

## **Empowering people: IBM Employee Self-service Demo**

This is Kristen, the HR director, and Frasier, the IT manager, for a large company.

Together they make a pretty good team. Why?

Not long ago, Kristen asked Frasier to create an employee self-service portal.

And he did—faster than anyone expected.

Now, employee productivity levels are at an all-time high.

Managers and support staff are more self-sufficient, can find information quickly and are able to focus on important projects and activities.

Plus, business processes are faster and more streamlined.

But it wasn't always this way.

How did Frasier help Kristen—and the business—and deploy an effective self-service portal so quickly?

Let's find out.

Yesterday, the company had a portal, but it was inefficient.

It required training to use and wasn't personalized.

So employees didn't use it.

As a result, HR spent too much time answering questions—and too little time contributing to the strategic needs of the company.

Productivity levels were low.

Accessing, completing and submitting forms was also a problem, and there were too many errors.

Current employees demanded online self-service capabilities—and new employees expected it.

But Kristen needed a solution that could be deployed quickly and cost-effectively.

Plus, the new portal had to leverage and integrate existing HR systems, like SAP, and access the right view of information from other applications.

So she turned to Frasier for help.

Thanks to IBM portal technologies, Frasier built and deployed an employee self-service portal quickly and easily.

He started with WebSphere Portal, and its self-service framework, and took advantage of its prebuilt set of portlets that integrate with Kristen's SAP systems—easily—right out of the box.

He was also able to extract data from various applications and extend it to users, and speed up deployment.

With the Self-Service Accelerator, which includes Lotus Workforce Management, employees and managers get a personalized view into all the content, applications and services they need ... and can update and manage HR-related functions—like life events, benefits and payroll issues—quickly and easily ... freeing up HR's time.

Employees can also see tasks and have immediate access to the applications and information they need to complete each task.

Like Lisa, the sales manager. She uses her portal for onboarding new employees.

After filling out the appropriate information, the portal dynamically generates a list of activities, and interacts directly with the company's SAP systems.

Lisa's request for hire is added to her HR activities list, and is automatically routed to HR for processing ... saving time.

Users can also find information more quickly... and see content relevant to their profile, thanks to the advanced search capabilities of OmniFind Enterprise Edition.

Managing forms is easier too.

With Lotus Forms, Frasier renders electronic versions of paper forms and integrates forms into business processes, eliminating the need to manually enter and reenter data ... reducing errors ... and speeding up and automating processes.

And to model processes and implement workflows across different back-end systems, people and teams, Frasier relies on WebSphere Process Server.

The new self-service portal is a success.

Employees use it every day, and productivity and efficiency levels are up across the business.

For Frasier, accommodating new business requirements isn't a problem.

Instead of creating new portlets from scratch, Frasier can take advantage of the prebuilt components and adapters found in WebSphere Portlet Factory ... which make creating, integrating and deploying complex portlets faster and easier ...

... and allow him to implement innovative new processes to help the business grow more responsive and effective.