

INFORMATION CONNECTS

Streamline and Strategize for Better HR Service

Oracle Workforce Service Delivery for PeopleSoft Enterprise HCM





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Revolutionize the Quality of Your Workforce HR Service

Human resources (HR) departments are being pressured to deliver their services more effectively. Oracle Workforce Service Delivery helps you give employees access to the right information, at the right time, and by the right person.

Innovations such as self-service and workflow technologies have improved the way the workforce interacts with HR personnel, but that is only part of the larger picture. When low-cost service channels aren't widely used and inefficient service delivery models are in place, HR departments can be overwhelmed with calls from employees seeking answers to questions.

Oracle Workforce Service Delivery helps you extend the value of your human capital management (HCM) investment by combining HCM applications with tools created for customer relationship management (CRM) systems. Users can leverage information from the HR systems and content sources—such as policies, benefits summaries, and employee competency and demographic data—to support best-practice workforce service delivery processes to manage the workforce more efficiently.

The Oracle Workforce Service Delivery strategy has three main components: portals, self-service, and an HR help desk. These components allow you to provide the right level of service for each employee request. Employees can quickly solve many issues on their own with secure, role-based access to their HR data using portals and self-service. But when they need assistance for complex issues or transactions, they can easily contact the HR help desk. This tiered approach to workforce service delivery lets you serve a growing employee population without a linear increase in your HR support staff.

Oracle is No. 1 in HCM applications, including solutions for self-service and portals. With Oracle Workforce Service Delivery you can leverage our market-leading applications to create a system with the potential to increase return on investment, improve employee morale, and create a strategic advantage for your organization.

Fact: Oracle is the leading HRMS vendor worldwide, with more than 12,500 HCM customers, including 9 of the top 10 Fortune 500 and 75 of the top Fortune 100.



Boost Workforce Productivity

Streamline Processes and Remove Information Bottlenecks

PeopleSoft Enterprise HCM self-service applications give your workforce online access to information that is personalized to each employee's role, experience, work content, language, and information needs. The following are just some of the self-service tools you can offer your workforce:

- **PeopleSoft eBenefits** gives employees access to benefit plans and programs online so they can process their annual open enrollment and make changes to personal data.
- **PeopleSoft eCompensation** lets employees review their compensation history online in their preferred language and local currency.
- **PeopleSoft ePay** gives employees immediate online access to payroll information and intuitive tools for paycheck management.
- **PeopleSoft ePerformance** streamlines the appraisal aspect of the development business process, from goal planning and coaching to performance assessments and rewards.
- **PeopleSoft Talent Acquisition Manager** features intuitive, easy-to-use tools for every step in the recruiting process, allowing employees and external candidates to search, view, and apply for jobs online.

A comprehensive HR support system maximizes productivity and increases employee satisfaction. Oracle provides all the integrated components to ensure HR requests and processes are handled at the support tier that is the most efficient, cost-effective, and customer-focused. From interactive voice response (IVR), Web-enabled portals, and single sign-on, to self-service and a help desk, Oracle Workforce Service Delivery revolutionizes the quality of the HR services you provide while lowering your costs. Our portal and self-service solutions allow your employees to access HR information online that is personalized to their role, experience, work content, language, and information needs. By providing a single, secure point of entry to all HR information and processes, you can increase the accuracy and timeliness of your HR data—and help employees and managers do their jobs more quickly and efficiently. Moreover, increasing your workforce's access to self-service applications has been shown to improve the productivity of your HR specialists. According to the CedarCrestone 2007-2008 HR Systems survey, if even 40 percent of your employees and managers had access to self-service, each HR specialist could provide coverage for 10 percent more employees. Implementation of a service center increases that percentage to almost 20 percent.

Close the Loop in HR Support

Oracle's PeopleSoft Enterprise HelpDesk for Human Resources enhances the HCM service delivery model by closing the loop in HR support. It integrates HR specialist tools, workforce self-service, and problem resolution capabilities to help you rapidly resolve workforce issues. PeopleSoft HelpDesk for HR uses tools created for CRM systems to deliver seamless, automated processes that ensure no request slips through the cracks. The solution can provide direct view-and-edit accessibility to HR data and applications in real time, making the help desk a "one-stop shop" for all HR support activities. Automatic call routing using real-time competency data assigns HR specialists to the calls they are best-suited to answer. Once they are given a call, time-saving functions speed the call-handling process, including access to a 360-degree, real-time view of the caller's HR data and prebuilt, configurable data entry shortcuts. In addition, they can use dynamic knowledge management tools such as keyword search functions to quickly find answers to known problems or processes.

The combination of powerful self-service functionality and the traditional call-in help desk lets your employees have more control over cases and significantly lowers the cost of each transaction. By giving your workforce more ways to find answers to their problems at any time of day or night—regardless of their geographic location—you make HR services extraordinarily flexible. Additionally, integrated metrics, automatic customer survey procedures, and reporting allow you to make continuous, overall process improvements to keep employee satisfaction levels high.

“[Oracle’s] PeopleSoft HelpDesk for Human Resources was a key enabler of the transformation of AOL’s HR service delivery model. Combined with PeopleSoft Portal, it helped drive our culture toward greater self-service for managers and employees.”

Michaela Oliver, Senior Vice President, HR Design Center, AOL



Drive Best-Practice Processes and Workflows Throughout Your Enterprise

Overcome Support Silos

Your portal homepage can provide an intuitive view of your HR data, reports, and related content as well as deliver access to self-service applications. Behind each Oracle self-service transaction is a delivered workflow that is based on best-practice processes. You can modify these workflows to meet your business needs through configuration—not custom code changes you have to maintain. Moreover, because of Oracle’s maturity with internet-designed applications, your users will have a better experience using your portal. Oracle’s HCM portal solutions help you rapidly move your HR business processes to the Web at the lowest possible cost and risk.

Oracle Workforce Service Delivery includes unique features that let you leverage the experience of your HR staff to develop your online knowledgebase and skills-based workflows. A solution advisor helps your staff associate current cases with known problems. Whiteboard technology lets them create global alerts and identify, manage, and resolve issues with companywide consequences in a coordinated, cost-effective manner. And business projects functionality helps them develop real-time, automated task lists for handling frequently used business processes—such as setting up benefits for a new hire. These features let your employees efficiently share knowledge, which reduces problem resolution time, decreases HR administrative costs, and drives best-practice solutions across your enterprise.

Protect Privacy and Enforce Compliance

You can protect the privacy of sensitive employee information, reduce liability, and ensure compliance with regulations using Oracle Workforce Service Delivery. Oracle security solutions let you implement out-of-the-box, single sign-on between portals and applications, or you can provide access to multiple suites of applications. Enhanced security features regulate the administration of HR data to allow access or update capabilities only to authorized personnel. You can also use a provider group designation to add another layer of access security for highly sensitive HR areas such as employee assistance programs. Challenge questions are stored with an employee’s personal profile and can be used to validate the requestor’s identity before disclosing sensitive HR data.

Intelligent call-routing features and role-based access to the knowledgebase let you automate problem escalation policies and help ensure that someone familiar with applicable regulations will resolve the call. This saves time and improves compliance, especially for complex issues. The compliance improvements you can implement with Oracle Workforce Service Delivery help you greatly reduce the penalties and fines you could face, as well as decrease your liability risk by protecting sensitive employee information.



Fact: If even 40 percent of your employees and managers had access to self-service, each of your HR specialists could provide coverage for 10 percent more employees. Implementation of a service center increases that percentage to almost 20 percent.

(Source: CedarCrestone, 2007-2008 HR Systems survey)

Fact: Implementation of employee and manager self-service results in an average 20 percent reduction in HR transaction costs.

(Source: CedarCrestone, 2007-2008 HR Systems survey)

Increase the ROI of Your HCM Investment

Improve the Bottom Line

Oracle Workforce Service Delivery can create a number of quantifiable benefits, which can map to a positive financial impact on your organization and an improvement of the bottom line. Some of the benefits that affect your income statement and lead to increased profits include the following expense, productivity, and revenue improvements:

- Reduced data entry and improved data accuracy
- Higher quality products and services
- Lower rate of employee turnover
- More-productive and skilled employees and managers
- Increased revenue growth due to better customer retention
- Fewer errors and less need for rework
- Decreased costs to resolve common employee issues
- Reduced head count needs

Oracle Workforce Service Delivery can help you gain a proven return on investment (ROI) through process-based savings such as reduced call volumes, lower average call times, and decreased HR agent head count. For example, you can reduce fees and operational costs by giving your employees 24/7 access to key HR information and transactions using Oracle self-service products. According to HCM consultant CedarCrestone, companies that deploy self-service capabilities can reduce HR printing and distribution costs by 90 percent, payroll processing fees and recruiting costs by 50 percent, and benefit enrollment fees by 80 percent. An HR help desk can save an additional US\$30 to \$40 per employee each year. Oracle's ROI studies show that transaction cost reductions and cycle time improvements vary depending on transaction type but are on average 25 percent; benefit self-service transactions typically achieve 85 percent cost savings, and many manager self-service transactions achieve 60 percent cost savings.

The Oracle Workforce Service Delivery Advantage

Out-of-date or complicated HCM processes stop many companies from achieving their full potential. Oracle Workforce Service Delivery helps you eliminate barriers to the appropriate flow of HR information with a fully integrated solution. Oracle is the only company that delivers a complete end-to-end HCM service delivery methodology.

As the leading HCM vendor worldwide, Oracle makes it easy for you to deploy HR data to all members of the enterprise and streamline HR functions through shared services. Oracle Workforce Service Delivery can help you cut HR administrative costs, increase employee satisfaction, and boost workforce productivity through a single sign-on interface for all HCM transactions, HR-specific help desk technology, and hundreds of self-service HR functions. The real-time integration and CRM functionality of Oracle Workforce Service Delivery lets you reduce the burden on your HR staff while delivering value to your entire workforce.

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