LEARN HOW DELL IMPROVED THEIR USER EXPERIENCE WITH THE INTERACTION HUB

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OVERVIEW

Learn how Dell and IntraSee worked together to implement a beautiful HR Gateway leveraging the PeopleSoft Interaction Hub (formerly known as PeopleSoft Enterprise Portal).

With IntraSee's help, Dell was able to provide their employees a simple, intuitive, and friendly Web 2.0 experience in front of their PeopleSoft HR, PeopleSoft CRM, and OBIEE Data Warehouse environments.

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AGENDA

- Introduction
- About IntraSee
- About Dell
- Dell's PeopleSoft Journey
- What is the Interaction Hub?
- Dell's PeopleSoft Interaction Hub
- Virtual Demo

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INTRODUCTION

Daron Zwink, Senior Vice President, IntraSee

- Responsible for IntraSee's product division and helps oversee consulting organization
- PeopleSoft/Oracle Alumni
- One of IntraSee's founding members
- Over 10 years of IntraSee/PeopleSoft experience
- Senior Architect on Dell's PeopleSoft Interaction Hub Implementation project

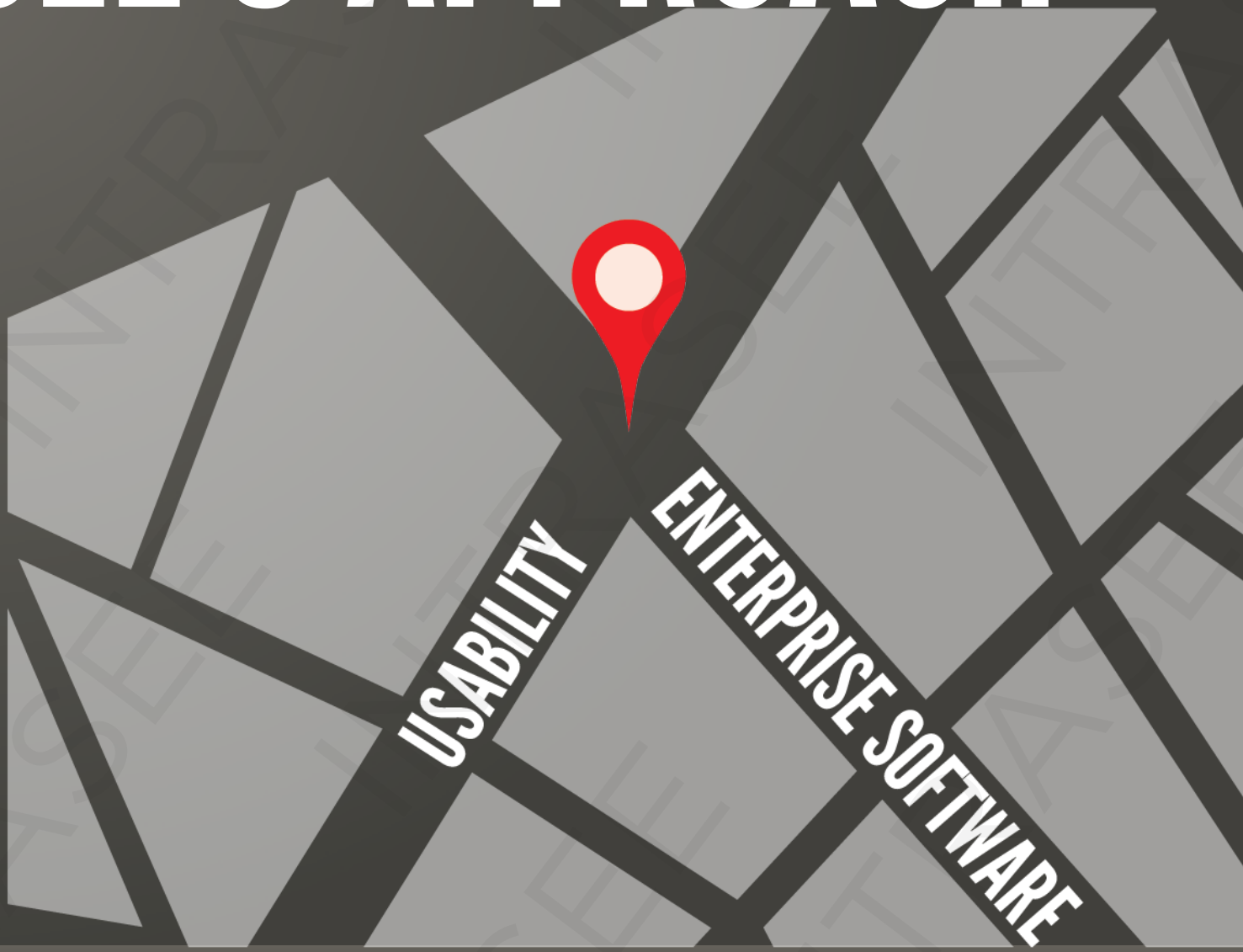
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ABOUT INTRASEE

- Solutions company: products and consultancy
- Bringing superior user experience to enterprise software
- Higher Ed and commercial clients
- Showcased by Oracle and a preferred partner
- We build portals, self-service, mobile sites and more

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INTRASEE'S APPROACH



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INTRASEE'S APPROACH

"At IntraSee our goal is to cure the ills of complex enterprise software (ERP) implementations. Organizations spend millions on powerful software, but often end up infuriating the very people who use those systems--the very users who's buy-in and support are critical for success. If the users don't like or are frustrated by the new software, you can bet your investment is at risk."

- IntraSee's approach is seemingly simple, but often forgotten: At every step, consider the user.

- Partner with our clients to understand their needs and together, create a strategy to specifically solve the needs of the business

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ABOUT DELL

- Supply-Chain Leader
  - Revolutionizing how IT products are developed, produced, delivered, serviced and recycled
- Hardware Leader
  - Re-defining the next generation of affordable personal and enterprise hardware solutions
- End-to-End Solutions Pioneer
  - Delivering rich, customized relationships, solutions and social experiences that distinguish them from other companies

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DELL'S PEOPLESOFT JOURNEY

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A NEED FOR CHANGE

End to End Solution Innovator

From organic growth to Inorganic growth (M&A)

Extensive globalization. Majority of leaders manage a global workforce.

A need for HR to support Dell's workforce differently than before.

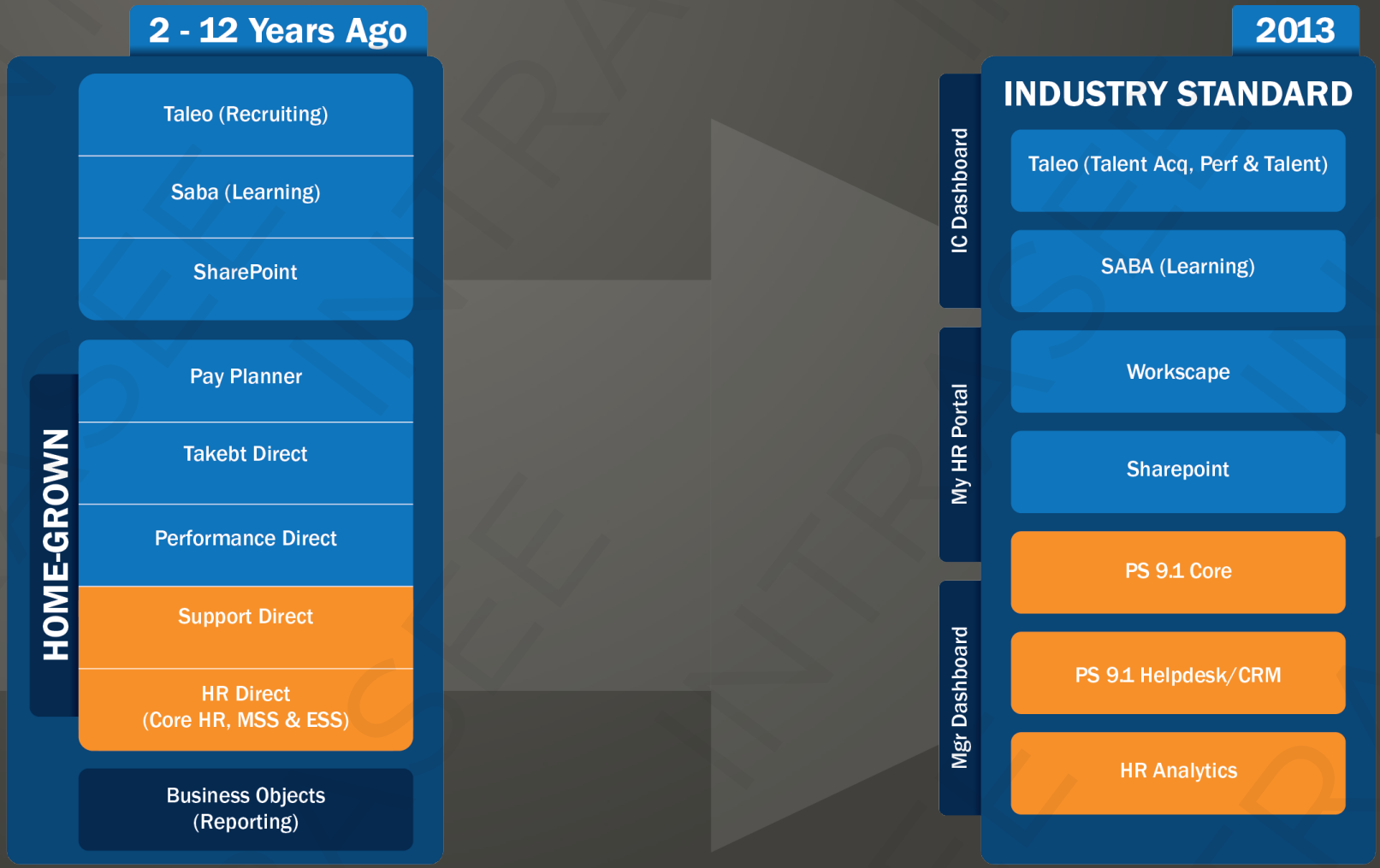
+106k team member & +40k non-employees
~80 Countries

Dell needs to move to an Industry Standard Global ERP

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HRT PORTFOLIO: WHERE DELL STARTED

In 2000 Dell began building a custom in-house HR system. "HR Direct" would be the platform that would evolve over the next 12 years to define their core HR system as well as the in house architecture for many of our HR Point Solutions.



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HRT PORTFOLIO:
TRANSFORMATION

In 2009, Dell started a multi-year effort to evolve their HR Technology portfolio from home-grown applications to industry-standard applications to allow more flexibility in supporting Dell's evolving business model and increased M&A activity.

- In 2010 Dell Leadership's desire was to move to industry-standard HRIS which would handle M&A activity more efficiently.
  - Dell has over 20 acquisitions since 2001.
  - Part of the project was to integrate all M&A impacted team members into a single HRIS.
  - Concurrently Dell was implementing new **pay planning**, **performance**, and **recruiting** systems in order to begin the process of moving to standardized technologies!
- The decision was to make an aggressive move to a single **PeopleSoft**-based platform as their HRIS solution around the globe.

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HRT PORTFOLIO:
TRANSFORMATION

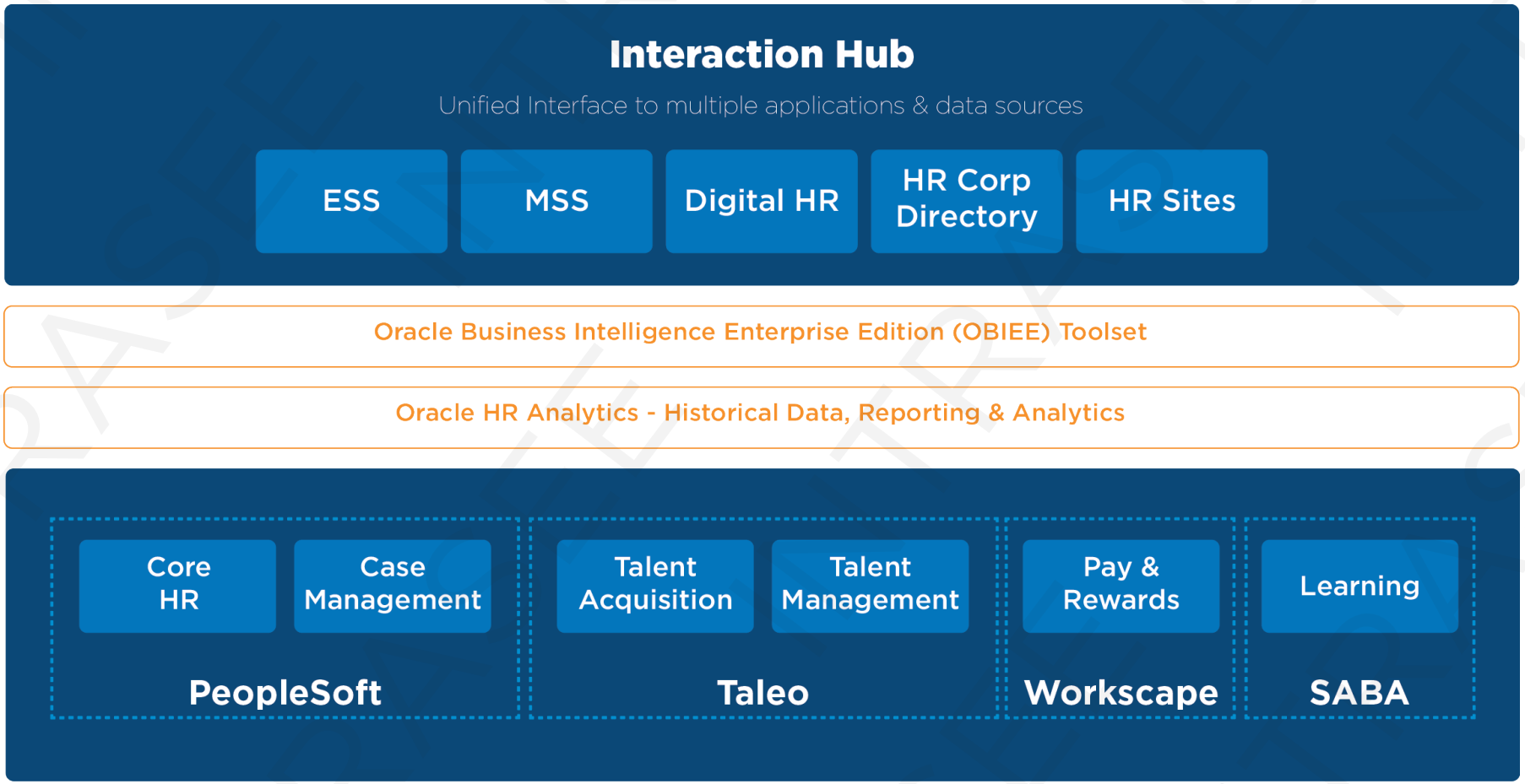
- HR Direct
  - Heavily customized and evolved from more than 12 years of business changes.
  - Full global ESS/MSS functionality with 30 self service transactions for Team Members and Leaders. **(Over 300k transactions annually)**
  - Functionality and processes were evolved prior to Dell's aggressive M&A approach.
  - Comprehensive data views customized for team members/leaders/HR professionals.

- HR Support Direct
  - Tracked HR support tickets.
  - No integrated self-help / search / knowledgebase.
  - Dell created various **HR "Point Solutions"** off of the *Direct Architecture* for Pay Planning, Performance/Talent Management, etc.

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PEOPLESOFT
DATA INTERGRATION

The PeopleSoft Interaction Hub (Portal) encompasses self-service, helpdesk, and HR Analytics reports. The Portal reads current and historical data through the OBIEE toolset.



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INTEGRATION WITH OBIEE

Dell wanted to leverage OBIEE to retrieve data from PeopleSoft and HR Analytics which contains the historical data, data from disparate systems, and accommodates new data from M&A activities.

STRATEGY

- Simplification of portfolio. Leverage established connections between OBIEE and other applications for a single connection between OBIEE & Portal.
- Unifying the experience – Data now served up from multiple applications in a single experience
- Improve speed of M&A integration by pushing M&A data to OBIEE versus the timely effort of mapping to PeopleSoft
- Use OBIEE toolset to surface PeopleSoft 9.1, History pre PS 9.1, M&A data, and incremental application data.
- Leverage OBIEE to integrate Dell's Federal Business non-restricted information.

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PORTAL SCOPE:

PARITY PLUS

Parity

EXISTING FUNCTIONALITY

Employee Work Profile/Lookup
Current Employee Information
Historical Employee Information
Twenty-Seven ESS/MSS Transactions
HR Help Desk Submit Ticket
HR Help Desk Open/Closed Tickets

NEW CAPABILITIES

HR Knowledgebase
Announcements, News, System Updates
Content Rating/Tagging
Enable Related Content
CRM Worklists
CRM Surveys
FAQ's from SharePoint

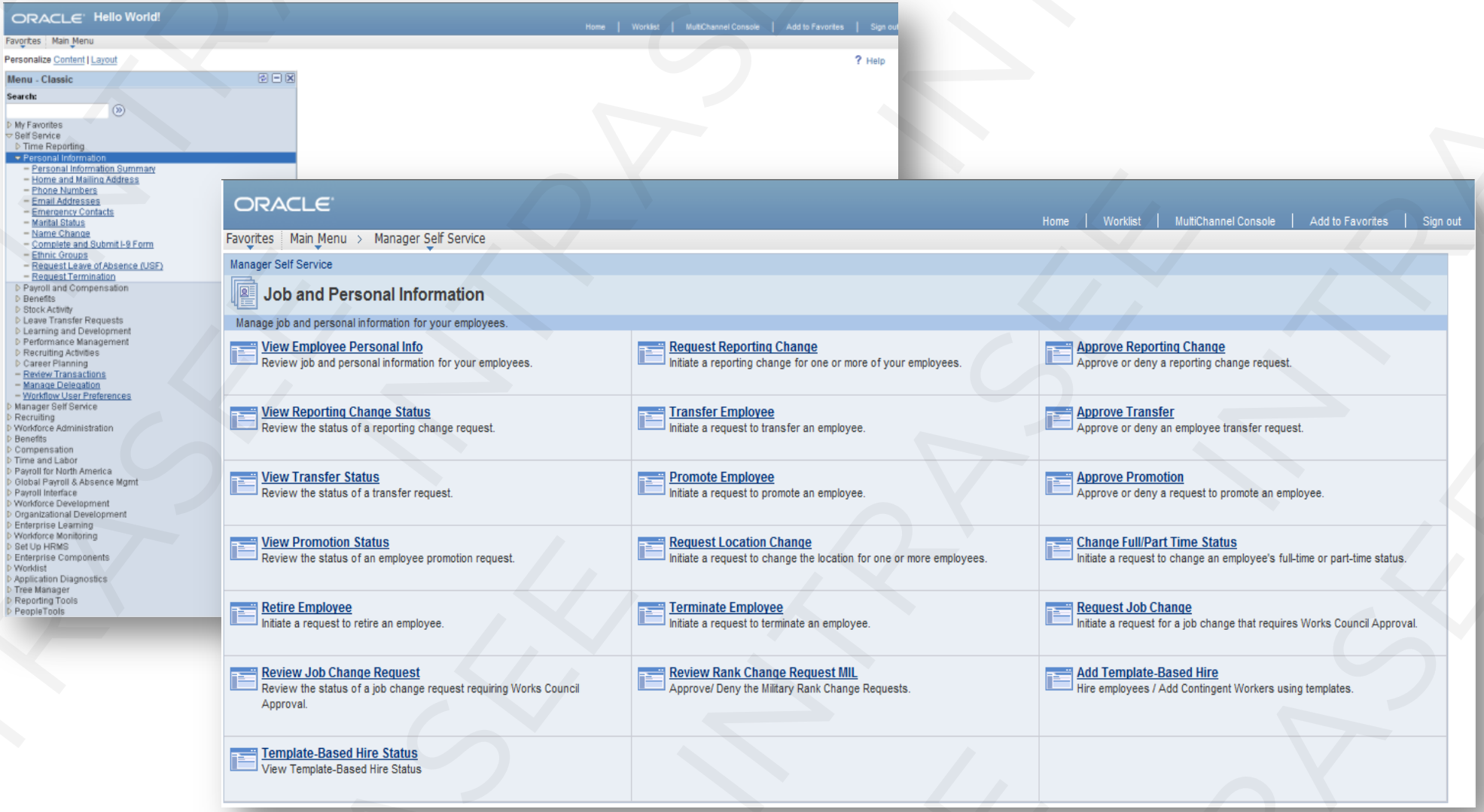
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WHAT IS THE INTERACTION HUB?

- Formerly PeopleSoft Enterprise Portal – You already own it!
- Built on PeopleTools (Java/C), leveraging HTML/JS/CSS/XML/XSL/SQL
- Unified navigation and front-end
- Global Search
- Content Management
- Branding
- Collaboration
- Analytics
- Related Content
- Personalization & Relevancy
- Integration Tools

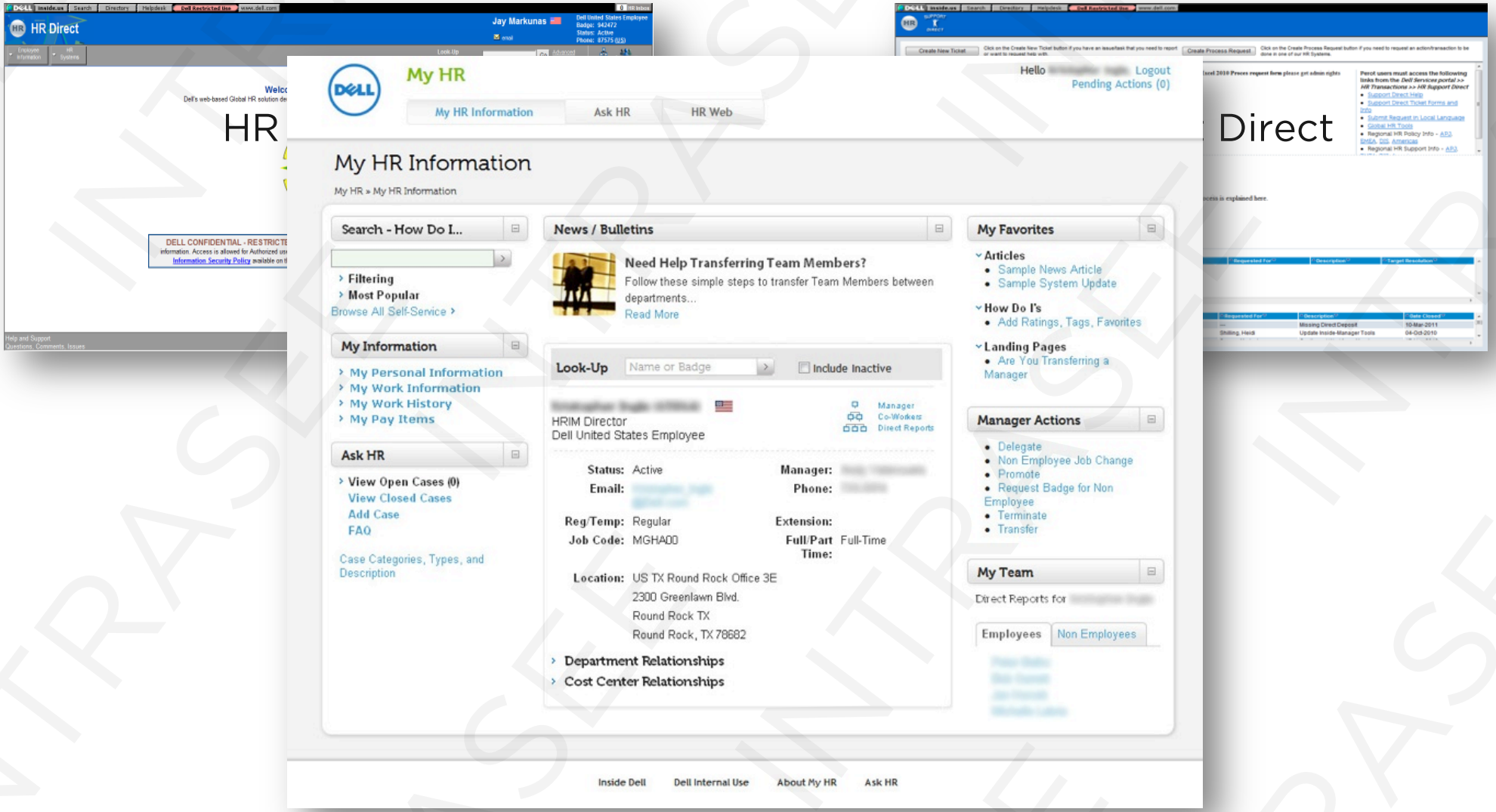
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OUT OF THE BOX EXPERIENCE



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INTERACTION HUB



Consolidated PeopleSoft Interaction Hub Experience

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“MY HR” DEMO

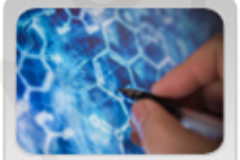
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Top Stories



Celebrating our top technology innovators

Eight team members have been recognized as some of the most innovative technologists at Dell. Find out who and why.



Celebrating our top technology innovators



Changing the world, one idea at a time



You're not getting older, you're getting better!



Greetings from the Consumer Electronics Show

Regional News | HR News

- Dellisms: "Impactful" (Jan. 14)
- Your personal brand in social media - a follow-up (Jan. 10)
- Dell and Quest 90-day progress: ahead-of-plan bookings, inclusion at Dell World (Jan. 4)
- Dell in pictures: Hurricane Sandy - No match for Dell PowerEdge servers (Dec. 21)

Read More... Rss Feed

Dell Press Releases 1 of 5

22 Jan 2013

Dell Unveils Global BYOD Survey Results: Embrace BYOD or Be Left Behind

Read More... Rss Feed

You And Dell



Personal Information

Manager Tools



Manager Homepage

Tools For The Job



IT Service Desk

You And Dell



Personal Information



Benefits



Career Resource Center

Popular Links

- Dell's Purpose & Strategy
- Benefits (Health Insurance) Enroll / Make Changes
- Check Stub / Pay Check
- Take a Course (My Learning)
- Connected Workplace
- Talent Acquisition (Jobs & Referrals)

View All >

Manager Tools



Manager Homepage



My HR



Ethics & Compliance

Popular Links

- Compensation Planning for Leaders
- Leadership Suite
- My Staff (My HR)
- Requisitions (View/Create)
- Timesheets (Kronos)
- My Development and Performance

View All >

Tools For The Job



IT Service Desk



Help a Customer

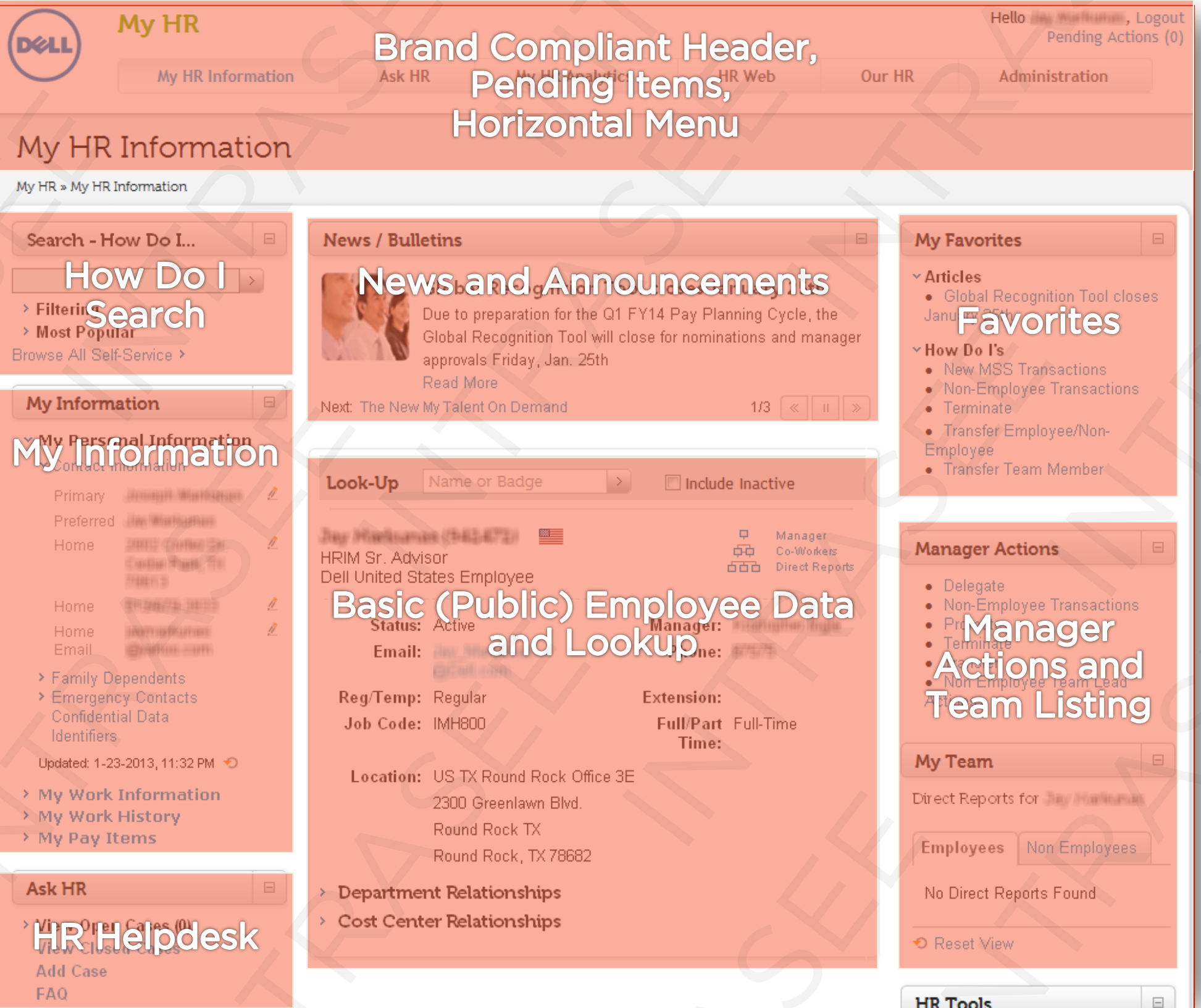


Brand Resource Center

Popular Links

- Concur Travel & Expense for Dell Employees
- Salesforce/Chatter Login
- Ethics & Compliance
- My HR (Find Employee Information)
- My Development and Performance
- P-Card Policy & Procedures / Global Method of Procurement Matrix

View All >

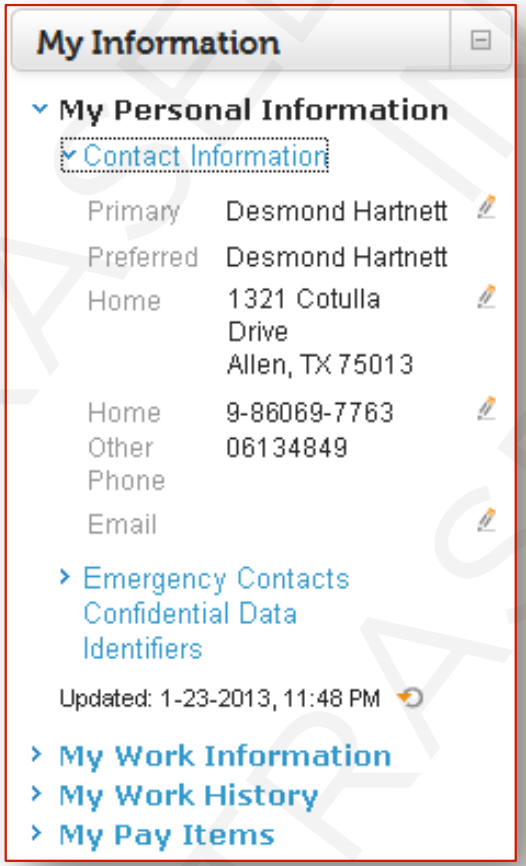

My HR
Hello , Logout
Pending Actions (0)
My HR Information
Ask HR
HR Web
Our HR
Administration
Brand Compliant Header, Pending Items, Horizontal Menu
My HR Information
My HR » My HR Information
Search - How Do I...
How Do I Search
Most Popular
Browse All Self-Service
News / Bulletins
News and Announcements
Due to preparation for the Q1 FY14 Pay Planning Cycle, the Global Recognition Tool will close for nominations and manager approvals Friday, Jan. 25th
Read More
Next: The New My Talent On Demand
1/3
My Favorites
Articles
Global Recognition Tool closes
Favorites
How Do I's
New MSS Transactions
Non-Employee Transactions
Terminate
Transfer Employee/Non-Employee
Transfer Team Member
My Information
My Information
Primary
Preferred
Home
Home
Home
Email
Family Dependents
Emergency Contacts
Confidential Data
Identifiers
Updated: 1-23-2013, 11:32 PM
My Work Information
My Work History
My Pay Items
Look-Up
Name or Badge
Include Inactive
Manager
Co-Workers
Direct Reports
HRIM Sr. Advisor
Dell United States Employee
Basic (Public) Employee Data and Lookup
Status: Active
Email:
Manager:
Reg/Temp: Regular
Extension:
Job Code: IMH800
Full/Part Time: Full-Time
Location: US TX Round Rock Office 3E
2300 Greenlawn Blvd.
Round Rock TX
Round Rock, TX 78682
Department Relationships
Cost Center Relationships
Manager Actions
Delegate
Non-Employee Transactions
Terminate
Manager Actions and Team Listing
My Team
Direct Reports for
Employees
Non Employees
No Direct Reports Found
Reset View
Ask HR
HR Helpdesk
Add Case
FAQ
HR Tools

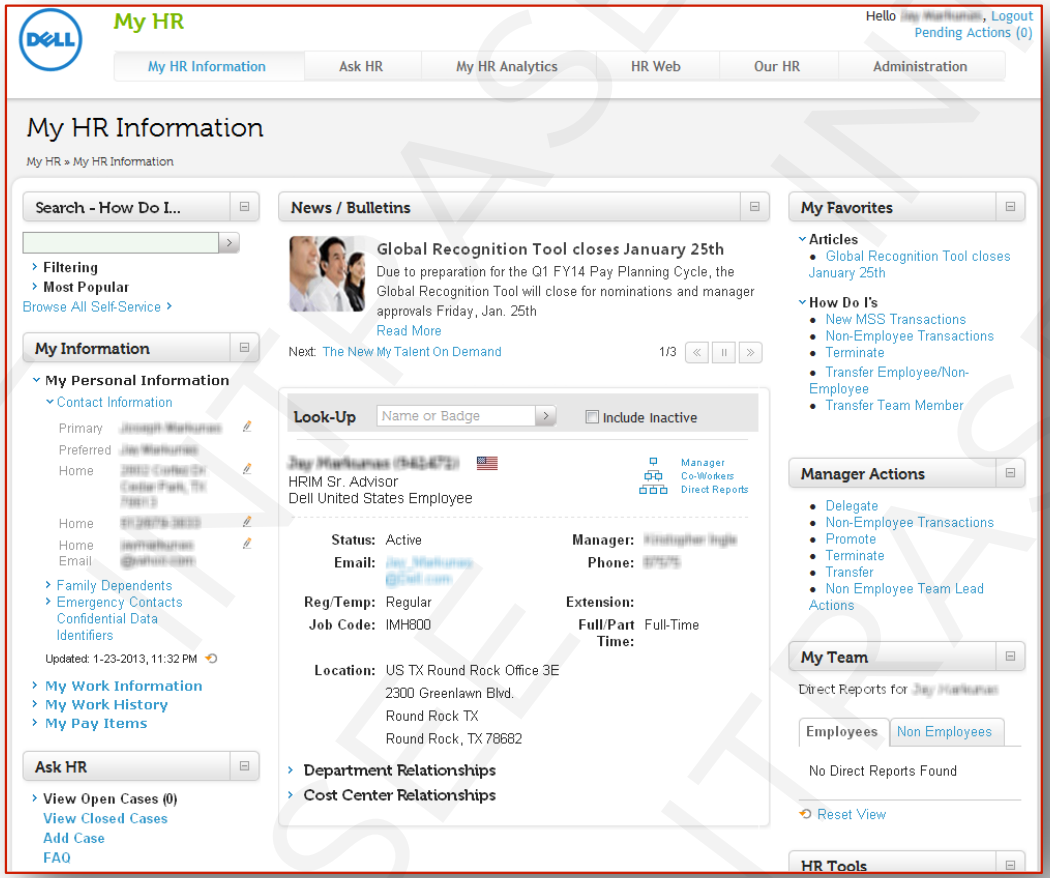

My HR
Brand Compliant Header
Hello , Logout
Pending Actions (0)
My HR Information
Ask HR
HR Web
Administration
Ask HR
My HR » Ask HR
Ratings, Tagging, and Favorites
Search - How Do I...
Search and Help
(Note: My Information is not included)
Filtering
Browse All Self-Service
Ask HR
FAQ
Case Categories, Types, and Description
Support Announcements ("system down", etc)
favorite.
Open Cases
Case
Summary
Status
Create Date
145402
Open-New
Open/Active Cases
Closed Cases
Case
Summary
Status
Create Date
145400
Another test, disregard
Closed-Resolved
12/19/2012
145399
Feature
12/19/2012
145397
Test Case for unit testing
Closed-Resolved
12/14/2012
Closed Cases
My Favorites
Articles
Another Test Article
How Do I's
Extend Team Member Contract
HR Tools
Favorites, Tools, Quick Links, and External Links
Edit Content
Global Security
Global Talent Acquisition
Career Resource Center
Global Benefits
Compensation
Global Mobility
Global Diversity
HR Technology
HR4U (local)
Edit Content
External Links

MY INFORMATION

- My Information is the employee's contact and personal information, and employee can edit their data with the pencil icon or by using How Do I? - Search.

- Confidential Data and Identifiers are not editable by the user. The data is view only, and opens in a "lightbox".





EMPLOYEE LOOKUP

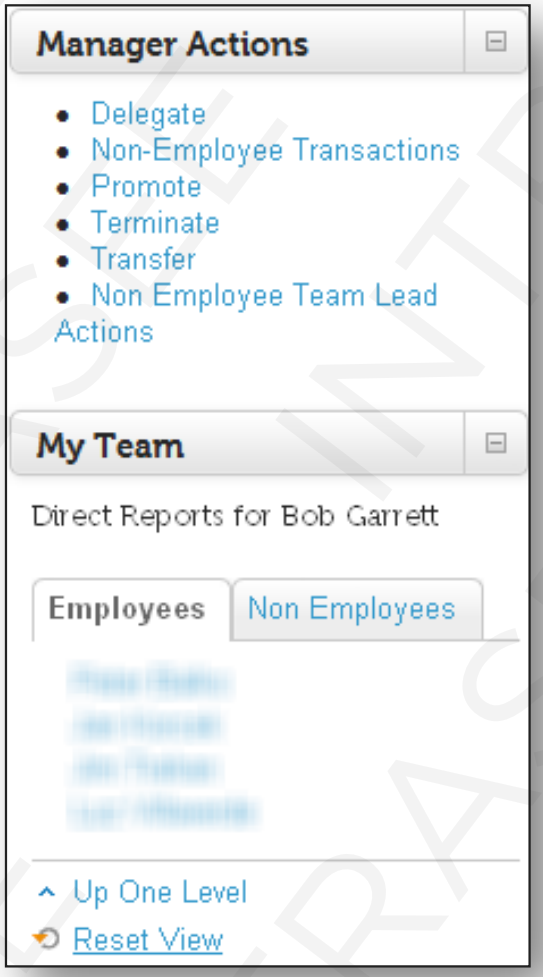


- Lookup any active or inactive team member, leader, or non-employee resource.
- Familiar functionality from HR Direct.
- Portal/OBIEE connection allows the user to see *anyone* in the company.
- Manager, Co-Worker, Direct Reports navigation tree customization added for parity.

MANAGER ACTIONS (MSS)

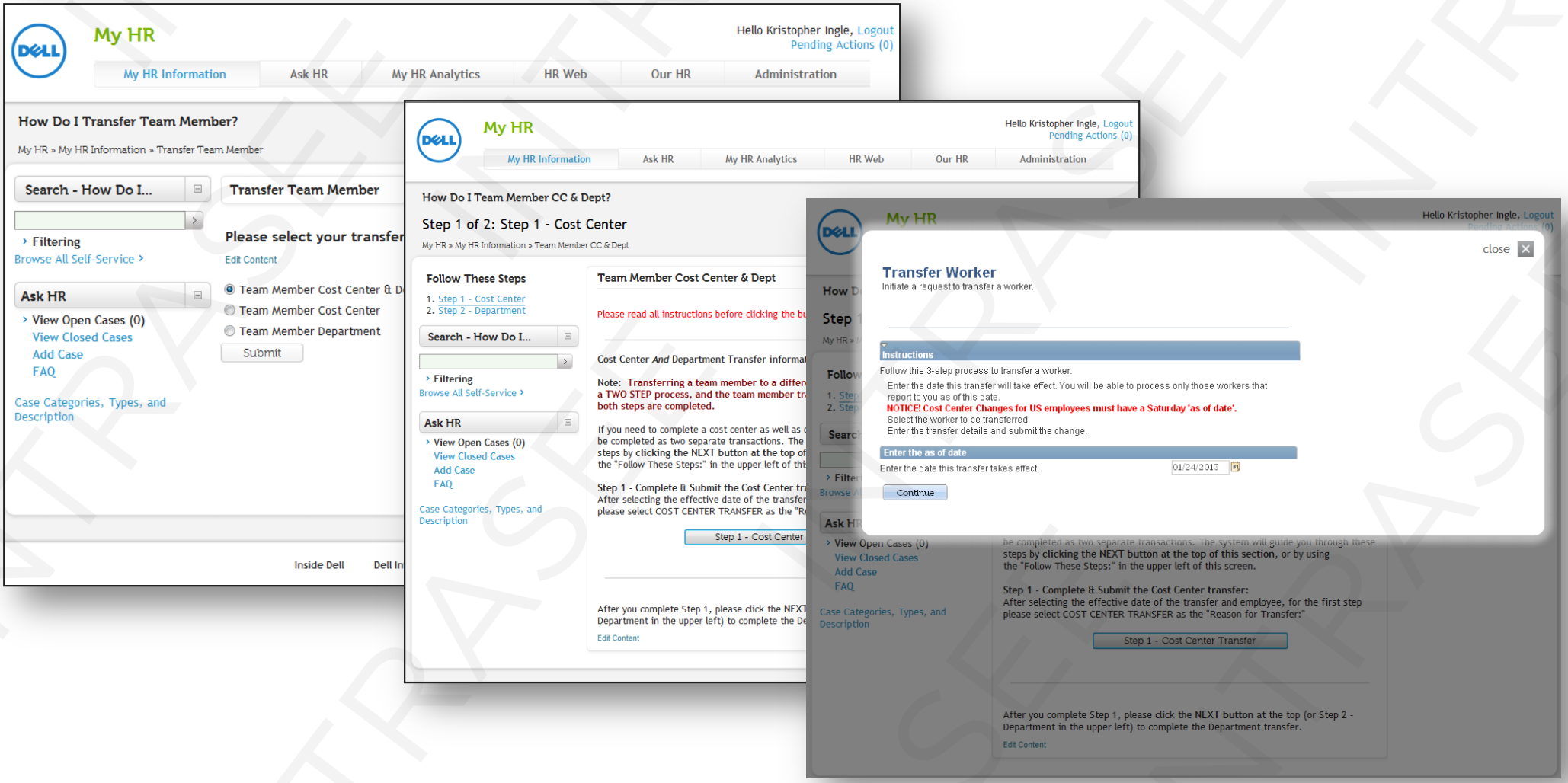
- Managers were accustomed to selecting their worker, then selecting the action.

- In vanilla PeopleSoft, Managers need to pick the action, then pick the worker.

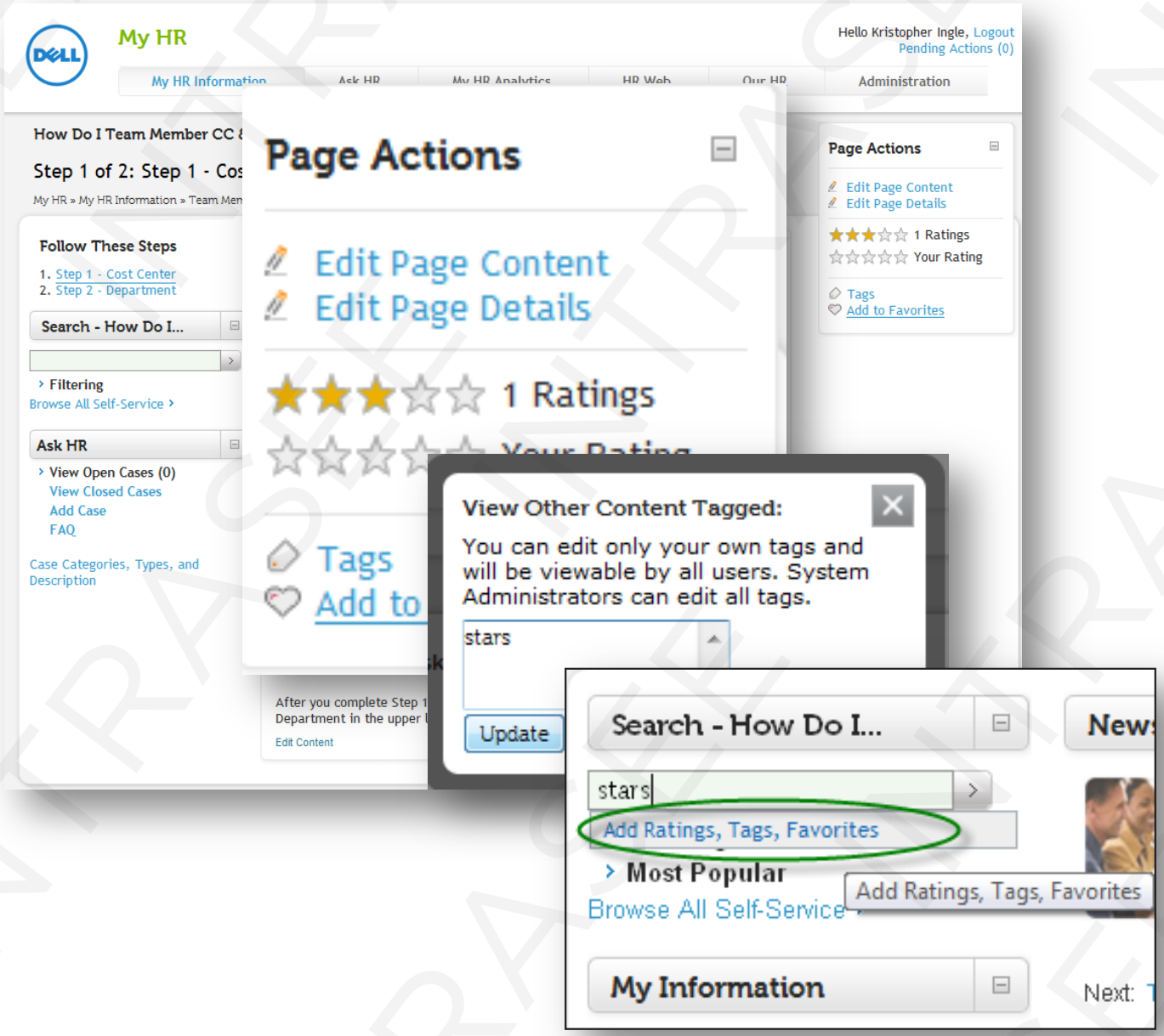


HOW DO I?

- Some MSS transactions are complex and involve the user answering a series of questions in order to route them to the correct location, system, or web page.



PAGE ACTIONS



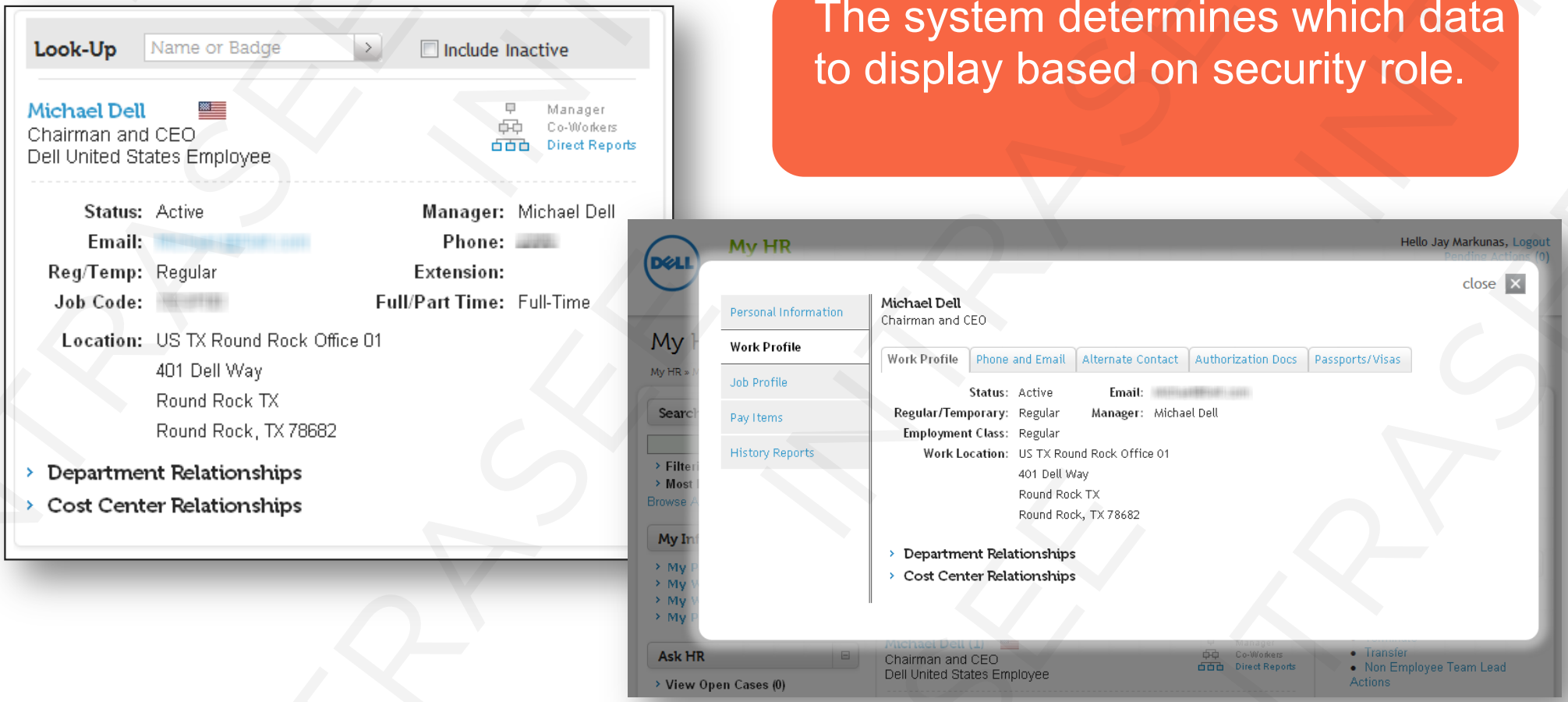
- Favorites allow the user to save frequently visited links or news items.
- Rating allows users to rate content by clicking on 1-5 stars.
- Tagging allows all users to tag a *How Do I?* with familiar keywords.

HR / MANAGER VIEW

- Managers may see additional data on their employees and non-employees with the Manager View.

- Certain members of HR may see additional data on team members and non-employees with the HR View.

The system determines which data to display based on security role.



INTRASEE PRODUCTS

- IntraSee has created a large suite of bolt-on products which can be installed within an organization's PeopleSoft Environment to solve common business problems

- No customizations to PeopleSoft required!

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INTRASEE PRODUCTS

Wiki site management tool for IA, landing pages, business processes, templating and more

Assembly Wizard
Manager Self Service
search 2.0
sAlerts
Employee Self Service
Web 2.0 Essentials
Decision Engine
Checklists

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INTRASEE PRODUCTS

Auto Checklist Framework is a tool to surface role aware checklists to monitor processes and report progress to interested parties.



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INTRASEE PRODUCTS



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INTRASEE PRODUCTS



Employee and Manager Self Service are widgets that allow for quick access to self service data and quick access to editing through a lightbox. It runs in the **IntraSee Data Source Plugin Framework** for advanced integrations.

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INTRASEE PRODUCTS



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INTRASEE PRODUCTS

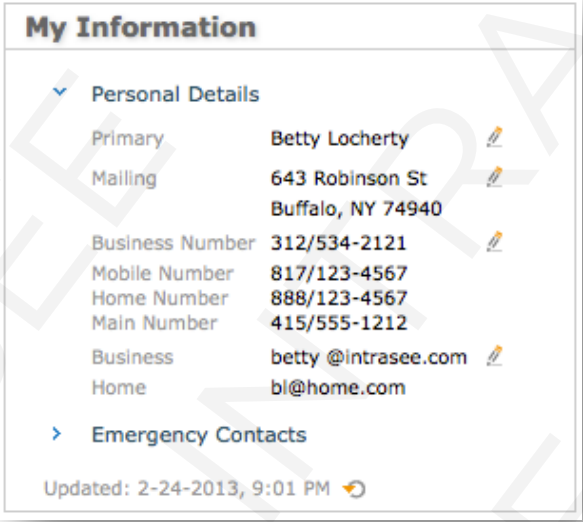


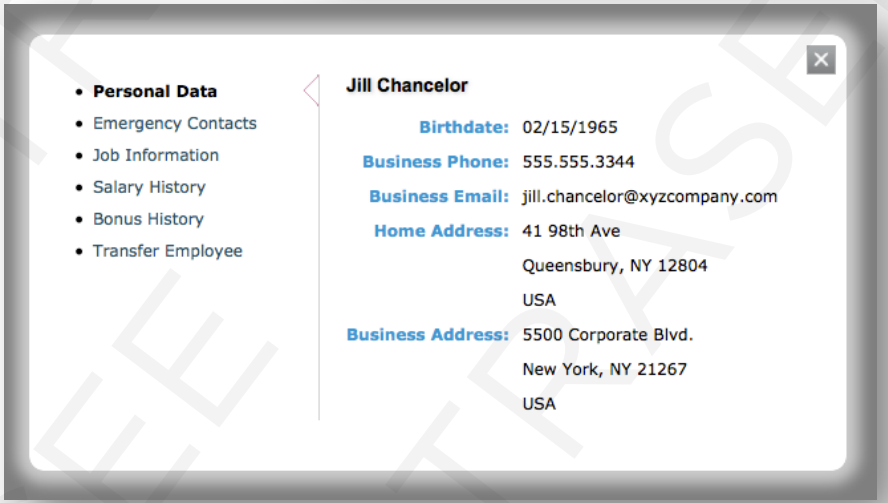
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INTRASEE'S DATA SOURCE PLUGIN

- IntraSee created the Data Source Plugin product as a bolt-on for PeopleSoft Applications to easily surface a variety of data using XML and XSLT

- Leverages configurable Connectors to retrieve data from both PeopleSoft and non-PeopleSoft data sources
  - Example Connectors:
    - PeopleSoft SQL
    - PeopleSoft Query
    - PeopleSoft Application Package
    - OBIEE (via Web Services)





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INTRASEE'S ASSEMBLY WIZARD

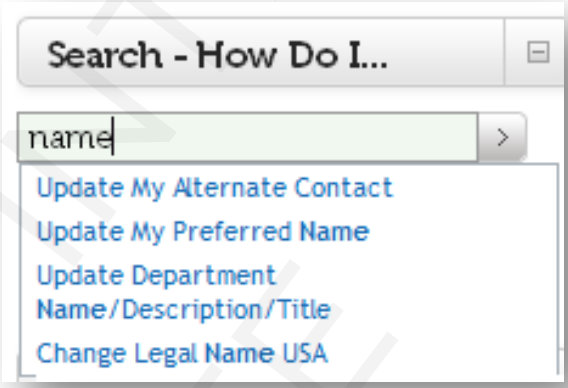
- IntraSee's Assembly Wizard allows organizations to create and manage mash-ups ("pages") online

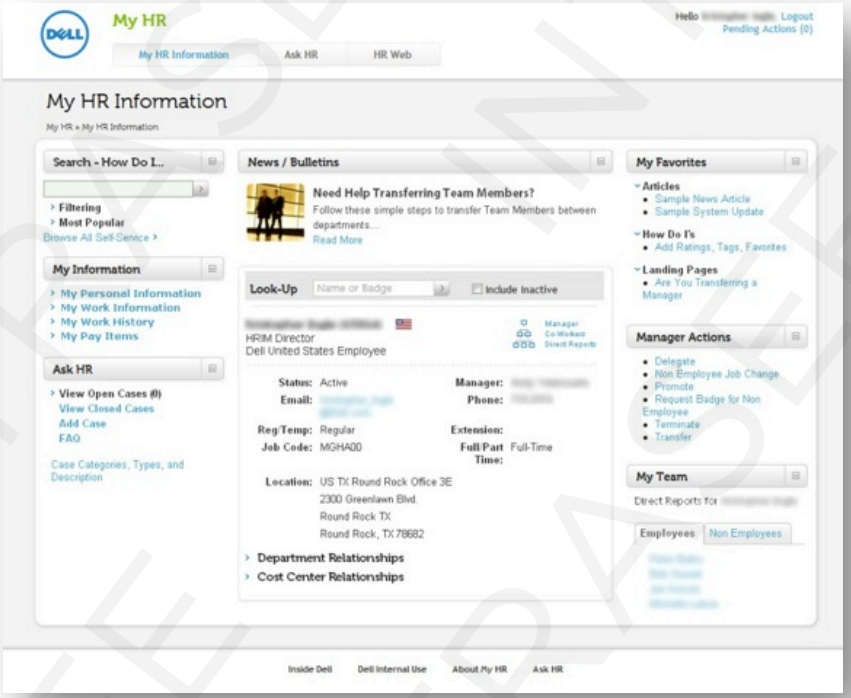


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HOW DO I...?

- How Do I? - Search is a “Google-type” search from the Portal which allows the user to enter in an question.
- Intended to be Level Zero support to reduce helpdesk ticket volume.
- Results filtered by country and security role.
- Returns results from “solutions” in the PeopleSoft CRM knowledgebase





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QUESTIONS?

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