



Implementing Oracle HCM Cloud Newsfeed UX

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Safe Harbor

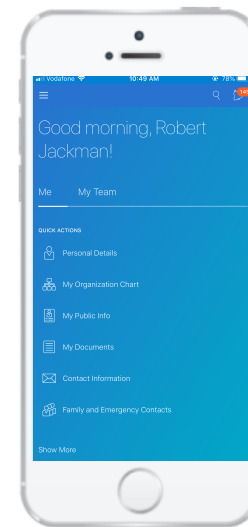
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Implementing Newsfeed User Experience

Agenda

- Benefits
- When Should We Move?
- Switch and Go Steps
- The Rogers Story
- Stay Current
- Q&A



Benefits of Newsfeed UX

- Ease of use
 - Streamlined, simplified user experience
 - Higher productivity
 - Improved user acceptance
- The power of mobile – work anywhere, anytime
- Supports automated testing
 - Newsfeed UX IDs are static, persisting through updates
 - Revise only for new features

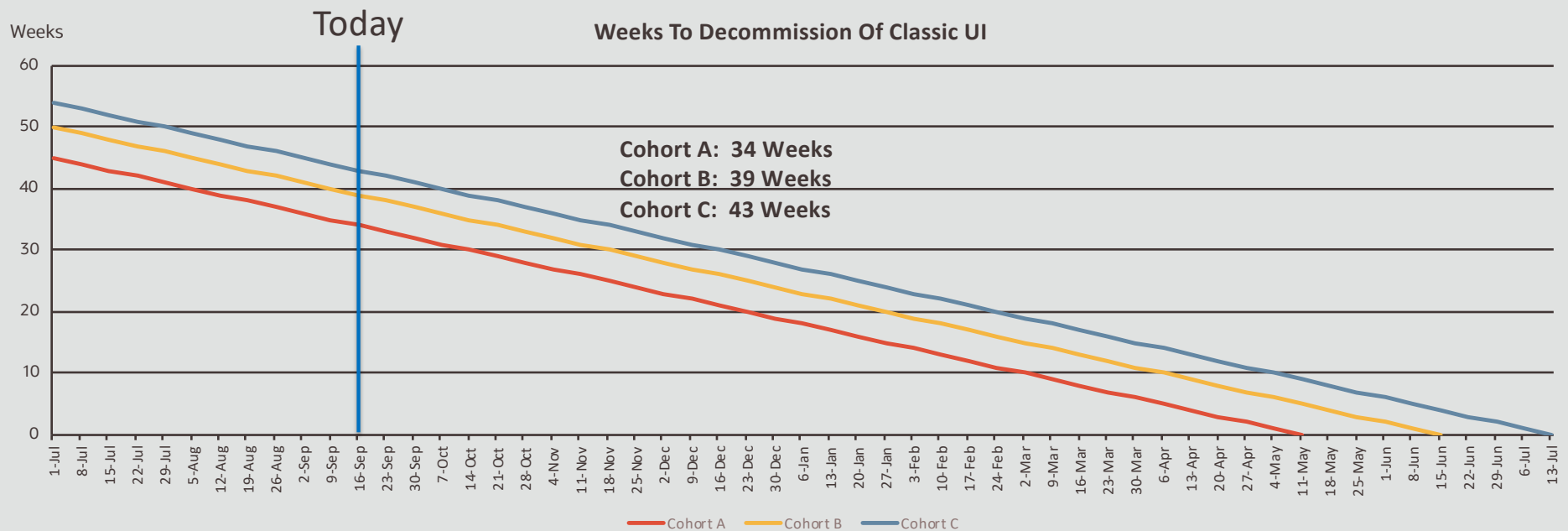
When Should We Move To Newsfeed UX?

As Soon As Possible

- Oracle's strategic direction
 - New features and functionality only work with NUX
 - Example: ORC as of 19A
 - New NUX-like skin for administrative tasks coming in 19C
 - Both NUX and Classic UI
- Key adoption milestones
 - 20A delivered with Newsfeed UX enabled
 - Customers can step back to Classic UI with 20A if desired
 - Classic UI decommissioned in 20B
- So move now – better than during open enrollment season, year-end payroll, year-end tax reporting

Move to Newsfeed UX Now

The Clock Is Ticking



Move To Newsfeed UX Prior To Uptake Of 20B

Switch and Go Steps

Newsfeed Home Page Layout

Responsive Design (Redesigned Pages)

- Determine Product Footprint
- Enable Administrator Profile Values

Redesigned Page Fields

- Identify Existing UX Personalizations
- Reconsider and Reapply as needed

Finish The Switch

- Test
- Train
- Deploy



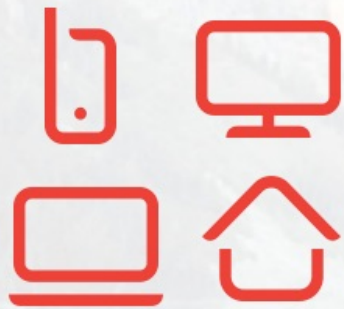
Oracle OpenWorld 2019

How to Implement Oracle HCM Cloud's Newsfeed UX

Phillip Law | Rogers Communication Inc

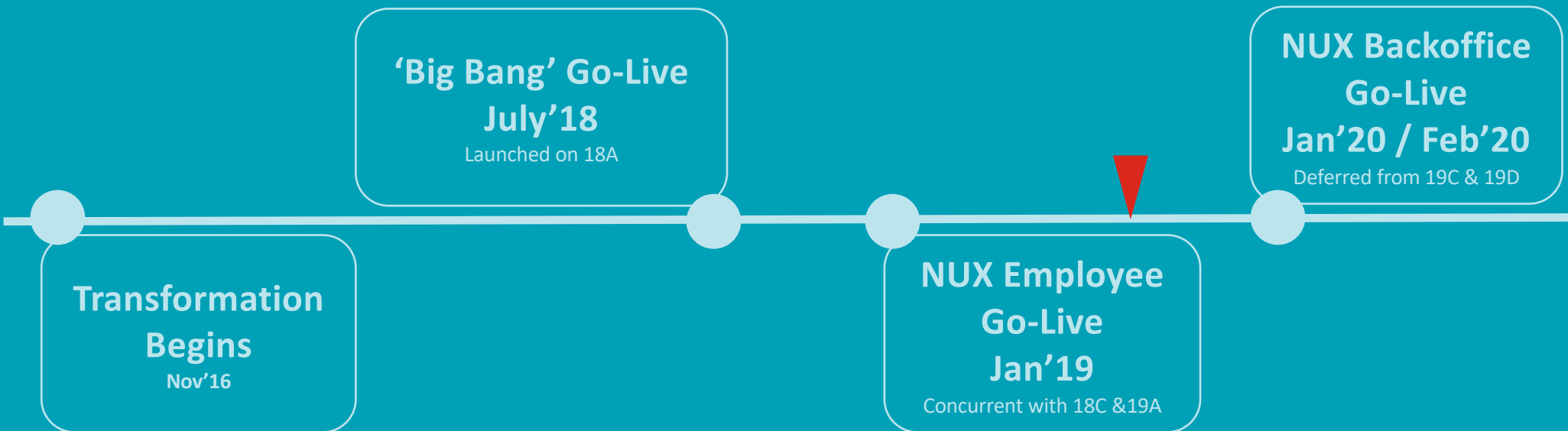
September 16, 2019

We connect Canadians to a world of possibilities, and the memorable moments that matter most in their lives.



 ROGERS

Rogers Newsfeed Responsive User Experience (NUX) Story...





Personalized services, built
around employee needs –
anytime, anywhere & on-the-
go.

Solutions

Anytime, Anywhere Access



- Mobile enabled, cloud solutions
- Commercial experience, evolving platform
- Simplified architecture, OOTB functionality

Process

Simplified Service Experience



- One experience for all HR services
- Self help, search-based, support model
- Consistently accurate & compliant service

Experience

Personalized Conversation



- A “human” conversation at all touch points
- White glove service for moments-of-truth
- Service driven by purpose, from an employees view

Business Processes/Systems Scope

Deliver long-term compliance capability, eliminate risk of operating end-of-life technology and modernize the employee experience

Business Drivers

Continued Compliance


Rogers Core HR system was end-of-life. Tax updates, which are required to deliver a compliant payroll, would cease imminently

Operational Stability















Solution architecture is sustained through mass customization – a design principle that was not sustainable.

Cost Management


Services and technology were fragmented across channels and partners, within HR and across the broader business.

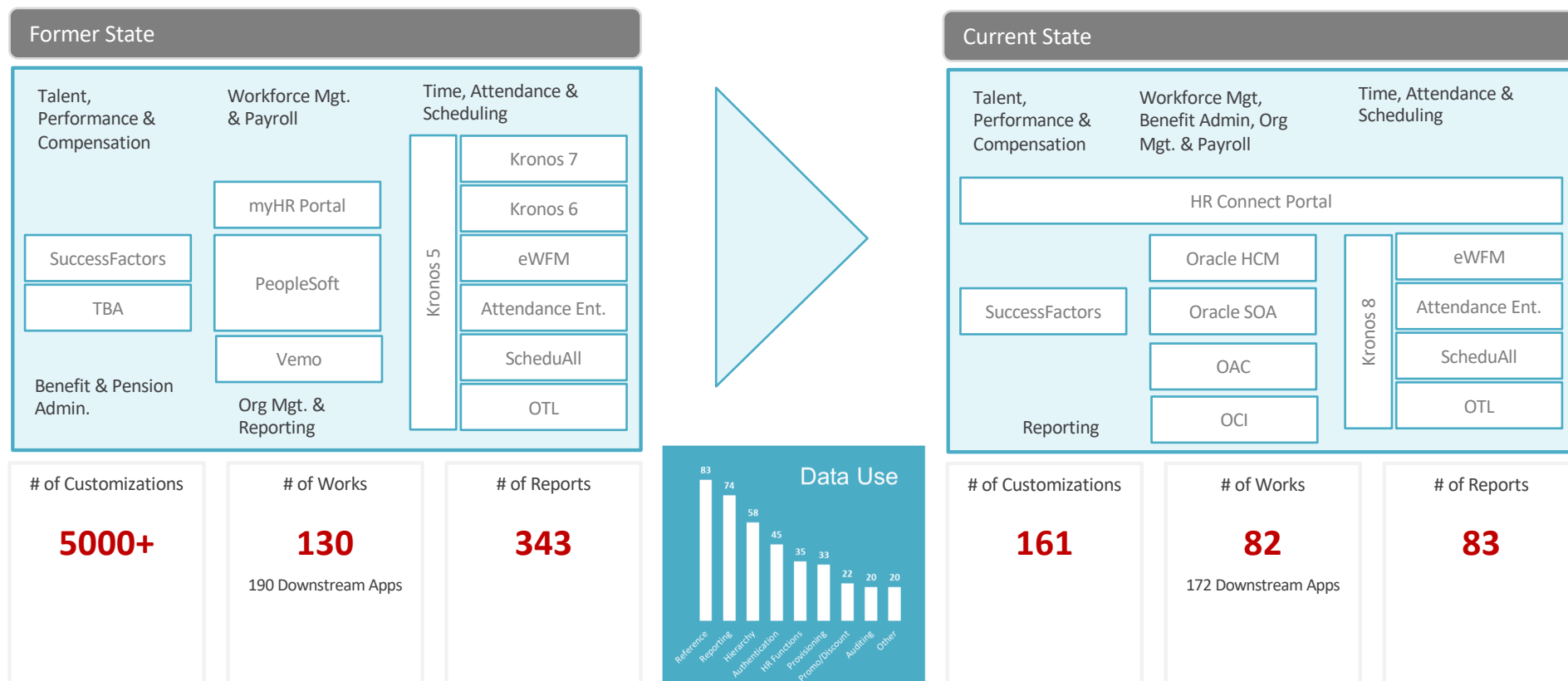
Digital Experience


Service extension was limited by our technology stack and outsourcing arrangement.

| Scope | Where we were... | Where we are... |
|-------------------------------------------------------------------------------------------------------|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
|  Portal | myHR ¹ & Rogers Zone | ServiceNow  |
|  Call Centre Ops | Siebel | |
|  HR & Payroll System | PeopleSoft 8.8 ² | Oracle HCM (+Guided Learning)  |
|  Benefits System | Total Benefit Admin ¹ | |
|  Reporting | PeopleSoft 8.8 ² / VEMO | OAC  |
|  Time & Attendance | Timekeeper (V5 ² , 6 ² & 7) | Timekeeper (V8)  |
|  Integrations | PeopleSoft 8.8 ² | Oracle SOA  |
|  Service Delivery | Outsourced | Insourced |

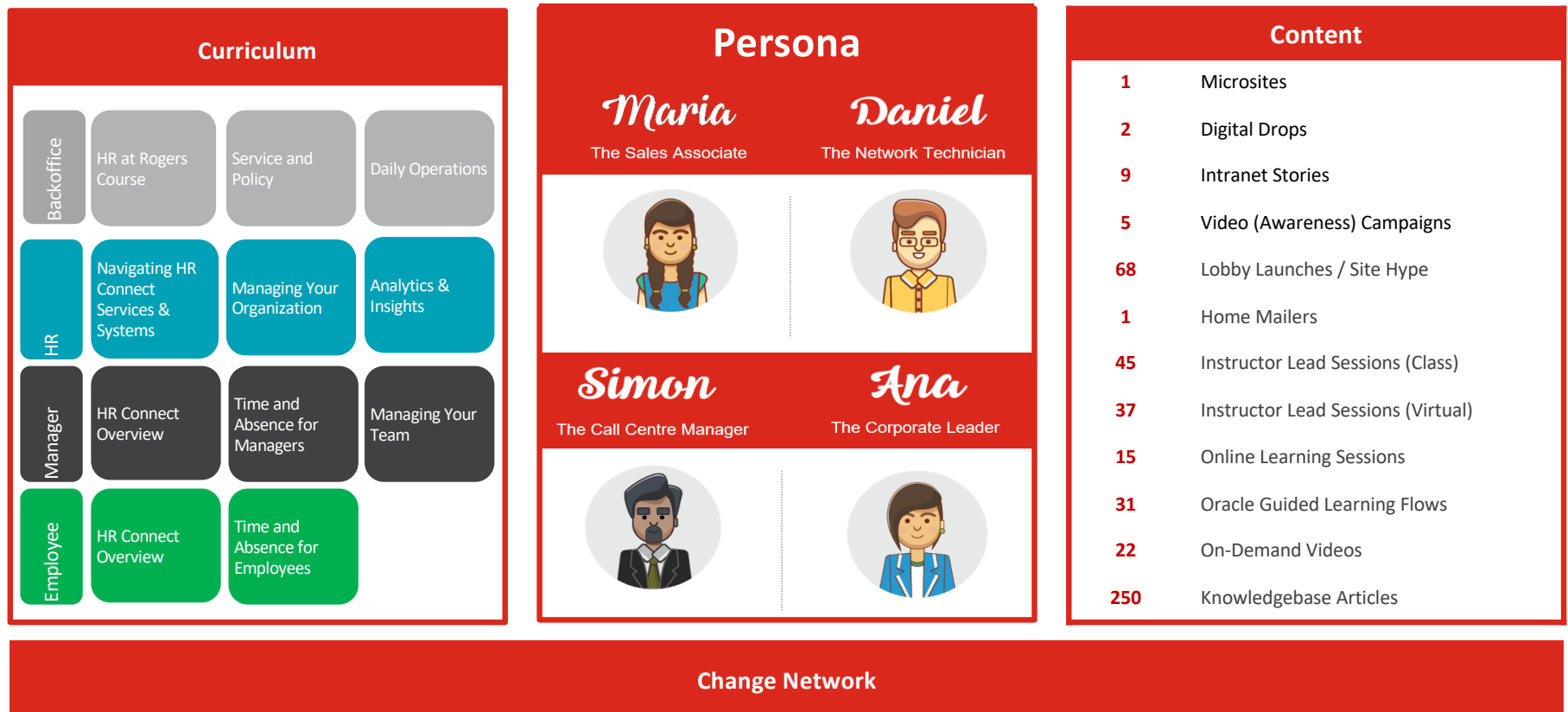
Solution Simplification

Simplified our technology landscape using cloud-based solutions; leveraging standard functionality and data models.



End-User Readiness

End-user readiness campaign focused on awareness, trial and adoption across multiple channels.



Go-Live 2-Week Contact Trends

Despite being launched during peak vacation season, volumes eclipsed 10-year highs by 2X!. Unique support article view rate was 400+% greater than the 12-month rolling average.



153K

Support Article Read

82%

Population Connected



4,226



2,470



2,220



Guided Learning

1,175

Contact Trend



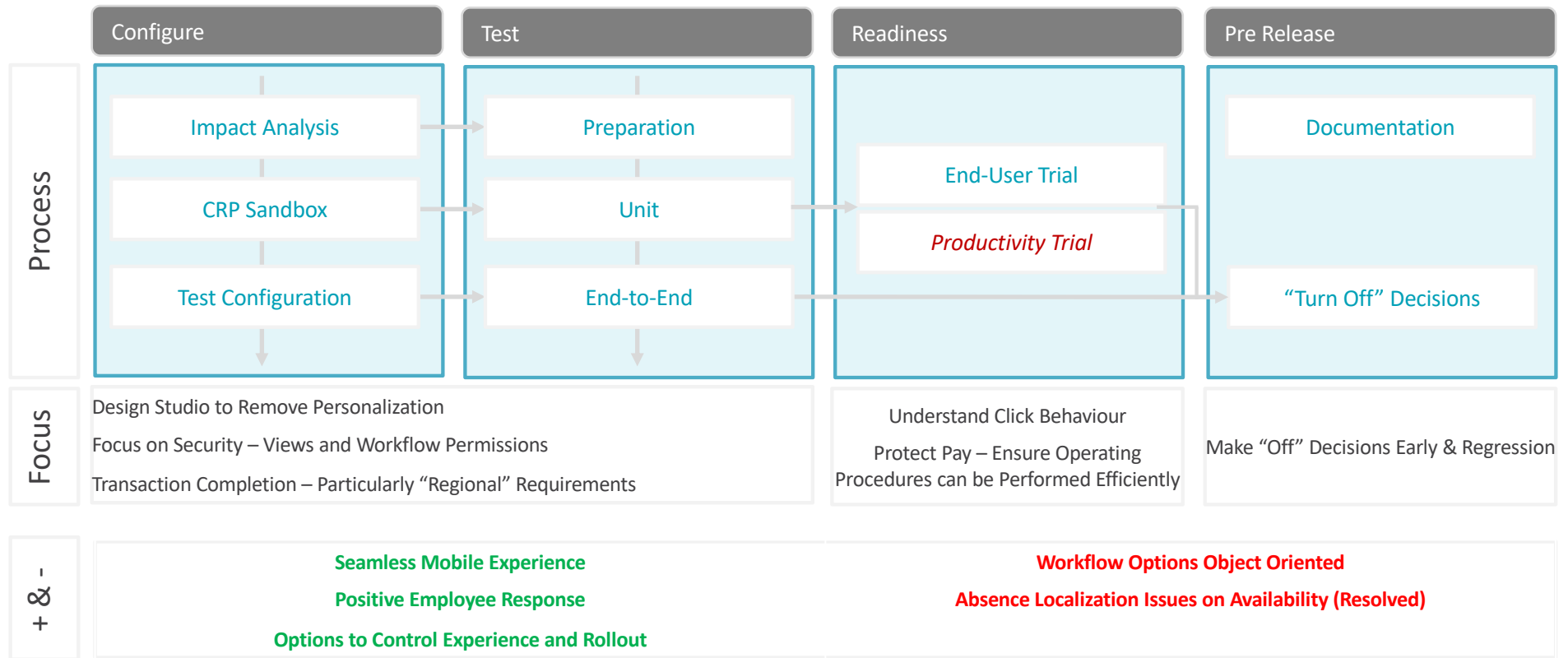
237%

Driven by: General Awareness



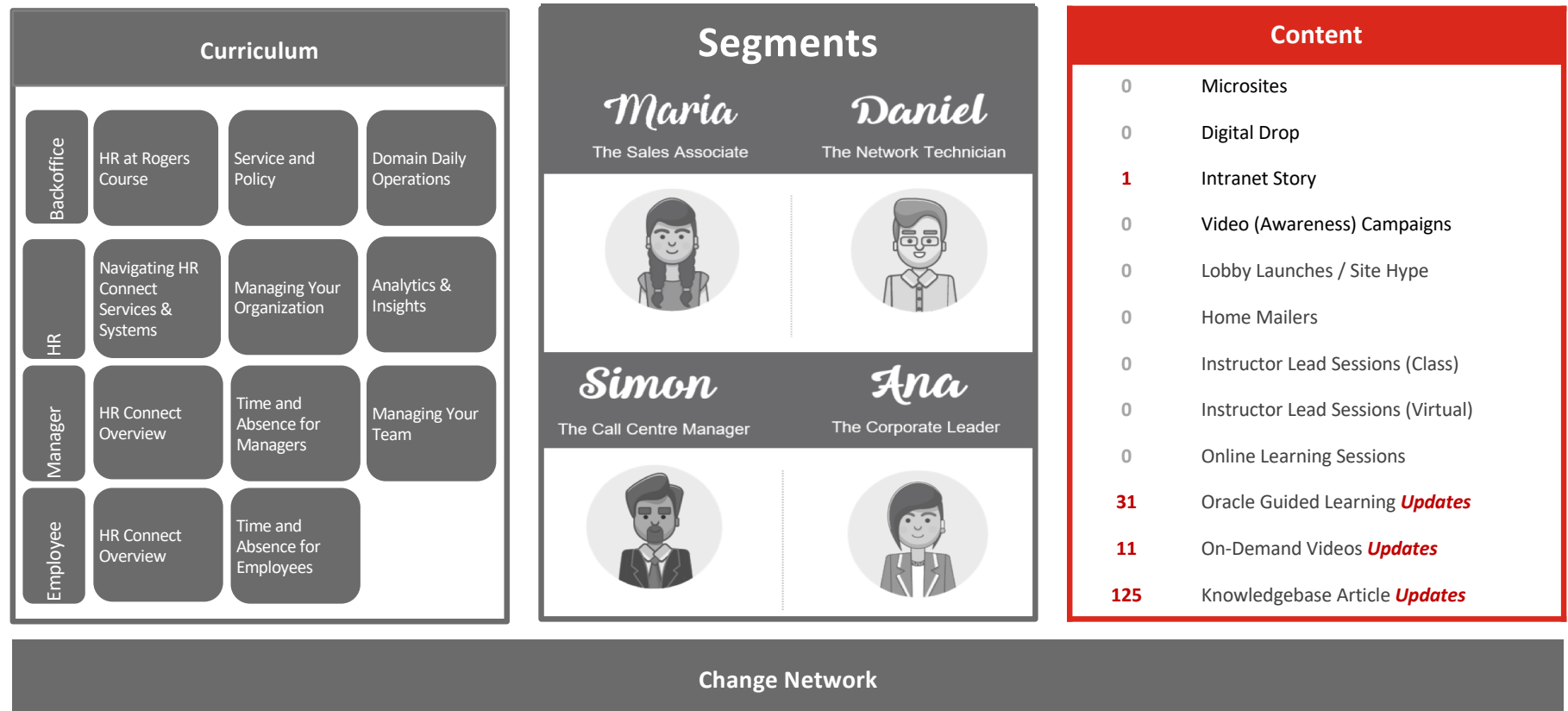
NUX Implementation @ Rogers

Core release team focused on quickly enabling as much NUX functionality as possible in a 6-week period.



NUX Employee Readiness

End-user readiness campaign focused on awareness of HCM Mobile. NUX was a secondary message to Year-End Tax slips.



NUX Go-Live 2-Week Contact Trends

Year-End tax season drove contracts, however volumes maintained 12-month rolling average. Self-service article reads hit a 2-week over the previous 6-months.



45K

Support Article Read

31%

Population Connected



1,488



1,614



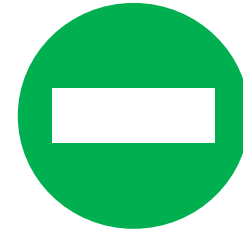
573



Guided Learning

485

Contact Trend



-2%

Driven by: Year End Tax Slips



Stay Current

- [Cloud Readiness HCM Cloud Common “What’s New” for 19 A, B & C](#)
- [Cloud Readiness Global Human Resources “What’s New” for 19A, B & C](#)
- [Cloud Readiness Talent Management “What’s New” for 19A, B & C](#)
- [Cloud Readiness Workforce Rewards “What’s New” for 19A, B & C](#)
- [Cloud Readiness Workforce Management “What’s New” for 19A, B & C](#)
- [MOS Doc ID 2399671.1, “HCM Responsive User Experience Setup Information – Profile Options and Displayed Fields”](#)
- [Identify Your UX Personalizations and Extensions through a Custom Set Migration export](#)
- [MOS Doc ID 2504404.1, “Transaction Design Studio – What It Is and How It Works”](#)
- About custom roles
 - [MOS Doc ID 2023523.1, “Upgrading Applications Security in Oracle HCM Cloud”](#)
 - Appendices A & B for instructions on updating custom roles
 - [Oracle Human Capital Management Cloud: Securing HCM in 19C](#)

Questions?



- Join us for discussion follow-up
 - ❖ Today, Session CLS58009, 11:15 – noon, Moscone West 3015
 - Take the Mobile Challenge: Simple HCM from Your Own Smartphone
 - ❖ Session HOL5798, Various times each day, Moscone West 3015
 - Floyd available for one-on-one meetings during OOW
 - Newsfeed UX Office Hours on Oracle Cloud Customer Connect
 - HR Mobile forum on Oracle Cloud Customer Connect
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