Think Tank Webinar Series  www.aon.com/ah_thinktank

September 19  HR Technology Best Practices
   October 17  Compensation Trends and Planning
   October 24  Communication Trends in Retirement
 November 21  Global Benefits Hot Topics
 December 19  HR Effectiveness, Talent and Leadership
Today’s Speakers

- Cecilia Killeen, Account Executive, Aon Hewitt
- Amanda McMaster, HCM Solution Consultant, Workday
- Adria McCarthy, Director of HR Systems & Technology, Spectrum Brands
- Aggie Nolan, Vice President, Product Management, Aon Hewitt
HR Technology Trends and Best Practices

Amanda McMaster
HCM Solution Consultant
Workday
The World of Enterprise Software Has Changed

- Changing User Expectations
- Changing Technologies
- Changing Business Landscape
“The significant problems we face today cannot be solved at the same level of thinking we were at when we created them.”

–ALBERT EINSTEIN
IDC reports that Public IT Cloud Services spending will grow to nearly $100B in 2016.

More than \(\frac{1}{3}\) of software purchases will be deployed in the cloud, and \(\frac{1}{2}\) of all transactions will be executed in the cloud.

In 2011, just over \(\frac{1}{2}\) of all new CRM software sales were in the cloud – eclipsing on-premise for the first time.

And starting to happen with Financial Management, Analytics, and Industry Specific applications.

Now it is happening with HCM.

The Enterprise Cloud is Here

salesforce

workday
Starting from Scratch
If there is one company that we believe could rival Salesforce.com in terms of being a major disruptive force in enterprise software, it is Workday.

- Canaccord Genuity Investment Research, May 2011
The Enterprise Cloud for HR and Finance

Built for enterprises, delivered in the cloud.

Designed for the way people work.

Global at the core.

Adaptive foundation:
- Technology foundation:
  - Multi-tenant
  - Object oriented
  - In memory
  - Security
  - Integration cloud
- Embedded services:
  - Configurable business processes
  - Reporting & worktags
  - Settlement engine
  - Governance & compliance
The Enterprise Cloud for HR and Finance

### Human Capital Management

**Human Resource Management**
- Organization Management
- Compensation Management
- Absence Management
- Benefits Administration
- Cloud Connect for Benefits

**Talent Management**
- Onboarding
- Goal Management
- Performance Management
- Succession Planning
- Career and Development Planning

**Time Tracking**
- Time Entry & Approvals
- Real-time Calculation
- Basic Scheduling
- Time Entry Against Projects

**Payroll**
- Payroll for US and Canada
- Cloud Connect for Third-Party Payroll

### Financial Management

**Financials**
- Accounting & Finance
- Management Reporting & Analysis
- Governance, Risk & Compliance
- Cash Management
- Business Assets
- Project & Work Management
- Grants Management

**Expenses**
- Expense Reports & Approvals
- Spend Authorizations & Freezes
- Mobile Receipt Capture
- Credit Card Transactions
- Multi-Currency & VAT Support

**Revenue Management**
- Contracts
- Billing
- Revenue Recognition

**Procurement**
- Supplier & Contract Management
- Requisitions & Purchase Orders
- Invoicing & Settlement
- Contingent Labor Mgmt

**Integration Cloud**
- Standards-based, Web Services APIs
- Integration Cloud Platform
- Integration Cloud Connect
- Developer Network
- Partner Ecosystem
Setting the Expectations for Today’s Workforce

Mobile
Intuitive
Collaborative
Informative
Secure
## Value – What’s In It For You?

<table>
<thead>
<tr>
<th>What We Manage For You</th>
<th>What You Get</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Upgrades</td>
<td>Newest innovations</td>
</tr>
<tr>
<td>✓ Patches</td>
<td>Rapid implementation</td>
</tr>
<tr>
<td>✓ Availability</td>
<td>Immediate upgrades</td>
</tr>
<tr>
<td>✓ Backup</td>
<td>Lower operating costs</td>
</tr>
<tr>
<td>✓ Network</td>
<td>Better service levels</td>
</tr>
<tr>
<td>✓ Storage</td>
<td>Comprehensive security</td>
</tr>
<tr>
<td>✓ Operating system</td>
<td></td>
</tr>
<tr>
<td>✓ Database</td>
<td></td>
</tr>
<tr>
<td>✓ Integration</td>
<td></td>
</tr>
<tr>
<td>✓ Provisioning</td>
<td></td>
</tr>
<tr>
<td>✓ Security</td>
<td></td>
</tr>
<tr>
<td>✓ Data center</td>
<td></td>
</tr>
<tr>
<td>✓ Disaster recovery</td>
<td></td>
</tr>
<tr>
<td>✓ System maintenance</td>
<td></td>
</tr>
<tr>
<td>✓ Performance tuning</td>
<td></td>
</tr>
</tbody>
</table>
Forrester Wave™: HRM Systems Q1 ’12

Source: Forrester Research, Inc.
Live on HCM in 6 months and live on Financials in 7 months

Deployed globally with 130 integrations in 7 months

Saved an estimated 60% over its legacy ERP system

Replaced 80 HR systems with one, unified HCM system for 30 countries

Reduced Payroll processing from 48 hours to under 1 hour

Anticipated 40-50% cost reduction once legacy systems are decommissioned
Why do customers choose Workday?

Simple
Agile
Global
Innovative
Value
Elsa Ramos Vasquez
Director, Global Support - LATAM
Mexico City

Direct Reports
5
Manager
Susan Steinberg
View My Team

+52 (55) 5999.10.10 (Telephone)
+52 (55) 5999.10.11 (Fax)
sramos@workday.net
cramos

Professional Profile

Experience
- Senior Manager, Customer Support
  Grupo Financiero Banorte
  April 1994 - December 1999 | 5 years 8 months | Mexico City

- Add

Education
- Centro de Investigacion y Docencia Economican (CIDE)
  MBA in Managerial Economics | 1987 - 1989

- Add

Skills
- Commitment to Customer Service
- Customer Service Management
- Talent Acquisition

- Add

Projects
- Continuous Business Sustainability
  Edit

- Add

- Customer Service Onboarding
  Edit
  Develop/streamline onboarding process for customer service

- Add

Things in Common

- Talent Acquisition

Feedback

Susan Steinberg
09/13/2013
Just a reminder that we need to keep our airfare below $600

Scott Wilkinson
10/30/2012
Client Experience

Adria McCarthy
Director of HR Systems & Technology
Spectrum Brands
Spectrum Brands

- Global consumer products company with leading brands (Rayovac, Black & Decker, Toastmaster, Cutter, Remington, Hot Shot, George Foreman, to name a few)
- Drivers for change were HR re-organization, shift towards shared services model, need for Global platform for HR, need for integrated solutions.
- Deployed HCM, Payroll, Absence and Time Tracking
- Winning factors: Workday’s rapid deployment, global capabilities and ease of use assured a high level of acceptance and adoption.
Design, Build, Operate

Aggie Nolan
Vice President, Product Management
Aon Hewitt
Workday Deployment Phases

**DESIGN**
Employ our HR expertise to design an innovative HR service delivery model that takes full advantage of Workday and fulfills your business needs.

**BUILD**
Leverage our deployment experience, methodology and tools to streamline your deployment effort and realize Workday’s business impact.

**OPERATE**
Optimize your HR processes and continuously apply Workday updates to maximize your investment and customer experience.

Aon Hewitt has a unique position in the Workday ecosystem as the only Partner to provide a full suite of HR Consulting Services, Workday Deployment Services, and Post-Deployment Outsourcing Services.
Design Efforts to Transform HR

Getting Started on Your HR Transformation Journey

- Identify HR Strategy and Key Value Drivers
- Redesign the HR Structure, Roles, and Service Delivery Model
- Inventory Required Organizational Views (by LoB, Company, Location)
- Harmonize Job Profiles, Job Families, and Job Descriptions
- Map Job Descriptions to Competency Models
- Harmonize Compensation Programs, Eligibility Rules, and Market Rates
- Outline an HR Transformation Change Management Strategy
- Develop the HR Transformation Business Case
The Act of Transformation

Plan
Engage Stakeholders in Integrated Project Planning

Architect
Collect Business Requirements & Design Solution

Configure
Build the Integrated Solution

Test
Test the Integrated Solution

Deploy
Final Conversion

Change Management
Critical Components to the HR Service Delivery Model

Tier 1: Customer Service
- Workday navigational support, including mobile browser support
- Company policy or business process education
- Raise and manage the resolution of customer cases
- Identify trends in customer cases, call and chat reasons

Tier 2: Back-office Operations
- Enter data transactions for non-self service or exception cases
- Monitor the quality of data inputs and resolve data integrity issues
- Coordinate processing with client retained Centers of Excellence
- Process HR operations Workfeed activities and resolve customer case inquiries

Tier 3: Technology Support
- Configure business processes, reports, and integrations
- Monitor and maintain the scheduled integrations
- Patch and scheduled update coordination / testing / project management
- Coordinate timing for the Workday tenant updates and sandbox environments

HR Transformation Success is determined by the organization’s ability to operate in the new paradigm: Create a sustainable Service Delivery Model.
Where Are You on Your HR Transformation Journey?

- Haven’t started yet
- In-process of deployment
- Completed the journey

- Inventory Data & Process
- Need a Business Case
- The End State Vision

- Manage Thru Change
- Assess Status & Risk

- Realization Assessment

Proprietary & Confidential | Think Tank Webinar | September 19, 2013
REIMAGINE
what Aon Hewitt can do for your business with our Workday Solutions.
Questions
Contacts

Cecilia Killeen
Associate Partner/Account Executive
Aon Hewitt
+1.213.507.1412
Cecilia.Killeen@aonhewitt.com
Think Tank Webinar Series  www.aon.com/ah_thinktank

**September 19**  HR Technology Best Practices
October 17  Compensation Trends and Planning
October 24  Communication Trends in Retirement
November 21  Global Benefits Hot Topics
December 19  HR Effectiveness, Talent and Leadership
Legal Disclaimer

© 2013 Aon plc

This document is intended for general information purposes only and should not be construed as advice or opinions on any specific facts or circumstances. The comments in this summary are based upon Aon Hewitt's preliminary analysis of publicly available information. The content of this document is made available on an “as is” basis, without warranty of any kind. Aon Hewitt disclaims any legal liability to any person or organization for loss or damage caused by or resulting from any reliance placed on that content. Aon Hewitt reserves all rights to the content of this document.