

Why Upgrade to PeopleSoft Enterprise HRMS 8.9?

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Why Upgrade to PeopleSoft Enterprise HRMS 8.9?

Enabling organizations to streamline processes and reduce costs has been the result of many years spent delivering HRMS solutions. Oracle's PeopleSoft Enterprise Human Resources Management 8.9—the “workforce performance” release—provides our customers with more than 250 enhancements to address specific needs that they have expressed in interviews and usability studies. The result is a solution that delivers significantly more value on your HRMS investment.

EXECUTIVE SUMMARY

Enabling organizations to streamline processes and reduce costs has been the result of many years spent delivering HRMS solutions. Oracle's PeopleSoft Enterprise Human Resources Management 8.9—the “workforce performance” release—provides our customers with more than 250 enhancements to address specific needs that they have expressed in interviews and usability studies. The result is a solution that delivers significantly more value on your HRMS investment.

This white paper explores the value of the new features and technical enhancements in PeopleSoft Enterprise HRMS 8.9. We'll examine:

- Functional enhancements
 - The Person Model
 - Absence Management
 - Talent Acquisition Solutions
 - Labor agreement support
 - Benefits Solutions
 - Time and Labor
 - ePerformance
- Greater Flexibility and Adaptability
- Enhancements in Oracle's PeopleSoft Enterprise PeopleTools 8.46
 - Support for web standards
 - More open integration
- Total Ownership Experience
 - Installations in a day
 - Greater usability
 - Lower maintenance costs
- Enhancements to Application Engine

We'll also examine some of the benefits that leading organizations are gaining by using HRMS 8.9's advanced functionality:

- According to a survey conducted by Cedar in April and May 2004, PeopleSoft Enterprise customers show an average decrease in the cost per hire of \$2,382, or 45 percent. Average time to fill decreases by 15.9 days, or 33 percent.
- By using Oracle's PeopleSoft Enterprise Time and Labor, National Geographic saved \$700,000 over five years.
- PeopleSoft Enterprise HCM delivers a 51 percent lower total cost of ownership than SAP.
- In its first eight months of production on PeopleSoft Enterprise HRMS 8.8 Service Pack 1, PricewaterhouseCoopers tallied over \$7 million in savings through streamlined HR and payroll processing. The company has also streamlined its regular maintenance time by over 70 percent, thanks to Oracle's PeopleSoft Enterprise Total Ownership Experience initiative.

INTRODUCTION

Where does organizational success come from? A retailer might say it comes from providing the best products. A telecommunications provider might say it's a matter of delivering the best services. But in either case, each product or service that a customer buys—or chooses not to buy—is the direct result of employee effort.

According to Dr. Jaq Fitzenz, the product customers purchase or the service they desire is completely a function of the innovation, productivity, quality, and service outputs of the people you employ. We can all relate to this concept—we see it every day. The question is, how do we optimize the output of a diverse and increasingly far-flung workforce?

PeopleSoft Enterprise Human Resources Management 8.9 enables you to optimize the contribution of your workforce and measure your investments in people against the performance of your organization. The HR needs of 75 million employees in more than 3,500 companies worldwide are supported—70 percent of which can be found on the FORTUNE Most Globally Admired Companies list.

For years, when our customers have asked for new strategies that can add value to traditional human resources management processes, we have listened and delivered. The result? PeopleSoft Enterprise HRMS 8.9 offers the breadth and depth necessary to unlock the full value of your workforce.

We've included over 250 enhancements in this release—using input we gathered from more than 500 customer interviews and usability lab sessions. New functionality, significant improvements, and new design and layouts are everywhere. Think of PeopleSoft Enterprise HRMS 8.9 as the “workforce performance” release, for the following reasons:

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- PeopleSoft Enterprise HRMS 8.9 makes the connection between improving workforce performance, applications, and processes, and improving company performance.
- PeopleSoft Enterprise HRMS 8.9 is not only about processing a time off request more quickly, but also about improving employee productivity in a way that boosts a company's performance.

This document outlines the functional and technical enhancements that will enable you to enhance the performance of your workforce worldwide.

SECTION ONE: PEOPLESOFT ENTERPRISE HRMS 8.9 FUNCTIONAL ENHANCEMENTS

1.1 Manage Your Total Workforce: Introducing the Person Model

Over the past several years, customers have said that their workforce is evolving. They've mentioned that they are working with more consultants, contractors, and temporary employees than ever before. They're experiencing a tremendous change in workforce dynamics.

The Advisory Council of the U.S. Department of Labor agrees. According to the Advisory Council, part-time workers, temporary employees, and independent contractors now make up more than 30 percent of the U.S. workforce—and this number is on the rise. Since 1990, the number of workers employed as temporary employees alone has tripled from one million to three million. That number will quadruple to 12 million over the next 10 years.

Everything is changing. That's why PeopleSoft Enterprise HRMS 8.9 delivers a new architecture and functionality for contingent workforce management. Its architecture has been redesigned to support storing and tracking all person types—including contingent workers and persons of interest—within one centralized repository.

The new Person Model architecture enables you to manage all types of workers, from hourly to salaried and from seasonal to permanent. The Person Model is as dynamic as your workforce and delivers reporting that supports real-time decisions. With this new architecture, you can ensure that changing business conditions will trigger appropriate rapid responses from your HR management.

Each person you store in this data repository—including employees, contractors, and persons of interest—will have a single ID for the duration of their relationship with your organization, regardless of changes in their workforce status. Yet you can monitor and track the different segments of your workforce. You can include contingent employee data within your existing workforce database, or separate skills and costs by employee type.

According to the U.S. Department of Labor's Advisory Council, part-time workers, temporary employees, and independent contractors now make up more than 30 percent of the U.S. workforce—and this number is on the rise. Since 1990, the number of workers employed as temporary employees alone has tripled from one million to three million. That number will quadruple to 12 million over the next 10 years.

Managing Contingent Workers

Getting the most from your contingent workforce is a process that starts with identifying and hiring the best contingent workers. In PeopleSoft Enterprise HRMS 8.9, we've enhanced support for onboarding a contingent workforce. For example, if a job within Oracle's PeopleSoft Enterprise Talent Acquisition Manager (formerly Oracle's PeopleSoft Enterprise eRecruit Manager Desktop) is designated as contingent, the information for the selected candidate will be transferred into Oracle's PeopleSoft Enterprise Workforce Administration as a contingent worker. This automation reduces processing time, manual data entry, and errors for your organization.

Tracking, Managing, and Paying Contingent Workers

Your workers may have several relationships with your organization—at different times or all at once. Someone may begin working for you as a contractor and then later become an employee. Someone may leave your organization as an employee but be rehired later as a contingent worker. Some employees may work on certain projects as contractors.

With PeopleSoft Enterprise HRMS 8.9, people will seamlessly transition between employee and contingent worker status while keeping the same employee ID. They'll be able to be an employee and a contingent worker simultaneously. You'll keep a complete job history for all instances in one central location, where you can easily review the information. An enhanced interface and functionality will make it easier to track contingent workers.

As your organization seeks creative solutions to an ongoing talent shortage, you may hire contingent workers to manage direct reports. These workers can benefit from the same self-service managerial productivity tools that your permanent managers use. Because PeopleSoft Enterprise HRMS 8.9 gives contingent workers a static employee ID and the same security views as employees, you can easily include contingent workers as approvers or self-service users.

Whether you pay contingent workers directly or through a third party, PeopleSoft Enterprise HRMS 8.9 streamlines the process. Each of Oracle's PeopleSoft Enterprise payroll products now supports contingent workers, employees, and people who are simultaneously contingent workers and employees.

Reporting and Analytics

How can you quantify and manage the contributions—and costs—of your contingent workforce? Accurate reporting on your contingent workers is critical to properly allocating space, maintaining network security, and analyzing your true global headcount.

Because contingent workers reside alongside employees in PeopleSoft Enterprise HRMS 8.9, you can more easily perform combined reporting on your workforce. You can run reports for contingent workers, employees, or both.

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This consolidated reporting addresses a key issue for companies that are relying more and more on contingent workers. The costs of a contingent workforce are frequently not accounted for within HR—they're accounted for in Finance, resulting in distorted numbers pertaining to headcount, productivity, burdened rates, and turnover. Without the architecture and functionality that PeopleSoft Enterprise HRMS 8.9 delivers, your organization may lack visibility into its entire workforce and be unable to track its spend across full-time, part-time, and contingent workers.

Persons of Interest Management

Aside from contingent workers, your organization may rely on the input, assistance, and expertise of many other people who are not permanent employees. These people may include board members, volunteers, instructors, emergency contacts, or non-workers who have security access to buildings or networks. You need to store basic information on these people and track their contact with your organization.

Persons of interest are already stored in numerous places within the application. And because the new Person Model architecture allows you to store personal data once, without job information, and then use it for multiple purposes, you'll be able to track people within core tables for any reason, without needing a job record.

Eliminate Duplicate Data Entry

Duplicate entry threatens data integrity and necessitates redundant maintenance. Previous versions of PeopleSoft Enterprise HRMS required duplicate entry of personal information when an employee was also an instructor within Administer Training or a witness within Health and Safety.

The new architecture enables you to enter personal information once and then use it for multiple purposes in different modules. PeopleSoft Enterprise HRMS 8.9 will exploit this new technology to eliminate duplicate entry of instructors within Oracle's PeopleSoft Enterprise Training Administration and witnesses within Oracle's PeopleSoft Enterprise Health and Safety. Once the person is used within a new process, the system recognizes the new association and builds a view of the person's active relationships to the organization.

You Define Your Relationships

You may want to track persons of interest who exist for reasons not initially included in the application. For example, a hospital may want to track basic information about volunteers. A university may want to keep information about visiting professors. PeopleSoft Enterprise HRMS 8.9 enables you to define and maintain your own classifications for persons of interest. This feature will be useful if your organization has a large number of non-workers to track and monitor.

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1.2 Absence Management

Managing absences may seem trivial at first glance—until you stop to consider that employee absences are the largest remaining unmanaged employer benefit. And if time is money, then awarding unearned vacation time or sick time is like issuing an extra paycheck. Organizations that lack a consistent system for tracking absences run the risk of over- or under-awarding time, leading to problems that range from wasted money to legal issues.

Oracle's PeopleSoft Enterprise Absence Management is a new absence management system that gives you total control over absence planning and compensation operations—even in a multinational environment. It combines employee and manager capabilities and tracks all absences in a single, powerful, web-deployed application. It's easy to use, configurable, and flexible enough to meet the most complex needs in absence management. Whether your operations are solely in the U.S. or in a multinational environment, you can tailor this solution to meet your operational needs. And PeopleSoft Enterprise Absence Management is scalable enough to grow with your organization.

Absences are a critical issue for small and medium-sized businesses, in which an absent employee can immediately hurt operational performance. But they're also an expensive burden for large organizations, where the presence of multiple systems and manual processes can be complex and costly. With PeopleSoft Enterprise Absence Management, you can configure your policies and then control total spend on absence management across your enterprise.

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The flexible, rules-based decision engine can handle virtually any kind of absence, leave, or take across your organization. Employee and manager self-service help decrease administrative costs associated with managing absences. And PeopleSoft Enterprise Absence Management integrates with Oracle's PeopleSoft Enterprise Global Payroll, Oracle's PeopleSoft Enterprise Payroll for North America, and Oracle's PeopleSoft Enterprise Time and Labor to help you maximize the return on your HRMS investment.

According to Cedar Group, PeopleSoft Enterprise Absence Management 8.9 enables organizations to reduce their administrative time by 25 percent.

Rich Absence Functionality

With PeopleSoft Enterprise Absence Management, you can efficiently and accurately track any kind of absence from simple vacation to complex paid time off and FMLA leave situations. After the initial setup, administrators can make simple changes to the appearance of the application and routing of approvals using an intuitive GUI tool.

This intelligent solution removes the hassle and errors from the absence management process. Suppose an employee makes a request for sick time, unaware that he has already used up all of his sick time for the year. PeopleSoft Enterprise Absence Management will automatically ask the employee if he wants to use

vacation time instead. The system will then route the transaction to the appropriate managers for approval. Employees can easily see time balances and vacation schedules. If they require several levels of approval, workflow streamlines the process. Managers can easily see employee requests for time off, and can approve or deny them quickly and easily.

Organizations that continue to use paper processes for requesting time off run the risk of major productivity losses. If an employee requests vacation but the envelope containing the requests gets stuck in a stack of paperwork on a manager's desk, the request may never be processed. Meanwhile, the employee may assume her request was approved and not show up to work on the days she has requested off—severely harming productivity and customer service.

With PeopleSoft Enterprise Absence Management, employee vacation requests flow into the manager's Time and Labor schedule. From there, the manager can see whether someone else is already scheduled for vacation at that time and approve or deny the request based on that information. Communication between employee and manager is fast, clear, and automatic.

Many regions and countries have legal requirements associated with vacation time. If you do business in these areas, your absence management system must be able to adhere to these requirements—or you'll risk costly legal issues. PeopleSoft Enterprise Absence Management 8.9 is flexible and adaptable enough to support vacation rules everywhere you do business.

1.3 Talent Acquisition Solutions

Hiring the best and brightest talent is often the difference between organizational excellence and mediocrity. Add to that the fact that 37 percent of the typical organizational spend goes towards people, and you can see the importance of the talent acquisition process.

But according to the Bureau of Labor Statistics, the size of the U.S. workforce will decline every year until 2020. Assuming normal economic growth rates, U.S. companies will need to fill 55 million jobs over the next decade—but only 29 million potential employees will be available. Meanwhile, the recruiting process for many organizations is disjointed, paper-based, and far too reliant on maverick recruiters who rarely interact with hiring managers and other stakeholders.

Fortunately there's a better way. Oracle's PeopleSoft Enterprise Talent Acquisition Solutions 8.9 make hiring top talent everyone's business by enabling a web-based collaborative environment for recruiters, managers, and candidates. These solutions deliver quantifiable results. According to a survey conducted by Cedar in April and May, 2004, customers using PeopleSoft Enterprise Talent Acquisition Solutions 8.9 show an average decrease in the cost per hire of \$2,382, or 45 percent. Average time to fill decreases by 15.9 days, or 33 percent. Using these products, an organization of 10,000 employees and 10 percent annual turnover could save \$2.4 million per year on hiring alone.

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PeopleSoft Enterprise HRMS 8.9 is designed to extend these savings by making it even easier for top applicants to build relationships with your organization—and for your managers and recruiters to maximize those relationships. The goal is to provide a single, global platform across the entire recruiting business process, with new functionality for this critical area being developed all the time.

Build an Online Candidate Gateway

Research has uncovered a situation in which over 50 percent of the applicants who interviewed with a particular organization never heard from the organization again. This staggering lack of communication was caused by an antiquated recruiting system with no checks and balances on candidate workflow. The organization is missing out on opportunities to build relationships with candidates who may not be right for a current position, but who could be the perfect fit for another job next month. And as unhired applicants build their skills over time, they'll have no established line of communication for keeping the organization informed of their progress.

It's crucial to build relationships with candidates—even those who don't quite measure up to your current standards. The process starts when you create a user-friendly look and feel for your job website. Oracle's PeopleSoft Enterprise Candidate Gateway enables you to set up branded career sites that deliver powerful recruiting functionality through a look and feel that's all your own.

As you seek to land top candidates, you'll want to connect them to many career opportunities across your organization. Meanwhile, today's most qualified applicants need an easy way to manage multiple resumes and applications. With PeopleSoft Enterprise Candidate Gateway 8.9, your candidates can place jobs in a job basket. Once they've narrowed down the jobs they'd like to pursue, they can apply to multiple jobs online and upload resume information to your company. If a candidate wants to complete an application at another time, he can save his information on your site and access it later. From a single web-based interface, your candidates can check the status of each application. And before they even get a call for an interview, they can ask your system to automatically inform them of jobs that match their criteria in the future.

Because of the greater flexibility of PeopleSoft Enterprise Talent Acquisition Solutions 8.9, you can integrate to any job board vendor and to multiple background check vendors. Using integrated third-party services, you can administer candidate tests online, rank candidates against their competition, and send results to hiring managers.

Your recruiters can interact with managers throughout the process, or you can choose to involve managers for interviews and evaluations only. PeopleSoft Enterprise Candidate Gateway's intuitive interface requires little or no training for all stakeholders. Once you've selected a candidate, it's a push-button process to transform her into an employee within the system. Information from the candidate

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flows directly to PeopleSoft Enterprise HRMS, and onboarding can begin. New hires can sign up for benefits and training before they even begin work.

Manage the Talent Acquisition Process

Of course, the people who run your recruiting processes need faster, better ways to manage the flood of applicants so that they can find exactly the right fit for each position. In PeopleSoft Enterprise Talent Acquisition Solutions 8.9, recruiters and managers will find major usability and functional enhancements. With PeopleSoft Enterprise Talent Acquisition Manager, your recruiters and managers can post jobs, set up assessment criteria, and automatically rank candidates for best fit. Everyone who's involved in the recruitment process gains visibility into the candidate pipeline.

Because all of PeopleSoft Enterprise HRMS 8.9 leverages the new architecture of the Person Model, you can attract full-time or contractor candidates on a common skills and competencies database. By looking at permanent and contingent employees through the same lens, your managers can make smarter decisions about filling open positions. They can weigh cost versus value as they seek creative solutions to an ongoing labor shortage. If they do choose to hire contingent workers, they can create a requisition in PeopleSoft Enterprise Talent Acquisition Manager and send it automatically to Oracle's PeopleSoft Enterprise Services Procurement. Hiring contingent workers is now a faster process because their information is already in the system.

Throughout each step of the recruiting process, your managers and recruiters can enjoy a 360-degree view of each candidate. They can keep informal candidate lists, keep notes, and track correspondence through an enhanced contact manager, which eliminates the need to maintain duplicate candidate management systems and enables you to send emails to candidates from within the system. Improved search capabilities and new configuration options enable hiring managers to find, track, and display their top choices more easily. And managers and recruiters can view a candidate's applications for other positions in your organization, enabling a better understanding of the candidate's interests and needs.

Because all of PeopleSoft Enterprise HRMS 8.9 leverages the new architecture of the Person Model, you can attract full-time or contractor candidates on a common skills and competencies database. By looking at permanent and contingent employees through the same lens, your managers can make smarter decisions about filling open positions.

As your organization searches for competitive advantage in the recruiting process, it may target talent even when no positions are open. For example, you may hold a job fair at a local university one spring during a hiring freeze because you want to get a head start marketing your organization to soon-to-be graduates. PeopleSoft Enterprise Talent Acquisition Solutions 8.9 supports these activities. It enables you to keep candidate lists that are not tied to an open requisition—ensuring that you can build relationships with your future employees as soon as you meet them.

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PeopleSoft Enterprise Talent Acquisition Solutions 8.9 supports multiple levels of approvals for each requisition, if your business processes require them. Integration with Oracle's PeopleSoft Enterprise Performance Management solutions enables your managers to monitor real-time metrics on recruiting effectiveness, separation rates, workforce composition, compensation, and absence costs, so that they can take corrective action through a more effective recruiting process. With PeopleSoft Enterprise Talent Acquisition Solutions 8.9, you can close the loop between hiring the best and brightest, measuring their contribution to your bottom line, refining your strategy—and starting the process all over again.

1.4 Labor Agreement Support

If you have unionized employees in your workforce, you're not alone. Over 60 percent of companies using PeopleSoft Enterprise HRMS 8.9 employ union labor. For customers who must adhere to multiple, detailed labor agreement specifications, performing business processes such as hires, terminations, and pay rate changes can be a complex endeavor.

PeopleSoft Enterprise HRMS 8.9 delivers very advanced union labor functionality. To better meet the needs of organizations that use unionized labor, we've conducted extensive focus groups and joint design sessions with customers. We've also gathered industry specialist feedback. The result is a release full of advanced, relevant functionality, including:

- Configurable, multiple seniority dates.
- Automated union wage progression that's rule based and labor agreement driven.
- Collective actions functionality.
- Layoff and reinstatement features, including roster management, transactions, and status tracking.

Does your organization perform these processes manually, or use custom Excel spreadsheet systems? Think of the time and money you can save by using one integrated system. PeopleSoft Enterprise HRMS 8.9 delivers configurable, table-driven, flexible functionality that you can use right out of the box as part of your core HR system. Read on to take a closer look at these new features.

In PeopleSoft Enterprise HRMS 8.9, job codes are associated with a labor agreement in a hierarchical order, and a wage plan is then associated with each job code. Each employee will automatically inherit the correct wage plan when you update a labor agreement or job code on his or her job record. And each time you save an employee's job record, the system verifies the combination of job code and labor agreement to ensure validity.

Manage Job Codes and Wage Plans

If you're working within a collective labor environment, your employees' job codes dictate many of their job attributes, including job path hierarchy, bumping rights, and wage progression plan. In PeopleSoft Enterprise HRMS 8.9, job codes are associated with a labor agreement in a hierarchical order, and a wage plan is then associated with each job code. Each employee will automatically inherit the correct wage plan when you update a labor agreement or job code on his or her job record. And each time you save an employee's job record, the system verifies the combination of job code and labor agreement to ensure validity.

Configurable Seniority Dates, Tiebreakers, and Expiration Rules

Seniority dates dictate how you distribute critical rights—such as bidding for shifts, receiving wage increases, or determining position on a layoff roster—to your unionized workforce. But you may use different seniority dates, determined by different criteria, to award specific rights. For example, to determine an employee's seniority for shift bidding, you may use the date that he started working at a new facility, but you may determine his vacation accrual based on his overall seniority within the company or union. To add to the complexity, you sometimes must apply tiebreakers to determine a final order because more than one employee has the same seniority rank.

In PeopleSoft Enterprise HRMS 8.9, you can define up to 12 seniority dates per labor agreement. To save time, you can use dates that already exist in the system and simply rename them. For example, you could include the pre-existing job code Entry Date field in the labor agreement, but re-label the field as Wage Progression Seniority Date.

You may also create your own seniority dates. When you place an employee into a labor agreement on their job record, she inherits the dates from the agreement. We provide an extensive list of fields to use as tiebreakers, making it easier for you to determine the period of time for which recall rights are valid.

Define Your Facilities

How do you define your facilities? If you're a unionized company, a facility is a physical workspace that's covered by a labor agreement. That workspace could be a store, plant, campus, or medical center. But you could have more than one location within a facility, or more than one facility within a location. That's why you need a flexible way to designate facilities.

PeopleSoft Enterprise HRMS 8.9 offers a new table that allows you to define your facilities. The system then associates facilities to the labor agreements. The new facility field will also appear on the job record and the position record. You can maintain it from either location.

Manage Wage Progression

As your unionized workforce grows, so does the challenge of managing wage progression. Monitoring eligibility and maintaining correct compensation are critical tasks—especially in the United States.

PeopleSoft Enterprise HRMS 8.9 automates wage progression by providing features such as formula-based progression rules and a process that evaluates rules against eligibility criteria and inserts new compensation rates. It supports common progression eligibility criteria such as time worked, calendar based, and time since last increase.

These progression plans are then associated to wage scales. You can base your step increases within scales on formulas such as percentage of maximum rate, flat amount, percentage of current rate—or you can custom configure them.

Layoff and Reinstatement Management

The larger your unionized workforce becomes, the greater the chance that you'll have to lay off large numbers of employees—whether temporarily or permanently. When you discontinue a product, you may close a production plant. Or you may address a temporary reduction in production demand by downsizing the workforce.

In these cases, you must assemble seniority lists, consider individual employee seniority rights, and process large numbers of transactions. You must also keep accurate records to justify your decisions to union authorities. And in the case of temporary reductions, you must re-engineer layoff processes when you return people to work—a time-consuming project that frequently comes with little advance notice.

PeopleSoft Enterprise HRMS 8.9 delivers better tools for managing the layoff and recall processes. You can define a targeted population and generate an initial list according to selected criteria. The data you'll use for defining criteria and sorting the list is typically contained within the relevant labor agreement.

1.5 Benefits Solutions

By now, it's no secret that an employer's value proposition to employees must include more than a good salary. Offering a good benefits plan can give your company a huge competitive advantage in luring top talent. But benefits costs continue to skyrocket—forcing you to choose between weakening your benefits programs or hurting your bottom line.

Enhancements in PeopleSoft Enterprise HRMS 8.9 help address these challenges. We've taken feedback from benefits customers and user groups about features and functions that would most significantly help them reduce costs and streamline processes. We then incorporated this feedback into Benefits Administration, eBenefits, and the Base Benefits module of Human Resources to help reduce the time and money you must invest in maintaining complex benefit plans.

With PeopleSoft Enterprise HRMS 8.9, your organization can:

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- More efficiently manage dependents and beneficiaries.
- More flexibly administer plans by using a variety of annual base benefit rates.
- Better comply with ERISA regulations.

Dependent and Beneficiary Enhancements

More than any other enhancement, the benefits user group requested that we make improvements to PeopleSoft Enterprise HRMS 8.9 dependent and beneficiary management functionality. It's easy to imagine why. The effectiveness of your benefits processing depends on accurate dependent and beneficiary information. When your employees make changes to this information, they often trigger changes in eligibility. The dates of these changes can determine when coverage changes should begin and end. And some legal requirements mandate that employees must provide benefits to dependents and beneficiaries.

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In PeopleSoft Enterprise HRMS 8.9, you can effective-date dependent and beneficiary records to gain more comprehensive reporting and tracking capabilities. Because changes to dependent and beneficiary information often affect eligibility and coverage for benefit plans, having such accurate history is often critical for compliance, as well as accurate historical record keeping on dependents and beneficiaries. Our new functionality will help you remain compliant with QMCSO, QDRO, and other mandated regulations.

Multiple Annual Benefits Base Rates

Your life insurance, accidental death and dismemberment, and disability plans determine benefit levels based on a certain definition of each employee's salary. In these types of plans, the coverage amount can be a multiple of salary defined at a particular time. But in an era of rising healthcare costs, organizations are using more creative—and more complex—calculations to determine benefit levels for a wide range of benefit plans.

In PeopleSoft Enterprise HRMS 8.9, you can define and use an unlimited number of annual benefit base rates to meet your needs. We deliver new capabilities that support multiple Annual Benefits Base rates (ABBRs) while minimizing the impact on your current processes. You can:

- Enter and maintain multiple ABBRs.
- Specify which ABBR to use for a given benefit plan.
- Recognize multiple ABBRs and select the proper ABBR for any given plan.
- Retain the current single ABBR on the job record as a default “primary” ABBR.

ERISA Enhancements

If you offer cafeteria benefit programs, you know that according to Section 125, employees in the United States may make only certain mid-year programs to their

benefits elections. Permitted changes revolve around life events, such as moving to a new area, having a child, adopting, or the death of a spouse or dependent. Under the guidelines of the Consistency Rule, the IRS will interpret changes to make sure they are in conformity with each life event. The IRS has recently clarified some of these guidelines, causing many organizations to rethink the way they handle benefits changes.

In PeopleSoft Enterprise HRMS 8.9, your organization may allow employees to make changes in levels of coverage consistent with the gain or loss of coverage eligibility.

With this new security, you can control employee access but still reap cost savings by offering employee self-service benefits registration and maintenance year-round.

In PeopleSoft Enterprise HRMS 8.9, your organization may allow employees to make changes in levels of coverage consistent with the gain or loss of coverage eligibility. With this new security, you can control employee access but still reap cost savings by offering employee self-service benefits registration and maintenance year-round.

All changes in elections must be consistent with what actually happened:

- To increase coverage, the event must be an increase in the number of eligible dependents.
- Coverage decrease would only be allowed if there were a decrease in the number of eligible dependents.
- Flexible spending account election changes must be consistent with family member eligibility gains or losses.

1.6 Time and Labor

By using an earlier version of Oracle's PeopleSoft Enterprise Time and Labor, National Geographic saved \$700,000 over five years. In PeopleSoft Enterprise HRMS 8.9, we've increased your ability to drive costs out of timekeeping processes by making major enhancements in scheduling and time reporting functionality, business process controls, integration to Oracle's PeopleSoft Enterprise Financial Management, and overall application performance.

Enhanced Scheduling

Whether your organization uses fixed schedules, dynamic schedules, or rotating schedules, PeopleSoft Enterprise Time and Labor 8.9 delivers enhancements that streamline your scheduling processes. We've included better support for organizations in the Asia-Pacific region by adding features such as rotating rosters and 24-hour work schedules. Companies in every region can benefit from a graphical representation of employee schedules. In this environment, it's easy to make temporary schedule changes, including updates, swaps, copies, and replacements.

Time and Labor 8.9 includes indicators on scheduling pages that highlight schedule deviations and exceptions. It's now easier for your organization to monitor absences and scheduling errors. We've also streamlined the schedule set up and maintenance process to reduce your maintenance costs.

Our open architecture makes it easier for you to integrate with external scheduling applications. PeopleSoft Enterprise Time and Labor 8.9 also allows employees to view and print their monthly schedule, including work and shift information, planned absences, holidays, and training.

Time Reporting

Regardless of your industry, you want time reporting to be fast and easy. Your self-service timesheets must be flexible enough to support all different types of employee populations but intuitive enough to ensure that your employees can report time quickly and accurately.

PeopleSoft Enterprise Time and Labor 8.9 includes a new and improved self-service timesheet that features pre-population and configurability, visibility to useful information, and task completion usability improvements. Our new timesheet incorporates the most popular customizations that customers like you have asked for. By incorporating these customizations in the core product, we've drastically reduced the amount of maintenance work you'll need to perform on the product in the future.

With the new timesheet, your employees will benefit from much greater ease of use. You can pre-populate time periods and the date on which your employees need to start each new time sheet. When employees log on, the timesheet is personalized to their time reporting environment—whether they report weekly or monthly, and whether they start a new timesheet on Monday or Tuesday. Within each timesheet, employees have greater access to leave balance and schedule information.

To streamline time approval, your managers can use filters that enable them to see the same employees every time they log on to their time system. Using handy links, they can move through a list of employees with fewer clicks as they monitor and approve time. Managers also have a better view of critical information such as overtime, schedule deviations, and absences.

Consider these additional improvements:

- Punch-time reporters and adjusters have a single page to report punch and elapsed time.
- Users are automatically brought into the timesheet based on the current date.
- Time reporting codes are filtered so that only the codes that should be entered online are available.

Integration and Performance

In previous releases of PeopleSoft Enterprise Time and Labor, batch processes could be time consuming. We've worked hard to improve performance in this area. Overall, we've shortened the time administration process by about 20 percent.

To operate and integrate consistently with Oracle's JD Edwards EnterpriseOne Financial Management applications, PeopleSoft Enterprise Time and Labor 8.9 will

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As your employees come, go, and move around within your organization, you must refresh employee groups quickly and efficiently. With PeopleSoft Enterprise In Time and Labor 8.9, we've improved the performance of the dynamic group refresh process so that it runs 15 to 20 percent faster than in PeopleSoft Enterprise Time and Labor 8.8 SP1.

support standard ChartField integration and individual ChartField entry. Your organization will be able to analyze labor costs at the detailed ChartField level in General Ledger and Project Costing, and will be able to reconcile costs between the two applications.

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1.7 Oracle's PeopleSoft Enterprise ePerformance

PeopleSoft Enterprise ePerformance 8.8 was a flexible new product that delivered embedded intelligence tools to help managers communicate more effectively with employees. PeopleSoft Enterprise ePerformance 8.9 will extend even greater benefits to your organization. It delivers the enhancements and new functionality you need to fill the gaps in your performance management process.

PeopleSoft Enterprise ePerformance 8.9 delivers:

- Multi-source functionality to allow multi-rater and 360-degree feedback in performance reviews.
- Functionality that allows employees and managers to collaborate in setting individual performance goals.
- A Performance Dashboard that greatly enhances usability.

PeopleSoft Enterprise ePerformance can help you link individual and departmental goals to higher-level goals. By delivering rules-based security and linking to the HR tree structure, we enable you to communicate the right goals to the right groups of people at the right time.

Multi-Source and 360-Degree Feedback

Get a complete picture of the performance of your workforce—and give your employees the feedback they need to achieve their goals, excel at their jobs, and boost your bottom line. PeopleSoft Enterprise ePerformance 8.9 enables employees to get feedback from multiple reviewers who work closely with them, including managers and peers.

Our new 360-degree feedback functionality enables you to enhance your workforce development processes. An employee named Ellen and her manager can invite several of Ellen's peers to participate in the review process. Peers give feedback and rate Ellen in key areas, but because the reviewers are not managers, the feedback does not have any bearing on Ellen's compensation. Instead, PeopleSoft Enterprise ePerformance gathers this feedback and enables Ellen and her manager to use it for improvement and positive reinforcement.

Multi-rater functionality makes it easier for managers to rate employees for compensation and promotion purposes. Managers can invite other managers to review an employee with whom they all work closely. Depending on how much a manager has worked with a particular employee, his or her feedback will have a proportional bearing on the employee's pay increase.

With 360-degree and multi-rater functionality, your organization can get a multi-dimensional view of an employee's performance. You can go beyond a single employee-manager relationship to see how an employee's contributions are viewed by a wider range of employees in different roles. You can establish a tighter link between performance and pay, and create an atmosphere in which performance improvement is a shared priority between employees and managers.

Collaborative Goal-Setting

When you empower your employees to take a more active role in the performance management process, you transform the process from a tedious annual task to an opportunity for constructive communication and constant improvement. You asked for functionality that would give employees a larger role in managing performance. With PeopleSoft Enterprise ePerformance 8.9, your employees can initiate and drive the performance management process.

PeopleSoft Enterprise ePerformance 8.9 enables your employees to work with managers in setting performance goals, establishing review criteria, and selecting review participants. In the old performance management paradigm, managers or HR administrators initiated the performance management process by giving employees lists of development goals. With PeopleSoft Enterprise ePerformance 8.9, employee and manager can work within a collaborative environment as they pass goals and competencies documents back and forth.

The collaboration continues as the employee and manager decide which third-party participants to include in the performance rating process. Managers can allow employees to select some of the participants, but gain enough control over the process to ensure that feedback will be sufficiently objective and constructive.

Built-in writing tools help all reviewers to write consistent, professional reviews. PeopleSoft Enterprise ePerformance 8.9 flags sensitive language that could trigger personnel problems, and even checks spelling. Feedback from peers, matrix managers, and other key participants is included in employee reviews to ensure optimal development and true pay for performance.

Performance Dashboard

As you add more elements to your performance process, you'll need a way to keep track of the many people and stages involved. In PeopleSoft Enterprise ePerformance 8.9, we've introduced the Performance Dashboard, which gives employees and managers an intuitive, role-based view into the steps they need to complete. Participants can see at a glance which performance tasks have yet to kick

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off, which are in progress, and which have been completed. As they complete one phase, links to subsequent phases become active.

PeopleSoft Enterprise ePerformance 8.9 offers an extra layer of security behind the core PeopleSoft Enterprise Human Resources module so that people can access only the documents they're allowed to see. Their personal performance reviews and performance notes are safe from tampering or illicit viewing. Managers may grant other managers access to performance documents without compromising overall security.

Until recently, most employees hated performance reviews. In some companies, managers actually set their email clients to block performance management-related emails from HR. In PeopleSoft Enterprise ePerformance 8.9, we're giving you the tools to make performance management a vital, constructive process.

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SECTION TWO: A FLEXIBLE, ADAPTABLE HRMS SOLUTION

Business rules for PeopleSoft Enterprise HRMS 8.9 are not hard-coded as they are in SAP. They're stored in a database, making it easy for your organization to create and update its own business and processing rules. This translates into a highly configurable setup framework for defining companies, locations, job codes, and positions. Your staff can easily make changes online.

Business rules engines throughout PeopleSoft Enterprise products give you the flexibility to accommodate a wide spectrum of unique business issues. At the same time, they don't dictate your business processes or logic. One of our newest products, PeopleSoft Enterprise Absence Management 8.9, is a great example of this ingenuity at work.

2.1 New Flexible Row-Level Security

As any decentralized or complex company knows, determining and controlling who has access to what data can be a challenging task. In light of the emerging legal requirements for data transparency and accountability, it is more critical than ever for you to control who is accessing your data and for what reason.

PeopleSoft Enterprise HRMS 8.9 delivers an innovative, flexible way for you to define your organization's row-level security. You decide how granular you want your control to be by basing row-level security on any field or combination of fields that you choose. This enhancement enables you to align your security strategy with your corporate culture and business model.

By working in conjunction with our new Person Model, you can also define security according to worker population. For example, you can give an operator access to contingent labor only or persons of interest only.

2.2 Configurable Actions and Action Reasons

Not all job actions are appropriate for all types of workers. Not all companies, geographies, or industries share the same business rules. Your organization works

differently according to its unique needs and priorities, so you may want to configure your job actions to align more closely with your business processes and employee data tracking requirements. Recognizing these diverse data-management needs, PeopleSoft Enterprise HRMS 8.9 delivers configurable actions and action reasons.

When you create a new action, you can now decide whether the action is for informational purposes or if it will actually determine new statuses for HR or payroll. You can also set the prerequisite status for a job action.

SECTION THREE: PEOPLESOFT ENTERPRISE PEOPLETOLS 8.46

We offer our customers much more than just HRMS functionality. We're also committed to helping you maintain and enhance your investment. PeopleSoft Enterprise PeopleTools 8.46 is designed to improve the overall value of your implementation by lowering your total cost of ownership and improving your total ownership experience. By supporting open standards and enabling faster upgrades, PeopleSoft Enterprise PeopleTools 8.46 is your key to a cost-effective upgrade.

3.1 Continued Support of Industry Standards

We support the most popular industry standards because they can help you leverage your existing infrastructure and lower your ongoing costs. In PeopleSoft Enterprise PeopleTools 8.46, we've released support for WS-I compliance, WSRP, and JSR 168.

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WS-I Compliance

Web Services Interoperability (WS-I) is an initiative to promote the interoperability of web services across different platforms, applications, and programming languages. The goal is to speed the deployment and adoption of web services.

How does this apply to your organization? Support of WS-I means that you'll be able to expose your PeopleSoft Enterprise content and business logic to other systems using a reliable, standards-based approach. You'll connect your systems to those of your partners over the Internet. You'll share information more freely with partners—without increasing your integration costs.

WSRP and JSR 168 Support

Web Services for Remote Portlets (WSRP) is a standard that defines how to plug web services into the pages of online portals. Java Specification Request (JSR) 168 is a specification that enables interoperability between portals and portlets. If you're using PeopleSoft Enterprise Portal along with PeopleSoft Enterprise HRMS, its support for these standards will enable other portals in your organization to display content that you generated in PeopleSoft Enterprise Portal.

This feature is especially important for organizations that have a large web presence. Suppose your HR organization develops a recruiting dashboard through Enterprise Portal that allows recruiters and hiring managers to monitor applicants

at a glance. But your organization uses a different portal solution to deploy a wide range of company news, information, and business productivity tools to employees around the globe. Because PeopleSoft Enterprise HRMS 8.9 delivers WSRP and JSR 168 support, recruiters and hiring managers can import content from the recruiting dashboard into their main portal page—enabling greater productivity and convenience.

Each time a user interacts with the pagelet in the main portal, he or she will automatically be transferred to the PeopleSoft Enterprise application that generated the pagelet. This integration enables you to create a community portal experience for your end users. By supporting web services security, PeopleSoft Enterprise HRMS 8.9 also allows a single sign-on for third-party applications.

Each time a user interacts with the pagelet in the main portal, he or she will automatically be transferred to the PeopleSoft Enterprise application that generated the pagelet. This integration enables you to create a community portal experience for your end users. By supporting web services security, PeopleSoft Enterprise HRMS 8.9 also allows a single sign-on for third-party applications.

This functionality allows our PeopleSoft Enterprise software to offer its content for consumption in a third-party portal. You'll be able to plug PeopleSoft Enterprise application pagelets into the portal of your choice. You'll significantly reduce your portal integration costs and create a seamless experience for your entire workforce.

Pagelet Wizard

Creating content for syndication has become a much easier task in PeopleSoft Enterprise HRMS 8.9. In the past, your organization may have relied on developers to write code for new pagelets. In PeopleSoft Enterprise HRMS 8.9, a handy Pagelet Wizard guides your non-technical users through the process of creating pagelets. Similar to commonly used wizards in Microsoft Office products, the Pagelet Wizard enables takes the user from the point of saying, "I want to create a pagelet that contains data from my HR system," and gathers just enough information to build the pagelet with the appropriate content. Users create pagelets in an intuitive point-and-click fashion—whether they're using PeopleSoft Enterprise or third-party data sources.

The pagelets you produce through Pagelet Wizard are WSRP-compliant. With Pagelet Wizard, you can create solutions more quickly, reduce your dependence on IT, and cut development costs. You'll also increase the agility of your business by allowing subject matter experts to create timely pagelets for their constituents within your organization.

Improved Integration Support

Customer like you have asked for better integration support. PeopleSoft Enterprise HRMS 8.9's overall integration technology has been greatly enhanced. You'll benefit from easier setup, configuration, managing, and troubleshooting for integrations across your organization.

Examples of this improved integration technology include:

- Simplified Integration Broker setup and administration.
- New Integration Point designer.

Integration Broker is your XML messaging hub for helping your systems communicate through standard web services. In PeopleSoft HRMS 8.9, it's easier than ever to set up and administer Integration Broker. You'll reduce the cost and effort associated with creating the integration points that enable your employees to share tools and information.

- Integration Broker event tester.
- XML schema management and validation.

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3.2 What's New in PeopleSoft Enterprise PeopleTools 8.4X

If you're still using PeopleSoft Enterprise 8.3 or earlier, you're working with Oracle's PeopleSoft PeopleTools 8.1 foundation. PeopleSoft Enterprise PeopleTools 8.4 has added several key technical features:

- Integration Broker, which, as discussed above, supports web services, also delivers pre-built connectors to various ERP systems, including Siebel and SAP, and other Oracle software. Because you've invested in a highly open, flexible vendor, you can leverage information from various sources across your enterprise, enabling you to get more from all of your major technology investments.
- Mobile technology enables your traveling employees to enter time and labor information through a PDA.
- PeopleSoft Enterprise's multichannel framework recognizes the fact that your employees may contact your HR organization through multiple modes of communication, including email, web chat, phone, or walk-in. By uniting these different channels in a single queue, you can gain a complete view of an employee's experience with HR.
- Instant messaging integration enables you to take advantage of one of the fastest-growing and most innovative technologies on the market. Just as employees can use instant messaging to communicate with friends through services such as AOL and MSN in their free time, they can now use this technology to get faster service from their HR organization. Your organization might choose to make its HR generalists more accessible to employees by displaying icons in each employee portal. By clicking one of these icons, employees can chat with HR in real time to get answers to questions.
- Linux support. Low startup costs and easier hardware requirements are just two of the reasons that more and more organizations are using or considering the Linux operating system. In previous versions, PeopleSoft Enterprise-supported Linux databases and web servers. PeopleSoft Enterprise HRMS 8.9 enables you to run your business logic and application server on Linux.

SECTION FOUR: TOTAL OWNERSHIP EXPERIENCE

We've always worked to use technology to minimize the time and money you must spend maintaining your enterprise solutions. This enables customers like you to install and implement software more quickly, simplify upgrades, receive real-time support and performance diagnostics, and achieve robust integration with other eBusiness software. This delivers benefits that are highly quantifiable.

PeopleSoft Enterprise HRMS 8.9 takes these benefits to the next level. We've continued to unveil improvements that will further reduce implementation costs, enhance usability, and increase supportability. PeopleSoft Enterprise HRMS 8.9 is the first Human Capital Management product PeopleSoft Enterprise has released that has Total Ownership Experience benefits embedded. The enhancements in PeopleSoft Enterprise HRMS 8.9 have resulted in:

- A 20 percent reduction in overall implementation time.
- 30 percent faster usability to complete key tasks.
- 80 percent fewer steps to update applications.

During an implementation of PeopleSoft Enterprise HRMS 8.9, Setup Manager gives you a step-by-step process for executing key tasks—saving you from costly and time-consuming reworks. In PeopleSoft Enterprise HRMS 8.9, we've:

- Enhanced General Ledger integration to support dynamic chartfields.
- Delivered integration between Recruiting Solutions and Services Procurement.
- Enhanced integration between Time and Labor and Projects.
- Integrated PeopleSoft Enterprise Payroll with Oracle's JD Edwards EnterpriseOne Financial Management.

4.1 Enhanced Usability

PeopleSoft Enterprise HRMS 8.9 delivers greater usability across the product suite. Your employees and managers can complete key processes more quickly and with fewer clicks. They'll complete tasks at a higher rate than before. We doubled our investment in our usability team and increased customer participation in validating the usability of our applications for this release. Our tests ensured the usability of key transactions in Oracle's PeopleSoft Enterprise Benefits Administration, PeopleSoft Enterprise eCompensation, PeopleSoft Enterprise ePay, PeopleSoft Enterprise eRecruit, PeopleSoft Enterprise Time and Labor, PeopleSoft Enterprise Learning Management, PeopleSoft Enterprise Sales Incentive Management, and PeopleSoft Enterprise Payroll for North America.

We now use real customer data to conduct performance and functional testing. Based on this information, we've created better titles, section headings, and color separations.

PeopleSoft Enterprise HRMS 8.9 delivers greater usability across the product suite.

Your employees and managers can complete key processes more quickly and with fewer clicks. They'll complete tasks at a higher rate than before. We doubled our investment in our usability team and increased customer participation in validating the usability of our applications for this release.

What results can you expect from these enhancements? Higher productivity and decreased training costs. Less time and fewer clicks required for key processes. A streamlined recruiting process via the Recruiter Console and Applicant Console. Better performance. And more scalable applications.

4.2 Change Assistant

Anyone who uses the Windows operating system is familiar with Windows Update, the feature that periodically alerts users to download needed patches and updates. PeopleSoft Enterprise Change Assistant performs the same function for PeopleSoft Enterprise applications.

PeopleSoft Enterprise Change Assistant is designed to automate the process of installing software patches, updates, and upgrades. It knows what version of PeopleSoft Enterprise software you're using, your hardware profile, and your database version, and uses this information to tell you which patches to apply, alerting you to prerequisites. PeopleSoft Enterprise Change Assistant gets updates—including regulatory changes—from the PeopleSoft Enterprise Customer Connection website by using web services. Once it has downloaded changes, it provides a wizard-style installation approach.

Along with PeopleSoft Enterprise Change Assistant, you'll benefit from Oracle's PeopleSoft Enterprise Environment Management Framework. This framework provides a secure infrastructure for storing, retrieving, and distributing PeopleSoft Enterprise configurations throughout your computing environment. Your administrators can instantly return to a "last known good" configuration, which considerably reduces the risk of your upgrades. PeopleSoft Enterprise Environment Management Framework also speeds up support processes by making it easier to reproduce problems. And diagnostic plug-ins for products such as PeopleSoft Enterprise Time and Labor and PeopleSoft Enterprise Global Payroll help you identify and resolve problems more quickly.

PeopleSoft Enterprise Performance Monitor brings real-time, instrumented performance monitoring to your HRMS implementation. Your administrators can see real-time and historical performance metrics of PeopleSoft Enterprise applications and their underlying technology. If a database query in your organization takes longer than expected, your administrators can use PeopleSoft Enterprise Performance Monitor to see the exact query that was executed and diagnose the problem. A dashboard enables administrators to compare systems information with historical information to identify abnormal behavior. They can quickly find answers to their most commonly heard questions, including "Why are my queries taking so long?" and "Why is the system so slow today?"

PeopleSoft Enterprise Change Assistant is designed to automate the process of installing software patches, updates, and upgrades. It knows what version of PeopleSoft Enterprise software you're using, your hardware profile, and your database version, and uses this information to tell you which patches to apply, alerting you to prerequisites. PeopleSoft Enterprise Change Assistant gets updates—including regulatory changes—from the PeopleSoft Enterprise Customer Connection website by using web services. Once it has downloaded changes, it provides a wizard-style installation approach.

SECTION FIVE: UPGRADE ENHANCEMENTS

5.1 Highlights of Application Engine Enhancements

We've made several enhancements in the upgrade process using Oracle's PeopleSoft Enterprise Application Engine. These include the following:

- Easier-to-understand upgrade processes.
 - Easier to adjust for customizations.
 - More help in preserving customizations during an upgrade.
 - Visual representation of changes, not just report data.
 - Better high-level views, with more drill-down capabilities for compare reports.
 - Alternate format for compare reports.
 - More control when applying Change Projects.
- Merge Tool – save output to primary or secondary database
 - Supports Oracle's PeopleSoft Enterprise PeopleCode work-in-progress save
- Initial testing points to improved performance.
 - Tests on high complex map showed a significant improvement in data conversion time
- Improved supportability.
 - Better quality of upgrade scripts.

CONCLUSION: TANGIBLE RESULTS WITH PEOPLESFT ENTERPRISE HRMS

If you're still trying to justify an upgrade to Oracle's PeopleSoft HRMS 8.9, consider the tangible results of a company that recently upgraded to some of Oracle's PeopleSoft Enterprise advanced, customer-friendly HRMS solutions.

PricewaterhouseCoopers (PwC), a leading global provider of professional services, recently participated in a detailed study of its ongoing savings with PeopleSoft Enterprise HRMS. PwC migrated all 25,000 of its U.S. employees and 4,000 retirees to a single instance of PeopleSoft Enterprise Human Capital Management. The company sought to enhance its HR capabilities and reduce cycle times without increasing HR headcount.

PricewaterhouseCoopers upgraded from PeopleSoft Enterprise HRMS 7.5 to PeopleSoft Enterprise HRMS 8.8 Service Pack 1 and PeopleSoft Enterprise Payroll 8.8, including TOE improvements. The upgrade took 12 months—compared to two years for previous upgrades—and came in 21 percent under budget. The upgrade required just one-sixth the cost and one-tenth the staff of the previous release.

PwC upgraded from PeopleSoft Enterprise HRMS 7.5 to PeopleSoft Enterprise HRMS 8.8 Service Pack 1 and PeopleSoft Enterprise Payroll 8.8, including TOE improvements. The upgrade took 12 months—compared to two years for previous upgrades—and came in 21 percent under budget. The upgrade required just one-sixth the cost and one-tenth the staff of the previous release.

In the first eight months of production, PwC tallied over \$7 million in savings through streamlined HR and payroll processing. PwC cut its HR administrator training requirements from eight days to two and eliminated the need for end user training. Software error rates plunged from one per 75 transactions to one per 1,200 transactions. Overnight payroll processing, previously a 17-hour task, now lasts just four hours.

The TOE initiative has also reduced PwC’s maintenance requirements. The company has streamlined its regular maintenance time by over 70 percent, and can meet previous service level requirements with an application maintenance staff of just three, down from seven. PwC has eliminated 20 percent of its customized integration points. And security is now easier to administer and maintain.



Why Upgrade to PeopleSoft Enterprise HRMS 8.9?
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Oracle Corporation
World Headquarters
500 Oracle Parkway
Redwood Shores, CA 94065
U.S.A.

Worldwide Inquiries:
Phone: +1.650.506.7000
Fax: +1.650.506.7200
oracle.com

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