

PEOPLESOFT ENTERPRISE WORKFORCE COMMUNICATIONS



THE FIRST AND ONLY
SOLUTION ON THE MARKET
THAT WILL HELP REDUCE RISK
AND CONTAIN COSTS
THROUGH BETTER
COMMUNICATIONS WITH YOUR
WORKFORCE

FEATURES

- End-to-end management of HR initiatives using dialogs, campaigns and roll up programs
- Online surveys can be designed, deployed, scored and analyzed
- Flexible, data driven audience building tool for highly targeted communications
- Powerful document authoring tool to create personalized email communications and high-impact, professional web content
- Tighter control on program/survey execution using program calendar and task management functionality
- Dialog reach and user response can be measured with Dialog Performance reports

BENEFITS

- Reduce risk of non-compliance
- Improve productivity through increased employee engagement
- Identify over/under performing areas
- Identify workforce segments requiring additional training / development
- Reduce program costs by understanding needs
- Ensure right decisions are made in tough times

HR organizations are under increasing pressure to produce better results at a time when budget, personnel and other critical resources are limited.

Success in this environment can be challenging and requires organizations to focus resources on the most strategic initiatives – those that provide the greatest value to the organization and align to organizational goals and objectives. PeopleSoft Workforce Communications (WFC) is a comprehensive solution for planning and delivering HR programs and surveys to the workforce and can help HR organizations address these challenges.

DELIVER THE RIGHT MESSAGE TO THE RIGHT AUDIENCE

Whether your HR program objectives are to increase employee participation in health and wellness programs, strengthen your organizational brand or to ensure timely compliance to HR policies, if the program and message is not communicated to the right people at the right time it will not be successful. To maximize HR program success and achieve the best possible outcome, HR organizations can plan and deliver targeted, coordinated HR programs and the necessary communications, aligning employee behavior with organizational goals using Workforce Communications.

Collaborative HR program planning ensures complete, coordinated messaging

Collaborative teams help ensure all stakeholders are included in the planning and execution of HR programs. All HR team members participating in the planning and deployment of the program stay in synch through alerts to changes to the program during various stages of the lifecycle, helping to keep the program on track.

Leverage multiple message channels to achieve greater success in message delivery

Communicating HR programs and messages effectively requires that the right communication methods, or channels, and right level of workforce exposure to the message across communication channels are used for your message to get across. WFC provides tools to plan and deploy multi-channel, multi-stepped HR program communications, ensuring maximum and accurate reach and assured message delivery.

Personalized messages keep employees coming back for more information and directives

To ensure relevance of the message and that you are delivering the right message to the right workforce population, WFC includes a wizard based component that allows you to target defined groups of individuals based on current PeopleSoft or eBusiness Suite HR data. The content of the communication can be personalized to the recipient, delivering relevant content they are more likely to read and benefit from.

BUSINESS IMPACT

HR Program examples include:

- Organizational change management communications
- Cultural brand awareness
- Open enrollment communications
- Policy and compliance communications
- Manager-assessed workforce planning
- Health and wellness programs
- Alumni community communications and development

Survey examples include:

- Career development and skill assessment
- Employee engagement and satisfaction
- New hire and exit interviews
- Health and wellness programs
- Equal opportunity compliance programs

CAPTURE WORKFORCE FEEDBACK AND TAKE ACTION

HR organizations can create a direct line of communication with the workforce via surveys using Workforce Communications. Surveys can be used to capture feedback on an unlimited variety of topics –and once captured, this information can be utilized for HR and organizational decision making, enabling HR to be more strategic.

Influence organizational strategy before decisions are made

The insight gained from survey results provides HR with the information needed to develop a more successful HR strategy and to play an important role in influencing decision making at a corporate level. WFC delivers a scoring framework and rating engine to quickly assess satisfaction, engagement and comprehension – all critical components to developing a robust strategy.

Drive more effective programs through continuous feedback

Utilize surveys to assess success of programs throughout their lifecycle, resulting in higher quality / lower cost programs because you know what works and what doesn't.

Personalized responses improve employee engagement

Personalized responses to each survey keep employees engaged and “a part of the team”. Employees feel connected and informed, and that their opinions/concerns are being heard and addressed, which improves engagement and ultimately customer satisfaction/loyalty.

GAIN PROGRAM INSIGHT AND QUANTIFY SUCCESS

PeopleSoft Workforce Communications enables you to put more decision and support tools in the hands of the decision makers, enabling them to make informed recommendations and take appropriate action. WFC enables analysts and managers at all levels to review, analyze and quantify their HR initiatives.

Monitor program performance in real-time and optimize HR programs by taking corrective action mid-stream

Delivered analytics allow you to understand program performance immediately and modify the program and target workforce population while it is in progress to assure the best outcome.

Understand where program costs or services can be cut or modified

Analyze program and survey results in order to quantify HR program value, reach and comprehension. Focus resources on the most strategic objectives in the future to maximize return on investment (ROI).

Survey results reveal risks and/or over- and under-performing areas of the organization

PeopleSoft Workforce Communications will allow you to understand trends in workforce engagement, make sense of critical feedback/data captured, and identify workforce populations that are the most and least engaged.

RELATED PRODUCTS AND SERVICES

Align your workforce to organizational goals, reduce risk, and lower or contain workforce costs with PeopleSoft Workforce Communications.

RELATED PRODUCTS

Marketing

Online Marketing

Human Resources

Help Desk for Human Resources

RELATED SERVICES

The following services are available from Oracle Support Services:

- Oracle University
- Oracle Consulting

Why Oracle?

Oracle's PeopleSoft Enterprise workforce service delivery solutions 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 a multitude of self-service HR functions. These solutions enable you to:

- Reduce the burden on HR staff with employee and manager self-service
- Achieve best practices through self-service, secure sign-on, portals and shared service models
- Increase employee satisfaction and streamline employee inquiries with HR help desk

Contact Us

For more information about PeopleSoft Enterprise Workforce Communications, please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



Oracle is committed to developing practices and products that help protect the environment

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