



Employee Portal Supports Dynamic Workforce

BUSINESS BACKGROUND

This Global Wealth Management Firm has served private, institutional and corporate clients worldwide for 150 years. With offices in more than 50 countries, including all major financial centers, The Firm employs more than 65,000 people. Combining wealth management, investment banking and asset management businesses, The Firm has the ability to manage more than 2.2 trillion in invested assets.

CASE STUDY BACKGROUND

The Firm is a global organization that underwent many organizational changes and personnel redeployments. Large business transitions require masterful planning and deployment of HR programs and the agility to develop and launch new initiatives quickly.

However, there were two key constraints that challenged HR's ability to meet these requirements, (a) the development cycle time for new programs was long, and (b) the support staff was unprepared for the volume of calls related to new programs.

THE PROBLEM

In the past, far-reaching employee transition programs overwhelmed the internal call center staff. This resulted in administrative errors, many duplicate and follow-up calls, as well as low employee satisfaction. Transition programs were implemented across the company globally, affecting thousands of employees all at once. The development effort needed for each new program proved to be costly and inefficient, and the time-to-market was too long.

ALTERNATIVES CONSIDERED

The Firm could have added more development and support staff, but this would lead to even higher costs and inefficiencies. Physical datamarts, to provide the aggregated data needed for the transition programs, could have been built using standard extract transform and load (ETL) tools, but the long development cycles and slow response to changes reduced agility and compounded the problem.

THE SOLUTION

The Firm selected the Composite Information Server for its data federation capabilities. Composite was able to integrate data from multiple, disparate sources - anywhere across the extended enterprise - in a unified, logically virtualized manner for consumption by nearly any front end business solution, including portals, reports, applications, search, and more.

"Composite's ability to transparently access sources allows us to provide better data so we can achieve improved modeling, this has resulted in better decisions for the business."

Senior Vice President
Global Money Management Firm

AT-A-GLANCE

Industry

Financial Services - Money Management

Business Problem Solved

Project managers needed easy access to personnel information related to engineering, technical, and managerial resources. However, gathering and aggregating the data from multiple sources was too costly and took too much time.

Data Integration Patterns

Build a set of financial research data services over the warehouse using Composite Information Server to abstract away the underlying data complexity, simplify reusable view creation, and stop rogue data mart proliferation.

Composite Software Products

Composite Information Server 5.1
Composite Application Data Services

Data Sources

Global Reporting Warehouse (Oracle); Employee Demographics (Sybase); Peoplesoft HR (Oracle)

Data Consumers

Employee Change of Status Portal (Business Objects); Health Insurance Vendors (web services)

Platform

Windows Server 2003

THE SOLUTION CONT.

The Firm built a new employee-facing website for HR programs using data provided by the Composite Information Server. Composite drove efficient implementations of new HR programs that delivered employee benefits tailored automatically to each worker.

Employee Change of Status Portal

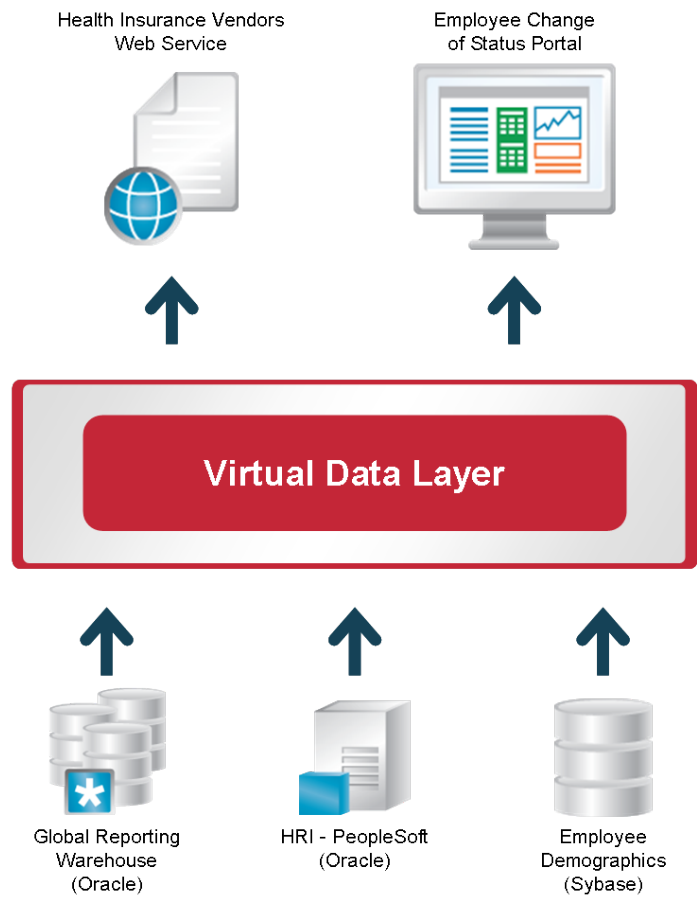
A new employee-facing website for HR programs was part of the solution. Each transitioning employee is now provided, at a glance, the specific information (such as benefits, outplacement, etc.) and options appropriate to him/her. This solution dramatically reduced the call burden on the call center since most questions were answered via self-service options.

Formal documentation from various data sources is now easily created. Before, HR programs required over 250 word templates, each built by hand. Now, due to the ease of accessing data in a flexible and automated way, only 3 document templates are required.

From a technical standpoint, some frequently used data is now instantly available in a cache. The Composite Information Server's caching capability accelerates primary queries and the IT team avoids building duplicate queries in MS Access to link data sources. Where legacy queries might take several hours to run, the same queries now run in 12 minutes in the Composite Information Server. Plus, there is flexibility on scheduling the frequency and timing of cache refreshes.

A side benefit to employees was the speed at which their insurance claims were processed, which now took only minutes instead of hours. This was made possible by the fresh data frequently delivered to insurance vendors to process.

Additionally, some limitations of Business Objects, the front-end application used to display data to workers, were overcome by the Composite Information Server capabilities. Business Objects did not provide developers the ability to easily select additional data sources they needed to link. Many workarounds had to be used, such as extracting and loading the data overnight into Excel or MS Access. Such workarounds are no longer needed: the Composite solution enables easy access to any source systems required.



A virtual data layer based on the Composite Information Server.

THE RESULT

- 90% reduction in time-to-market for employee portal projects versus legacy methods that relied on data marts
- 93% reduction in business staff required to develop and deploy new employee transition programs
- 30% reduction in calls to internal call center
- Side benefit: web service output to health insurance vendors eliminated processing steps and updated data quickly