

OpenText™ People Center™

Earn employee engagement with easier access to HR information, greater control over HR processes and faster inquiry resolution

The best talent in your industry wants a great place to work. These employees see human resources not as a transactional function but as enablers of personal growth. They expect HR information to be easy to locate with quick, efficient support from your HR partners to solve their queries. And disparate content repositories, websites and HR systems shouldn't stand in the way.

Employees want access to relevant documents and policies without having to log into multiple systems or websites. They want smart guidance on tasks they need to complete. They want their HR partners to have the power to quickly solve straightforward issues and proactively manage the tougher ones. They expect their information to be kept confidential and handled with sensitivity and compliance. This seamless employee experience can be challenging to deliver when the underlying data and business processes reside in multiple systems and content repositories.

HR service delivery that transforms the employee experience

OpenText People Center is an application that helps HR departments save time and optimize resources. It gives HR the ability to improve employee self-service and respond more easily to employee inquiries, quickly access necessary documents, and gain visibility into key measurements and indicators. By combining an employee portal with advanced case and document management capabilities, People Center boosts employee self-service and HR team productivity, positively transforming the employee experience.

Personalized experiences

People Center provides a personalized experience for employees seeking answers and for HR professionals working to provide employees with the best possible service.

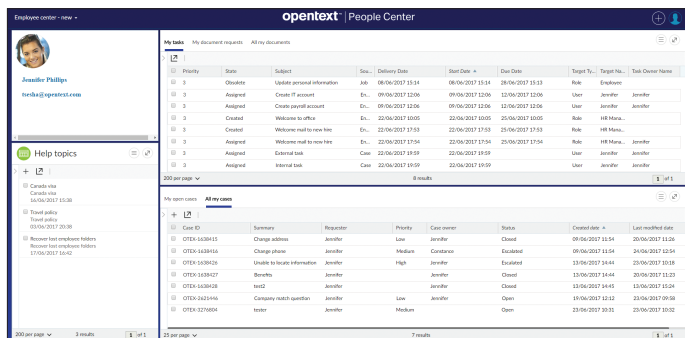
Employees have quick access to their personal profiles. They can update personal information, search for documents or help topics, see document requests from HR, upload documents and request assistance via the HR case management system. They see any cases they opened with HR. Behind the scenes, People Center integrates with relevant back-end HR systems so that information stays synchronized.

BENEFITS

- *Provide a better employee experience through employee self-service and more efficient HR case management*
- *Centralize content and gain compliance with consistent access and practices across the employee base*
- *Gain visibility and control service level agreements (SLAs) with ease and predictability*
- *Configure and customize to your business with limited need for IT support*

FEATURE SUMMARY

- *Mobile access and support*
- *HR help ticketing and advanced case management for resolving and tracking employee issues, with the ability to define guidelines and best next actions for HR*
- *Integration to a variety of HR systems in a shared services model*
- *KPIs and metrics to monitor service level agreements (SLAs), caseloads and usage*
- *Optional modules for employee onboarding and recruitment and applicant tracking*
- *Cloud application*



“Organizations that roll out mobile access in addition to these Service Delivery Applications [employee self-service, manager self-service, help desk and HR/employee portals] find that their overall adoption levels increase significantly.”

SIERRA-CEDAR, 2016-2017 HR SYSTEMS SURVEY

HR partners working on your help desk use their dashboards to access documents for employees, monitor and respond to help requests and collaborate with team members.

HR managers have an aggregate view of open cases, along with documents accessed. They can use these insights to identify areas where employees need enhanced help content or added support from HR. They also have tools to help them assign and prioritize cases, link related cases to each other and perform escalations.

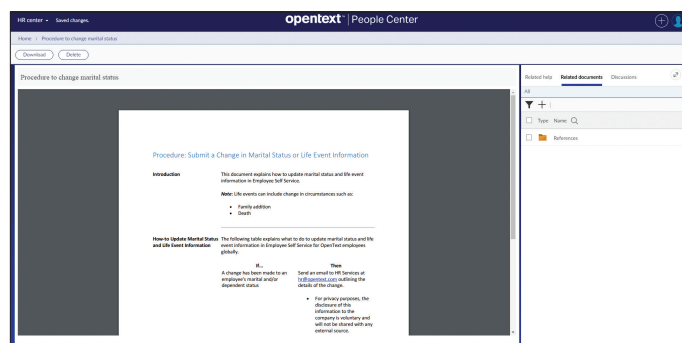
Personalized access, control and compliance

HR processes, such as employee onboarding, benefits enrollment and management and ongoing payroll involve a lot of paper and electronic documents. People Center takes advantage of best-in-class enterprise content management capabilities to give you the tools to manage, control access to, route, sign and archive the right documents to the right people at the right time.

People Center can manage all of the documents within the employee lifecycle. Employees access everything from the People Center screens; there is no need to go to a separate system. Document access is controlled by employee roles, ensuring that only the right people have access to the information and maintaining confidentiality. Furthermore, since HR is using the same system that employees use, their view is always up to date. The organization has a single, real-time “source of truth” for information to which employees have access to and which HR references.

A flexible document request process ensures that HR closes the loop with critical document needs. If a document is missing, HR can create a document request, which routes to the employee so that he or she can upload the information via self-service.

An optional Employee Onboarding module makes it fast and efficient to exchange information with your new hires and electronically capture all of the necessary signed paperwork with minimal hassle.



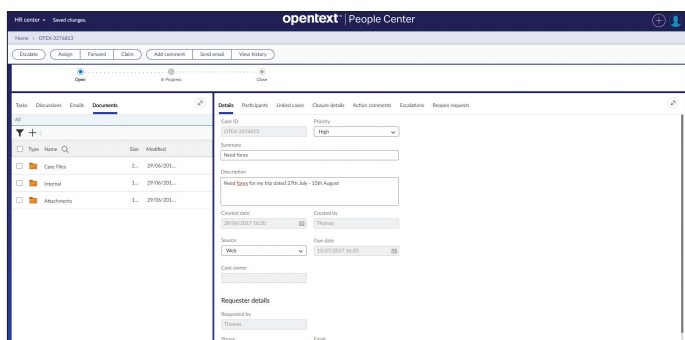
Advanced ticketing and case management

People Center includes an advanced case management system to capture, track and resolve inquiries and requests, empowering HR team members to make decisions based on best practices. With advanced case management capabilities, HR teams can easily define each policy workflow and specify the information and actions needed to drive resolution.

Since HR professionals may need to reference and update different documents at different stages of case resolution, People Center seamlessly integrates with any enterprise system and content repositories that serve as systems of record.

The **case folder**—which operates just like a physical folder—gives the HR team quick access to all of the relevant information no matter where it resides. People Center orchestrates all of the information flows between systems of record, maintaining information integrity and providing the ability to track progress as the case moves from stage to stage.

Unlike simple workflow-driven ticketing systems, People Center allows HR team members to link the case to tasks, checklists and SLAs as they are handling it, so it can evolve beyond its original structure if conditions dictate. It also offers **data-driven decision support**, using rules to guide HR on what action makes the most sense based



“Our top-performing organizations are 29 percent more likely to implement a HR Help Desk than the non-top-performing organizations.”

SIERRA-CEDAR, 2016-2017 HR SYSTEMS SURVEY

on an analysis of historic events within similar cases. In addition, HR can re-open tickets that were closed, increasing efficiency and giving management insight into first-time resolution rates. And finally, HR professionals can work as a team on a single case, collaborating and sharing information through online discussions attached to the case.

Designed for HR ease

People Center is designed specifically for the challenges of HR: employee self-service, quick document access and compliance with diverse global regulations. It includes optional modules for employee onboarding and recruitment and applicant tracking.

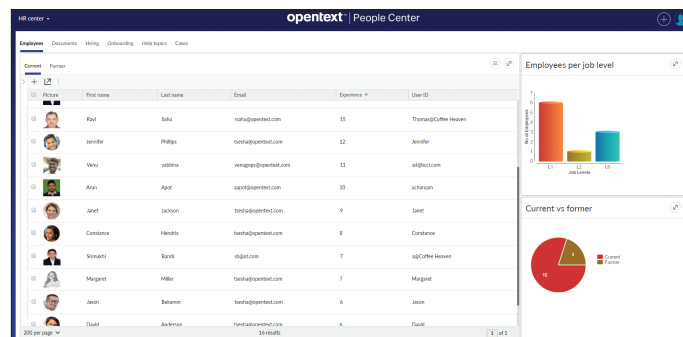
People Center is natively mobile, addressing employees' needs to access information anywhere, anytime.

Connected

People Center is easy to integrate with existing HRIS systems via APIs or direct integrations. IT has access to configurable connectors for common systems, such as Oracle® or SAP®, along with the full power of web services-based integrations.

Reporting and metrics

People Center includes reports that help HR track employee demographics, hiring metrics, document and help usage, HR caseloads, and case throughput.



Your process, your way

With People Center, IT can leverage pre-built building to add and extend the out-of-the-box application to fit your current and future needs.

Cloud deployment

People Center is available through the OpenText Cloud, trusted by more than 64,000 customers to run business-critical processes and offering a global, scalable and secure infrastructure with data centers in North America, Europe and Asia. The OpenText Cloud supports flexible cloud models for public, private or hybrid deployments.

www.opentext.com/contact