ORACLE

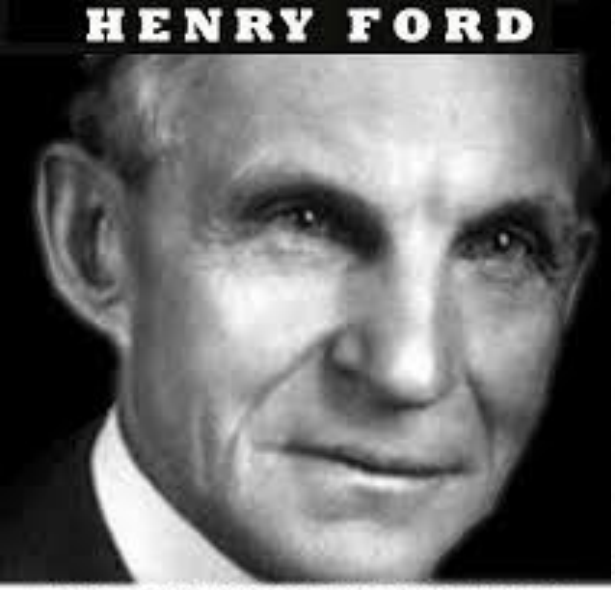
Project Champions

'Agents of Change'

Human Capital Management

Yesterday, Today and Tomorrow

Ronnie Toerien
HCM – Sales Development &
Strategy Leader - Africa



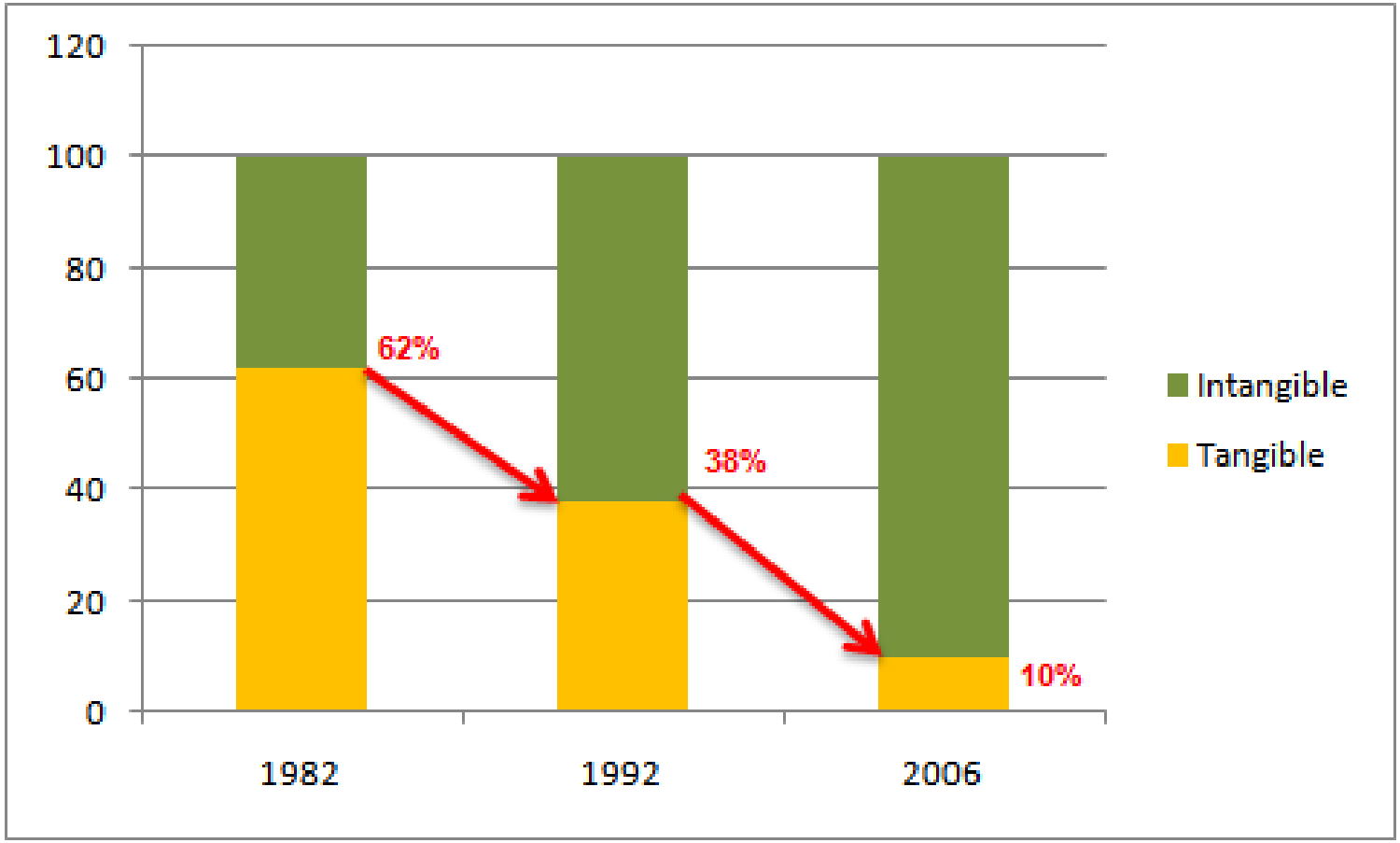
"If I had asked people what they wanted, they would have said faster horses."

—Henry Ford

"I hire people for their hands, but unfortunately I have to take their brains as well."

Henry Ford

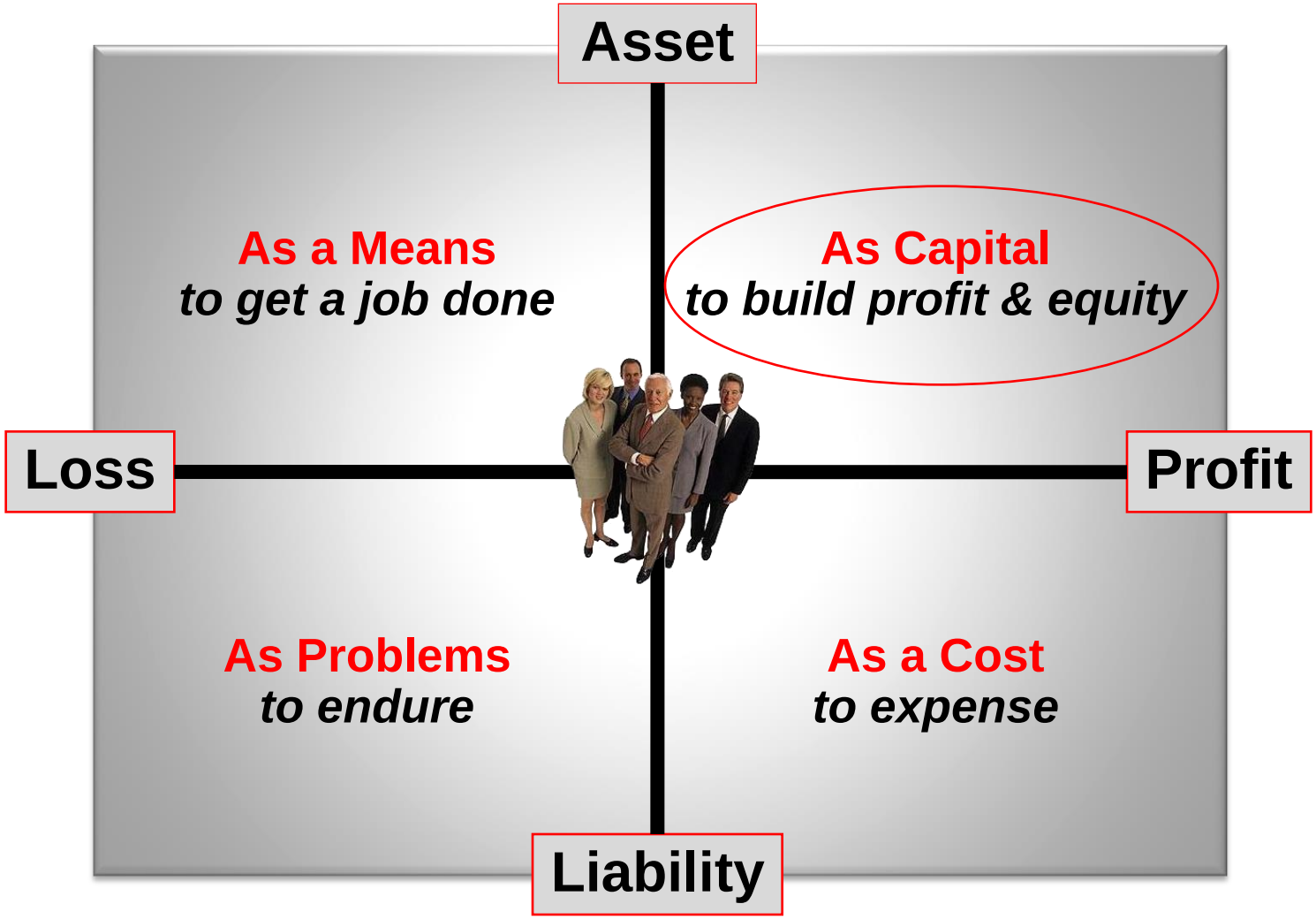
The Source of Value Has Shifted from Tangible to Intangible Assets



Source: Brookings's institute

idea

Measuring Human Capital



Source: Chapman Condy Company

It's all about People

'You can take my factories, burn up my buildings, but give me my people and I'll bring my business right back again'

=Henry Ford=

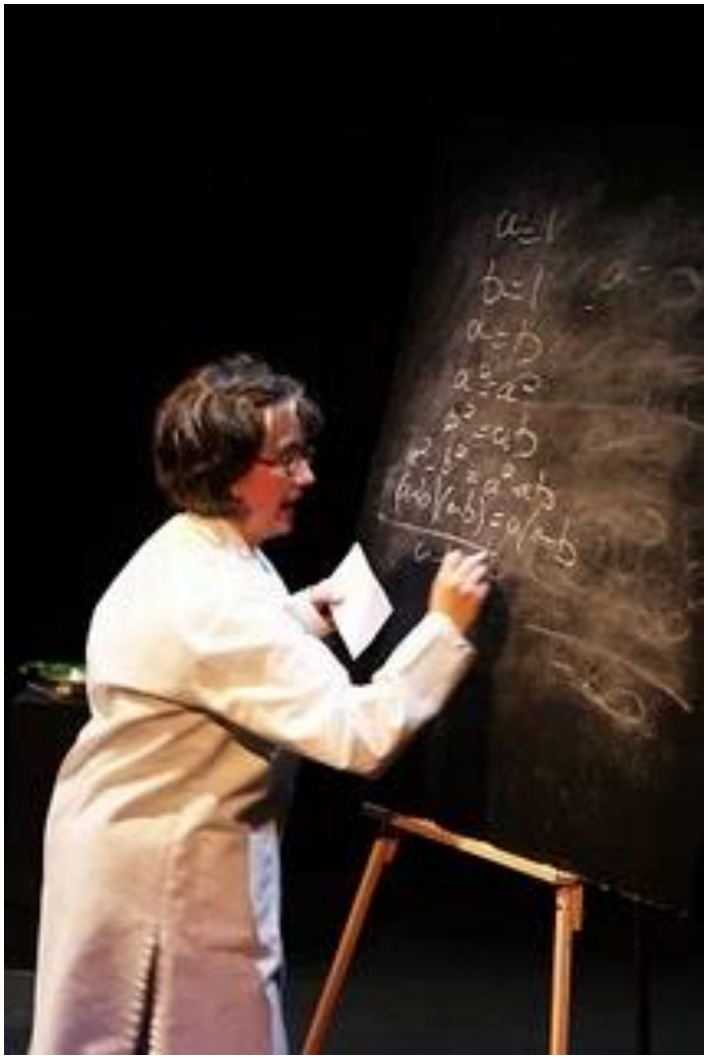
LESSONS LEARNED –
STATE INFORMATION TECHNOLOGY AGENCY

SITA

Don’t Customise the System!

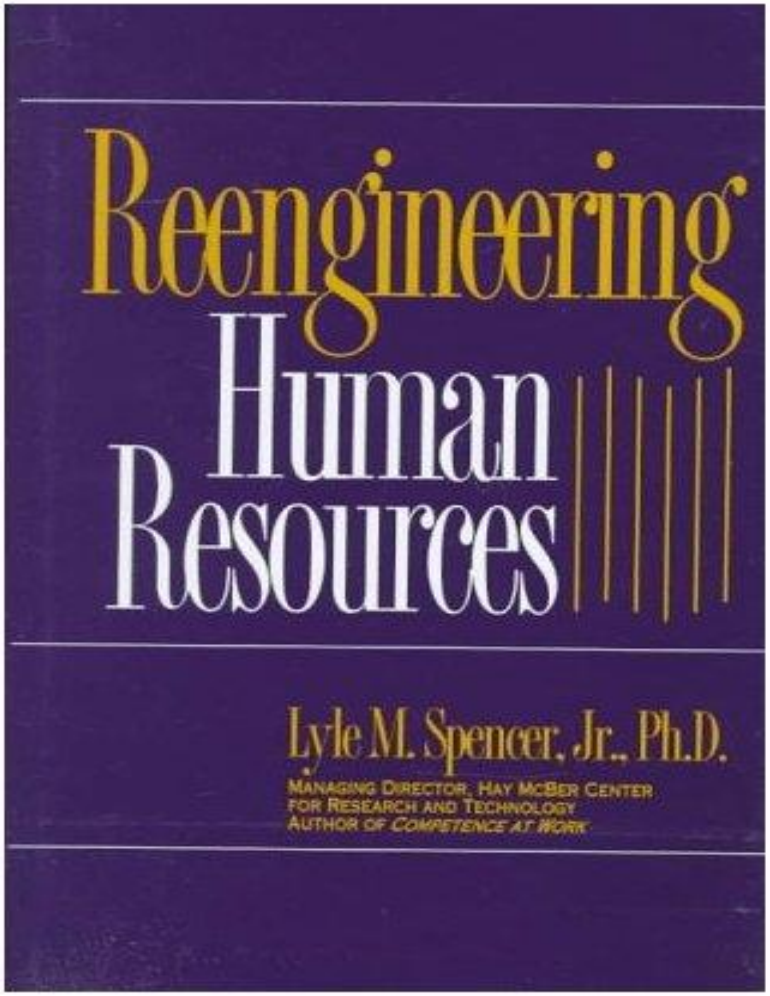
Rather think about changing your processes to take advantage of New Thinking in HCM.

Why does every process I touch have to be a hassle?

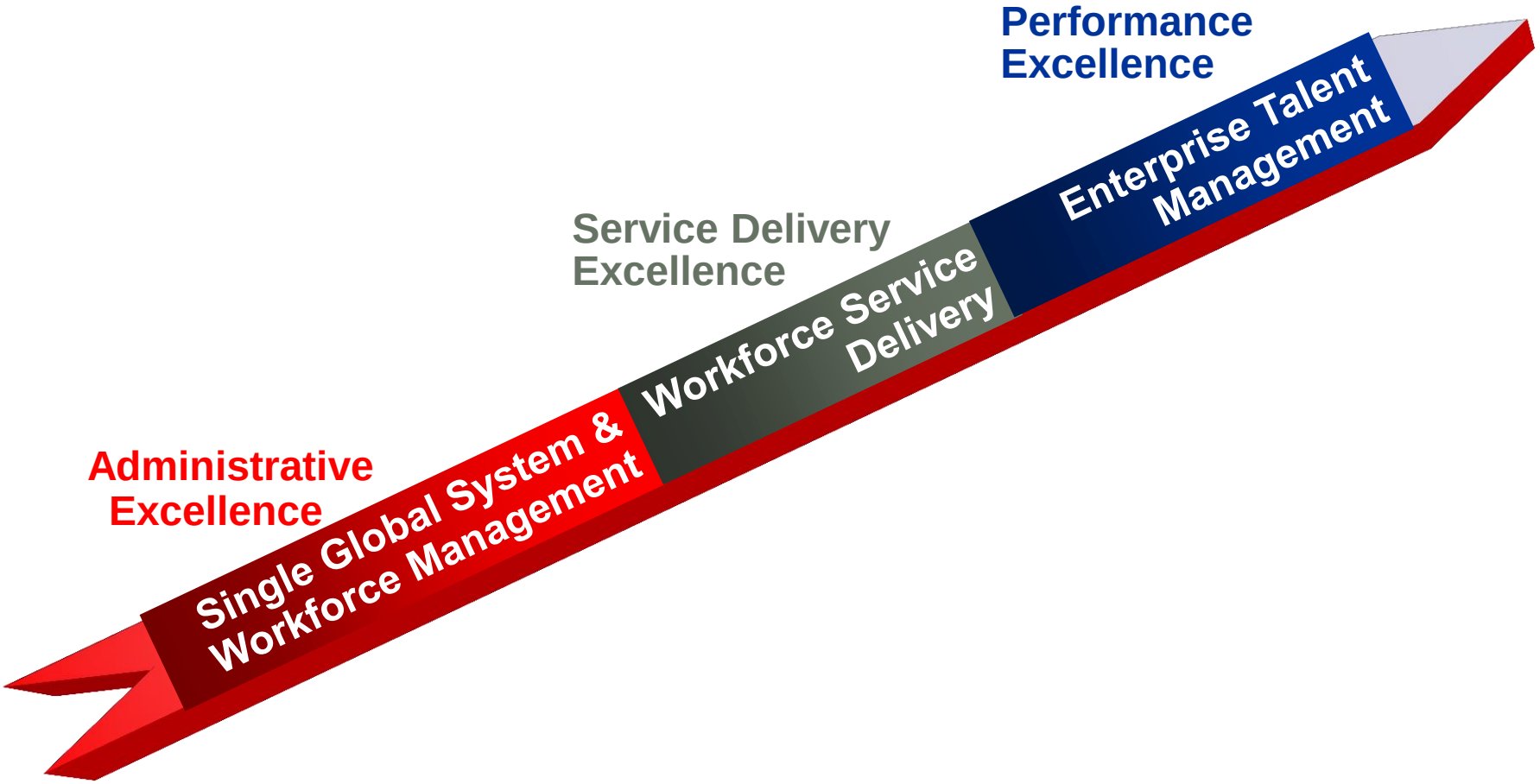


And now you've changed your name in the system…

Reengineering Human Resources 1995



HCM Process Roadmap



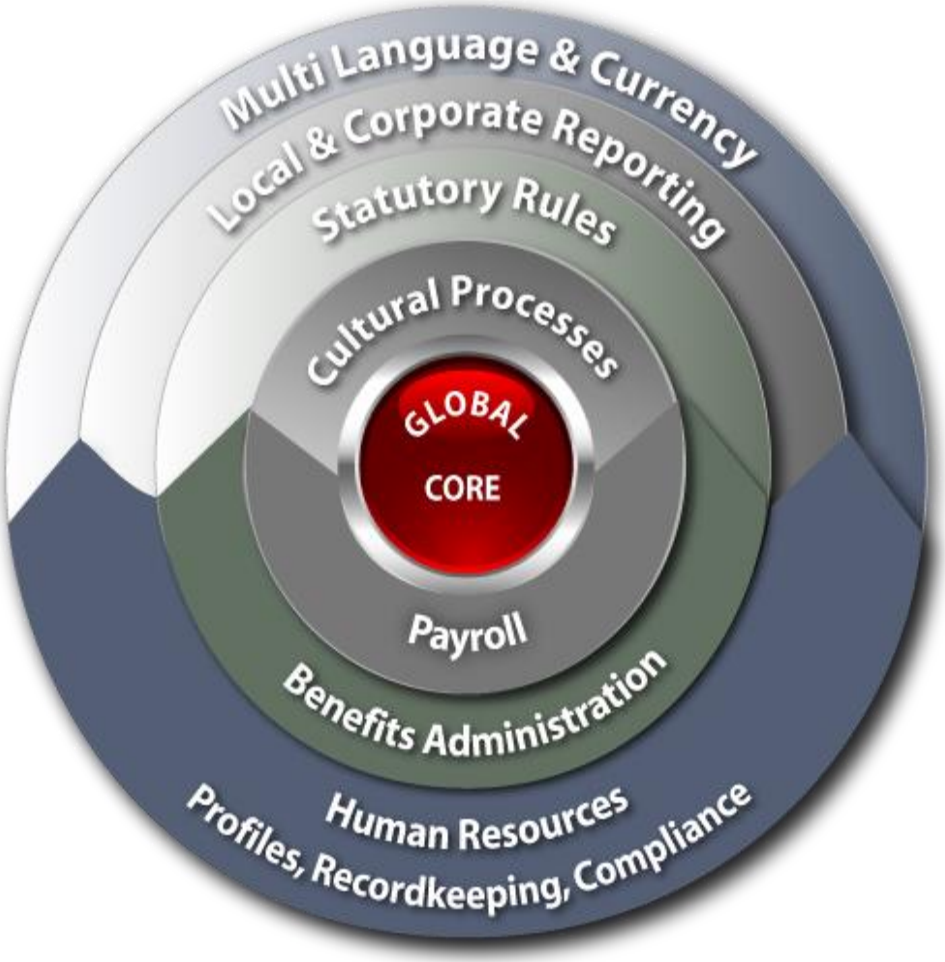
LESSONS LEARNED –
STATE INFORMATION TECHNOLOGY AGENCY

SITA

Get the basics right!

The foundation needs to be right as everything else will build on that.

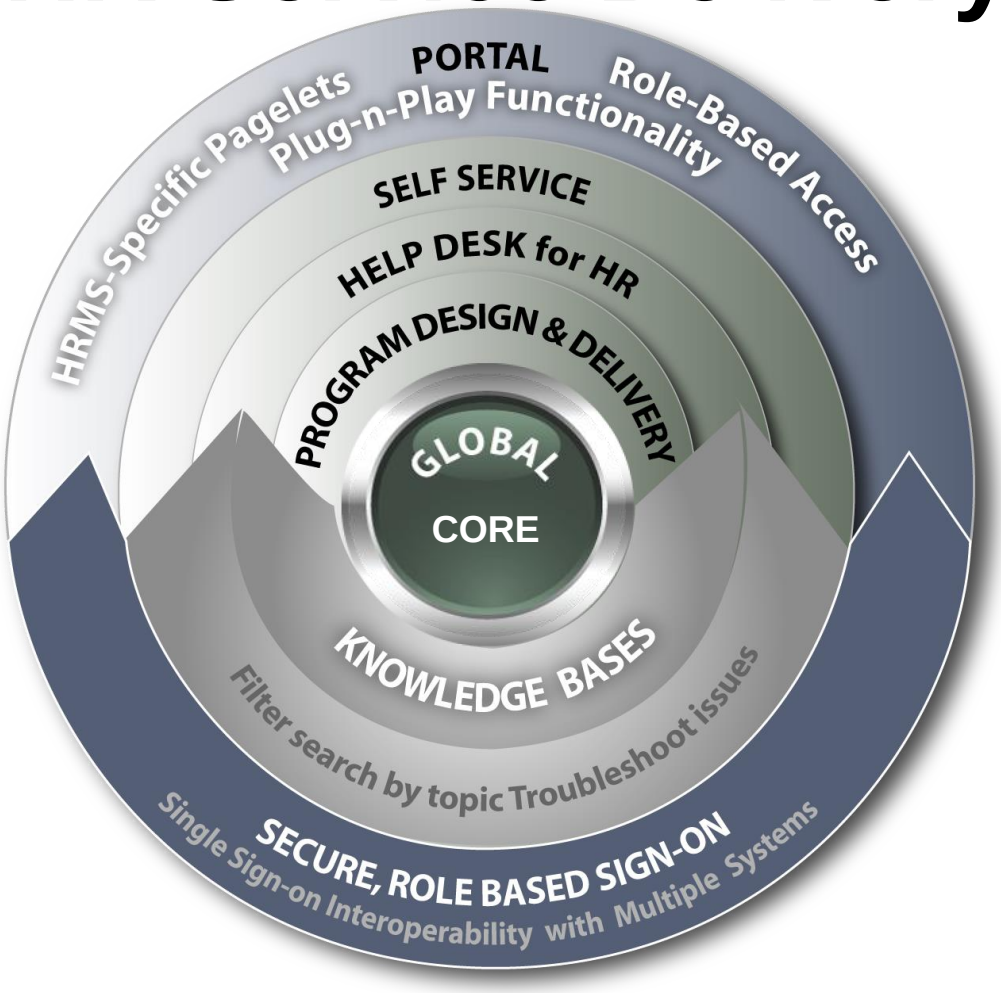
It All Starts with a Global Core



Global Core HCM

- Work with natural language screens / formats
- Business flows embrace cultural & legal processes
- Localization extensions for each country all work together
- Local businesses have their own view of data & processes for security and compliance
- Core HR, Payroll and Benefits all in a single instance

Streamline and Reduce Costs of HR Service Delivery



Workforce Service Delivery

- Cut HR administrative costs
- Increase employee satisfaction
- Boost workforce productivity
- Reduce the burden on HR staff
- Achieve best practices
- Streamline employee inquiries

Putting the User First.

Why Does That Matter?

How Many HR Business Processes Are Automated?

- **ONLY 38%** of talent processes are automated today

Source: CedarCrestone 2010 HR Systems Survey Preliminary Results

LESSONS LEARNED –
STATE INFORMATION TECHNOLOGY AGENCY

SITA

Don’t forget the bigger picture!

Remember why you bought the system in the first place

What Has Been the Missing Ingredient to Success in Talent Management?

- **Data Unification**

- Integration and Interfaces are NOT the same thing

"HR Technology is still too focused on the HR specialist and not employees and managers."

Respondent Quote

Source: CedarCrestone 2010 HR Systems Survey Preliminary Results

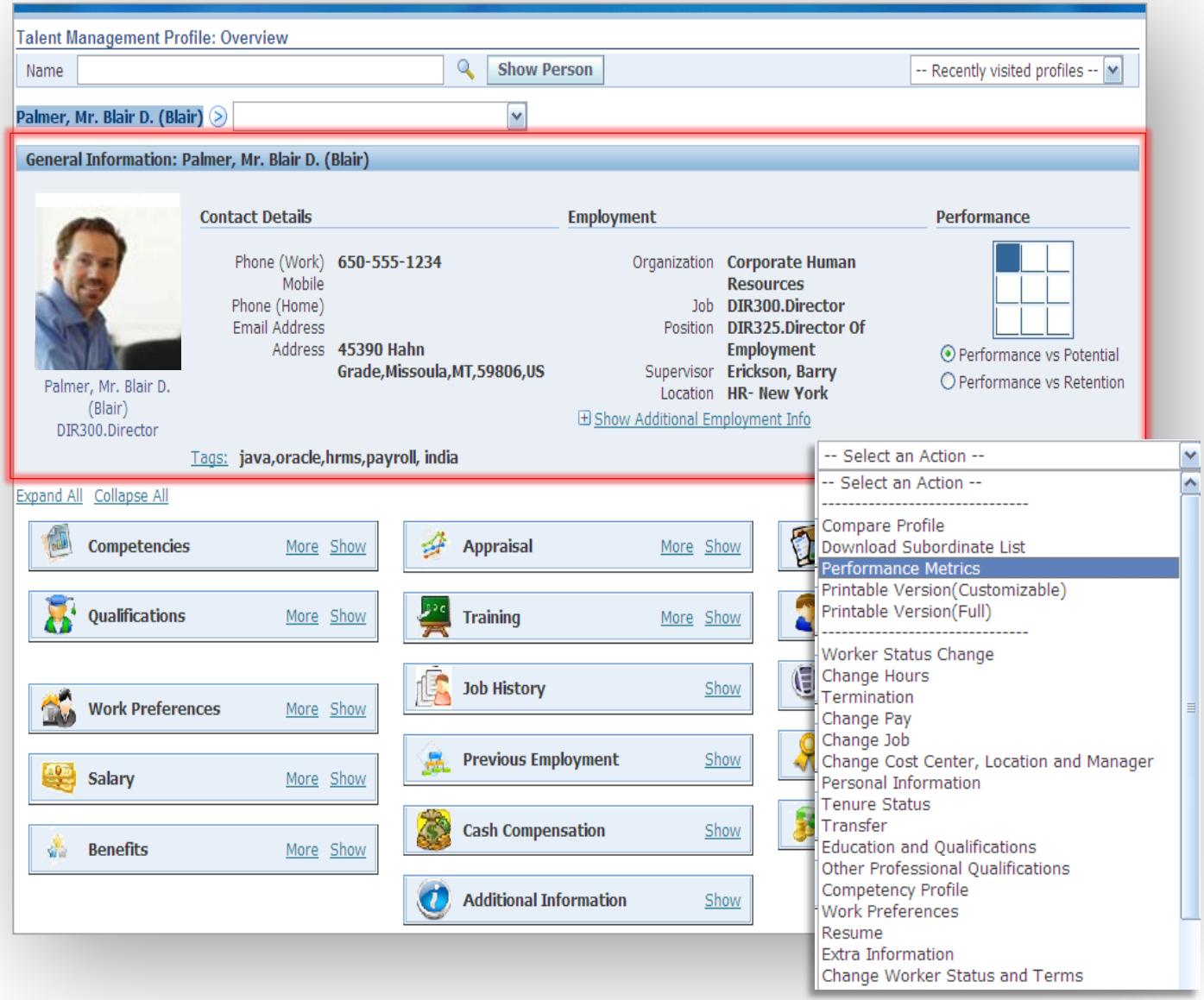
Manage Talent With An Integrated Process

Enterprise-Wide Talent Management

- Recruit, train and retain at all levels
- Scalable
- Global
- Single Platform
- Integrated Processes
- Integrated Data
- Integrated Visibility

Holistic Talent Profile

Talent Profiles



Highlights

Provides a complete picture on employee

9 Box Matrices

Launch Talent Management and Self Service Actions

Powerful Forces Are Driving Future Business Strategy

Workforce Demographics

Rise of knowledge workers

- *By 2010's, 70% of US, 50% ww*

Rise of mobile workers

- *70%+ of US will be mobile*

Entrance of Millenials

- *80 million strong*
- *Grew up surrounded by digital media*

Web 2.0 Technology

User-generated content

- *5 of top 10 fastest growing Web brands*

Rich user experience

- *Web apps that have all the richness of desktop apps*

User orchestrated apps

- *Emergence of virtual worlds i.e. Second Life*

Nature of Innovation

Creation networks

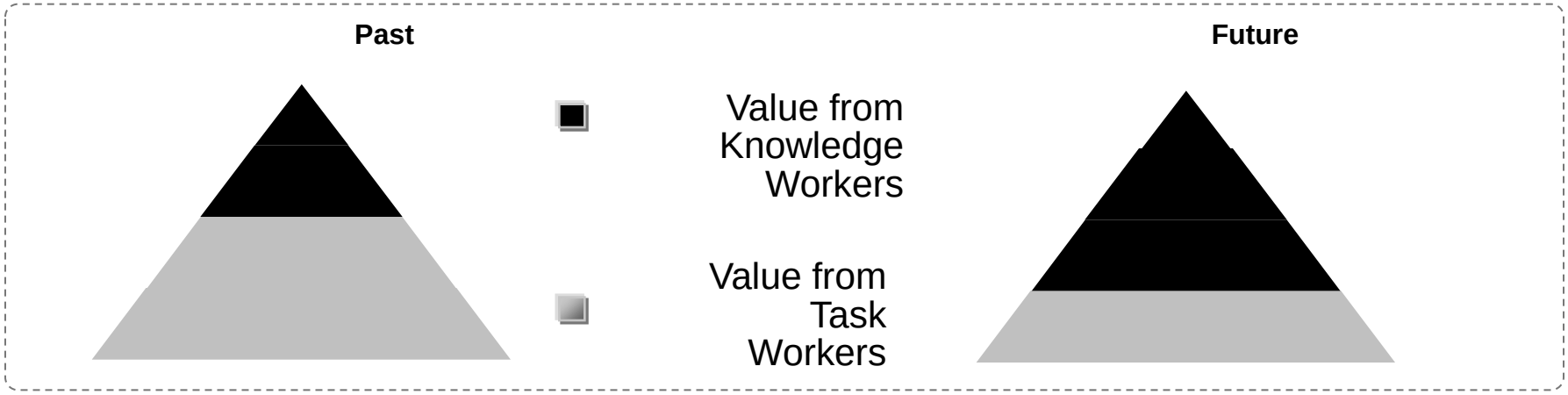
- *Mobilizing 100s or 1000s for collaborative innovation*

Need for business insight

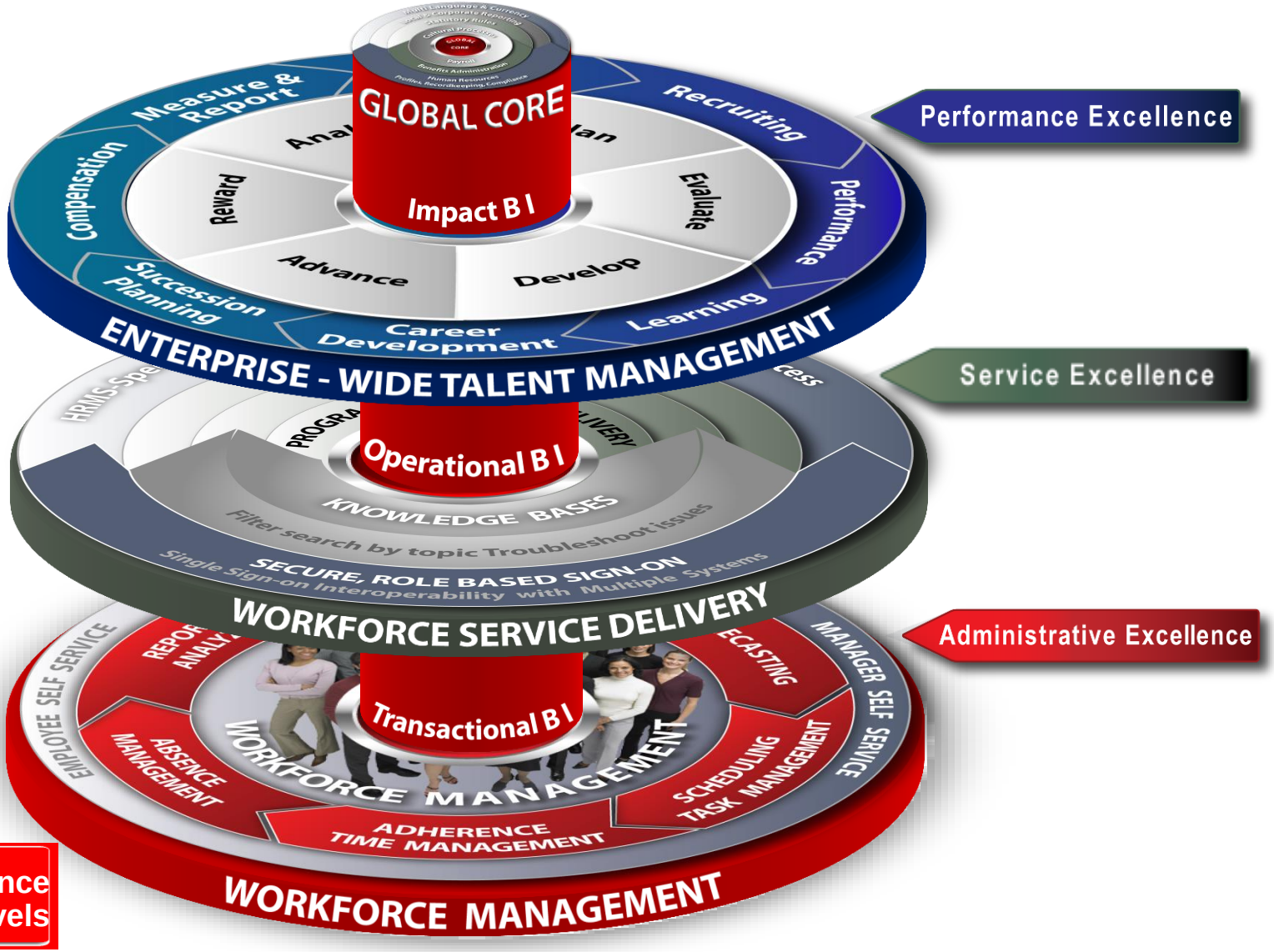
- *40% of work is Search*

Consumers and suppliers as co-creators

- *Economy of "new web" depends on mass collaboration*



Putting It All Together…



Business Intelligence At All Levels

You should be able to consistently make the right choices through decision support and HR Analytics capabilities

Every level of employee should be able to understand the data and their personal impact

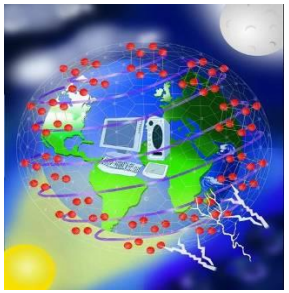
Zen and the Art of Software Design

“The intelligent use of graphic elements and design can add greatly to the attractiveness of a web page. But it's like putting on makeup -- you have to know when to stop.”

A Continuing Technology Evolution

Mainframe Computers

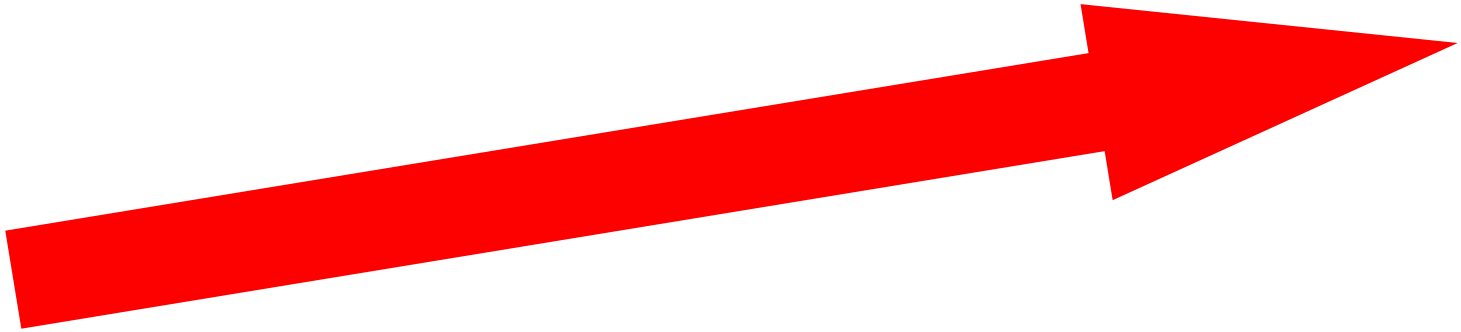
PCs – Client/Server



Web 1.0 The Internet

Web 2.0 The Internet

Mobile



15%

time spent on actually performing strategic activities

13%

HR officers say they have the proper analytics and tools

Can we keep up with innovation & technology ?

Trends, Technologies, and Modern HR are converging

- **HR mission**: Find a way to apply these new trends and technologies to the workplace challenges in a way that respects privacy and encourages adoption.
- **Employee-centered:** Recognize that the trends, technologies, and challenges are all about the employees as individuals.
  - Personalized: One size does not fit all
  - Control: Nothing about me, without me
- **Unified**: Connect trends and technologies in useful ways to existing HCM system to better meet employee needs while delivering business results.

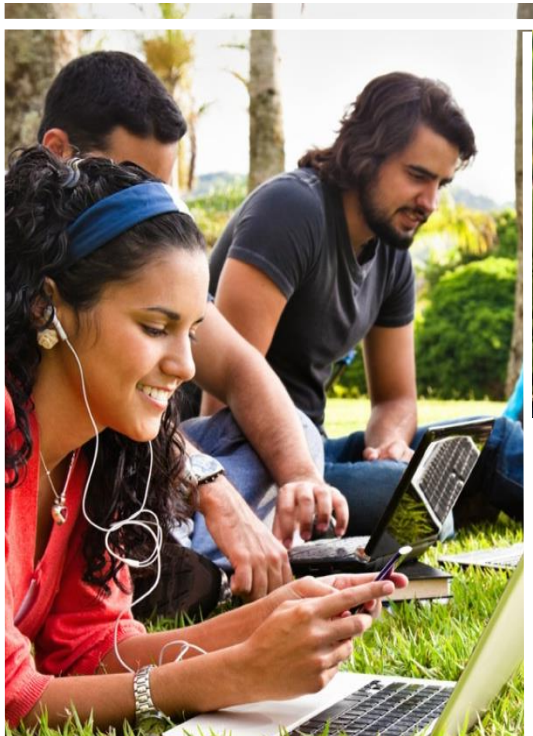
YOU SHOP.

YOU PLAY.

YOU CONNECT.

ONLINE

HOW DO YOU WORK?



1 OUT OF EVERY
5 MINUTES IS SPENT

SOCIAL NETWORKING

Source: Cedar Crestone 2011-2012 HR Systems Survey

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Yet…

Only 3% of the workforce is using social technologies at work today.

Source: Cedar Crestone 2011-2012 HR Systems Survey

We rely on who we know or who we've met. There *are* better ways to network with employees.

Dr. Jakob Nielsen
Nielsen Norman Group

"Studies of user behavior on the Web find a low tolerance for difficult designs or slow sites. People don't want to wait. And they don't want to learn how to use a home page. There's no such thing as a training class or a manual for a Web site. People have to be able to grasp the functioning of the site immediately after scanning the home page — for a few seconds at most."

Questions?