A young child is smiling and holding a glowing light stick at a night festival. The background is filled with colorful bokeh lights in shades of blue, green, and yellow. The child is wearing a light blue t-shirt with a graphic design.

HR Cloud and HR SSC

Business as usual?

Mobile and digital employee services

Nico Orie

*Shared Service Conference, Edinburgh
November, 2014*

Philips People Services (PPS)

Global HR Service Organization



5
Regional PPS centers



105K
Employees served



24 Countries
Full service



77 Countries
Global process support

Range of HR Services



- Contact Center
- Admin and Payroll
- Learning Delivery
- Archiving
- International Mobility
- Reporting and Data Q
- Process Management
- HR Technology

Global HR Portal



105,000
Employees have access to it



48,000
Unique visitors each month



Tailored access
based on role, country, sector, function, language, location, ORU, Grade



10,000
Managers have access to it



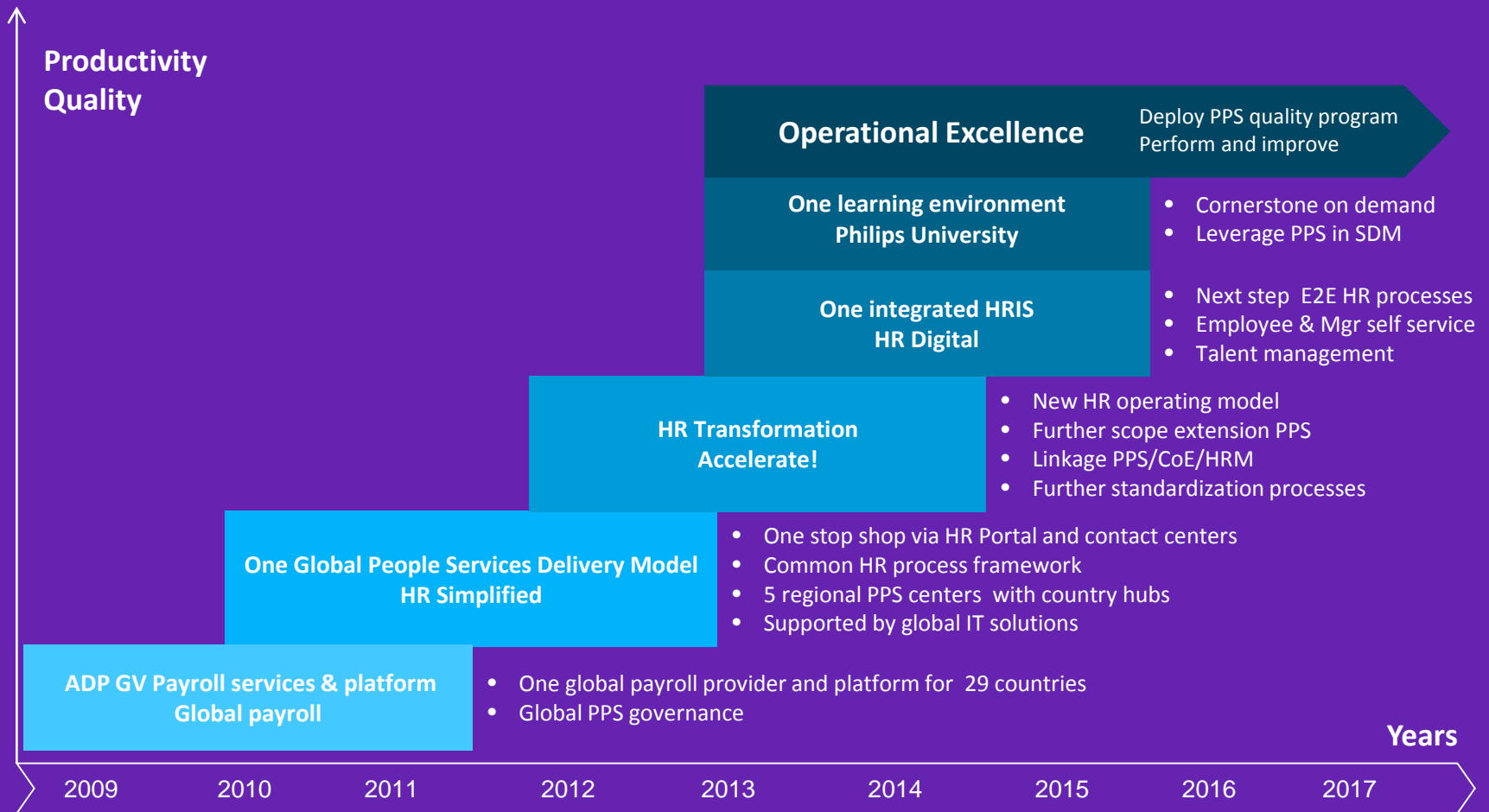
13
Supported languages



77
Countries

The screenshot shows the Global HR Portal interface. At the top, there are navigation tabs: "My Dashboard", "My HR", and "Application Store". Below these are sub-navigation links: "Home", "Career", "Compensation", "Benefits", and "Working@Philips". The main content area features a large graphic of a tree with circuit-like branches. To the right of this graphic is a section for "Philips University" with the text: "Philips University is driving Philips towards a true learning organization. Have you seen the New LMS yet?" and a "Read more" link. On the right side, there is an "Ask HR" chat icon and an "Application Launcher" section containing icons for "Philips University", "Workday", "e-HRM", "PPM", "Health Portal", and "COMPlanner". At the bottom, there are four small promotional tiles: "New Learning system live", "Add your picture!", "Watch latest episode", and "Be inspired".

Roadmap to World Class



Continue to drive productivity



Automation



Leverage scale



Operational
excellence

Optimize sourcing



Optimize location strategy

HR Digital

Implement Cloud HR (Workday)...

Phase 1, April 2014



Organizational
Management



Staffing
Processes



Detailed
User Profiles



People Data
Processes



Global
Onboarding

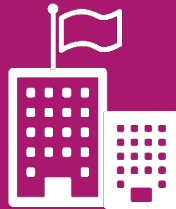


Advanced
Reporting

... Global Big-Bang Go-live...



77
Countries



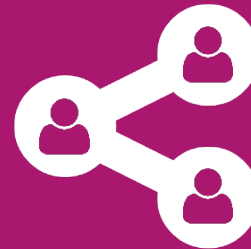
719
Locations



24
Languages



118,010
Accounts



13,056
Supervisory
organizations

...within < 12 months...



10 Mio

data fields converted



62

integrations



40

globally standardized
processes including MSS
Position Management

available on all
devices



...next accelerate further...

Phase 2, Global Big Bang Dec, 2014



Performance
Management



Succession
Planning



Talent
Management



Goal
Setting

...and make next step in more precise and real-time Talent Analytics...

Phase 2



- Retention risk prediction
- Succession plan conversion rates
- Performance potential
- View goal alignment
- Employee goal analysis
- Performance potential grid
- Performance rating distribution
- Pay for performance analysis
- ...and more

...and in parallel start Phase 3...

Phase 3, US – Dec 2014



Absence
Management



Compensation
Management



Localized
Processes



Localized
Onboarding

Current Status



Achieved:

- Global launch
- Good level of usage and understanding

Work in progress:

- Full acceptance MSS in all markets
- Knowledge HR teams

Cloud HR SSC impact

1. Speed

Change:

- Higher implementation speed
- Higher speed of new releases

Challenges:

- Adapt service organization & speed of learning
- More time + people needed for (regression) testing

2. New Competencies

Change:

- IT and HR mix
- Configuration moves more to functional domain
- New competencies required in SSC

Challenges:

- Organize efficiently and effectively
- Time to develop or hire right competencies

3. Enhanced Self-service

Change:

- More MSS/ESS
- Multi channels : desktop, smartphone, tablet

Challenges:

- User adoption and readiness of platforms
- One time right (time to check input managers)

4. Data integration

Change:

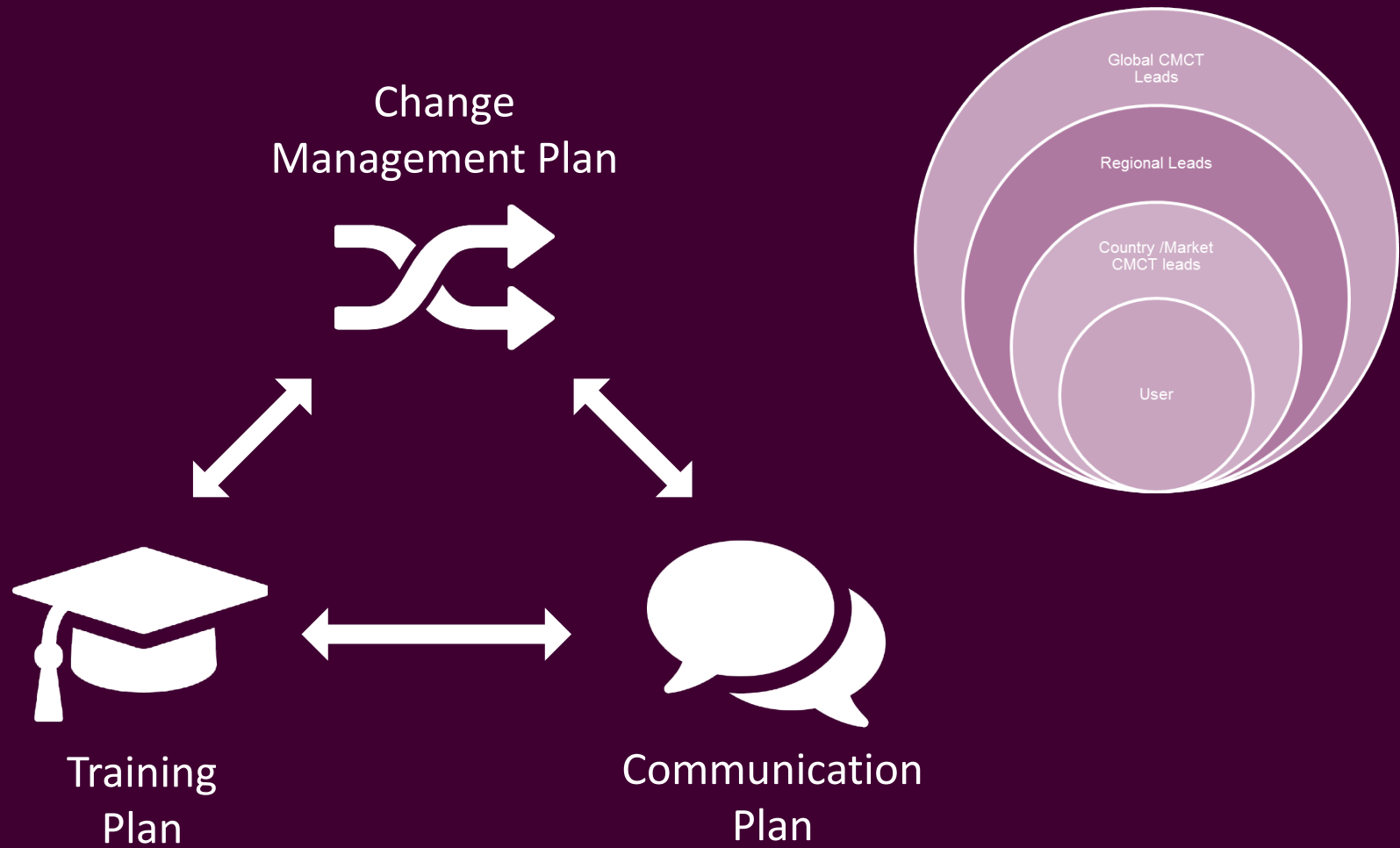
- Deeper HR analytics and Big Data
- Integration of data models (Talent, Core HR etc)

Challenges:

- Visibility on data quality
- Process and governance around data

HR Digital Change approach


Integrated approach



1 Social Network

PHILIPS ⚙️ 0

- Streams
- Groups
- Private Messages
- Projects
- Challenges
- Town Halls
- Explore



All about Workday

Stream open for all Workday related communication – for asking questions, sharing tips, knowledge, news ... about Workday

Member ⚙️ Settings ▾

877 Members | **5 Admins**



Invite Colleagues


Group Helpful Links

Want to know more?

- [All Workday manuals, guides & videos](#)
- [Step by Step Guide: Go Mobile](#)
- [All HR Updates](#)
- [22.09.2014 All HR update](#)
- [Workday training - recordings](#)
- [Mini webcast: Getting Started with Workday](#)
- [Mini webcast: Organizations, Positions, Jobs](#)
- [Mini webcast: Roles, Positions](#)
- [Mini webcast: Workday for Managers](#)
- [Mini webcast: Workday for Employees](#)
- [HRM and HRBP in Workday](#)
- [Rewards Partner in Workday](#)
- [Recruiter in Workday](#)
- [OD Champion in Workday](#)
- [HR Admin in Workday](#)
- [Workday for small population countries](#)
- [Reporting in Workday](#)
- [Job Catalog for Recruiters](#)


Activity
Files
Projects
Challenges

Update
 Question
 Thanks
 Idea
 Broadcast



2,754

Likes for Content in the Group



918


Posts




3,014


Comments

2 Video Tutorials




Workday Future Vision






Getting Started



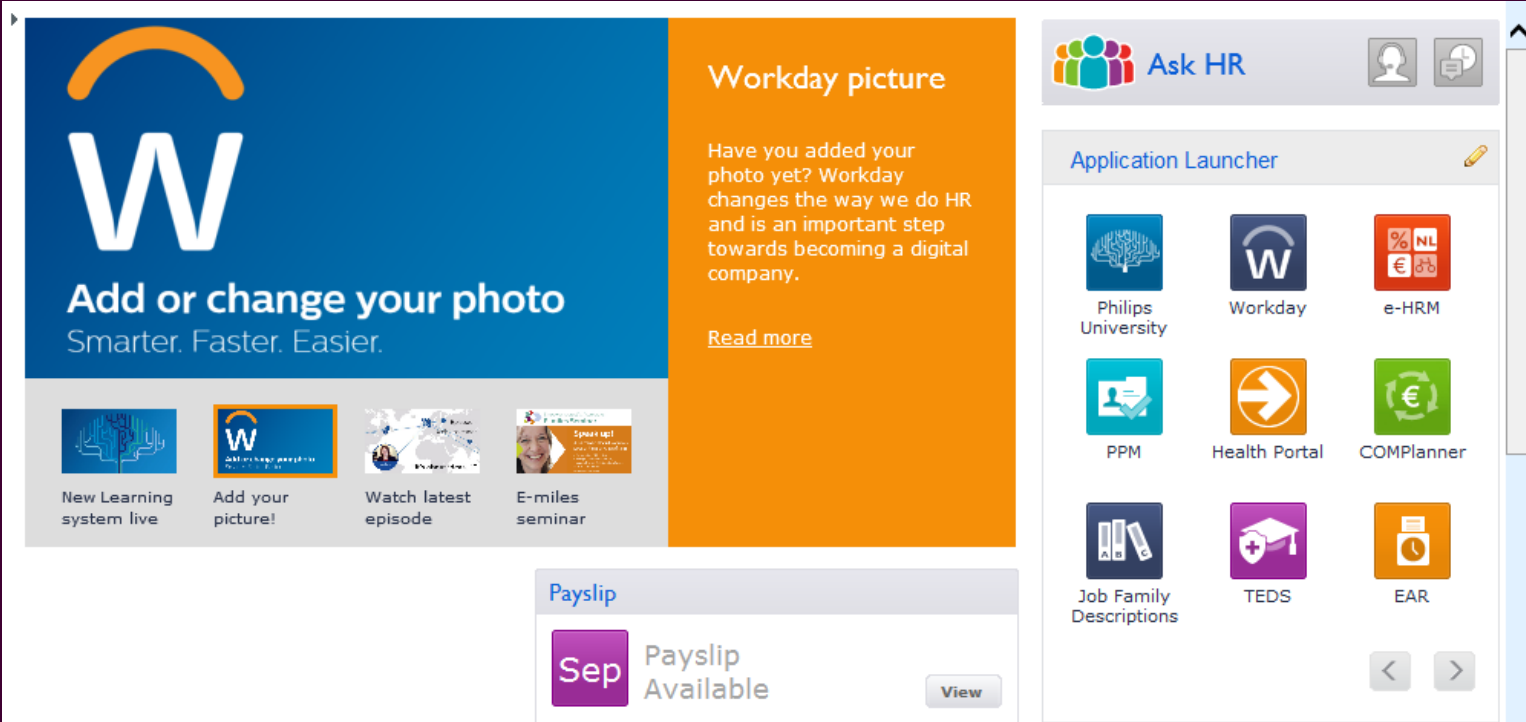
The Power of Analytics



See the future vision ... how Workday will empower you to manage and develop your team, and to make talent decisions...smarter, faster, easier!

Subtitled in 6 Languages	Available in each core process	Over 20,000 Views
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3 And much more...



The screenshot shows a user interface for the HR Digital portal. At the top left, there is a large blue banner with the Workday 'W' logo and the text 'Add or change your photo Smarter. Faster. Easier.' Below this banner are four small tiles: 'New Learning system live', 'Add your picture!', 'Watch latest episode', and 'E-miles seminar'. To the right of the banner is a 'Workday picture' section with a message: 'Have you added your photo yet? Workday changes the way we do HR and is an important step towards becoming a digital company.' with a 'Read more' link. At the bottom left, there is a 'Payslip' section showing 'Sep Payslip Available' with a 'View' button. On the right side, there is an 'Ask HR' chat icon and an 'Application Launcher' grid containing icons for Philips University, Workday, e-HRM, PPM, Health Portal, COMPlanner, Job Family Descriptions, TEDS, and EAR. Navigation arrows are visible at the bottom of the launcher grid.

- Help text creation in 24 languages
- Go-live events
- 76 webcasts
- How do I's on the HR Portal
- Line manager sessions by HRM/HRBP
- Step by Step Guides
- Work instructions for the service organization
- Classroom training for service organization
- Train the trainers
-and a lot more

Learnings

Key Learnings

- Have HR SSC operations from day one involved in project to learn new concepts
- Be clear on competencies required, this is really something different from the past
- Build testing strategy and operational team early to deal with frequent release updates in operational phase
- New technology requires next level change, communication and training approach.

Questions

