

# IBM ON DEMAND WORKPLACE AND PEOPLESOFT

*Working together to change the way people work: Next-generation workplace efficiencies . . . today*




UPTIME

we know

they know

REALTIME



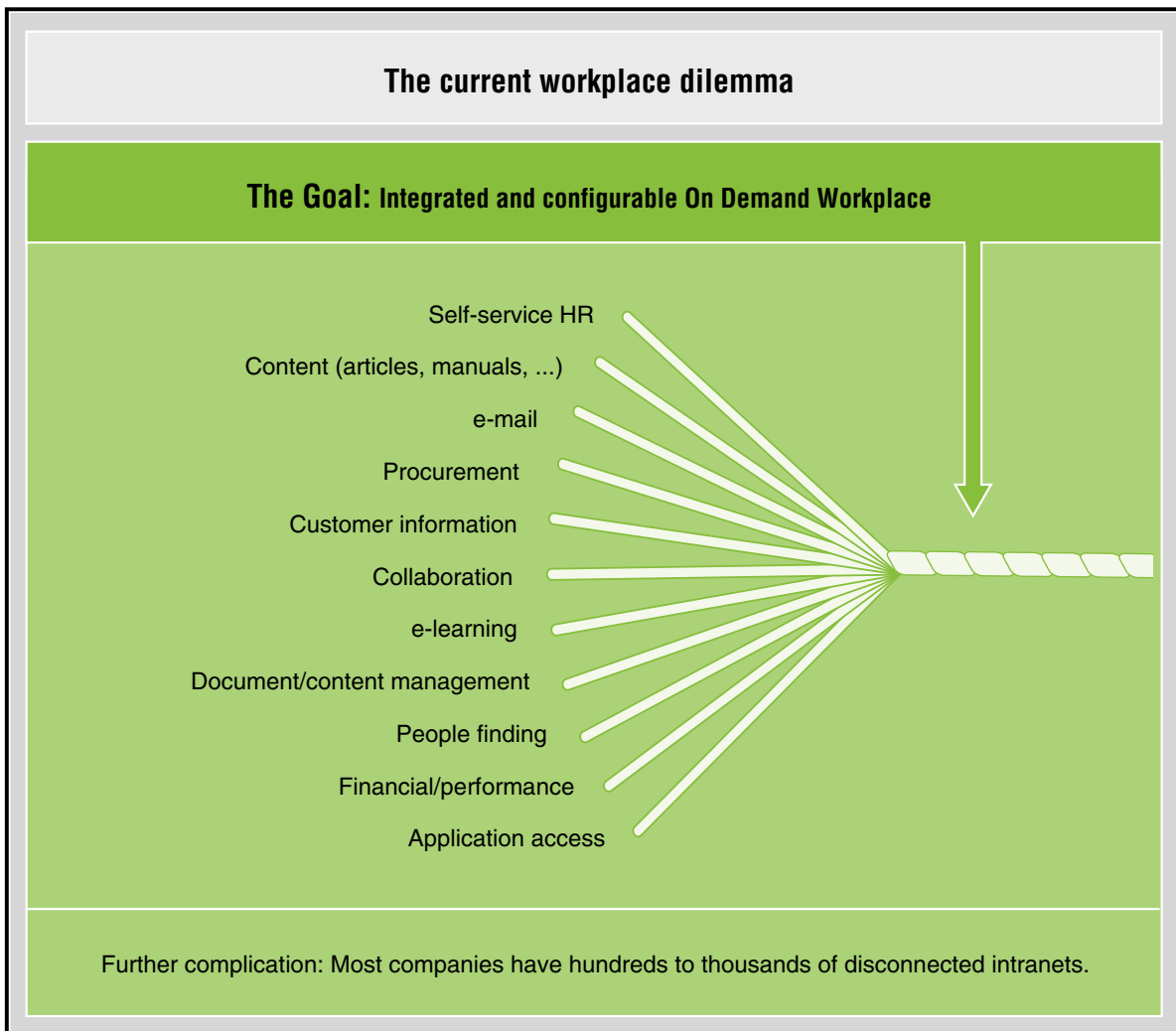


*Today, many organizations are focusing on creating streamlined, more fluid, and more responsive and productive working environments for their employees. The goal is to make everyone a “knowledge worker” in an organization where they can use self-service human resource (HR) systems, boost collaboration, communicate anywhere, and otherwise relate to each other and to the company in a whole new way.*

*Yet the suite of tools used by employees today encompasses dozens of applications that run on hundreds of disconnected intranets. Getting access to the right information can be a slow and frustrating process, with a direct negative impact on productivity.*

*Today’s knowledge worker needs to have a single point of access to the information and tools they need, when they need it.*

*Introducing IBM On Demand Workplace, an IBM e-business on demand™ solution.*



■ ***“A workplace that is distributed, connected, adaptable, flexible, services and web-enabled and moves seamlessly between space and cyberspace is the source of huge competitive advantage. Most importantly, creating a workplace may now be a matter of enterprise and organizational survival.”***

—The Agile Workplace, Gartner Group Report, May 2002



**Unlocking the value of the enterprise  
by connecting everyone to everything:  
IBM On Demand Workplace**

IBM On Demand Workplace is an enterprise solution that improves workforce effectiveness and productivity while reducing costs. It is a suite of proven, workforce-centric solutions designed to help companies decrease costs, boost efficiencies and fundamentally alter the way their employees work—all delivered through an enterprise portal.

On Demand Workplace includes a broad set of Internet-based collaborative technologies such as e-HR, eLearning and Virtual Help Desk—giving your employees the tools to do their jobs quickly and effectively, at minimal cost. It is an open, standards-based solution that builds on an organization's existing technology, for a fast return on investment.

On Demand Workplace is both standards-based and modular, so you can start with one or two applications, such as e-HR, and expand with other applications over time. This allows for rapid deployment, reduced risk and customized value.

On Demand Workplace has helped leading companies all over the world to improve their productivity and their bottom line.

Here's why.

On Demand Workplace enables companies to:

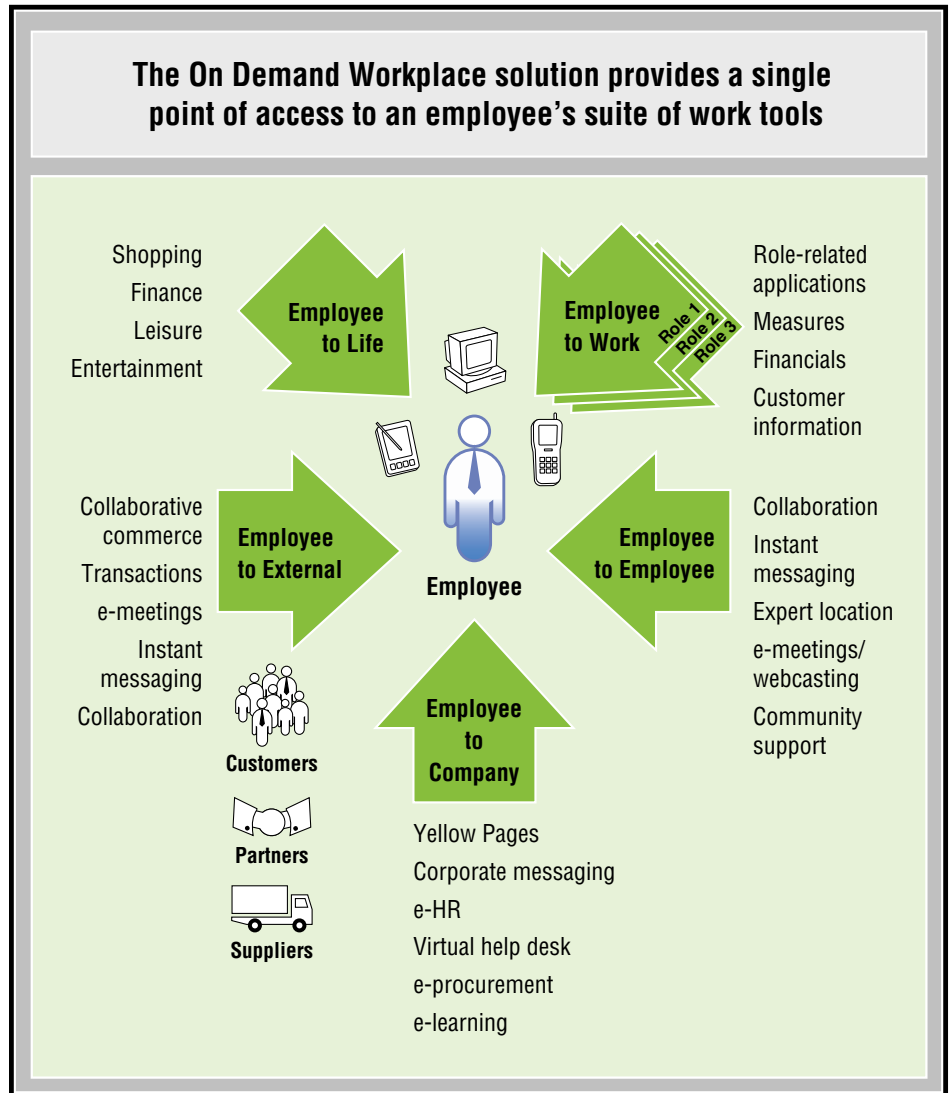
- Reduce costs and make employees more nimble
- Dramatically improve workforce effectiveness and productivity by transforming the employee-to-employee and employee-to-business relationships while enhancing company interactions with both customers and business partners
- Reduce the complexity of the work environment to focus employees on higher-value activities
- Establish one platform for real-time collaboration with customers, suppliers, business partners and employees
- Improve customer service through online knowledge management, search capabilities and expert collaboration
- Facilitate cultural transformation and promote innovation
- Leverage existing information technology (IT) infrastructure to maximize people and skills.

**e-HR: the anchor of an On Demand Workplace**

The On Demand Workplace often begins with e-HR. To build this critical cornerstone, IBM has teamed with PeopleSoft, the world's leader in Human Capital Management (HCM) applications, to deliver a comprehensive, robust e-HR solution based on individual company requirements.

The e-HR applications from PeopleSoft are the core of a comprehensive workforce-centered environment.

This can include all or any of the following: eBenefits, eCompensation, eDevelopment, eEquity, Enterprise Warehouse, ePay, ePerformance, eProfile, eRecruit, Global Payroll, Helpdesk, Human Resources, Mobile Time Management, Pension Administration, Resume Processing, Stock Administration, Time and Labor, Workforce Analytics, Sales Incentive Management, and Learning Solutions.



**“This new e-workplace and the IBM global Web architecture are important to our business going forward. For companies of our size, it is too time-consuming and expensive to invent this ourselves. As a leading e-business itself, IBM has truly mastered the e-workplace environment and has a track record of tangible results in leveraging e-business technology.”**

—Doreen Wright, Senior Vice President and CIO of Campbell Soup Company



e-HR enables HR managers to focus on strategy and program development, and not be bogged down in answering routine questions and shuffling paperwork. For example, e-HR enables companies to electronically manage the human-capital lifecycle, from attracting and screening job applicants, through to hiring, training, promotion, retention and retirement. An employee can go to her personalized intranet portal to change her benefits, and be refocused on her job within minutes. The result? Dramatically increased employee satisfaction and productivity—at a lower cost.

IBM Global Services provides business consulting, systems integration, application management, hosting and outsourcing services to build and run e-HR. PeopleSoft applications are built on a Pure Internet Architecture™ and are integrated with IBM WebSphere® Portal, IBM DB2® and IBM @server™ systems for maximum flexibility and resiliency required for on demand performance.

#### **IBM and PeopleSoft**

IBM and PeopleSoft have been working together since 1987, and have helped more than 1,600 customers in 50 countries to implement world-class HR and other e-business enterprise application systems. Together, we are committed to collaborative marketing and sales, seamless software integration and extensive co-development efforts. In addition to being the IBM vendor of choice for e-HR, PeopleSoft has applications to address other facets of the On Demand Workplace, including eLearning, Virtual Help Desk and Customer Self Service.

PeopleSoft is the world's leading provider of application software for the real-time enterprise. PeopleSoft pure Internet software enables organizations to reduce costs and increase productivity by directly connecting customers, suppliers, partners and employees to business processes online, in real time. In addition to HCM,

PeopleSoft's integrated, best-in-class applications also include Customer Relationship Management, Supply Chain Management and Financial Management solutions. More than 4,800 organizations in 140 countries run on PeopleSoft software.

IBM, the world's largest IT and consulting services company, creates, develops and manufactures the industry's most advanced information technologies, including computer systems, software, networking systems, storage devices and microelectronics. IBM translates these advanced technologies into value for customers through innovative solutions and services delivered worldwide.

For more information, please contact your IBM or PeopleSoft representative, or visit:

**ibm.com**

## **Safeway**

*The UK-based grocery retailer, Safeway, had a challenge that is familiar to many companies: how to effectively manage a large workforce spread over multiple locations. For Safeway, this translated into 90,000 employees spread across 500 stores. Previously, each store managed its own HR needs, which was quite labor intensive, resulting in too much time spent on simple administrative tasks.*

*Working with IBM, Safeway migrated to a centrally managed, Web-based PeopleSoft HCM system that is accessed via WebSphere Portal and is housed on Safeway's intranet, running on IBM @server pSeries™ servers. The system is centrally managed out of a single call center that is open 12 hours a day, 6 days a week.*

*Safeway estimates that this system will cut its HR-related administration by up to 40 percent and will provide savings of over US\$4 million per year. It will reduce the paper-based administrative processes and free up teams to spend time on more value-added activities. In addition, Safeway's implementation of On Demand Workplace is helping the company to improve its recruitment process, making it easier to attract and retain staff while allowing it to identify and develop talent across all of its UK stores, matching employees' skills to the most suitable local vacancies.*

***“The implementation of the PeopleSoft-based HR system supports Safeway in meeting its goal of attracting and retaining the best staff available. In working with us on this project, IBM has shown that it understands the issues and challenges central to the retail industry.”***

*—Ric Francis, Chief Information Officer at Safeway*





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