

**Giving your employees the
service they deserve -
with iResolve Service Center
for Oracle HCM!**

Circuit

November 20, 2009

About e-motion software

- Founded in 2003
- Based in DC Metro Area
- Provides Products & Services to the Oracle HCM community
- Works with clients in all industries
- Works with clients of all sizes

Agenda

1. HR Service Delivery Overview

2. Shared Service Technology

3. iResolve Demo

4. Questions & Answer Session

HR Service Delivery Overview

Shared Services are the Pooling of “Like” Activities to Reduce Costs and Enhance Service

Characteristics

- Consolidates activities to serve multiple users
- Establishes responsibility for cost control and service performance
- Sets and maintains a “contract of services” with customers
 - Business demand services as a buyer
 - Shared services managers supply as a seller
- Standardizes work policies and implements Best Practices
- Measures performance against the contract and industry Best Practices
- Consolidates and employs common systems, practices and methodologies
- Operates with few management layers and large spans of control

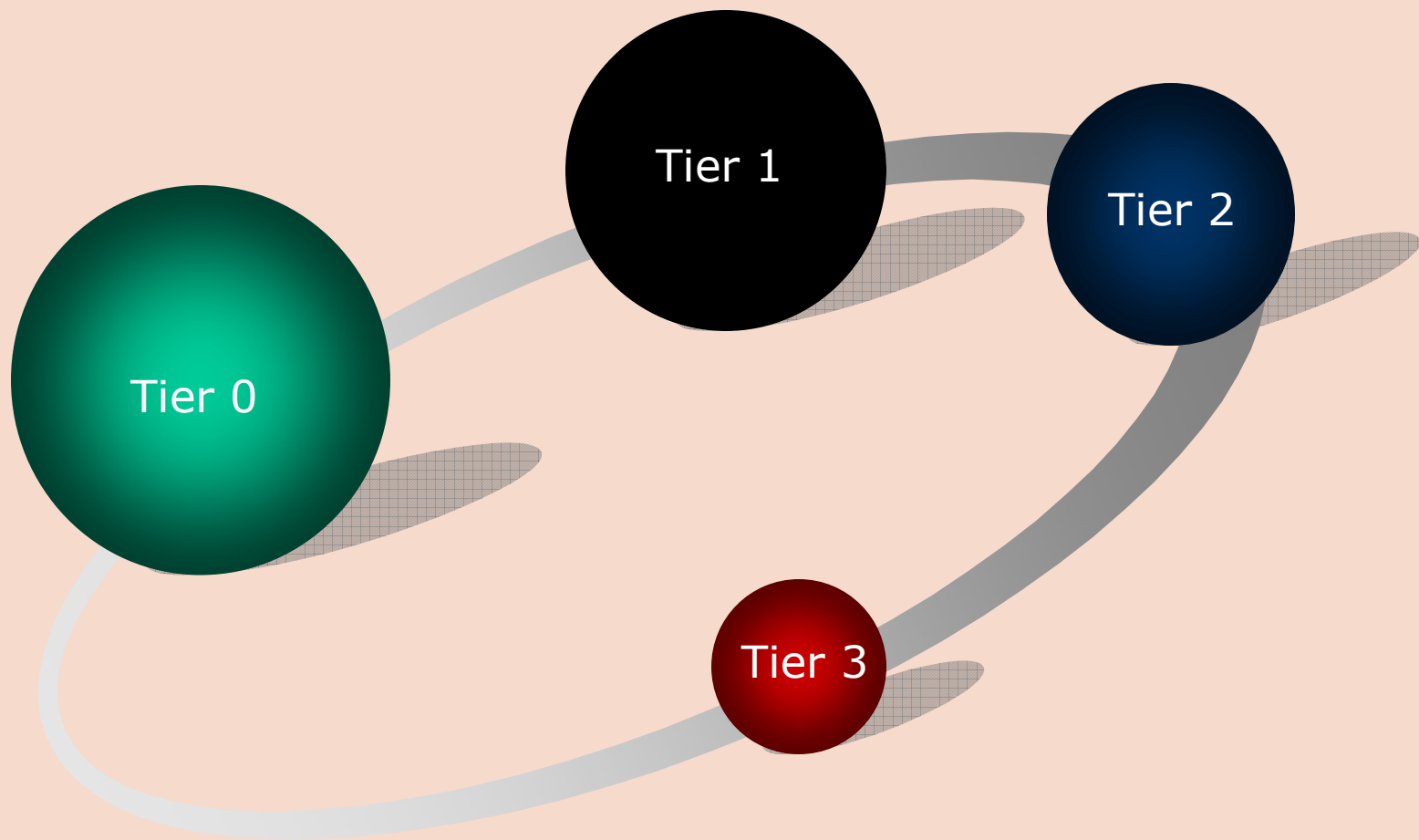
Results

- Joint ownership and accountability by both the business and shared service
- Competitive costs and improved service

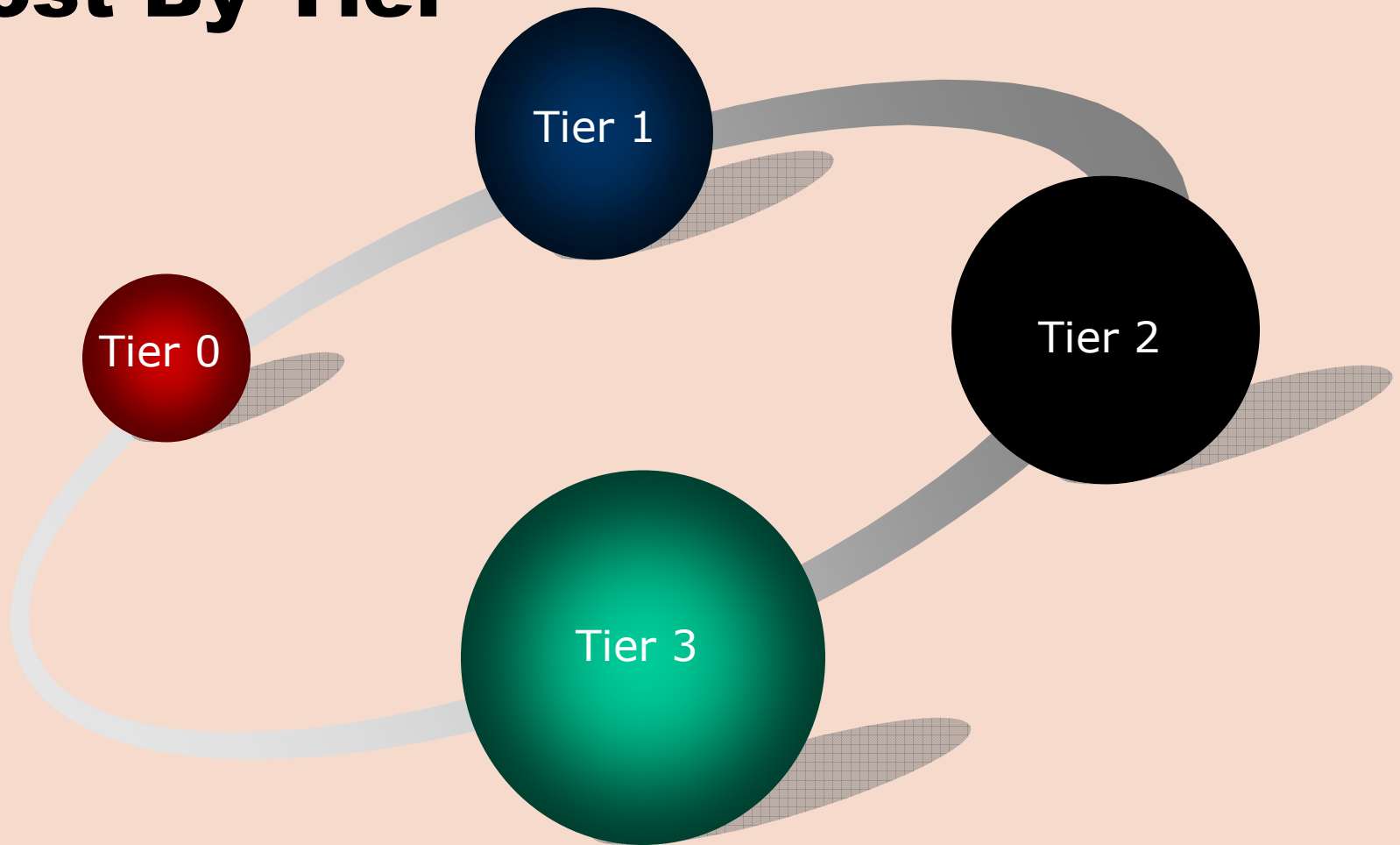
Service Center Principle

Component	Tier 0 Self-Service Technology	Tier 1 Customer Service Representatives	Tier 2 Case Managers	Tier 3 Functional Experts
Activities	Our solution addresses as many transactions and issues as possible through technology, freeing your representatives and experts to focus on the most sensitive, strategic and complex issues.	For issues requiring person-to-person contact, our self-service based service center tools help internal and external call centers provide fast, high-quality service and issue resolution.	By focusing activity on the first two tiers, tier 2 experts are free to work on - and resolve - more complex issues. Call center teams can leverage the system, data and SMEs to provide support.	Activity in this tier is focused on receiving the most complex issues related to policy interpretation, appeals, legal concerns and governance.
Percentage of Activity by Tier	60%	30%	8%	2%

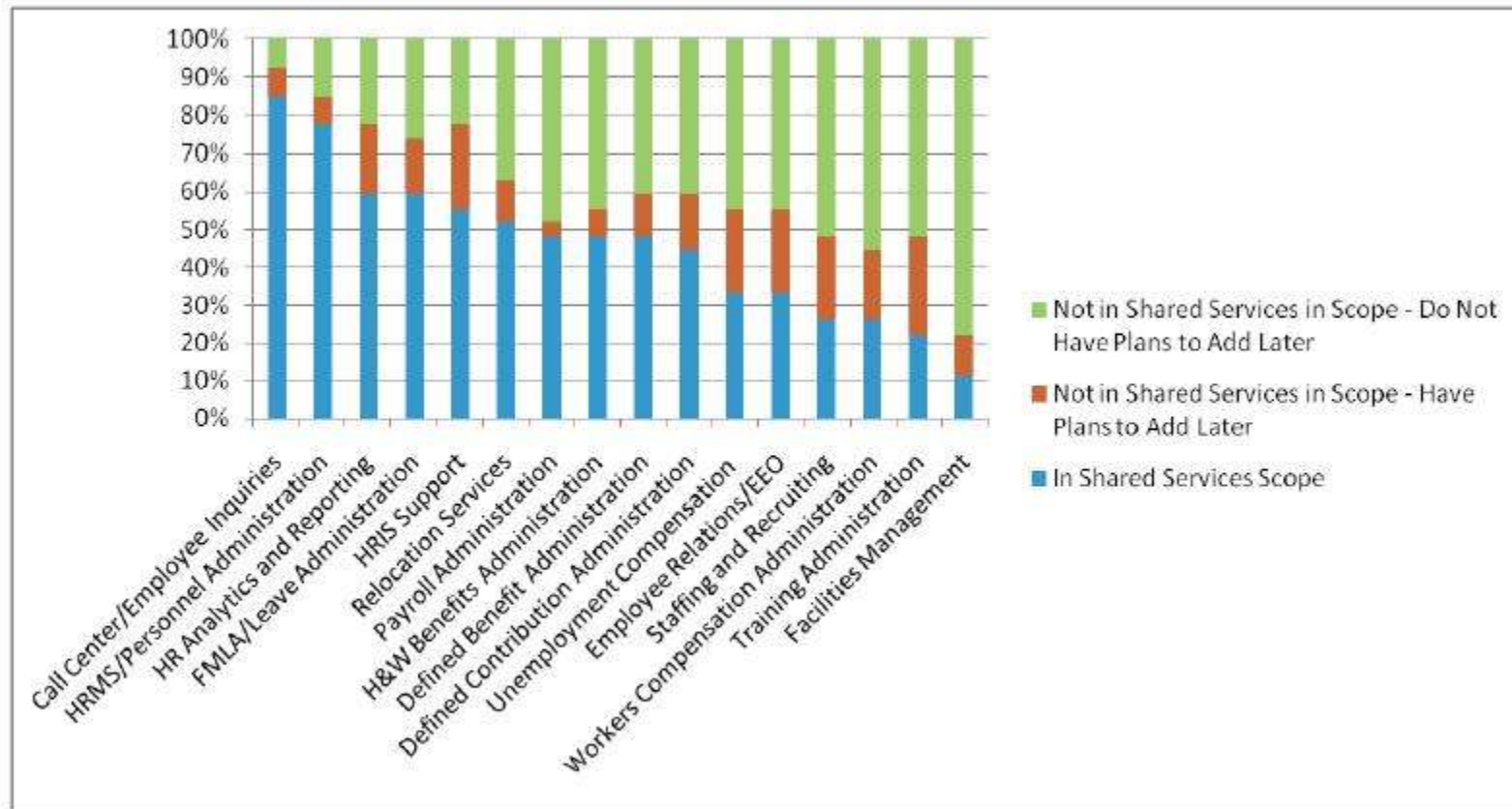
Volume By Tier



Cost By Tier



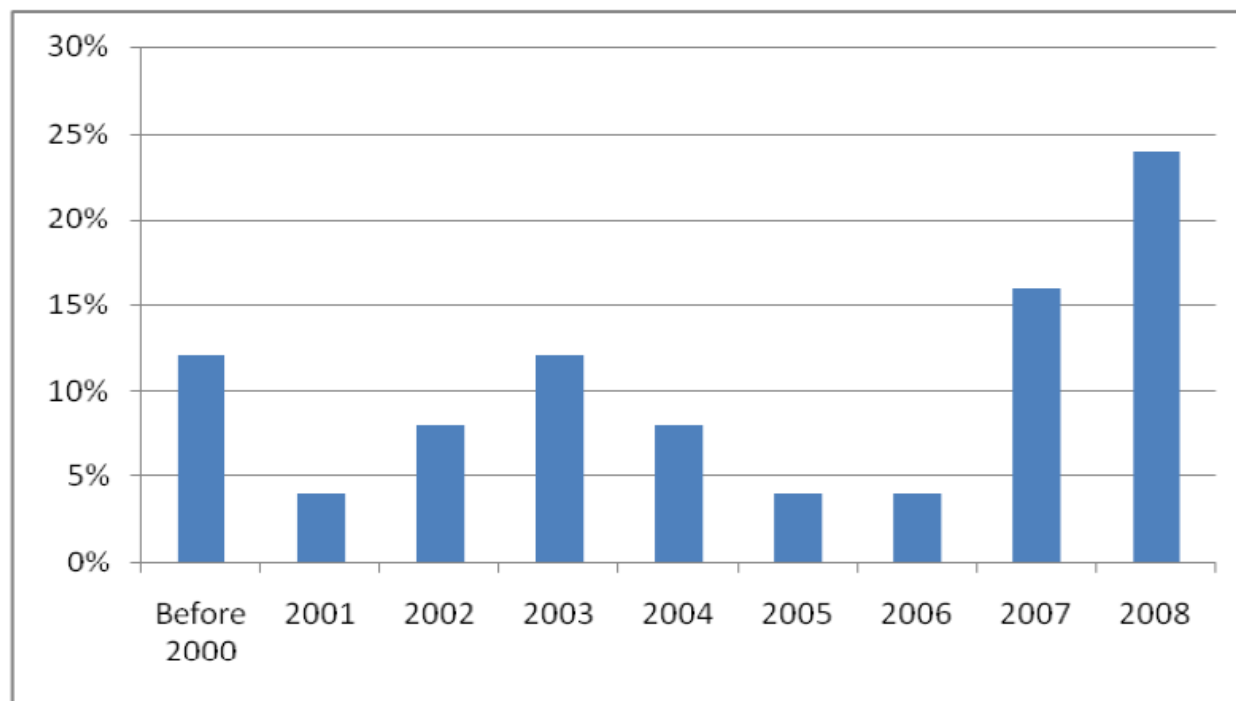
Typical Service Areas



Study results courtesy of the Shared Services Institute

Establishment of Shared Service Centers on the Rise

Creation of Shared Service Centers, by year



Study results courtesy of the Shared Services Institute

Shared Services Technology

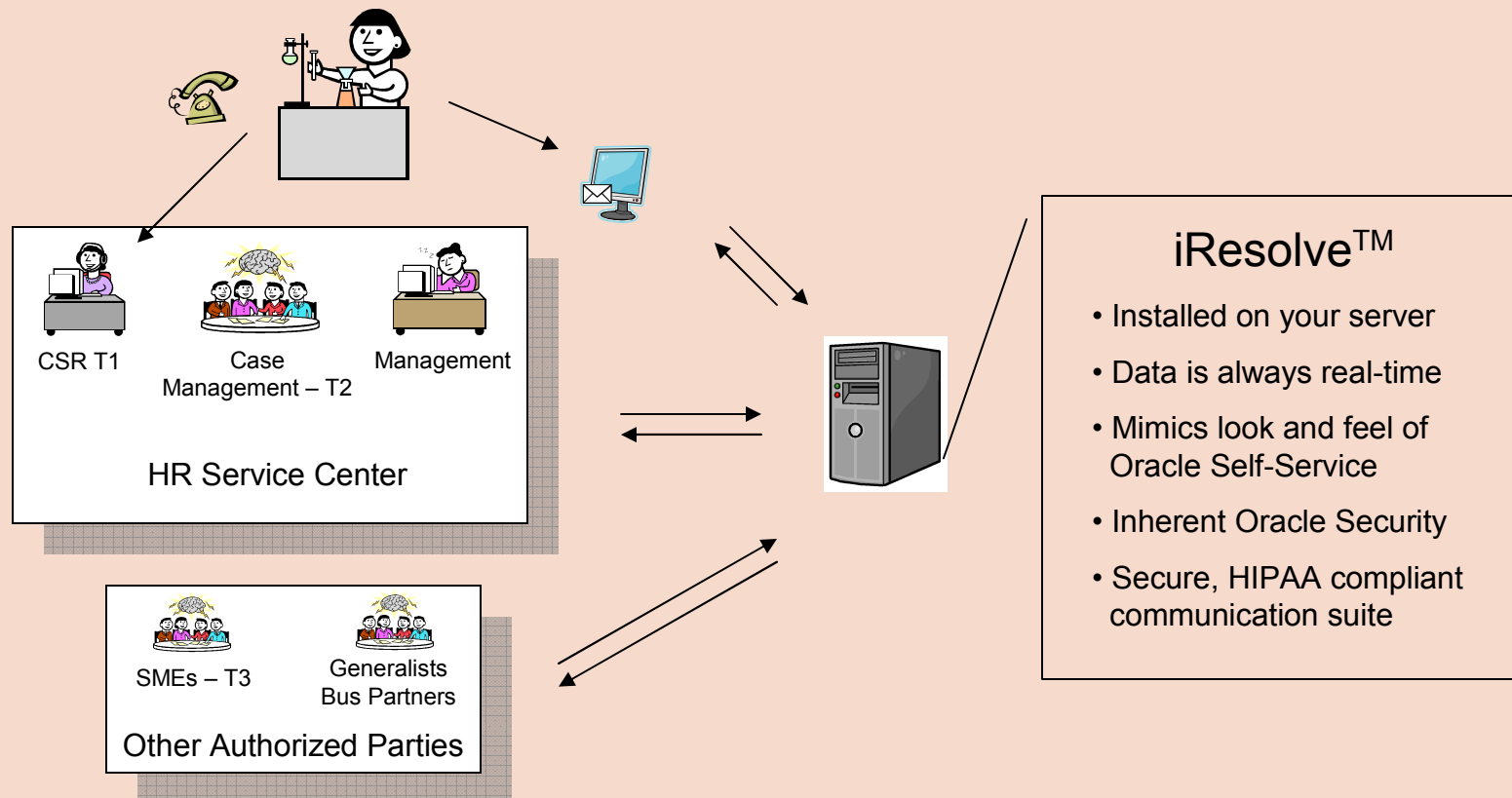
iResolve:

**The technology to support
HR operations and service
centers**



Product Overview

Supports CSR inquiry resolution, fulfillment distribution, case manager work allocation, field HR operations, report production, management analytics, surveys, and more



Why iResolve?

- **HR and Benefits** specific tool with access by any HR Generalist and/or Business Partner Desired
- **Service Level Agreement (SLA)** support and performance reporting
- **XML Reports** with **1-Click reporting** from PEG Consulting, LC
- Ability to **restrict access** across desired user or user group
- **Fulfillment item distribution** to individuals via postal address, email address or inter-office address with one click of a button
- Support for **Events** that impact certain groups of individuals for automatic case and/or fulfillment creation
- Resource and **Load management** capabilities
- Secure, **HIPAA compliant communication** capabilities with My Communications
- **Survey tool** permits inquiry to employees regarding service satisfaction, knowledge etc.
- **Knowledge Base** can be contained within iResolve or reference external material

Product Demonstration



iResolve Service Center



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