5 · 27 Nov 2026

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Why HR teams choose S2T PMS

Eight reasons, in one line each

1 One PMS for every collar

White, grey and blue collar staff, each with its own review workflow.

2 Scoring for any policy

Positive and negative KPIs, decimal, cumulative and multi-level scores.

3 Fair, calibrated ratings

Skip-level approval, bell curve view and HR veto, all on record.

4 AI goals, you approve

AI drafts SMART goals; every goal goes through the normal approval.

5 Live in about a day

A 5-stage go-live, with USR experts alongside your HR team.

6 Trusted since 2013

13 years of PMS, 1000+ customers in 25+ countries.

7 Secure and responsible

ISO 27001 · ISO 42001 · DPDP · GDPR · SOC 2 Ready.

8 Grows with you

Connects with USR Apps: pay, rewards, learning and talent decisions.

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How each industry benefits

The same PMS, set up for the way your industry works

Industry	What HR deals with	How S2T PMS helps
Pharma and healthcare	GMP-trained teams across plant, QA, QC, field sales and export; audit-ready records	Role KPIs for plant, QA, QC and sales; GMP competencies; every rating change on record
Manufacturing	Many blue and grey collar staff on shifts	Separate collar workflows, simple scorecards, skip-level approval
IT and services	Project work and goals that change every quarter	OKRs and quarterly reviews, project goals, 360° feedback add-on
BFSI and fintech	Sales targets alongside compliance	KRA-KPIs with positive and negative KPIs, multi-level averages
Retail and distribution	Large frontline teams across stores and regions	Store and region goals, month-on-month cumulative scoring
Hospitality	Service quality across shifts and properties	Behaviour competencies, simple scorecards for frontline staff
Education	Faculty and staff appraisals	Custom rating labels, self-assessment and questionnaires

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PMS flow across your people

Everyone has a clear step, from goal setting to the final rating

1

HR Admin

Sets up plan, cycle, scale

2

Employee

Goals, check-ins, self-assessment

3

Reporting manager

Reviews, scores, 1:1

4

Skip-level manager

Approves, calibrates

5

Employee

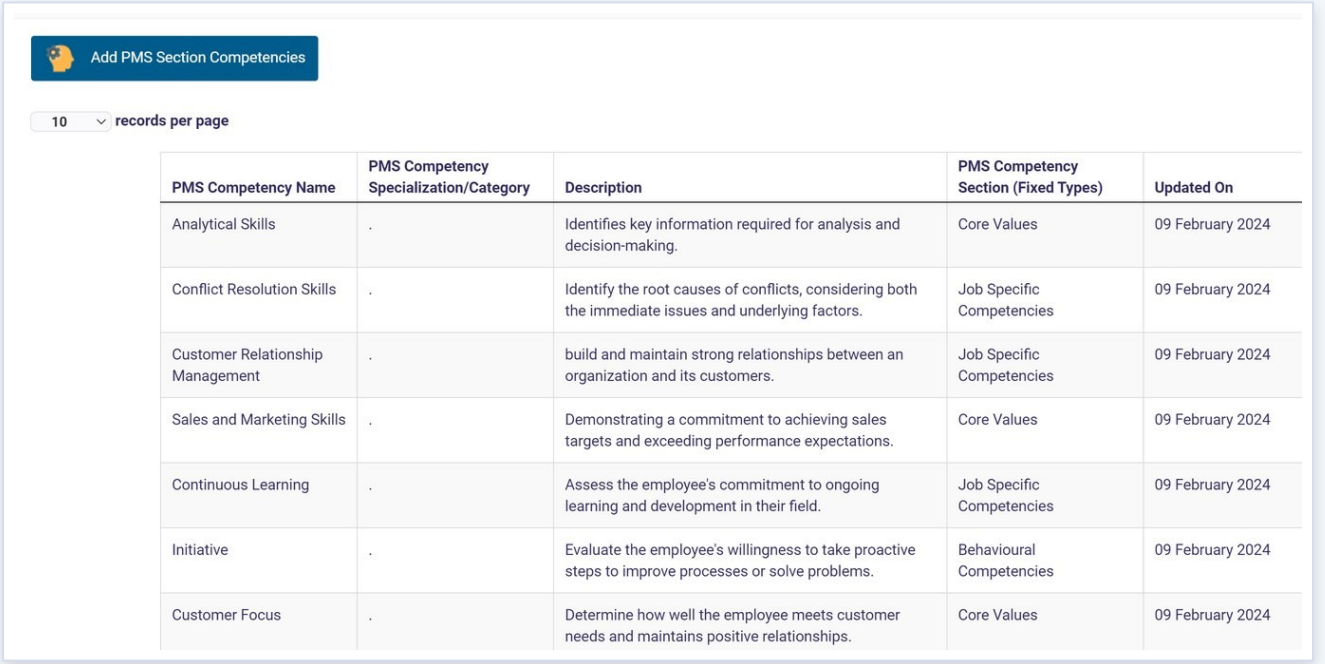
e-Acknowledges, cycle closes

Every step is tracked with a workflow status, so HR always knows who is pending

HR Admin: set up once, run every cycle

Goal plan, review cycle, competencies and workflow

- Create the goal plan and the review cycle
- Choose the review workflow per employee group
- Add competencies and weightages
- Pick the rating scale and scoring method
- Assign content to groups in bulk
- Set up in about a day, with USR experts alongside



PMS Competency Name	PMS Competency Specialization/Category	Description	PMS Competency Section (Fixed Types)	Updated On
Analytical Skills	.	Identifies key information required for analysis and decision-making.	Core Values	09 February 2024
Conflict Resolution Skills	.	Identify the root causes of conflicts, considering both the immediate issues and underlying factors.	Job Specific Competencies	09 February 2024
Customer Relationship Management	.	build and maintain strong relationships between an organization and its customers.	Job Specific Competencies	09 February 2024
Sales and Marketing Skills	.	Demonstrating a commitment to achieving sales targets and exceeding performance expectations.	Core Values	09 February 2024
Continuous Learning	.	Assess the employee's commitment to ongoing learning and development in their field.	Job Specific Competencies	09 February 2024
Initiative	.	Evaluate the employee's willingness to take proactive steps to improve processes or solve problems.	Behavioural Competencies	09 February 2024
Customer Focus	.	Determine how well the employee meets customer needs and maintains positive relationships.	Core Values	09 February 2024

Competency library with categories

Rating and scoring that fits your policy

Choose what suits each group of employees

Option	What it gives you
Positive and negative KPIs	Goals where lower is better count correctly
Decimal and custom scales	Use 1-5, 1-10 or your own scale
Cumulative month-on-month	Progress adds up through the year
Multi-level average	Combine manager and skip-level ratings
Toggle on or off	Switch scoring parts per cycle
Custom rating labels	Use your own words for each rating

Scoring catalogue, with real examples

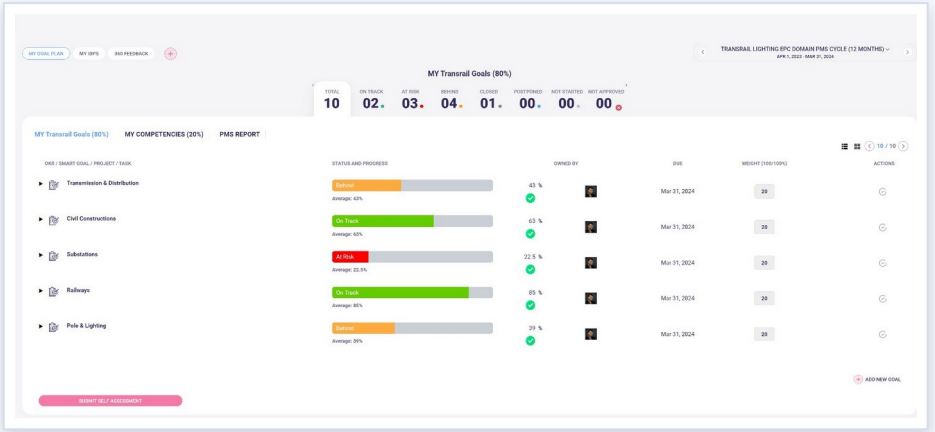
Every scoring rule HR teams ask for, and where it is used

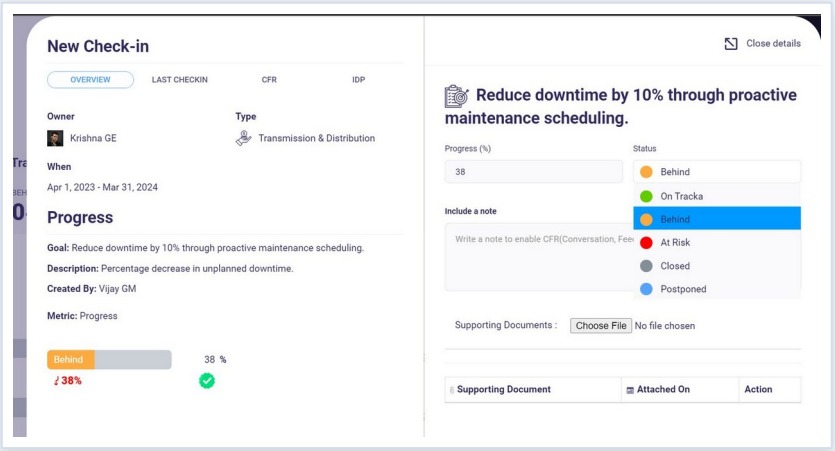
Scoring option	Example	Often used in
Increase and decrease KPIs	Grow revenue from 50M to 250M; cut raw material wastage from 800 to 200 units	Manufacturing, retail, sales
Decimal scores and scales	Scores such as 23.56; rating bands 0 to 1.59, 1.60 to 3.49, 3.50 to 6.39	Manufacturing, energy, healthcare
Linear and non-linear scales	0 to 33.33 = Average, 33.34 to 66.66 = Good, 66.67 to 100 = Very good	Real estate, healthcare, hospitality
Point-based grading	KPI within tolerance earns grade 5, outside earns 0	Chemicals, hotels, frontline teams
Coupled or de-coupled grades	Grade from the overall score (46.2% = VG) or from the overall rating (2.31 = VG)	Pharma, insurance, services
Cumulative month on month	Jan 10 + Feb 10 + Mar 10 units = 30, scored together	Sales targets
Multi-level average	Employee 50, manager 40, skip-level 45 = 45 out of 100	Manufacturing, insurance
Toggle and custom labels	Done / Not done; rename "At risk" to "Delay"	IT, start-ups, OKRs

Employee: goals, check-ins and CFR

Progress tracked all year, not only at review time

- See your goals and competencies in one place
- Update progress with a quick check-in
- Status: On track, At risk, Behind, Closed
- Conversations, Feedback, Recognition (CFR) badges
- Self-assessment at review time



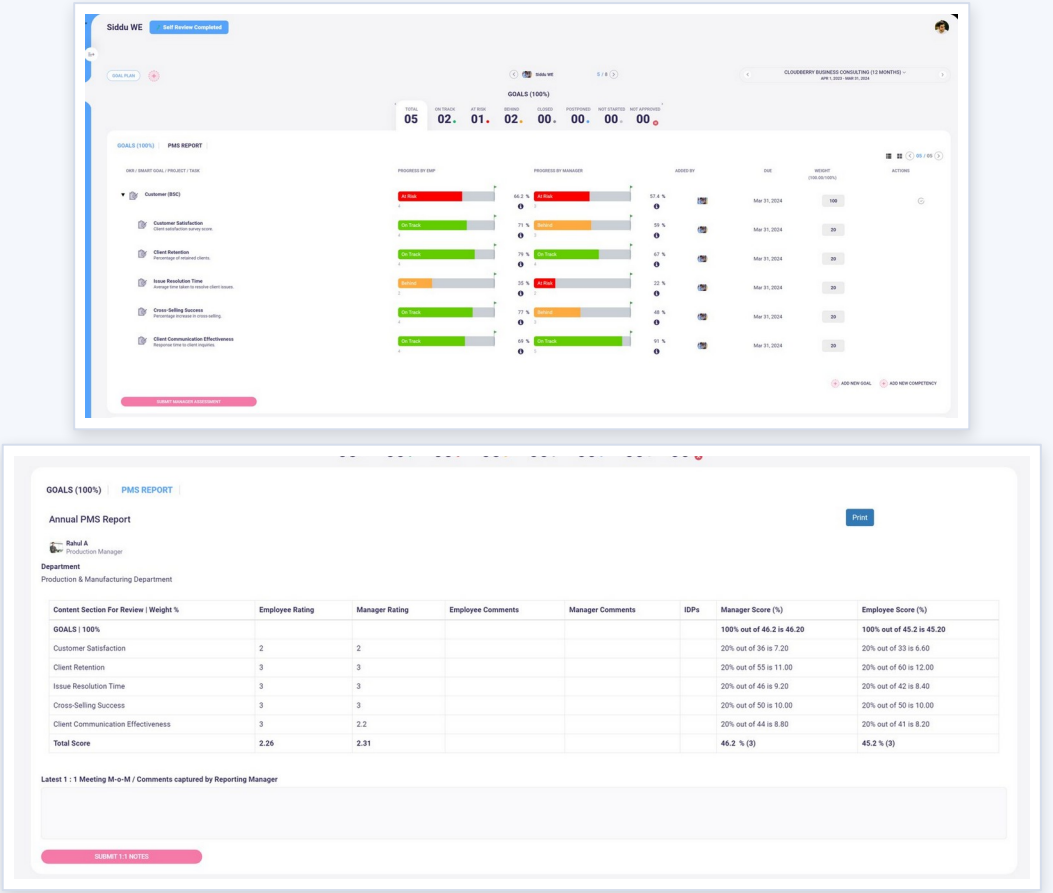


New check-in with status, progress and notes

Reporting manager: review and scorecard

See the team's goals, rate fairly and finish with a report

- Review each employee's goals and competencies
- Compare self rating and manager rating
- Quarterly, mid-year and annual reviews
- Grade and scorecard built automatically
- Annual PMS report ready to print

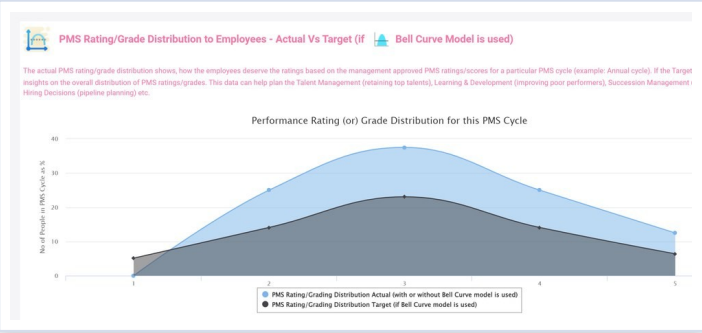


Annual PMS report with scores and comments

Skip-level: approve and calibrate

Fair ratings across teams, with HR in control

- Approve ratings from reporting managers
- Compare self, manager and potential ratings
- Bell curve normalisation, with HR veto
- Gap analysis and team IDPs in one view



Actual vs target rating distribution



	Name of the Employee (Reporting to David WC (emp002))	Employee's Self Appraisal - From Employee's PMS Form	Peformance Appraisal by David WC (emp002) - From Employee & David WC (emp002)'s PMS Form	Potential Rating (9 Box Grid) by David WC (emp002) - Optional Data to assess Potential Vs Performance for Talent Management
1	Arif BE (emp003)	4 65.37 %	4 65.15 %	4 80.0 %
2	Rahul A (emp007)	2 40.0 %	2 39.25 %	4 66.0 %
3	Fatima WC (2024-007)	4 80.0 %	5 80.1 %	4 66.0 %
4	Anusri (E0002)	2 34.25 %	2 33.65 %	2 32.0 %
5	Siddu WE (2024-001)	4 76.87 %	4 76.45 %	2 32.0 %
6	Muskhan WE (2024-004)	3 52.75 %	3 52.7 %	4 66.0 %
7	Luca WE (2024-010)	3 57.12 %	3 57.65 %	2 32.0 %
8	Aleena WE (2024-012)	3 55.25 %	3 54.7 %	4 80.0 %

Team ratings side by side

Close the loop: 1:1, acknowledge, finalise

Every review ends with a conversation and a record

1

1:1 meeting

Manager shares the rating and notes with the team member

2

e-Acknowledgement

Employee confirms the review online

3

Finalise

HR locks the cycle, reports are ready

No paper, no email chains: the whole review trail stays in one place

Add-ons when you are ready

Switch on more, without changing your PMS

Talent management

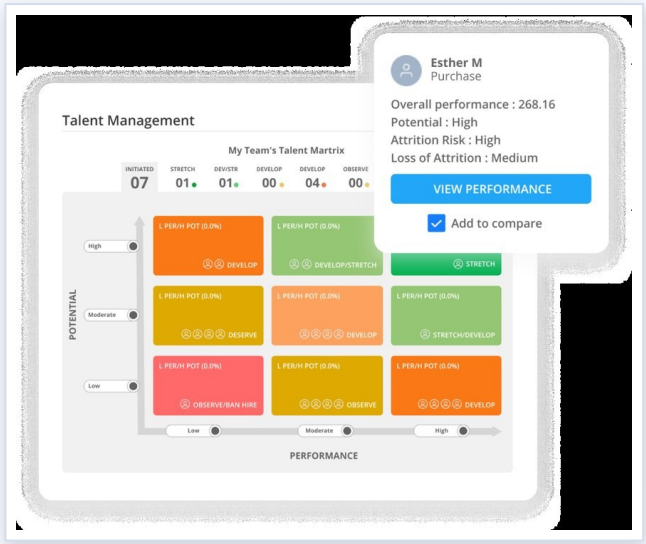
9-box grid, SMART IDPs, succession

360° feedback

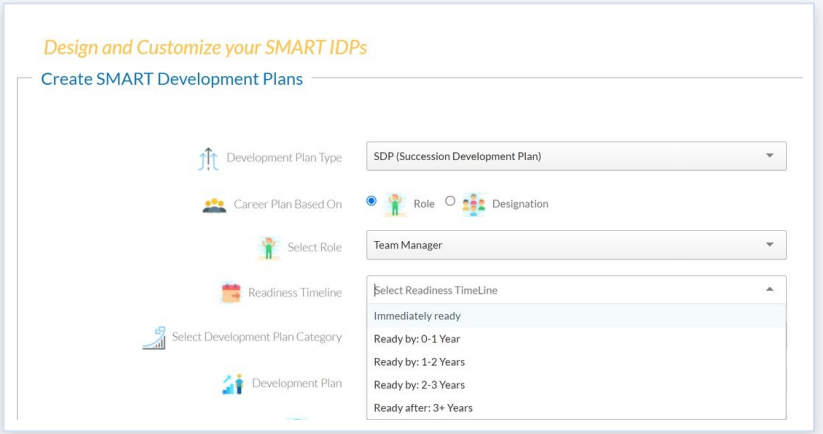
Views from peers, reports and managers

OKR and alignment

Link company goals to every team



9-box talent grid



SMART development plan

Add-on 1: OKR and alignment

Turn annual goals into quarterly OKRs that everyone can see and contribute to

Use OKRs your way

- Private or public OKRs per goal plan
- Only for leaders, one business unit or the whole company
- Alongside SMART goals and KPIs in one review cycle
- With projects and tasks in one goal plan
- With PMS grading, ratings and scorecard

Cascade and align

- Cascade top-down: child objectives, key results or initiatives
- KPI cascade with balance view: target 100, cascaded 63, balance 37
- Align bottom-up: contribute to others' OKRs
- Edit, dis-align or re-align at any time
- Tree and grid views

Roll-up methods

- Summation of children (30 + 20 + 50 = 100)
- % weighted
- KPI based: increase, decrease or control
- Milestones and tasks as key results
- Best for sales and strategy goals

Add-on 2: Talent management

From ratings to a talent pipeline: 9-box, development plans, promotions and succession

9-box talent matrix

- Configurable 9-box: define the X and Y axes and the label of every box
- Grid and list views, advanced filters, compare talent profiles
- See employee, manager and skip-level reviews together

SMART IDPs

- Individual, team, career, succession and improvement plans (PIP)
- Plan categories, bulk assign, employee-to-manager approval
- Plans by role or designation

Recommendations

- Job promotion: yes, no or not applicable
- Manager recommendation in their own words
- Kept with the appraisal record

Succession planning and tracking

- Find successors from the 9-box with filters
- Assign IDPs with a readiness timeline
- Track every person in the talent pipeline

Add-on 3: 360° feedback

Development feedback from the people who work with each employee

How it runs

- Questionnaire based
- Confidential feedback
- Run by HR or by the manager
- Four sources of feedback around each person

What people get

- Ratings and comments by source
- Insights shared by the manager in the 1:1
- Linked to SMART IDPs for growth

Good to know

- Switch on any time, without changing your PMS
- Works with the core PMS and the other add-ons
- Add-ons are priced separately

AI-assisted goal setting

Better goals in less time, with you in control

1

Suggest

AI drafts SMART goals from the role and team

2

Review

Employee and manager edit and agree

3

Track

Approved goals flow into check-ins

ISO 42001 certified AI management · DPDP, GDPR and SOC 2 Ready

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Go live in 5 stages

USR experts work alongside your HR team

1. **Kick-off**
2. **Configure**
3. **Pilot**
4. **Go-live**
5. **Adopt**

Setup in about 1 day · Admin guides and e-knowledge base included

From first call to day 61

How S2T PMS goes live, including add-on activation

1 Solutioning

Your PMS policy, any changes you need, and a proof of concept.

2 Core set-up

Workflows by collar, employee groups, goal categories, goals, competencies, rating scales and alerts.

3 Add-on activation

Talent management and IDPs, OKR settings and 360° questionnaires, when you choose.

4 Go-live

Train-the-trainer for HR and managers, manuals for every persona, a knowledge base and 60 days of implementation support.

5 From day 61

Ongoing support and self-learning guides, with release notes for new features.

Pharma and healthcare: how S2T PMS fits

From the shop floor to the boardroom, one fair system

1 GMP behaviours, rated

Rate competencies such as data integrity, documentation and safety, alongside KPIs.

2 Shop floor to leadership

Operators on simple scorecards, managers on KRA-KPIs, leaders on OKRs.

3 Audit-ready trail

Every goal, rating and calibration change kept with who, when and why.

4 Field sales targets

Monthly coverage and sales goals for field teams, scored month on month.

5 Fair across plants

Bell curve view and skip-level approval keep ratings consistent across sites.

6 Training into growth

SMART IDPs (add-on) turn rating gaps into training and development actions.

Pharma and healthcare: sample goals

Sample KRAs and KPIs by role, to show how goal sheets look

Role	KRA	KPI and target (sample)
Plant head	Supply on time	On-time dispatch at least 98% of orders
Production supervisor	Batch quality	Deviations per 100 batches 2 or fewer (lower is better)
QA manager	Audit readiness	Zero critical observations in regulatory and customer audits
QC analyst	Testing turnaround	Batch release testing within 3 working days
Regulatory affairs	Dossier timelines	Every submission filed by the agreed date
Export sales manager	Revenue growth	Export revenue up 15% year on year
Medical representative	Doctor coverage	90% of planned calls completed each month
EHS officer	Safe workplace	Zero lost-time incidents; 100% mandatory safety training

Sample goals for illustration only. Your goal library is set up with you during go-live.

Best practices for a smooth appraisal cycle

What the best-run cycles have in common

1 Keep it focused

4 to 6 goals per person, with weights that add up to 100%.

2 Cascade first

Publish company goals before teams write their own.

3 Check in monthly

Short and regular beats long and rare.

4 Same scorecard per role

Everyone in a role is rated on the same points.

5 Calibrate before publishing

Record a reason for every rating change.

6 Separate pay talks

Hold the performance talk before the pay discussion.

7 Close with a 1:1

Every review ends with a conversation and e-acknowledgement.

8 Act on gaps

Turn gaps into a development plan the same week.

Connected with USR Apps

Data in from your business apps, decisions out to pay and rewards

- USR People
- USR Sales
- USR Service
- USR Finance
- USR Operations

S2T PMS

S2T PMS for HRMS partners · one login · SSO and REST API

- USR Compensation
- USR Rewards
- Talent decisions

Your upgrade path: S2T PMS today, USR One tomorrow

Start with S2T PMS on its own. Grow at your own pace. Your PMS history always comes with you.

Today: S2T PMS GE

- Core PMS for every collar, with CFR
- Add-ons: OKR and alignment, talent management, 360° feedback
- Works on its own or inside your HRMS (quick link, SSO, APIs)
- Available now

Next: connect with USR Apps

- One USR login for every app
- Add HR apps around your PMS: HRIS, Hire, LMS, Compensation, Exit
- Zero upgrade charges: pay only the monthly price of what you add

Later: USR PMS in USR One

- The new USR PMS inside USR One, with native AI
- PMS move 100% free: goals, ratings, reviews and history
- You choose when to move; the same team supports you
- New USR PMS: coming soon

Offers as shown on usrinfo.tech; your subscription terms apply.

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Your PMS is the start of a wider journey

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Courses and certification for HR teams and partners

USR Academy

USR Community

Peers, practitioners and partners sharing what works

USR Community

USR One

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Let's talk

See S2T PMS GE live: usrinfo.tech/s2t-pms

Demo, sales and billing

Ritesh Vaidyanathan
Director, Business Development
+91 78924 42403 · ritesh@usrinfo.tech

Santhosh Vaidyanathan
Director · Agreement and billing
+91 91138 16836 · santhosh@usrinfo.tech

Support

support@usrinfo.tech
support@okrstars.co

Partners

S2T PMS for HRMS partners
apps@usrinfo.tech
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