



Can technology solutions deliver real savings in times of economic downturn?

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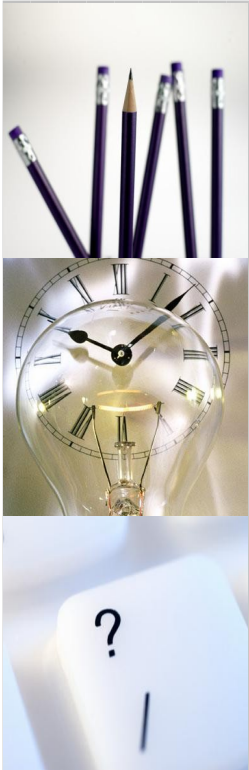
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Introduction

- The old approach to Technology acquisitions
 - ROI can't be measured
 - Based on competitor down the road
 - Technology as a cost
 - Solutions must be customized to match old business processes
 - Absence of benchmarking

A Need for Change

Some Leading Business Trends in Jamaica today



- Globalization of the Enterprise and Labor Markets
- Need for more efficient Government
- Process – driven organizations
- Reduced demand for products and services
- Outsourcing/Software as a service

Clearing through the sales pitch (Key Principles) :

- Business Strategy is affected by external drivers
- Business Strategy DRIVES Technology enablers.
- Strategies needs to focus on creating COMPETITIVE ADVANTAGE.
- Doing what competitors have done creates marginal value ...
- FLEXIBILITY is required to adapt and create / invent.
- Investments need TANGIBLE returns that enable lower cost of sales and service!

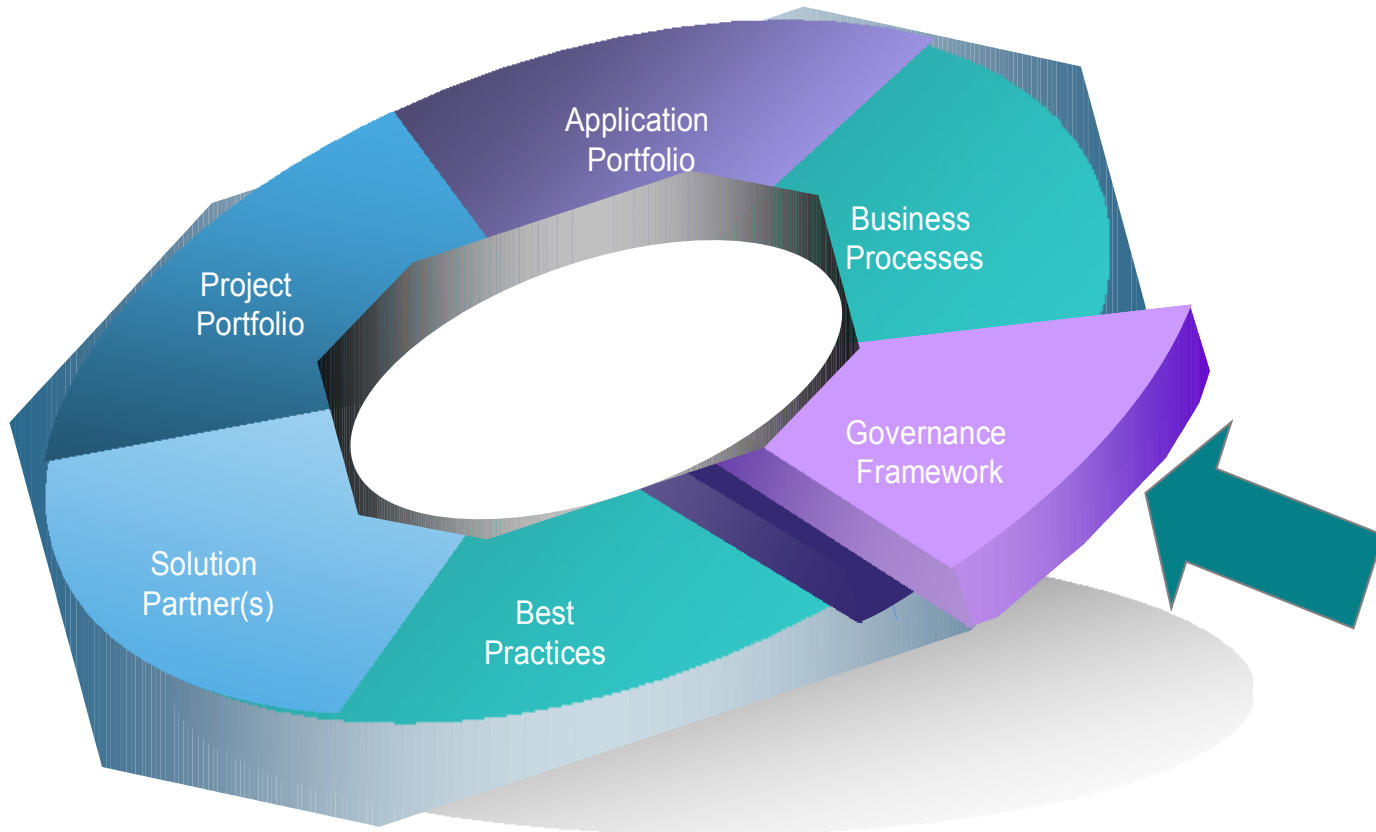
Common “Pit-Falls”

- Benefits of ICT are qualitative and rarely quantified directly to Business Strategy and Financial Drivers.
- ICT is the “Silver Bullet” that solves the business problems.
- ICT decisions are driven by “Features and Functions” rather than Strategic Value and Business Outcomes.
- “Big Divide” between IT and Business department of awareness of strategic technology capabilities to enable the business.
- Too much “Sales Fluff” in the ICT market space

Context for Technology Acquisitions

1. Business Strategic plan
2. Strategic ICT plan
 - a. Application/Infrastructure strategy
 - b. Project Portfolio
 - c. Governance Structure
 - d. Business Process strategy

Strategic Alignment



Main Business Drivers

- Increase Productivity
- Reduce Costs
- Gain greater business insight

Reduce Costs (examples)

- Reduce **printing and distribution costs** by up to **90%**
- Reduce the **cost of errors** by up to **50%**
- Reduce the **cost of recruiting** by up to **50%**
- Reduce **penalty fees** by up to **80%**

Improve Productivity (examples)

- Improve productivity by reducing **time to deliver services** by up to **10%**
- Improve time required for **customer enrollment/life event** changes by up to **50%**
- Improve time required to **process a loan application** by up to **25%**
- Improve time required to **apply for a job** by up to **50%**

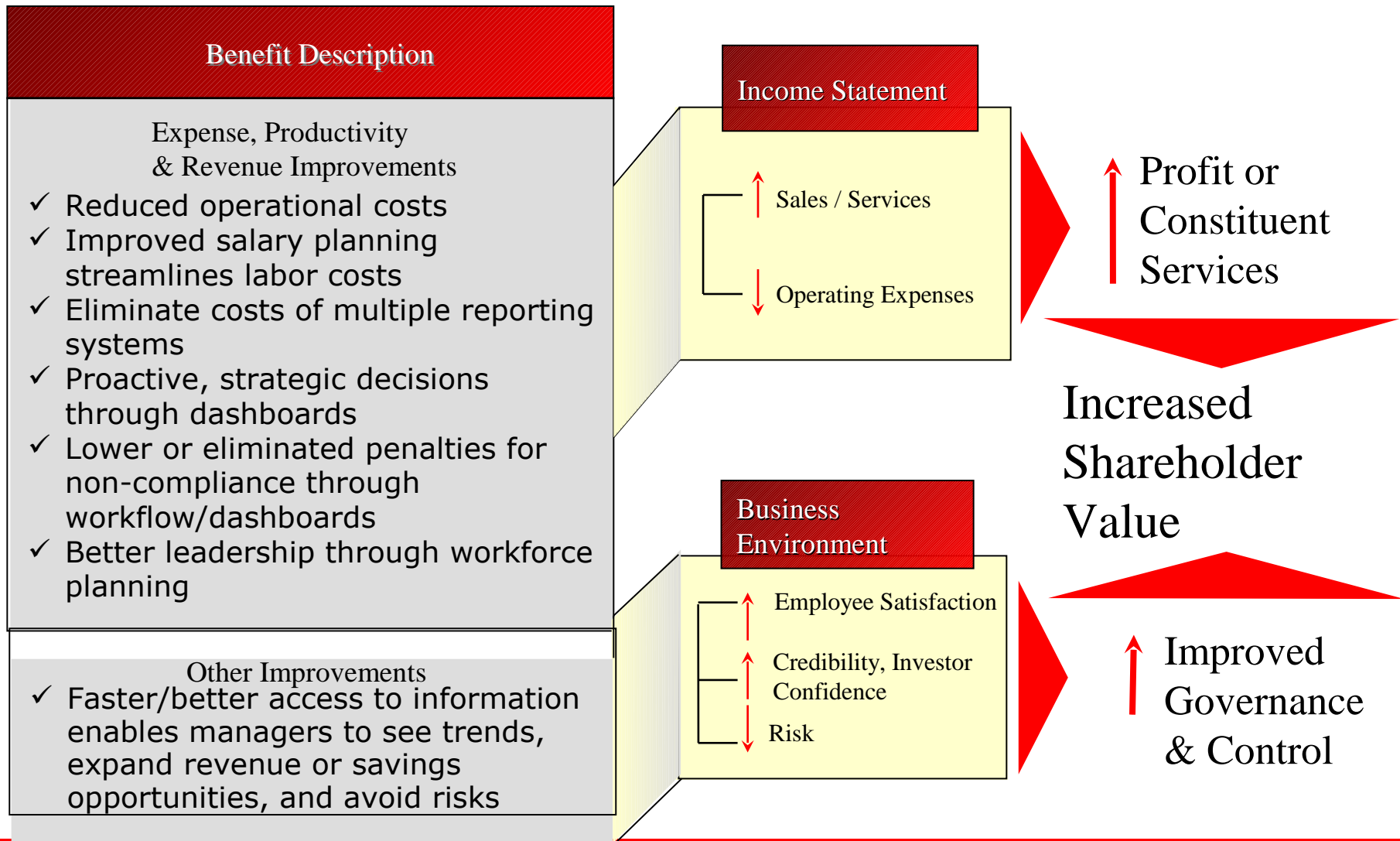
Gain Greater Business Insight

Adopt innovative and standardized technology
for greater business insight



- Business Intelligence
 - Dashboards
 - Ad-hoc reporting
 - Analytics

What Kind of Benefits Can You Expect from Gaining Greater Business Insight?



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Investment Proposal

Key Components of the investment proposal

- **REQUIRED INVESTMENT**

How much investment—including capital expense, planning and deployment, application development, and ongoing management and support—will the project require?

Key Components of the investment proposal

- **RISK**

What are the potential risks associated with the project? How likely will risks impact the implementation schedule, proposed spending, or derived target benefits?

Key Components of the investment proposal

- **STRATEGIC ADVANTAGE**

What are the project's specific business benefits, such as operational savings, increased availability, increased ... revenue, or achievement of specific ... goals?

Key Components of the investment proposal

- **FINANCIAL BENEFITS**

What are the expected financial benefits of the project, measured according to established financial metrics, including ROI, ... savings, and payback period?

Key Components of the investment proposal

- **IT OPERATING EFFICIENCY**

How will the project improve IT, such as simplifying management, reducing support costs, boosting security, or increasing IT productivity?

Key Components of the investment proposal

- **COMPETITIVE IMPACT**

How does the proposed project compare with competitor's spending plans?

- **ACCOUNTABILITY**

How will we know when the project is a success? How will the success be measured (metrics and time frames)?



Examples

Human Capital Management Opportunities (example)

Improve Productivity

- Time to hire 10% faster
- Open enrollment / life event changes 50% faster
- Job requisition processing 25% faster
- Job application time 50% faster

Reduce Costs

- HR printing and distribution costs 90% lower
- Cost of payroll errors 50% lower
- Cost of recruiting 50% lower
- Benefits enrollment fees 80% lower

Sources: CedarCrestone, Saratoga, Oracle Analysis

Deliver Daily Business Intelligence

Real-Time Access to Complete Business Information

How are my **headcount and salary** tracking to this year's budget?

What is my **turnover rate**? Why are employees leaving?

How many employees have completed their **benefits enrollment**?

How does **compensation** affect project costs?

What **key positions** is this person qualified to fill?

Manage By...

- **Objective:** Set enterprise-wide targets
- **Fact:** Provide performance-based metrics
- **Exception:** Continuously evaluate performance

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What Oracle Customers Are Achieving...



reduced employee transaction paperwork by 90%



reduced number of HR processes from 300 to 90



Lloyds TSB

decreased payroll errors by 75%



decreased days required to fill vacancies by 40%
and reduced recruiting costs by \$1,500 per vacancy



trains 600 sales staff in 4 countries, 20 times per year



reduced payroll cycle time by more than 75%



improved admin productivity to save \$340,000 per year

Santos

reduced leave liability by \$350,000 annually

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COMPANY OVERVIEW

- Leading UK-based retail and commercial financial services group.
- Employs 70,000 people and generates \$26B in yearly revenues.

CHALLENGES / OPPORTUNITIES

- Develop a best-in-class, shared service HR function through Web technology
- Reduce administration costs through automated self-service processes
- Use standard applications with no customizations
- Empower managers through decentralized decision making

SOLUTIONS

- Human Resources
- Self-Service HR
- iProcurement
- Payroll
- Financials

CUSTOMER PERSPECTIVE

“...we need to be doing things faster and better... customer service is a high priority. Oracle HRMS enables us to achieve these goals while helping to improve employee satisfaction and reducing costs.”

-- Martin Hunt, HR Shared Services Director

RESULTS

- Reduced average recruitment cycle from 12 to 7 weeks
- Eliminated payroll errors by 75%
- Raised HR admin efficiency, cut time to perform tasks by 85%
- 30% ROI in first 18 months, expected payback in under 6 years



COMPANY OVERVIEW

- Leading U.S. consumer electronics retailer with 930 retail locations nationwide
- Generate \$32B in yearly revenues and employs over 128,000 employees

CHALLENGES / OPPORTUNITIES

- Improve new hire processing to support corporate growth objectives
- Reduce administrative costs by utilizing automated self-service processes

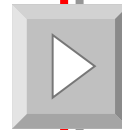
SOLUTIONS

- Human Resources
- Self-Service HR
- Advanced Benefits
- Financials

CUSTOMER PERSPECTIVE

"Without a doubt, our choice of Oracle was driven by our recognition of the criticality of automating our HR processes and integration between our HR and financial applications."

-- Scott Sheppard, HR Technology Director



RESULTS

- Decreased employee transaction paperwork by 90%
- Reduced time to process new hires by 50% (50k+ hires annually)
- Improved employee productivity through self-service

COMPANY OVERVIEW

- Russia's largest integrated steel making enterprise, producing an estimated 11 million tons of steel annually.
- \$5.4B in yearly revenues, over 27,000 employees

CHALLENGES / OPPORTUNITIES

- Managers had limited ability to understand and control the deployment of labor resources
- MMK required numerous highly manual procedures to manage HR data

SOLUTION

- Human Resources
- Payroll
- Sales
- Marketing
- Contracts
- Financials
- Process Mfg
- Project Costing
- Purchasing

CUSTOMER PERSPECTIVE

"We were able to increase labor availability and utilization within six months of going live with Oracle.

-- Elena Posazhennikova, Chief of HR Admin.

RESULTS

- Saved \$340,000 annually through reduction of duplicate efforts and automation of routine tasks
- Reduced the number of days required to complete payroll tax reports by 71%
- Reduced payroll error rate from 30% to less than 1%
- Automated system enables staff to spend 20% more time on strategic activities

Thank You!



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