IBM Webcast:

Sigma-Aldrich Streamlines HR Processes for more Productive Employees

Leveraging WebSphere Portal and the Self-Service Accelerator to access SAP ERP System Data

Lotus software

Agenda:
Sigma-Aldrich Streamlines HR Processes for more Productive Employees

- What made the 2007 Benefits Enrollment process a success

  Eric Boson, Manager IT Collaborative & Human Resources Solutions, Sigma-Aldrich

- Benefits Enrollment using Lotus Workforce Management
  Andy Pisano, Global Collaboration Team Supervisor, Sigma-Aldrich

- Leveraging the Power of IBM's Self-Service Accelerator: Lotus Workforce Management
  Martin Lechleider, Program Director, Lotus Composite Products

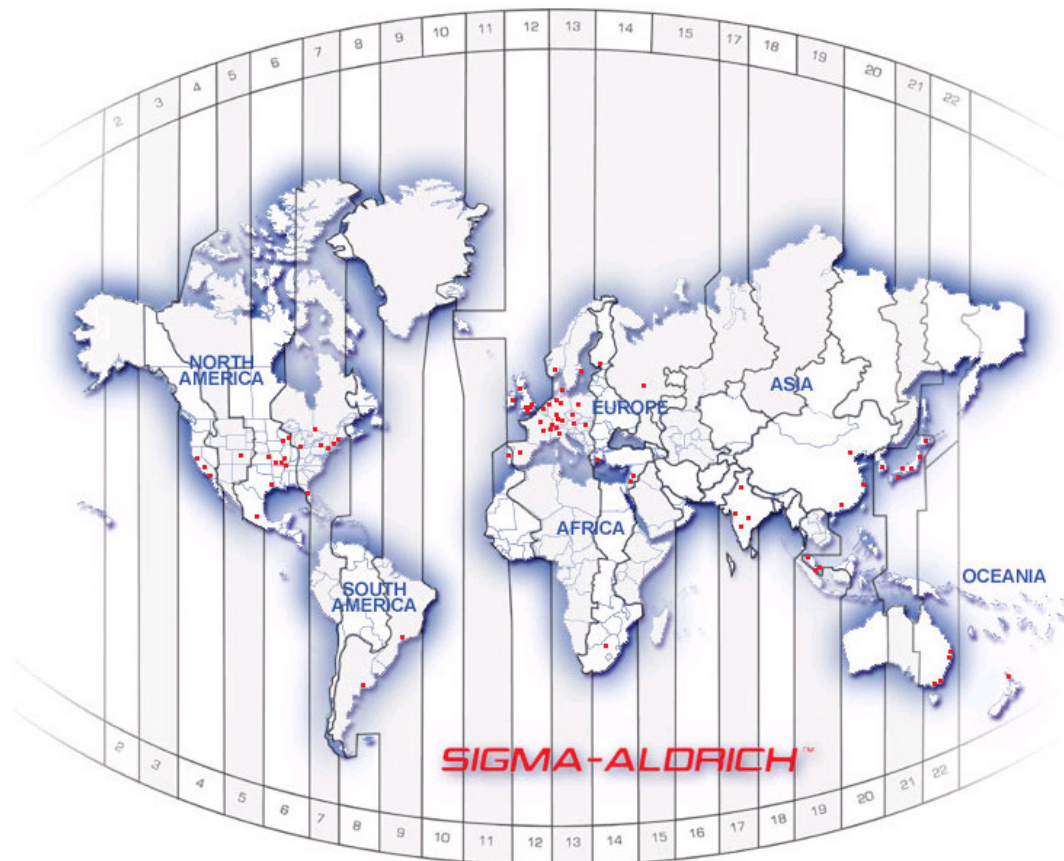# What made the 2007 Benefits Enrollment process a success

Eric BOSON

IT Manager

Global
Collaborative &
Human Resources
Solutions

2008

Who is Sigma-Aldrich

- A leading Life Science and High Technology company

- Headquarters in St Louis, MO

- Operates in 36 countries (> 90 locations)

- 7,900 employees

- Sales were over
  $2 Billion for 2007

www.sigmaaldrich.com

Global Human Resources Challenges

- Increase Quality
  - Improve accuracy of HR data
  - Maintain compliance with regulatory guidelines

- Decrease Costs
  - Hardware/Software
  - Third Party

- Create Synergies
  - Standardize HR processes
  - Common Systems
  - Improve Acquisitions Integration

SIGMA-ALDRICH®

US Benefits Team Expectations

- Simple to use, no user training

- Secure

- Ready within 3 months

- Usable by the US based employee population at 20 sites

- Reduce HR administrative tasks

- Reduce quantity of paper used

- Decrease overall enrollment process time

Streamline the Benefits Enrollment Process

SIGMA-ALDRICH®

Global IT Requirements

- Global web-based system

- Accessible anywhere anytime

- Able to be used to re-develop our current intranet

- Capable to integrate with SAP

- Capable to interface with Lotus Notes databases directly

- Prepare the ground for additional Employee Self Service (ESS) & Manager Self Service (MSS) features:

  - Personal Data Visualization & Maintenance

  - Life Events

  - Career Changes & Compensation Management

SIGMA-ALDRICH®

Choice of a Solution

- We evaluated 2 vendors

- We also evaluated Open Source tools (J2EE) for in-house development

- We decided to choose IBM because of its complete package (Websphere Portal + Lotus Workforce Management)

- We decided to also use IBM consulting team to help us implement this application in such a short time frame

SIGMA-ALDRICH®

US Benefits Enrollment Project

- The project started during the last week of July 2007
- The project team included IBM & SIAL resources in the USA (2 locations) and France
- The project had a joint management team (SIAL-IBM)
- The communication between project team members was critical
- The Open Benefits Enrollment was scheduled between October 29th and November 9th 2007
- The application went live on schedule

SIGMA-ALDRICH®

Results – Enrollment Pattern

SIGMA-ALDRICH®
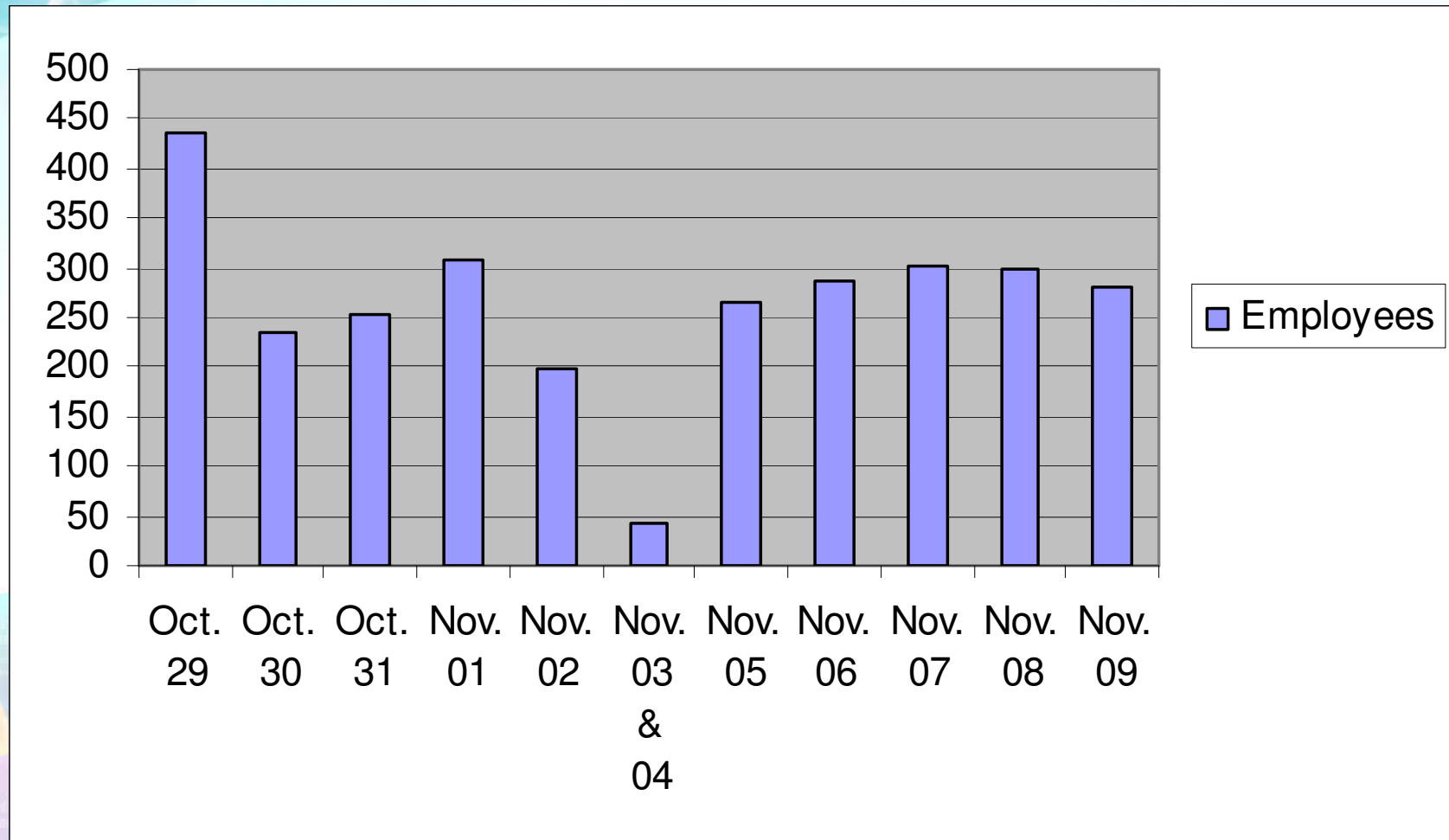
Results – Employees Feedback – 1/3

- The application used very little bandwidth

- Most employees connected from our US locations during their working hours

- Some employees also connected from home using our secured VPN

1. How was the response time in the Open Enrollment application?

- 1%
- 32%
- 67%

Legend:
- Lightning Fast
- Reasonable
- Snail Speed

SIGMA-ALDRICH®
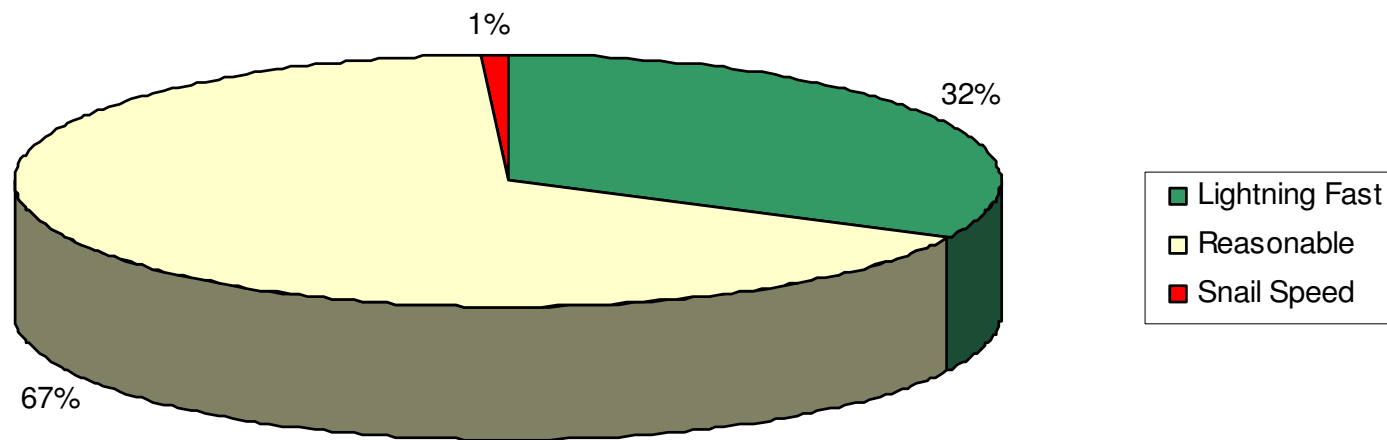
Results – Employees Feedback – 2/3

- We provided a unique system to register for all Benefits plans
- We displayed current Benefits selection to help making the choice
- We used fewer paper-based documents

2. Compared to previous systems the Open Enrollment application is a .....

4%

31%

65%

- Great Improvement
- Some Improvement
- No Improvement

SIGMA-ALDRICH®
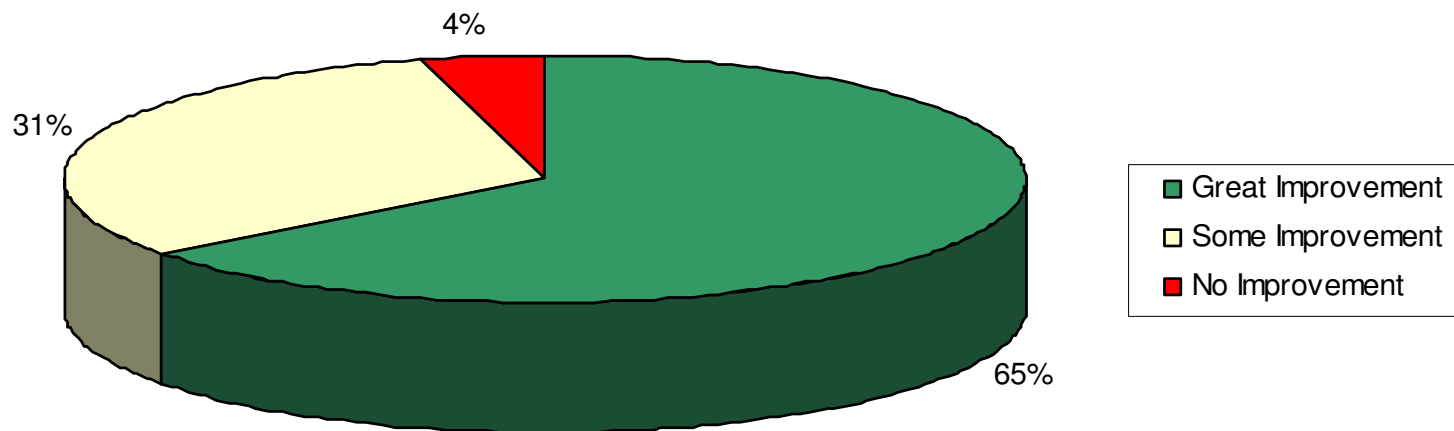
Results – Employees Feedback – 3/3

- We focused lots of our energy in the User Interface design
- We provided on-line documentation for each Benefit plan
- The navigation was straight forward

3. Were the instructions on each screen adequate?

5%   1%

94%

- Yes
- No
- Didn't read

SIGMA-ALDRICH®
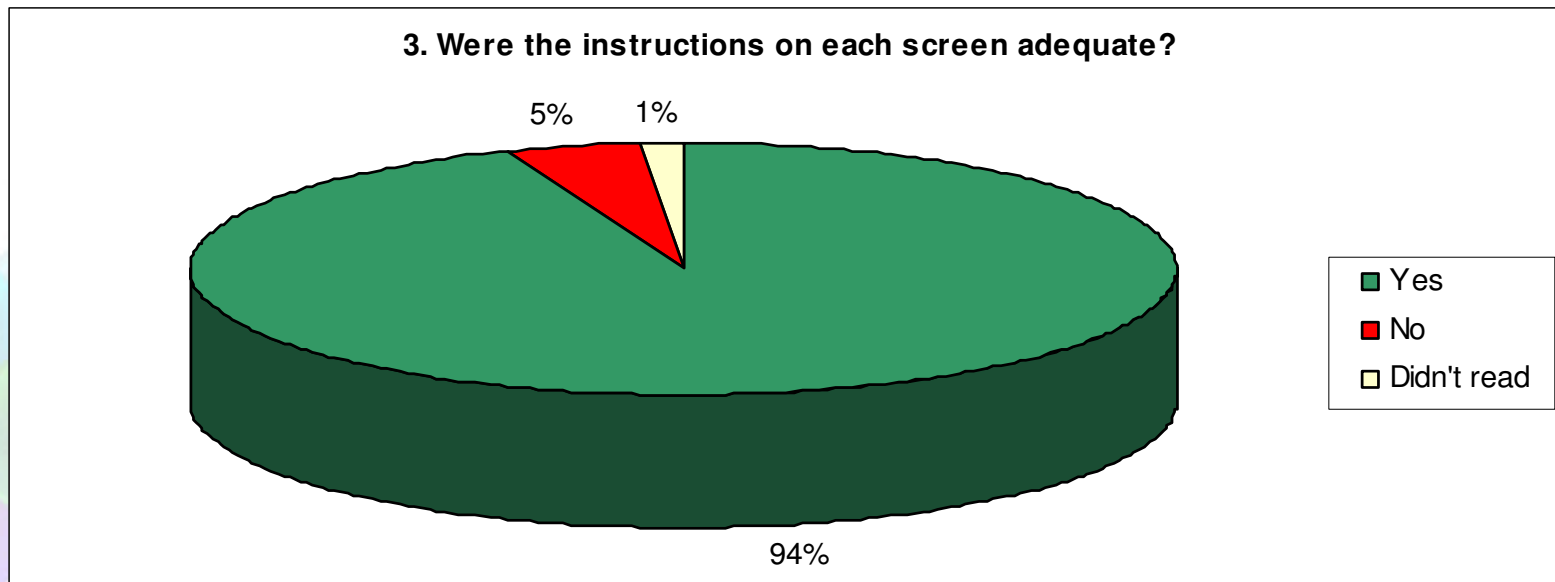
Project Conclusions

- SIAL would not have been able to do it in such a short time frame without IBM

- SIAL HR & IT Teams collaborated extensively

- On Time / On Budget

- Data quality was improved in SAP HR by having employees maintaining it themselves

The project was a clear success

SIGMA-ALDRICH®

Company Vision

- Increase ability to measure employees' contribution
  - Implement SAP HR in compliance with EU data privacy regulation in Europe in 2008 (on schedule)
  - Implement SAP HR in Asia-Pacific in 2009

- Use the Benefits Enrollment module every year with minimal IT & HR resources to support it

- Provide tools to help operations to run the business (it is not only an HR tool)

SIGMA-ALDRICH®

Benefits Enrollment using Lotus Workforce Management

Andy Pisano

Global Collaboration Team Supervisor

2008

Project – Partnership

- SIAL partnered with IBM to co-manage the project and produce the Websphere portlets.

- IBM created the portlets for Websphere, using Portlet Factory and Lotus Workforce Management (LWM).

- By using LWM as a foundation we were able to dramatically reduce the development cycle.

- We performed approximately 1,000 User Acceptance Tests on the software over a 2 week period. We then ran 2 pilot tests prior to moving the application into production.

- After each pilot test we met with the pilot users and, based on their feedback, made corrections to improve the usability of the application.

SIGMA-ALDRICH®

Project – Identity Management

- We reconciled our Active Directory accounts against our SAP accounts.

- We had to create an Active Directory account for every US employee that did not have an account.

- We used the IBM Credential Vault to provide Single Sign On between Websphere, Active Directory and SAP.

- This portion of our Single Sign On effort only addressed our benefit enrollment process.

- We continue to develop our Identity Management system for use throughout the entire organization.

SIGMA-ALDRICH®

Project – Infrastructure

- We installed/configured 3 Websphere Portal servers, Development, QA and Production to mirror our SAP environment.

- Websphere Portal Server 6.0.1.1.

- Websphere Application Server Version 6.0.2.17

- Servers are AIX. Dev/QA have 2 processors, 8 gig of RAM. Production has 4 processors, 16 gig RAM.

- Dev, QA & Prod have approx. 400 gig disk space.

- The production server was stress tested for 1,000 simultaneous users.

- We provided private & secure kiosks for users that normally use shared PCs (or do not use PCs at all for their daily work).

SIGMA-ALDRICH®

Project Steps – Project Team

- The project team consisted of many different departments located in different locations.

- We tried to involve all the departments from the **beginning of the project.**

  - Human Resources, (Project Sponsor)
    - St. Louis, MO,
    - Milwaukee, WI,
    - Bellefonte, PA

  - Benefits/Compensation Department,
    - St. Louis, MO

  - Information Services
    - Lyon, France
    - St. Louis, MO
    - Bellefonte, PA

SIGMA-ALDRICH®

Project Steps – Project Team- continued

- IS had many different groups, from different locations, involved in the project :

• Active Directory
  - St. Louis, MO
	• Network Infrastructure
	  - St. Louis, MO

• Desktop group
  - St. Louis, MO
  - Milwaukee, WI
  - Bellefonte, PA
  - Natick, MA
  - Woodlands, TX
	• Global Help Desk,
	  - St. Louis, MO
	
	• SAP Development
	• SAP Security
	  - St. Louis, MO

• Software Admin. & Dev.
  - Lyon, France
  - Bellefonte, PA
	• Server group
	  - St. Louis, MO

SIGMA-ALDRICH®

Project Steps – Go live period

- We set up a project room for the 2 week enrollment period with at least one member from each team staffing the room.

- We did not expect any major problems but we wanted to be prepared for anything as the enrollment period was short.

- Documentation/Training was provided to the Global Service Desk staff.

- All calls from users went to the Global Service Desk.

- Any calls not able to be resolved by the Global Service Desk then went to the project room.

SIGMA-ALDRICH®

Benefits Enrollment Wizard

eHR

Open Enrollment   My Benefits

Benefits Open Enrollment

Easy Self Service in 7 Steps

1. Welcome

2. Update Dependent Information

3. Medical

4. Dental

5. Flexible Spending

6. Supplemental Life

7. Confirmation

Welcome

Welcome to the Sigma-Aldrich Benefits Open Enrollment for 2008. Open enrollment starts on October 29 and ends at midnight, CT, November 9. Human Resources is excited to introduce our new confidential, secure online benefits enrollment system. Online enrollment is the first step in the development of a comprehensive Employee Self Service (ESS) system. It provides an easy and efficient way to view your current individual benefit elections and covered dependents and to elect your 2008 benefits. Before beginning your online enrollment, we encourage you to review both your current benefit elections on the **My Benefits** tab and the enrollment materials provided.

The online enrollment system will take you through the open enrollment process. Most screens show you current benefit election including any covered dependents. Comments at the top of each screen help you navigate through the system. Some screens contain required fields (identified with an asterisk *) that mu be completed before going to the next screen. Additional information regarding Open Enrollment can be found in the Reference Library located on each screen. If you are unable to complete your enrollment at this time, you will need to begin the re-enrollment process again when you log in.

If you complete the enrollment process and later decide that you want to change your benefit elections, you can do so by repeating the online enrollment process. You can continue to make election changes through November 9; after this date, your elections are locked-in. Each time you repeat the enrollment process, the system will display your last election.

Should you have any questions, please contact your Human Resources representative.

Next >

Benefits Enrollment Wizard – continued

- The Wizard format allowed the users to be directed through the benefits enrollment process.

- We designed very simple screens so that anyone could use them.

- No user training was done prior to the release of the enrollment system.
    - We provided online documentation about the system.
    - We provided online documentation library about the benefit programs and links to the benefit provider web sites.

- A confirmation page was provided at the end of the wizard for the users to check their benefit selections.

- Once confirmed, the portlet updated the SAP HR system with the user's selections.

- The information was then easily collected and electronically sent to our benefits providers.

Benefits Enrollment Wizard – continued

Documentation Library and Provider Links

Benefits Enrollment Wizard – continued

Easy Self Service in 7 Steps

1. Welcome ✓
2. Update Dependent Information ✓
3. Medical ✓
4. Dental
5. Flexible Spending
6. Supplemental Life
7. Confirmation

Dental Benefits

Please review your current elections. If you do not want to make a change, click on Next and you will be re-enrolled in the elections as they appear on the screen. Use the drop-down menu to change your Option or Coverage level. When you have completed your changes, click on Next. To return to a prior screen, click on Previous.

Plan Name *	⊙ Delta Dental

Plan Options

Plan Option *	Tier 2 ⌄

Coverage-N-Cost

Coverage *	Employee + 1 ⌄
Pre-Tax Per Pay Period Contribution	▓▓ USD
Post-Tax Per Pay Period Contribution	▓▓ USD

DEPENDENTS

Selected	Name	Relationship	Gender	Date of Birth
☑	ChildOf Woods	Stepchild living with you	F	07/21/1994

< Previous   Next >

SIGMA-ALDRICH®

Project Results

- Out of 3,720 eligible employees, 2,988 (80%) enrolled over the 2 week period.

- 318 (~ 10%) employees called the Global Service Desk for system questions/problems.

- Most calls were related to login issues.

- Most calls were resolved while the user was on the phone.

- Feedback from the user community and management was very positive.

SIGMA-ALDRICH®

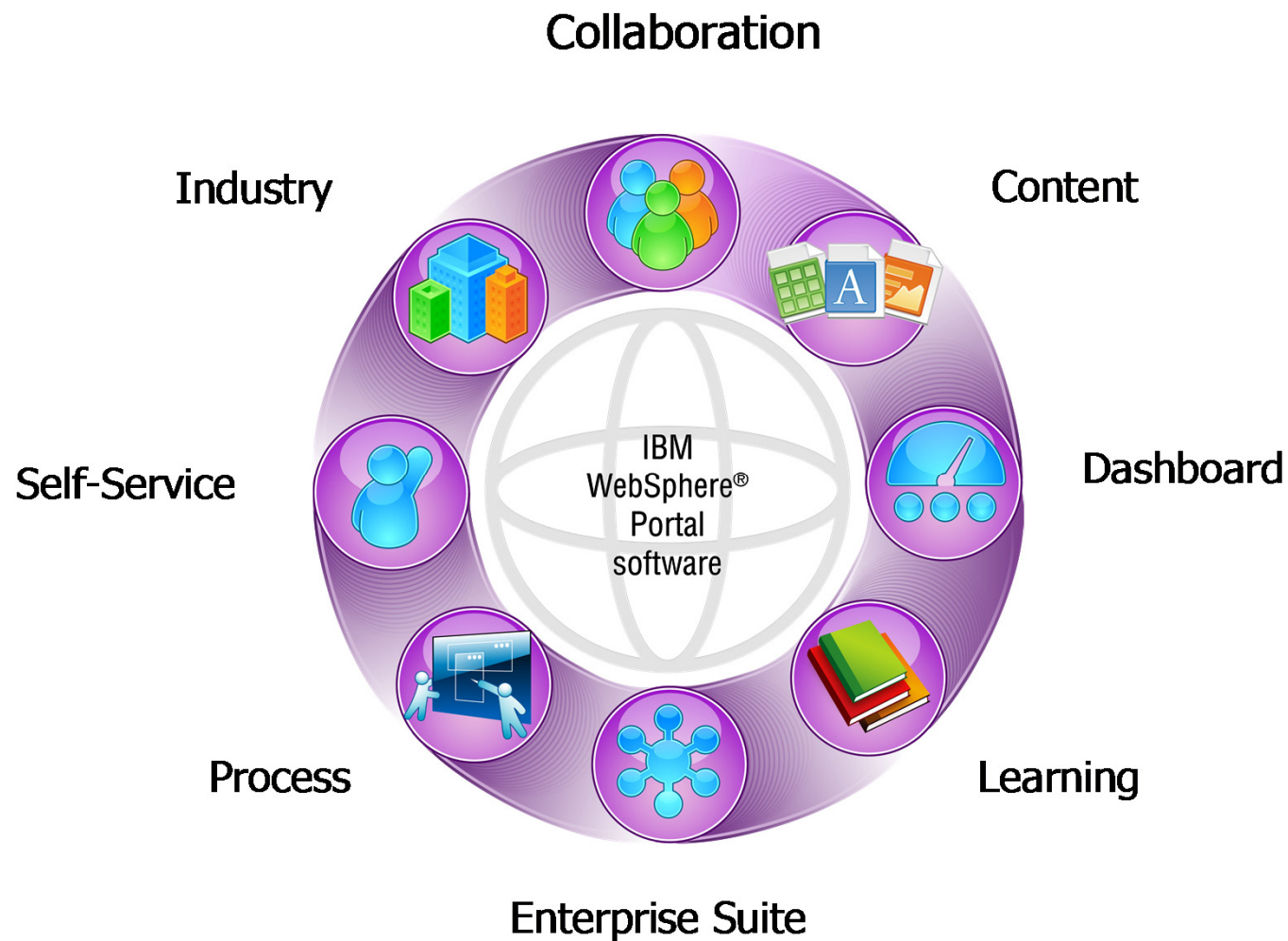# Leveraging the Power of IBM's Self-Service Accelerator: Lotus Workforce Management

Marty Lechleider

Program Director
Lotus Composite Products

Lotus software

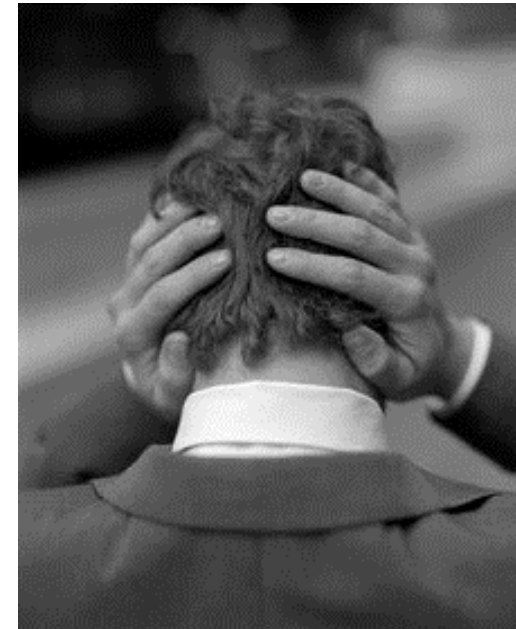# IBM Accelerators for WebSphere Portal

Pains Points

Employees

– Multiple places to go to get work done
– Inconsistent, disjointed, and confusing user experiences

HR

– Data inaccuracy
– Manual, administrative work
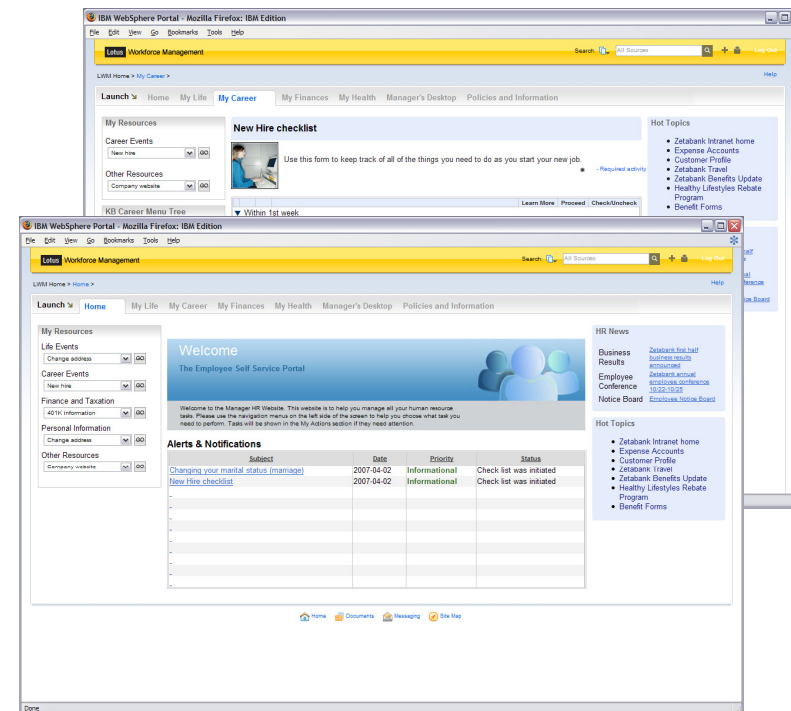– Non-strategic focus

IT

– Inflexible end user experience
– Release decencies and upgrades
– Lack of integration
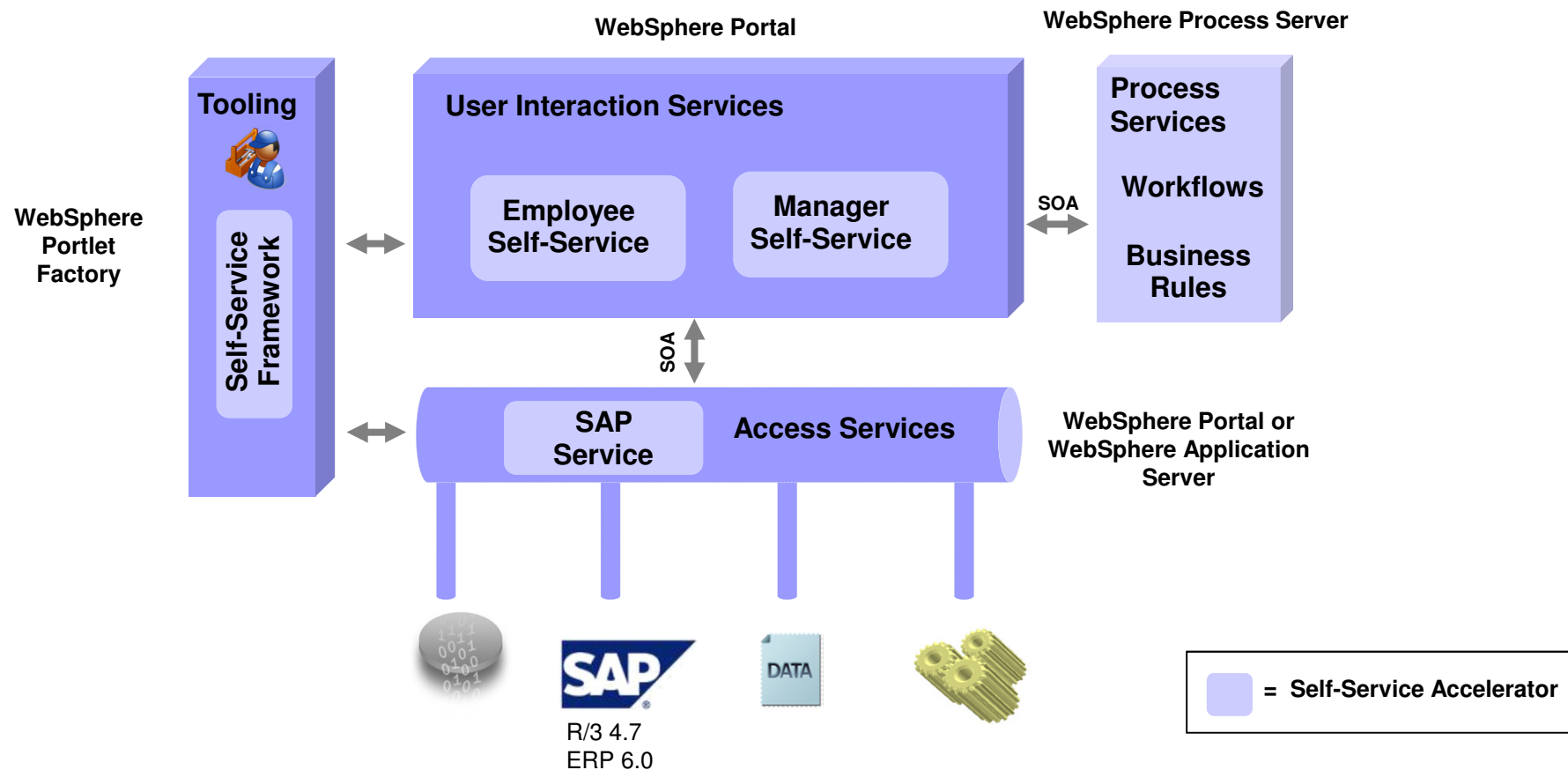
IBM Self-Service Accelerator

- Accelerate development of ESS and MSS

- Increase efficiency of HR service delivery

- Enhance strategic HR focus

- Intuitive and guided user experience

- Integrate SAP and non-SAP systems and information

Flexible SOA Architecture

- User Experience as a service consumer / producer
- Flexible "front-end" not constrained by "back-end"

Employee Self-Service Jump Start Portlets

Checklists

Life Event Checklists
- Getting Married
- Moving
- Welcoming a New Child

Work Event Checklists
- Starting a New Job
- Planning to Retire
- Voluntary Separation

Portlets

Time and Attendance
- *Work Schedule*
- *Record Working Time*
- *Leave Request*
- *Leave Balance*

Pay and Bank
- *Display Basic Pay*
- *Display Pay Slip*
- *Bank Information*
- Tax Withholdings (W4)

Personal Information
- Name
- Telephone
- Marital Status
- Address
- *Family Information*
- *Emergency Contacts*

Italic = LWM 6.1 updates

Manager Self-Service Jump Start Portlets

Checklists

- New Hire
- Termination
- Pay Change
- Promotion/Demotion
- Transfer
- New Org Unit

Portlets

- *Approve Working Time*
- *Approve Leave Request*
- *Team Viewer*
- *Team Calendar*
- *Reminder of Dates*
- *Master Date*
- *Absence Create*
- *Location Information*
- *Residence Status*
- New Hire
- Voluntary/involuntary separation
- Job transfers
- Job information changes,
- Promotion/demotion,
- Premium pay increase
- New Organization Unit

PromoteDemote

Some description about Premote Demote

▼ Actions to be
   ✳ Discus
   ✳ Discus
   ✳ Initiate
   ✳ Open
   ✳ Initiate
▼ Actions to be
   Send

New Hire

Some description

New Hire : John Doe

▼ Prior to Employee's First Day at Work
   ✳ Initiate New Hire request
   ✳ Ensure New Hire Orientation is scheduled, where applicable
   ✳ Ensure that Lan ID and all required system access is set up for the New Hire
   ✳ Ensure work space is ready for New Hire's first day at work

Team Calendar

Italic = LWM 6.1 updates

Building on a Solid Framework

Challenges the Self-Service Framework Needs to Address:

- Rapid development and ease of customization

- Manage employee credentials between SAP and WebSphere Portal

- Integration with SAP

- Ability to create a compelling user interface

Rapid Development and Ease of Customization

WebSphere Portlet Factory is an application and portlet creation environment that <u>simplifies</u> & <u>accelerates</u> the development, deployment, maintenance and reuse of custom SOA-based portlets

"We selected <u>WebSphere Portlet Factory</u> as a powerful and versatile vehicle for the rapid deployment of high-impact business applications…"

**Steve Sacho, Manager of web and application development
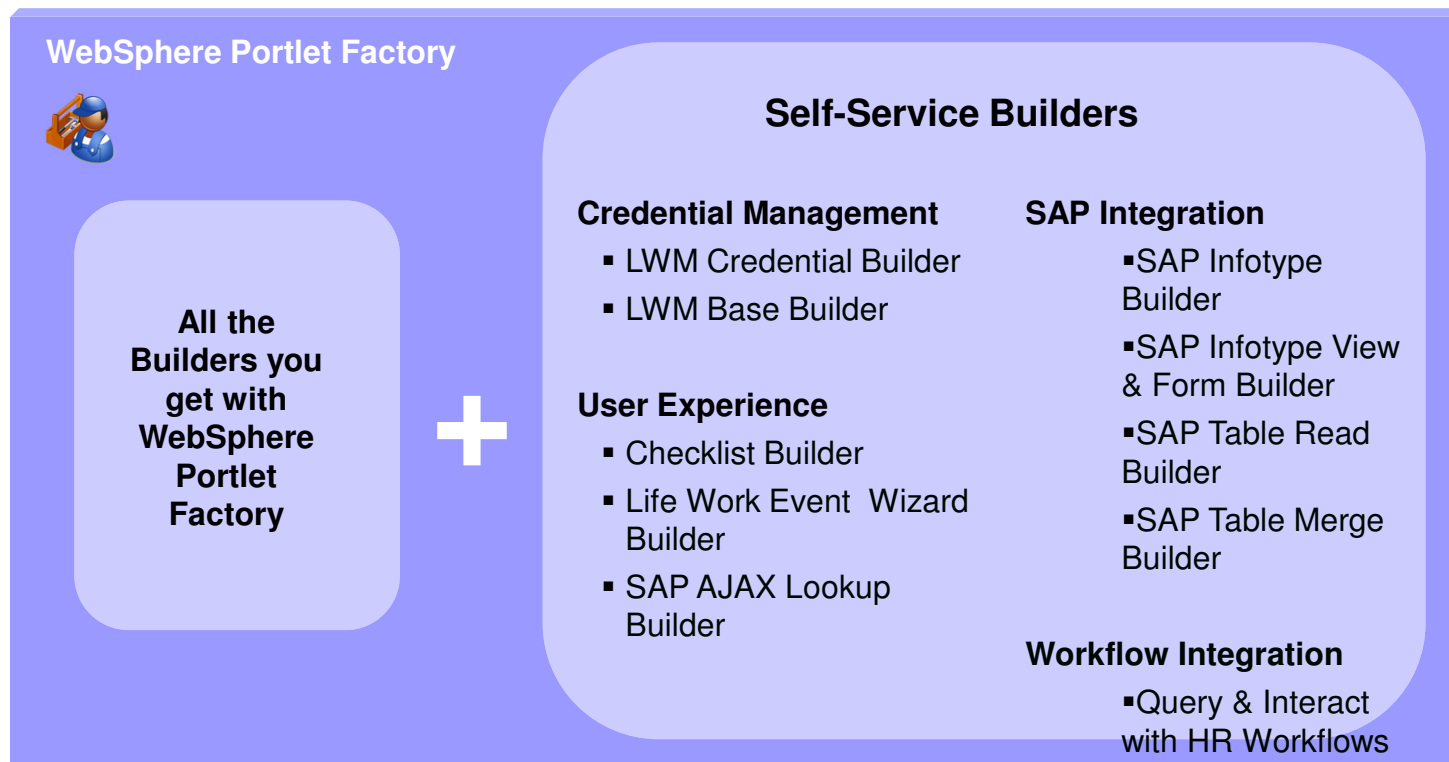Pfizer Global Manufacturing**
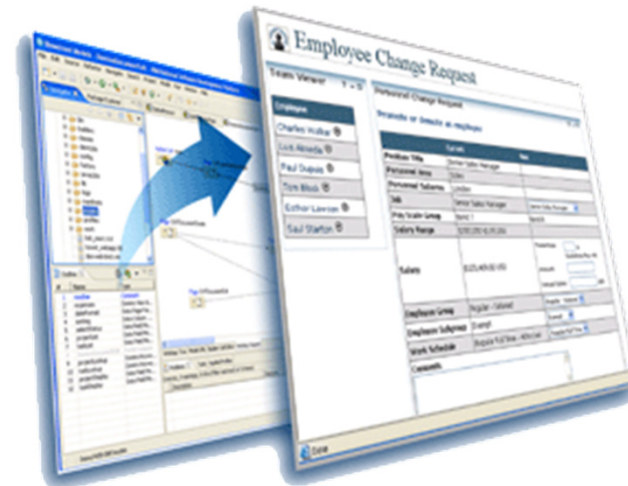
✓ *Automation*   ✓ *Change*   ✓ *Reuse*

Self-Service Accelerator adds what you get with WebSphere Portlet Factory

IBM Self-Service Accelerator Framework

WebSphere Portlet Factory

All the Builders you get with WebSphere Portlet Factory

+

Self-Service Builders

Credential Management
- LWM Credential Builder
- LWM Base Builder

User Experience
- Checklist Builder
- Life Work Event Wizard Builder
- SAP AJAX Lookup Builder

SAP Integration
- SAP Infotype Builder
- SAP Infotype View & Form Builder
- SAP Table Read Builder
- SAP Table Merge Builder

Workflow Integration
- Query & Interact with HR Workflows

IBM Self-Service Accelerator - Summary

- Flexible SOA architecture for ease of integration
  - Presentation "on the glass"
  - Multiple backend systems
  - Business processes

- Framework for ease and speed of customization

- Jump Start functionality

- Highly configurable, dynamic, role based WebSphere Portal platforms

- Performance and Scalability of WebSphere Portal

- Based on Open Standards

User Interaction Services

Employee Self-Service

Manager Self-Service

Access Services

Skills

Jobs

Benefits

Travel

Payroll

Learning

Expenses

Policies

Content
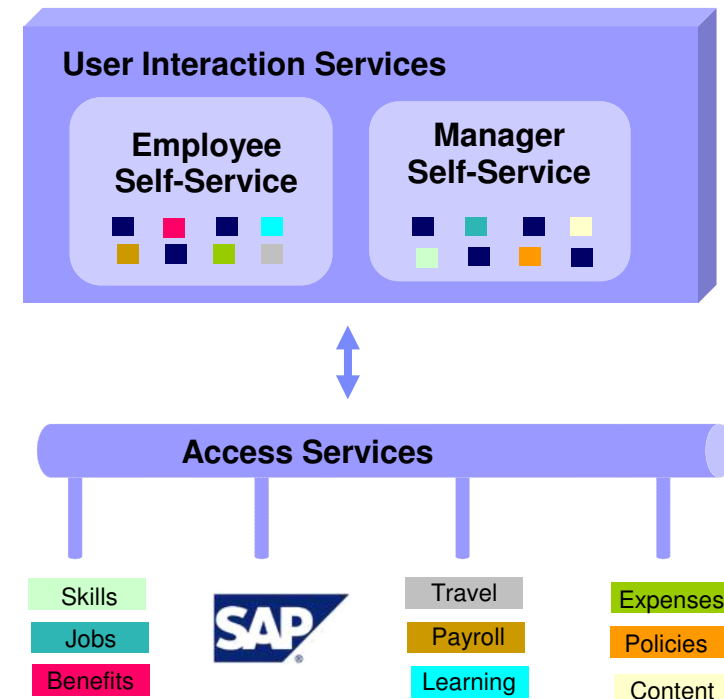
Questions?

Worldwide Sales	
Partners	
Product Web Page	ibm.com/software/lotus/selfserviceaccelerator

धन्यवाद
Hindi

多謝
Traditional Chinese

ขอบคุณ
Thai

Спасибо
Russian

Gracias
Spanish

Thank
English

Dziękuję
Polish

شكراً
Arabic

You

Obrigado
Brazilian Portuguese

多谢
Simplified Chinese

Danke
German

Grazie
Italian

Merci
French

நன்றி
Tamil

ありがとうございました
Japanese

감사합니다
Korean

Sponsored by Intel

(intel) Leap ahead