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FOR THE ORACLE COMMUNITY

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Optimizing the User Experience in PeopleSoft HCM Solutions

Session ID#: 106440

Learn how Nationwide leveraged the PeopleSoft Interaction Hub to create a Modern UI for their associates



Prepared by:
Daron Zwink, IntraSee
David Monroe, Nationwide

REMINDER
Check in on the COLLABORATE mobile app

Overview

In this session, learn how Nationwide Insurance and IntraSee partnered together to design and implement a stunning and optimized user experience in front of their PeopleSoft HCM and PeopleSoft CRM applications for their associates to manage their self-service and ePerformance activities.

By leveraging the power of the PeopleSoft Interaction Hub, along with IntraSee's expertise, Nationwide was able to build an intuitive and friendly Enterprise 2.0 solution with rave reviews from their associates.

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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 Nationwide's PeopleSoft Interaction Hub Implementation project

INTRASEE

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

INTRASEE

IntraSee's Approach



Modern UI with PeopleSoft Interaction Hub

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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What is Success?

Simple

Clear

Easy

UX

Useful Tools

Easily Maintained

Personalized



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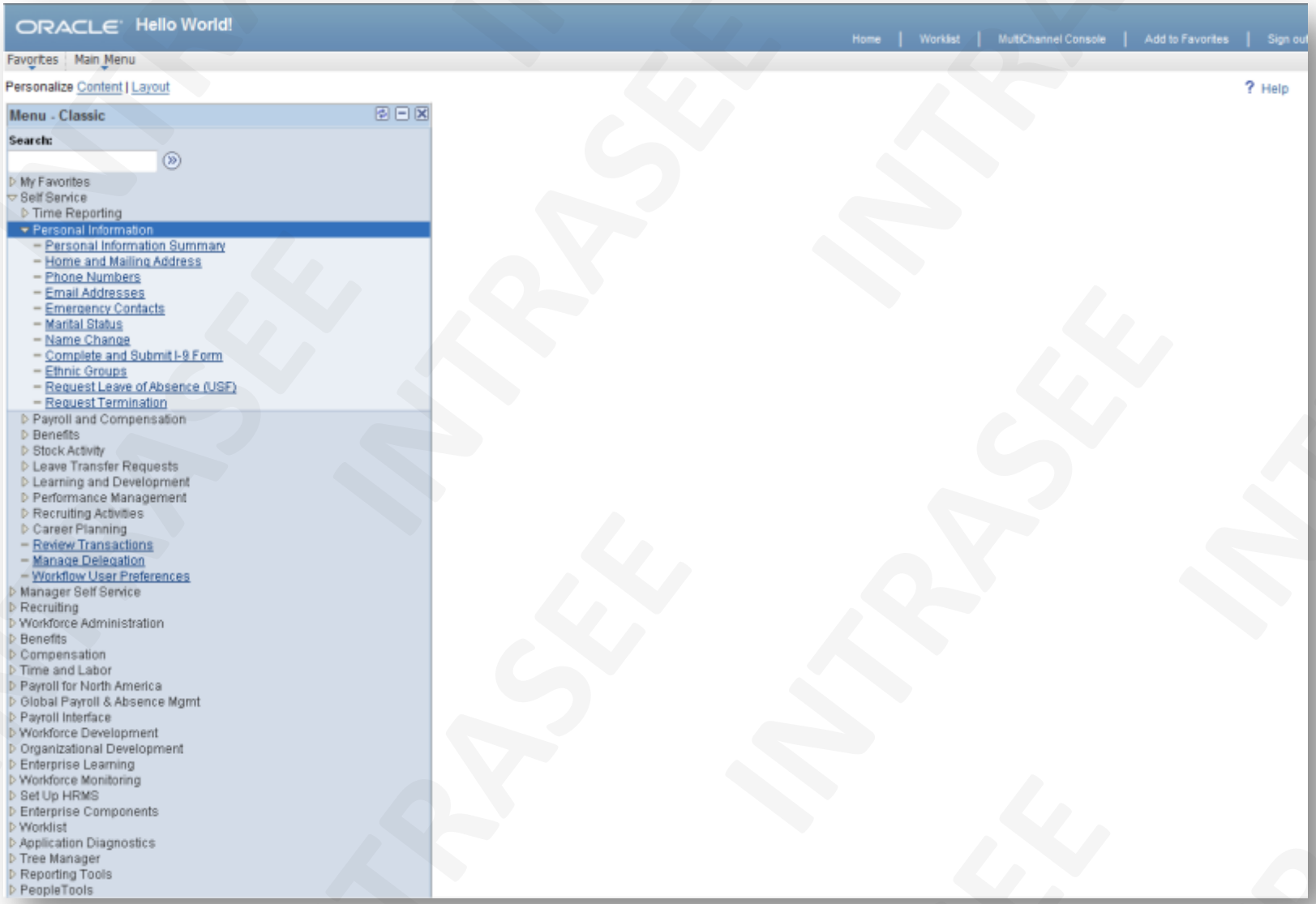
Why should you care about Usability?

- An application/website is usable when:
  - The user knows what to do and when to do it
  - The site does what the user expects
  - The user feels they are in control
- Benefits to your business
  - Increased user productivity
  - Decreased training and support costs
  - Increased customer satisfaction

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Traditional PeopleSoft Applications



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Modern PeopleSoft Applications through the PeopleSoft Interaction Hub



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What is the Interaction Hub?

- Goals
  - Rich, Web Site-based UX
  - Easy deployment, branding, and administration
  - Easy integration
  - Part of a Standard PS Environment
- Free Restricted Use License
  - Branding
  - Unified Navigation
  - Collaboration

INTRASEE



Nationwide Insurance

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Modern UI with PeopleSoft Interaction Hub

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Introduction

David Monroe, Director, Nationwide

- Responsible for Enterprise LMS and HCM Technology
- Business Delivery Executive on Nationwide's PeopleSoft Interaction Hub projects: iHub (HRWeb), ePerformance, Onboarding Automation, My Career (Profile), and Succession (future)

INTRASEE

Nationwide

- Over the past 85 years, focusing on customers and valuing people have helped Nationwide become one of the largest insurance and financial services companies in the world.
- Even though we have dozens of affiliated companies, people are our biggest resource – and our greatest asset in providing excellent customer service to our customers.



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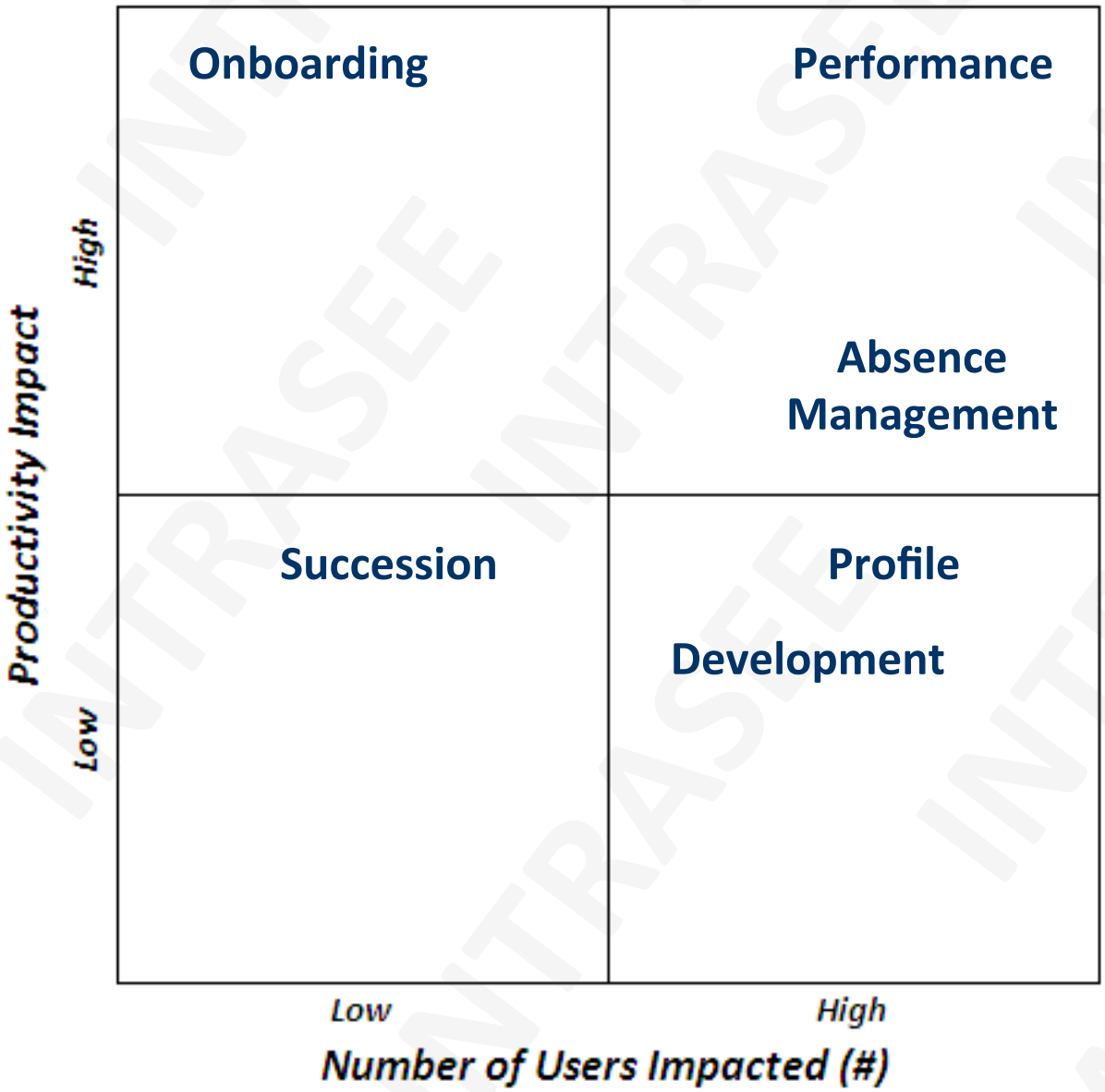
PeopleSoft Interaction Hub: Our "Why"

- For HR functions: simplification!
- Usability focus
- Simplified applications and processes resulting in:
  - Increased associate engagement
  - Productivity gains
  - Lower required investment in training
  - Fewer support calls

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Where to Invest



GOAL

Maximize investment opportunities by targeting the optimal combination of productivity and reach

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Nationwide's PeopleSoft Environment

- PeopleSoft Portal 9.1
- PeopleSoft HR 9.1
  - Employee Self Service
  - Manager Self Service
  - ePerformance
  - Profile Management
- PeopleSoft CRM 9.1
  - HR Helpdesk
- All applications are running on PeopleTools 8.52

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Demonstration

Point of Entry



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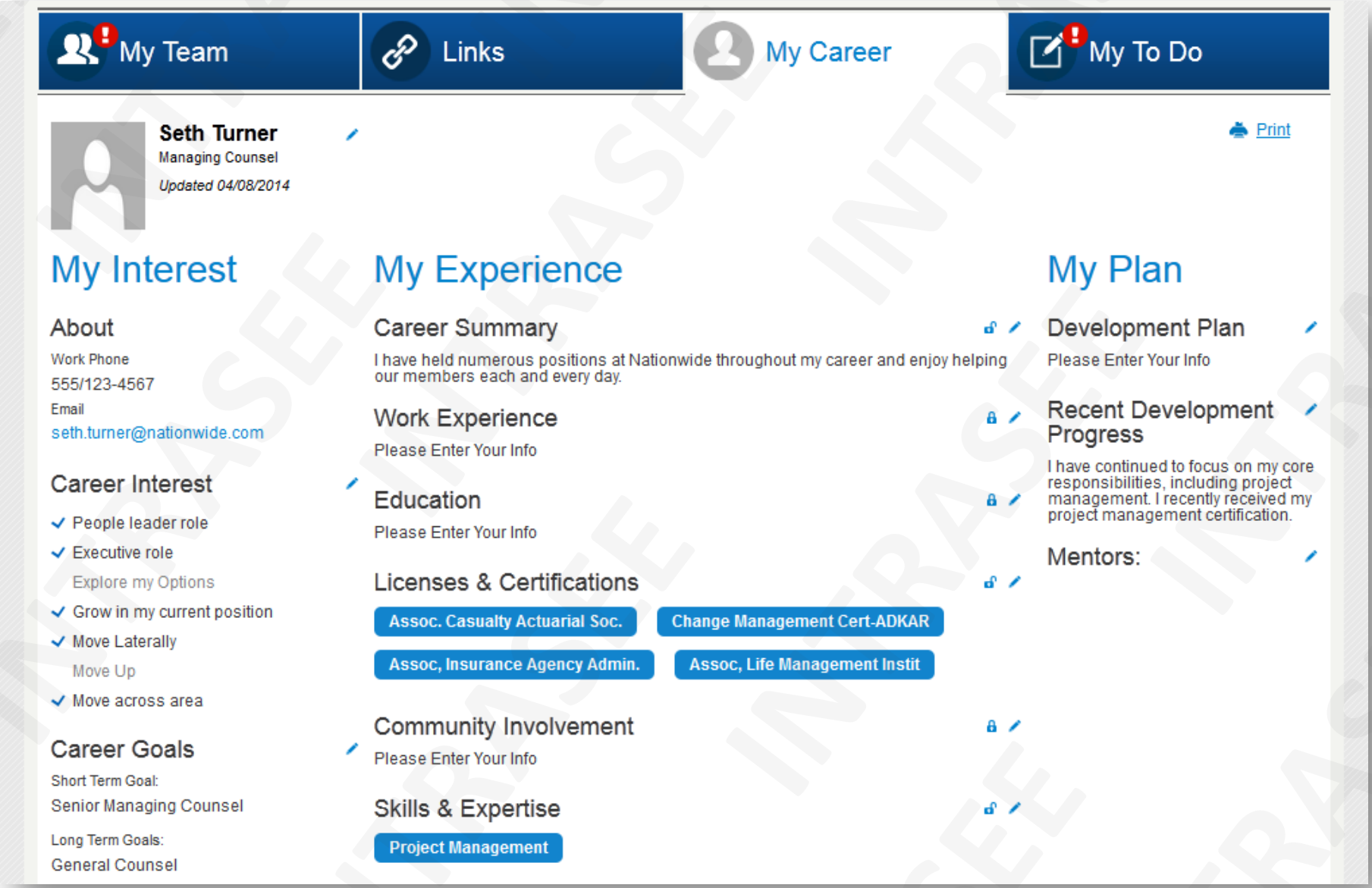
Associate and Manager Links



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My Career – with Development



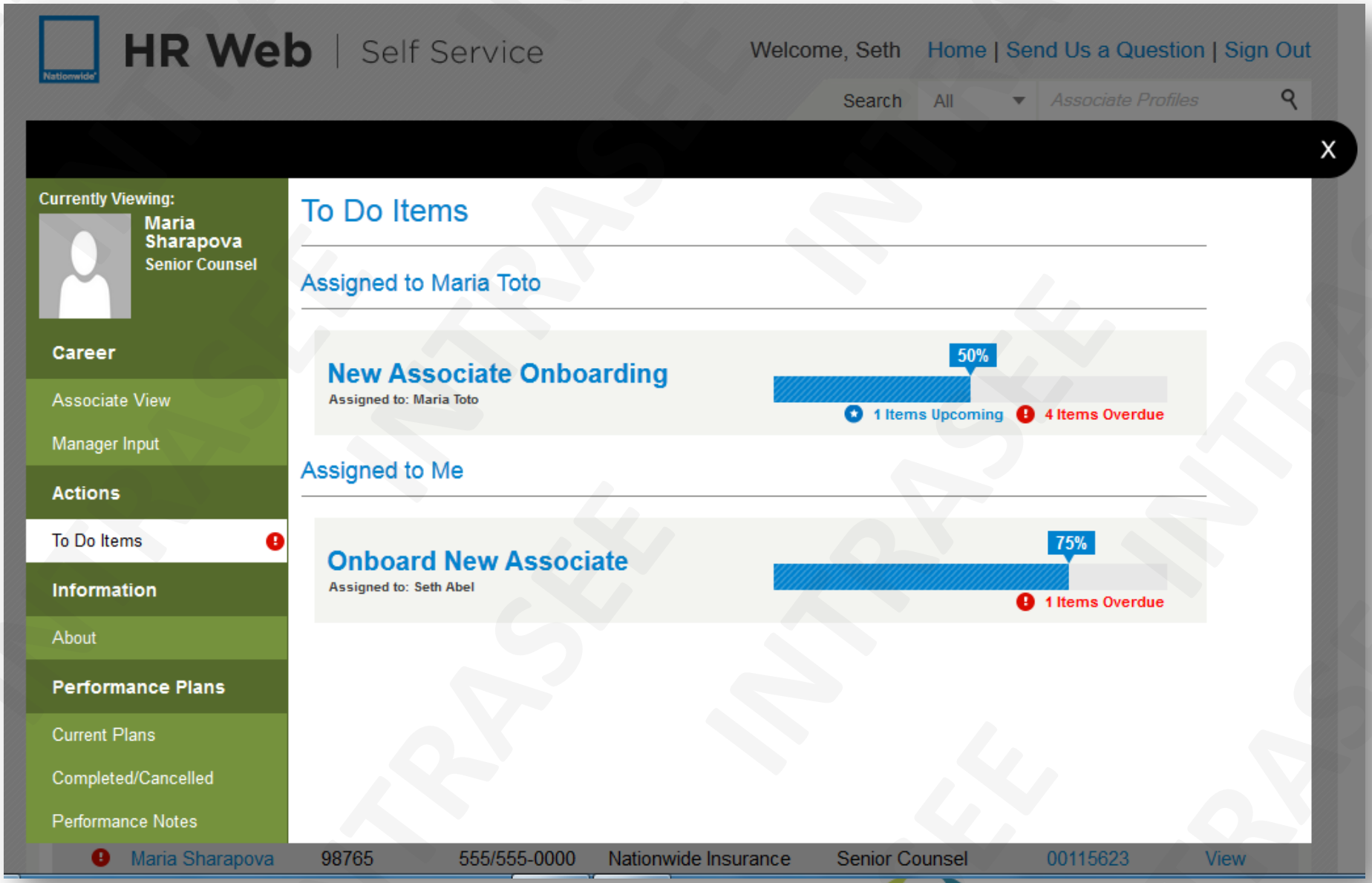
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My To Do – Associate View



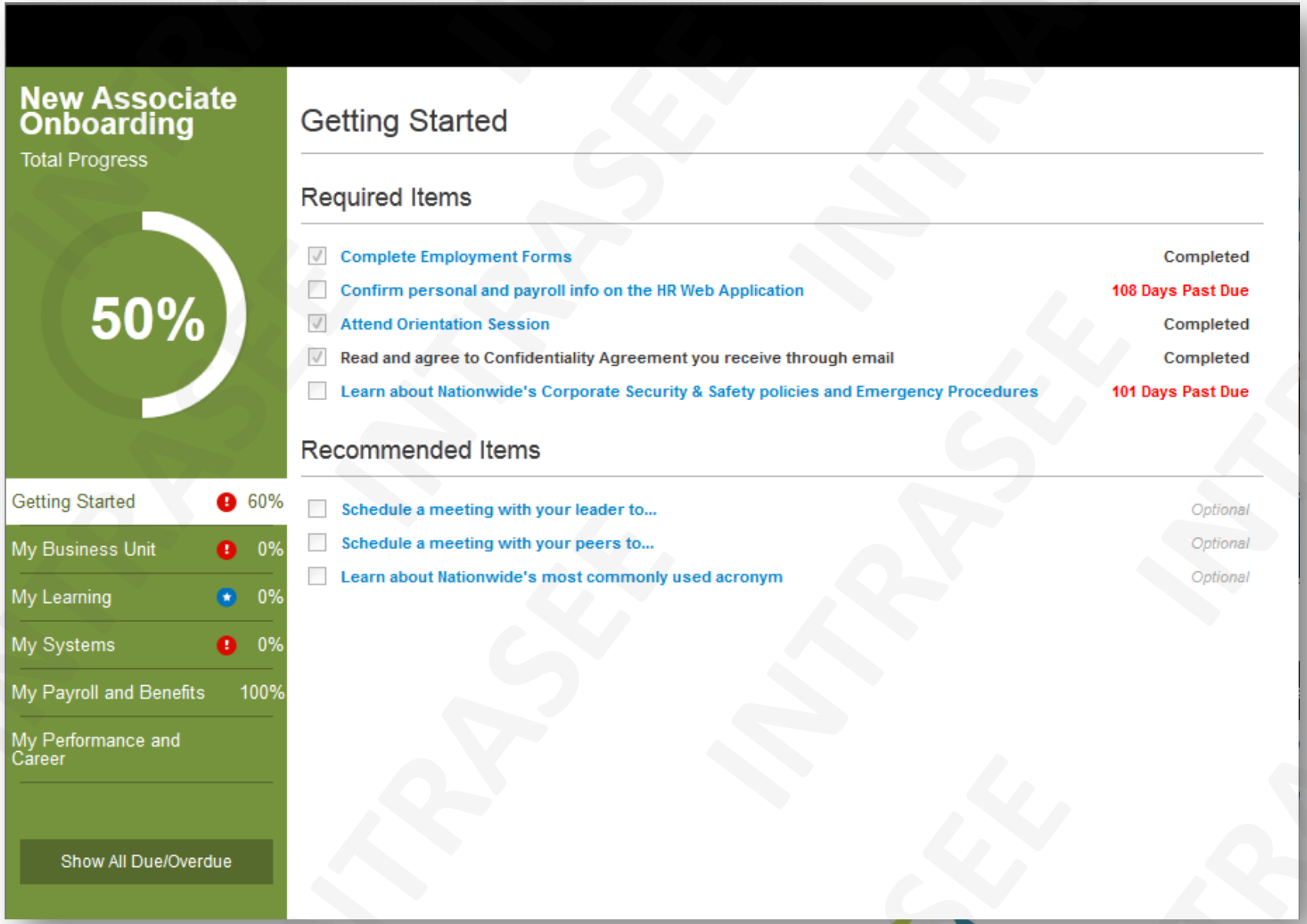
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My To Do – Manager View



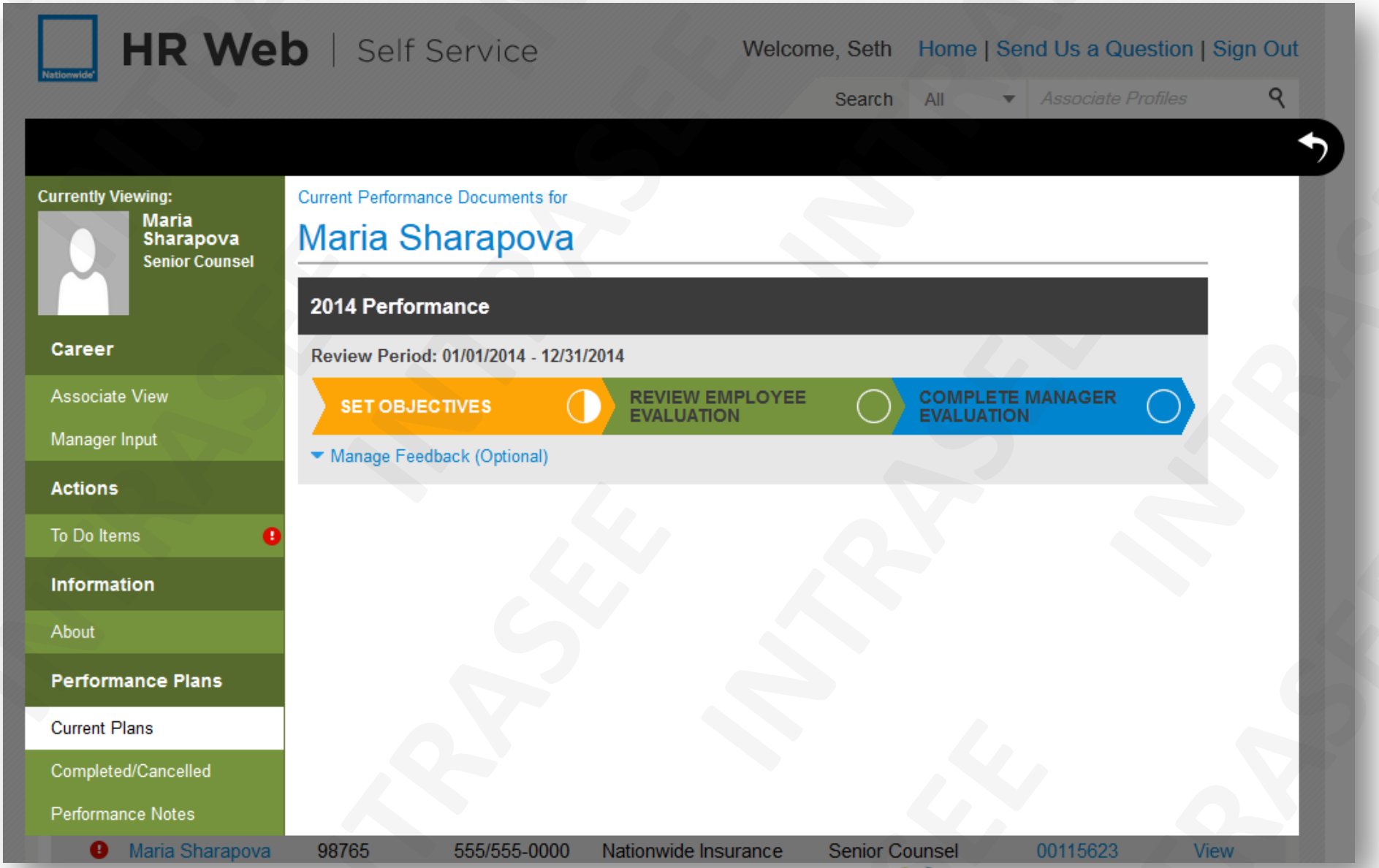
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My To Do - Details



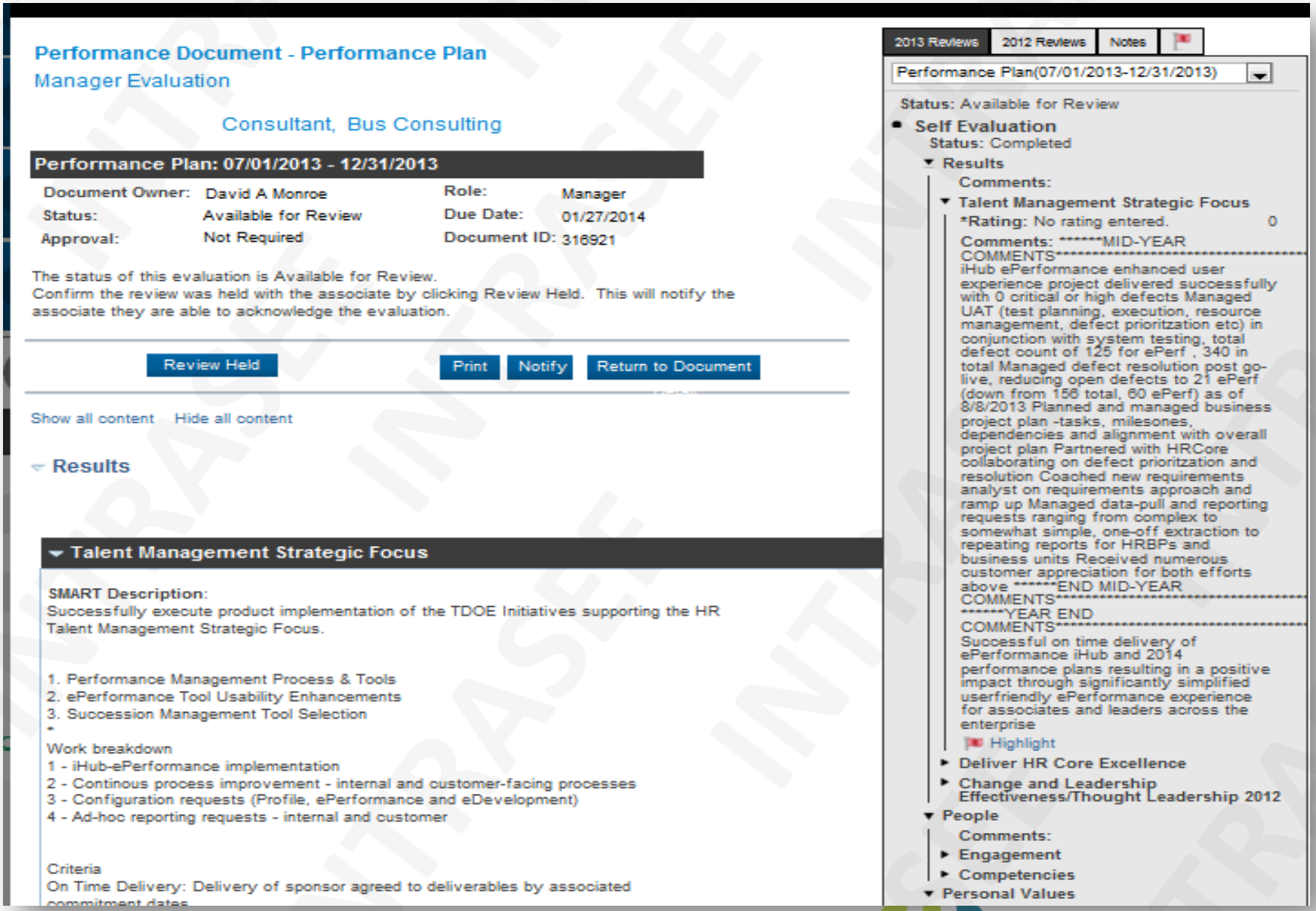
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ePerformance



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ePerformance – Manager Evaluation



Performance Document - Performance Plan

Manager Evaluation

Consultant, Bus Consulting

Performance Plan: 07/01/2013 - 12/31/2013

Document Owner:	David A Monroe	Role:	Manager
Status:	Available for Review	Due Date:	01/27/2014
Approval:	Not Required	Document ID:	316921

The status of this evaluation is Available for Review.
Confirm the review was held with the associate by clicking Review Held. This will notify the associate they are able to acknowledge the evaluation.

Review Held | Print | Notify | Return to Document

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Results

Talent Management Strategic Focus

SMART Description:
Successfully execute product implementation of the TDOE Initiatives supporting the HR Talent Management Strategic Focus.

1. Performance Management Process & Tools
2. ePerformance Tool Usability Enhancements
3. Succession Management Tool Selection

Work breakdown
1 - iHub-ePerformance implementation
2 - Continous process improvement - internal and customer-facing processes
3 - Configuration requests (Profile, ePerformance and eDevelopment)
4 - Ad-hoc reporting requests - internal and customer

Criteria
On Time Delivery: Delivery of sponsor agreed to deliverables by associated commitment dates

2013 Reviews | 2012 Reviews | Notes

Performance Plan(07/01/2013-12/31/2013)

Status: Available for Review

- **Self Evaluation**
  - Status: Completed
  - Results
    - Comments:
    - Talent Management Strategic Focus
      - *Rating: No rating entered. 0
      - Comments: ******MID-YEAR COMMENTS********** iHub ePerformance enhanced user experience project delivered successfully with 0 critical or high defects Managed UAT (test planning, execution, resource management, defect prioritzation etc) in conjunction with system testing, total defect count of 125 for ePerf , 340 in total Managed defect resolution post go-live, reducing open defects to 21 ePerf (down from 156 total, 60 ePerf) as of 8/8/2013 Planned and managed business project plan -tasks, milesones, dependencies and alignment with overall project plan Partnered with HRCore collaborating on defect prioritzation and resolution Coached new requirements analyst on requirements approach and ramp up Managed data-pull and reporting requests ranging from complex to somewhat simple, one-off extraction to repeating reports for HRBPs and business units Received numerous customer appreciation for both efforts above ******END MID-YEAR COMMENTS********** ******YEAR END COMMENTS********** Successful on time delivery of ePerformance iHub and 2014 performance plans resulting in a positive impact through significantly simplified userfriendly ePerformance experience for associates and leaders across the enterprise
      - Highlight
    - Deliver HR Core Excellence
    - Change and Leadership Effectiveness/Thought Leadership 2012
  - People
    - Comments:
    - Engagement
    - Competencies
  - Personal Values

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Usability Study Output

"I'm **excited** about it. It looks **great**."

What our users are saying:

- The new UI design and experience rated at **8.17** on a scale of 1-10 (1-lowest, 10-highest)
- The legacy system was rated an average of **5.8**



"It's definitely a step in the right direction."

"***It's a better experience***. Definitely better than the legacy system."

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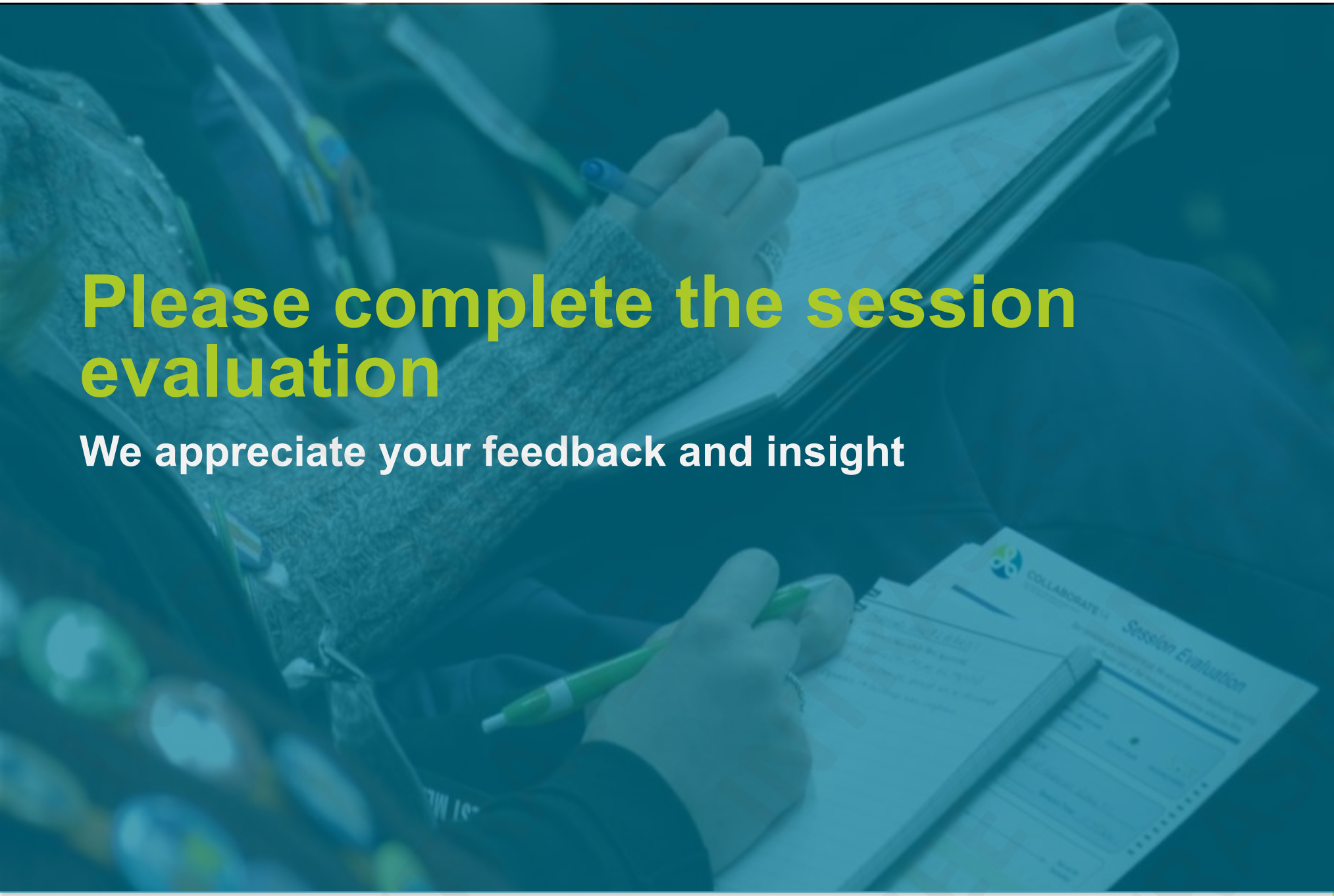
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Any Questions?

- Please feel free to contact us:
  - Daron Zwink, IntraSee, daron.zwink@intrasee.com
  - David Monroe, Nationwide, monroed@nationwide.com



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