

Information Builders and Human
Capital Management

WebFOCUS

iWay
Software



"WebFOCUS has enabled us to take control of our HR control network in just a few months. The key elements that led us to choose this solution were the option of creating queries very easily using new indicators, of extending the project to new functionalities, and of rapidly rolling the system out to a large number of users."

Arnaud Kohler
 HR Control Manager
 SNCF

Leveraging Workforce Intelligence to Optimize Performance

Any successful company knows that its greatest asset is its employee base. Properly protecting, nurturing, and developing that asset will lead to substantial competitive advantage, long-term growth, and sustained profitability.

But, few organizations realize just how costly poorly planned and executed human capital management (HCM) practices can be. Harvard Business Review estimates that the cost of replacing an employee is approximately 150 percent of their annual salary. However, this number becomes even higher once the expenses associated with lost productivity and reduced morale are factored in.

In order to significantly improve HCM, organizations need to streamline human resources (HR) operations, gain insight into the critical issues and trends that impact related activities, and provide services to its staff members that foster stronger relationships and greater loyalty and retention.

A Powerful Platform for HCM Reporting and Analysis

The WebFOCUS business intelligence (BI) platform is designed to provide companies with the kind of robust reporting and analysis capabilities they need to:

- Optimize resource allocation and output
- Expand and refine workforce skills
- Minimize attrition and turnover
- Improve the efficiency of staffing, payroll processing, and other key HR functions

Human Capital Management

KPI HR Console Termination Analysis Geographic Analysis Ad Hoc Reporting

Guided Ad Hoc

Select Report Options

Select Report	Select Sort	Viewing Options	Output Format	Run Now
<input checked="" type="radio"/> Headcount <input type="radio"/> Turnover <input type="radio"/> Roster <input type="radio"/> Total Count	Region Secondary Sort: Major Business	<input checked="" type="radio"/> None <input type="radio"/> On Demand Paging <input type="radio"/> Table of Contents	<input checked="" type="radio"/> HTML <input type="radio"/> EXL2K <input type="radio"/> PDF	Run Now Save Selection Schedule <input type="checkbox"/> Run Deferred

Select Report Filters

Major Business	Sector	Department	
ALL BANAMEX CIB CITIGROUP INTERNATIONAL	ALL *CONSUMER BANK-EM *GLOBAL CONSUMER INVESTMNT *INVEST PROD & DISTR		
Region	Country	City	Location
ALL Asia Pacific Europe, Middle East, & Africa Latin America	ALL Algeria Argentina Australia		
Job Function	Job Family	Employee ID	
ALL	ALL		
Employee Class	Employee Type	Grade	Status
ALL Global Expatriate Regional Expatriate Hybrid Expatriate Developmental Expatriate	ALL Salaried with Bonus Draw Commissioned Draw (Bonus Only) Exception Hourly	ALL 0 00 001 002	<input checked="" type="radio"/> ALL <input type="radio"/> Active <input type="radio"/> Terminated

- Reduce labor-related costs
- Facilitate compliance with internal and external guidelines
- Enhance communication between executives and employees

The WebFOCUS environment can be seamlessly integrated with all major HR and HCM software packages, including PeopleSoft, SAP, and Lawson. Additionally, it can instantly access data from more than 300 other systems, providing HR staff and other professionals with unhindered visibility into all core company activities.

WebFOCUS also offers a wide array of innovative capabilities, including end-to-end **data quality management** to ensure the consistency and integrity of HR information across the business, a robust **performance management framework** that allows users at all levels to actively participate in the tracking and measurement of key HR performance indicators, and **enterprise search** functionality that enables any user to quickly and easily locate and retrieve any HR information, from any source throughout the enterprise.

WebFOCUS is highly scalable and flexible, and can serve as the foundation for virtually any type of human capital management reporting system, including:

- Compliance and global reporting
- Workforce analytics
- Employee portals and self-service applications
- Personnel administration
- Employee performance management
- Benefits and compensation administration
- E-recruitment
- Career development and training

For years, leading companies around the world have been trusting WebFOCUS for all their human capital management information needs. Businesses of all sizes, across all industries, use WebFOCUS each day to collect and analyze vital data that helps optimize HR efficiency, and maximize employee morale, satisfaction, productivity, and retention.

Customer Successes

Administaff – WebFOCUS empowered the country’s leading professional employer organization (PEO) to improve service to its clients by making important HR information conveniently available, at any time, via the web. Clients generate hundreds of ad hoc and self-service reports each day – as many as 40,000 reports each quarter – that include critical payroll, tax, benefit, and related HR information. Easy access to such timely and complete data enables clients to better manage work-site employees, resulting in higher levels of customer satisfaction for Administaff.

CHG Healthcare Services – This leading provider of placement services for healthcare professionals needed to unify a Salesforce.com environment with legacy CRM and custom-written applications. Information Builders’ iWay Software enabled direct connectivity among the systems, while enhancing data quality. This, in turn, has laid the foundation for a more efficient sales force.

Haskell – Difficulty retrieving HR data from JD Edwards systems proved to be a burden for Haskell, an architectural and engineering firm. With WebFOCUS, HR reports, such as total compensation statements, workers compensation details, and payroll summaries, are now more accessible and intuitive.

Intelligence, Ltd. – This Tokyo-based HR consulting firm provides job recruitment and placement services. Sales representatives had limited access to account data, such as ad results, which was crucial to generating new business and servicing existing clients. By upgrading its reporting environment with WebFOCUS, Intelligence has enabled reps to create more effective, customized proposals for prospective clients, and clearly demonstrate results and value to current advertisers.

NASA – Efficiently managing employee travel expenses can be a cumbersome endeavor – unless, like the Launch Vehicle Processing Directorate at NASA’s Kennedy Space Center, you’ve implemented a powerful business intelligence solution. WebFOCUS serves as the foundation of a comprehensive travel expense management system that uses an email-based workflow to gather information and route approvals. Additionally, a related budget reporting application helps the organization to better control travel and other costs by eliminating the need to manually track budgets in spreadsheets.

Orange and Rockland Utilities – Providing vital HR information to upper management and employees has increased visibility and efficiency at Orange and Rockland Utilities, a provider of electricity and natural gas to New York, as well as parts of New Jersey and Pennsylvania. A web-based self-service application allows authorized supervisors and executives to obtain statistics about time and attendance, employee turnover, labor costs, retirement eligibility, and other factors that impact company and workforce planning. And, an online calendaring application gives staff members the ability to track their vacation, personal, and sick time balances. WebFOCUS has helped the utility firm to improve executive decision making, while streamlining HR processes and reducing the number of routine calls placed to staff members in the HR department.

PSA Antwerp – As competition heats up in the global shipping industry, Hesse-Nord Natie, a major terminal operator in the Port of Antwerp, Belgium, turned to WebFOCUS to help it gain an edge. In the past, retrieving intelligent and timely information to assist in the monitoring of port operations proved to be a significant challenge, due to the many variables involved. But with WebFOCUS, managers now have a real-time status of each car at all times. This allows them to improve a wide array of human resources activities, including the coordination of worker schedules and labor allocation. Additionally, as the company continues to depend on daily work gangs, managers can now more readily obtain information related to accident claims and insurance reimbursements, allowing them to deal with such events immediately.

Securex – Belgium-based company Securex provides payroll and other HR management services to small and mid-sized businesses. With the WebFOCUS business intelligence platform, Securex was able to create and deploy a comprehensive self-service reporting and analysis environment that allows small business owners to generate ad hoc recruitment, payroll, and other personnel reports, quickly and easily via the web. WebFOCUS has increased the efficiency of the company's support staff, freeing up more of their time to provide advice and assistance to customers. At the same time, clients now have greater visibility into their HR operations, and can better comply with legal and regulatory requirements.

SNCF – Because its complex hierarchy is structured both vertically and horizontally, providing its branches and operational units with greater control over HR activities was a key priority for the SNCF, the company that oversees all rail services for infrastructure owned by Réseau Ferré de France (RFF). With WebFOCUS, SNCF was able to successfully create a decentralized HR control network by making real-time information about training, payroll, working conditions, and holidays readily available to staff members across the organization. Employees can access and review their individual information, management can retrieve data for statistical analysis, and executives can review reports that examine the achievement of key corporate goals.

Starwood Hotels and Resorts Worldwide, Inc. – This organization is one of the leading hotel and leisure companies in the world. A global reporting system, powered by WebFOCUS enterprise business intelligence solutions, has human resources processes running more smoothly than ever before. Personnel and payroll data from numerous sources can be easily accessed via the web by authorized users at Starwood properties worldwide – eliminating the antiquated, time-consuming task of maintaining cumbersome manual spreadsheets and e-mailing them to headquarters. As a result, the costs and manpower required to track and report on HR information has been dramatically reduced, while HR-related decision-making has been significantly improved.

State of Louisiana Department of Social Services – The Child Welfare Division within the Louisiana Department of Social Services has deployed an award-winning WebFOCUS application with advanced geographic business intelligence capabilities from ESRI. The cutting-edge reporting environment empowers staff members to run highly intuitive graphic reports that make it easier to track and discern trends in complex data. This enables them to more accurately locate and manage available foster placement resources for children. In 2008, the government agency was recognized by the IT Solutions Management for Human Services (ISM), an association of Government Information Systems professionals, for the innovation of this application.

State of Oklahoma Department of Human Services (OKDHS) – The WebFOCUS business intelligence platform has been employed by the Oklahoma Department of Human Services to compile and analyze data that empowers caseworkers to provide better services. Reports track thousands of children as they move through the system, from foster care, adoption, and subsidy, through post-subsidy activities. This reveals a wealth of information that enables field workers to better understand each child’s history, including court reports and treatment plans, so they can identify crucial trends and make better decisions regarding the management of each case. Additionally, WebFOCUS helps the agency comply with mandates to provide quarterly updates on its program improvement plan to the federal government.

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