Deloitte.

Annual Shared Services and BPO Conference 2013

Delivering value from your portal and tier 0 strategy

Aaron Alburey & Nico Orie

HR Portals
The emerging ideas

Strategic knowledge management

- The inclusion of a logical model in the management of knowledge so it can be elevated from a publishing concept to a reliable, growing base of knowledge from which HR can strategically support the most important innovations and functions of the business

The matrix of organisational and relational ideas that dramatically affect how we think about and approach a solution

- Aligning the portal to the business practices of people in the context of their daily jobs – incorporating the horizontal and vertical relationship structures - of knowledge, information, data and processes - that exist within the business and society as a whole. This embraces concepts such as user centred design, system integration and mobile technologies

The adoption of social media and collaborative tools

- These tools are most effective if deployed in a meaningful and complimentary context and accompanied by the appropriate support to facilitate the change in behaviour seen in those who use them

Strategic business value

- Harnessing the power of the informational assets that HR collect on the people in the business and analysing them to provide insight aligned to business priorities and recommendations to support the strategic direction of the business

HR Portal at Philips

Nico Orie
Philips

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Us

Ask HR

Philips People Services

HR Portal

Programs

HR Simplified

HR Digital

Innovate your workday

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Ask HR

Philips People Services

- 5 Regional PPS Centers
- 360 employees
- 14 service languages
- 71 countries (global services)
- 24 countries (local services)
- Servicing 116,000 employees

- HR Portal
- Contact Center
- Admin and Payroll
- Training Delivery
- Int. Mobility
- Data Quality Mgt
- HR Reporting
- Functional system mgt

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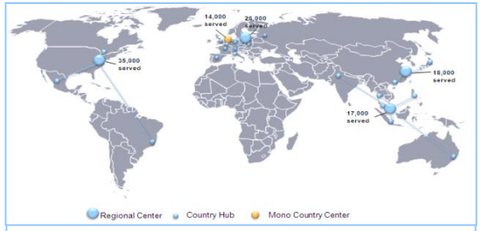
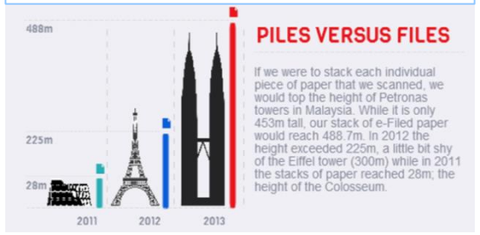
HR Simplified

- Global program 2011-2013
- Implement easier HR Experience for managers and employees and focus HR more on people and business growth
  - Global process model
  - Global HR Portal
  - 5 regional SSC's
  - Digitization of files
  - Service Technology



5 Regional Centers built
119,986 employee files digitized
Standardized global process model
1,444 local processes mapped
9,333 HR Portal docs created
194 access points reduced



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HR Portal

Objective:

- Drive higher usage of Tier 0
- Easier and faster access to ALL Globally available information and systems
- Next step in digital journey

Starting position

- Many different sources for information (120 intranet sites, multiple Share Points etc.)
- Low content quality, no cohesive structuring and presentation of information
- 300+ HR Systems often with different log-in details

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HR Portal

Approach:

- Don’t get hung up on Technology, use proven platforms in company (SAP ERP Portal, SharePoint, Autonomy search)
- Get the user-experience right! Start with the user: 50+ design sessions with user input
- Make it relevant for users in markets
- Avoid being seen as a corporate Portal
- Important touch point should reflect company brand promise

Challenges

• Not a lot of quality data available on what best works for a HR Portal

• Integration of HR content in Portal and alignment in organization

• Technology integration and alignment in IT Organization

• Performance (speed) of platform across the world

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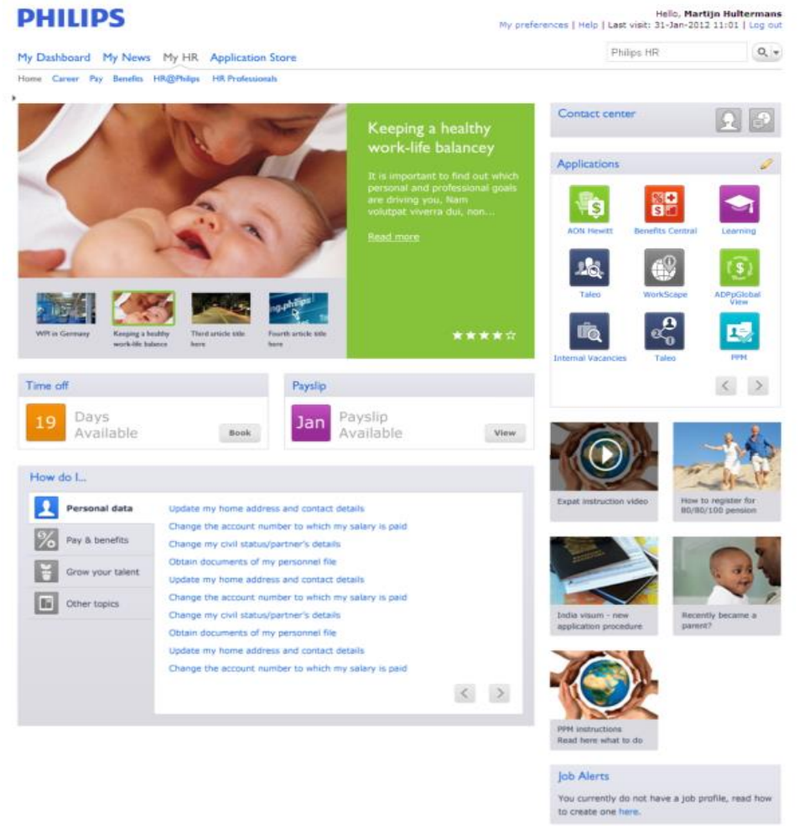
HR Portal

Key features:

- Access from home, office or factory floor (Kiosk)
- Consumer-like experience
- Global Portal with personalized views depending on items like: location, language, grade, org unit, Benefits group etc.
- All HR information at one place
- Single Sign On to HR Systems
- Strong search engine
- Governance, roles and competencies to create and maintain content



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HR Portal

Design features :

- Is SAP Portal but does not look like it
- Dynamic content: SAP portal calls via search engine content from SharePoint depending on profile and meta data in HR Content
- Icon and color language prepared for going mobile
- Case Management integrated
- Chat function integrated
- Web-service integration

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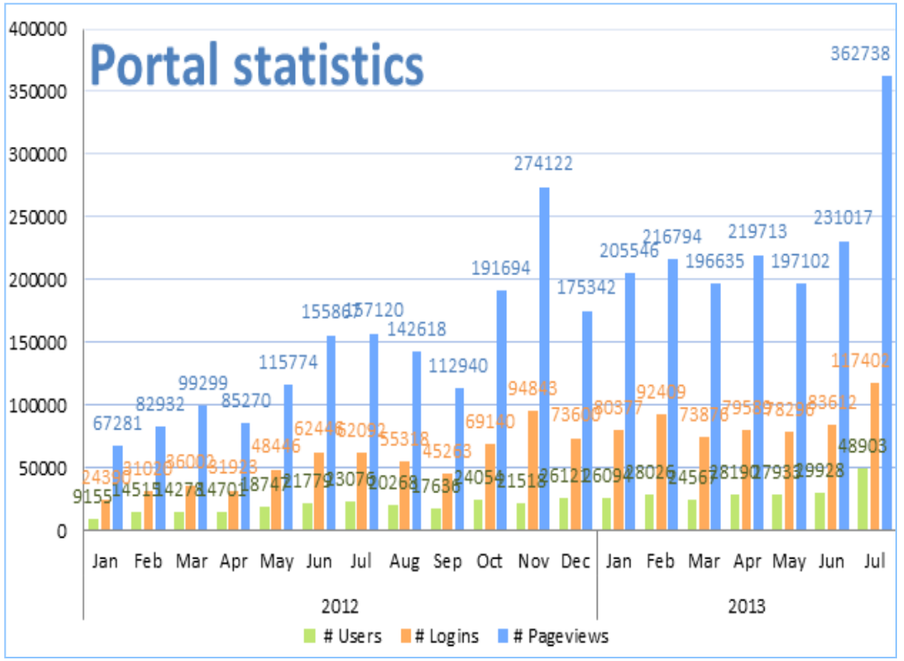
HR Portal

Deliverables:

- Higher usage (63% more page views 40% more log-ins, 57% unique users)
- High User Satisfaction scores
- Indication that more people are going to tier 0, instead of tier 1 however challenge to measure this apple-to-apple
- Improved knowledge management, on place to maintain HR Content
- Improved compliance of information



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HR Portal

Learnings:

- It can be done
- Get professional UI designers involved
- High involved of end-users in design
- Important to build new competences in Shared Services in terms of
  - Content creation
  - Marketing of solution

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HR Digital
Innovate your workday

Next steps:

- Implement by May 2014 in 70 countries one system for Core HR, Talent Management and Reporting (Workday)
- Designed for Mobile (smart-phone, tablet)
- Significant extension of Self-Service
- HR Portal remains as integration platform (information and transaction)

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Questions?

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Integrated search box, allows for Switching between HR and intranet search

News Carousel showing max 4 different
HR news items. Rating system included

Contact Center with icons for contact form and case overview

Pay slip widget, including ‘view’ button

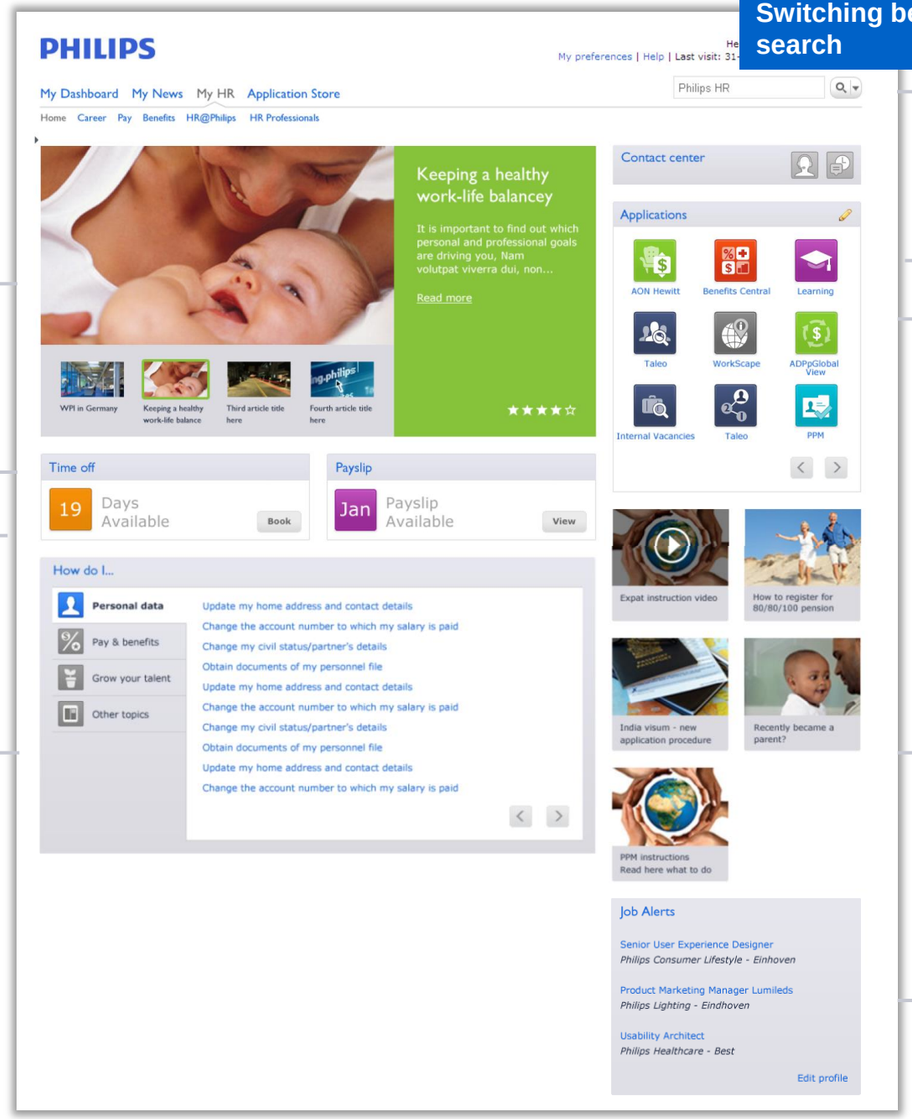
Application Launcher showing new icon set. Initially it shows 3x3 icons, if more than 9 icons are activated the next/previous buttons will be shown

Time off widget, including ‘book’ button

Hot topics consisting of visual and text.
Hot topics can also provide a link to videos

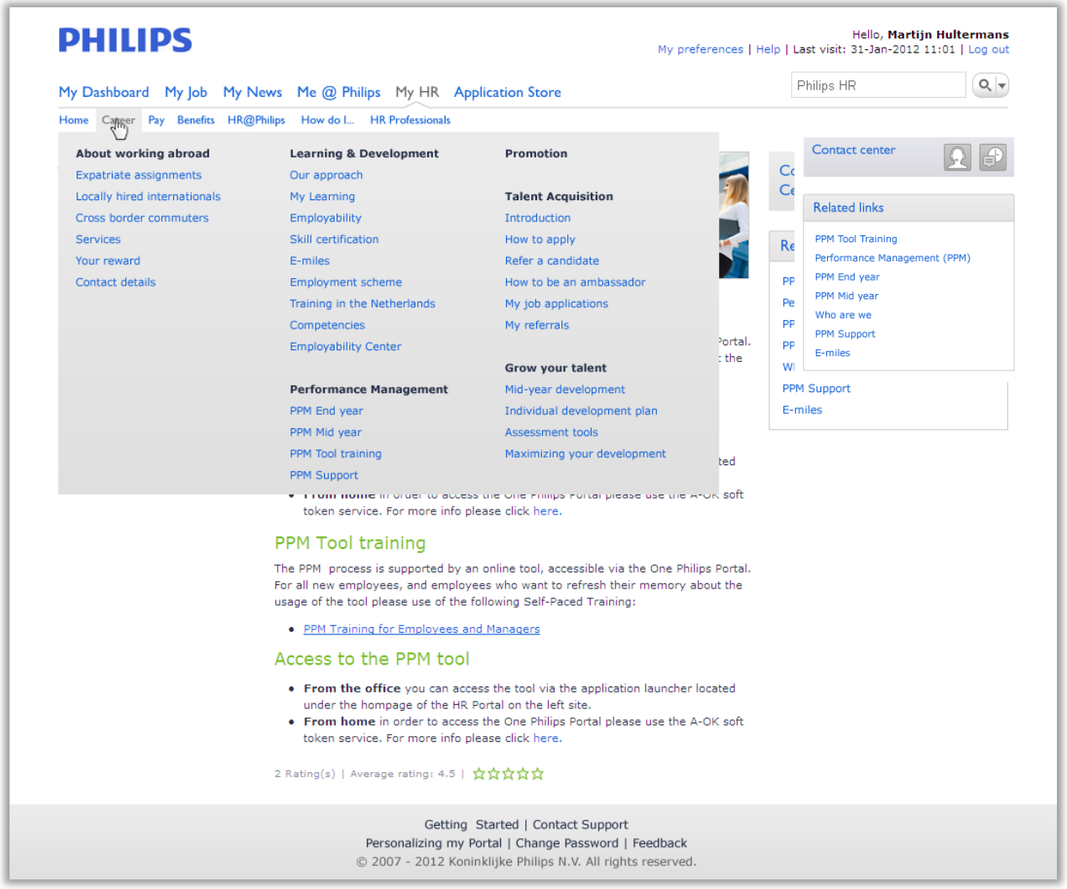
How do I Section that provides links to high volume actions and information

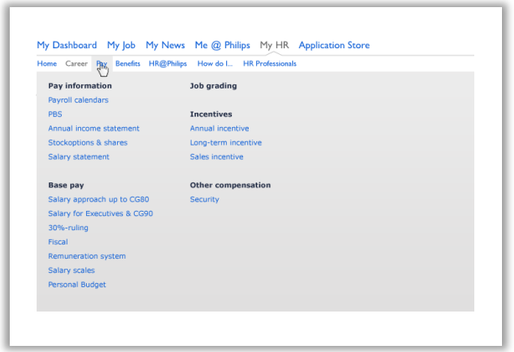
Job alerts widget,. If activated it will show 3 positions (job title, sector, location)

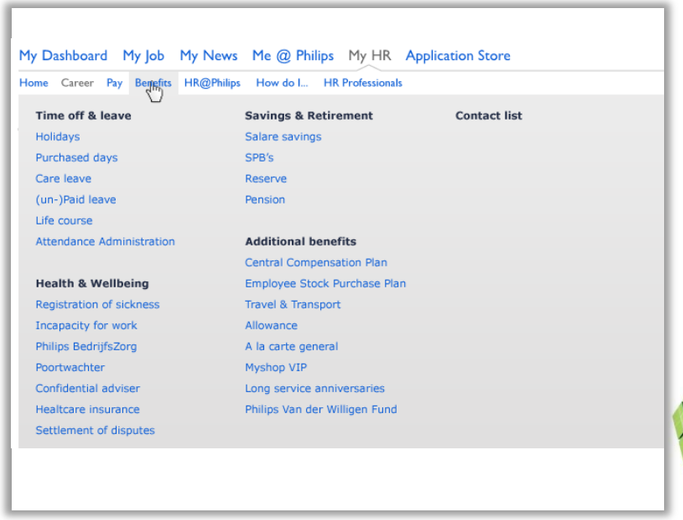


Fly-out menu

Hovering over a level 1 category item will trigger a fly-out menu. This fly-out menu will show all level 2 and level 3 of that category.







The Evolution of the HR Portal
The intelligent portal

Aaron Alburey
Deloitte

The evolution of the HR portal

Where they are going to (and where they have been)

Portals have evolved from the dissociated websites and intranets that sprawled within the enterprise landscape and still account for many of the online enterprise assets in many large businesses today. With increasing robustness and sophistication, portals have become an embedded asset in the enterprise architecture, representing the common presentation experience that people, regardless of the underlying source of technology.

Intelligent Portal

Strategic people programmes and initiatives are integrated into the user experience to coordinate and align business practices and to deliver value to the business. The portal continues to evolve to meet the needs of the user and the business through further integration and alignment of HR information, transactions and the wider business context

Action Portal

The portal experience is formed by business context and not just information categories. Effective self service is enabled through the integration of content and transactions. The portal emerges as a strategic platform for business integration and features robust governance. Social collaborative features are strategically deployed.

Information Portal

Improved access to information through the use of user profiles and better search functionality. Improved navigation. Minimal integration of other HR systems.

Access Portal

Users are able to access information across multiple sites. Information is not personalised to their role within the organisation. There is little or no governance with multiple versions of he same content appearing across the various sites. There is no integration with other HR systems

The Intelligent Portal

What is it ?

- The Intelligent Portal combines principles of access, information and action by incorporating dimensions of decision-making and other patterns of knowledge work
- The Intelligent Portal harnesses information technology to enable the realisation of effective business practices, harnessing the relational insights that are implicit in business practices
- The Intelligent Portal goes beyond simply enabling information access or online action – it amplifies collective intelligence
- With business practices as the dominant factor in portal design, the Intelligent Portal focuses on users, recognising their different roles, responsibilities, ways of working, and work communities and serves as a daily decision-support desktop

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