



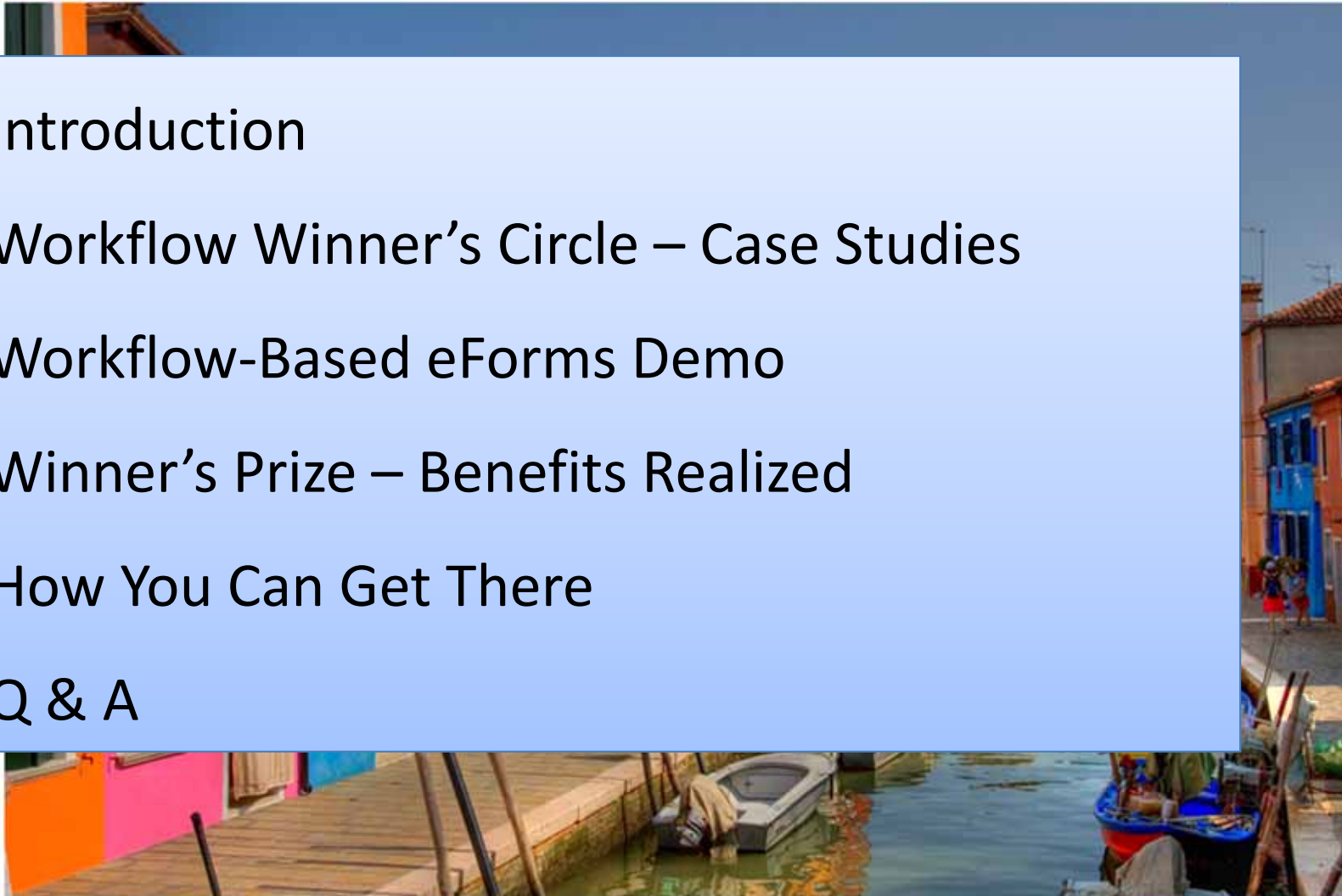
# Workflow Winners Circle: Who's In It and How to Join

Presented by:  
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# Agenda



- Introduction
- Workflow Winner's Circle – Case Studies
- Workflow-Based eForms Demo
- Winner's Prize – Benefits Realized
- How You Can Get There
- Q & A



# Introduction



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# Graphics Attributions



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# Case Studies



# Workflow Winner – Wakefern Food Corp



## Quick Facts

- Largest retailer-owned co-op in the U.S.
- 46 member grocers, 200 stores under ShopRite brand
- \$9.26 Billion in revenue (2009)

## Legacy Process

- 3<sup>rd</sup> Party workflow system

## Biggest Problems

- Valid value sync problems with workflow system
- Interface errors getting transactions back into PeopleSoft
- Disparity between workflow entries and PeopleSoft entries

# Workflow Winner – Wakefern Food Corp



## What They Did

- Invested in a PeopleSoft-based eForms framework - GT eForms™
- Hosted a consultant-led Demonstrate and Train project
- Termination eForm was used to demonstrate and train
- Over next few years, built 23 eForm processes in-house!

# Workflow Winner – Wakefern Food Corp



## They Won Because...

- PeopleSoft-based eForms solved sync and interface issues
- Member stores and HQ have flexible approval paths that meet their unique needs
- They have the team and the tool to build new workflow solutions

# Workflow Winner – Wakefern Food Corp



Key Win:  
In-House Expertise

# Workflow Winner – University of Alberta



UNIVERSITY OF  
ALBERTA

## Quick Facts

- Founded 1908, now largest university in Alberta, 9<sup>th</sup> largest in Canada
- 15,000 staff serve 37,500 students
- Set world record for largest dodgeball game

## Legacy Process

- Paper-based personnel action approvals

## Biggest Problems

- Paper personnel files in both departments and central offices were paper-heavy and posed security risks
- Disparate business practices didn't pass internal audits, especially union contract requirements

# Workflow Winner – University of Alberta



## What They Did

- Automated all personnel actions using GT eForms™ / ePAF™
- Moved paper personnel files into online GT Personnel eFile™
- Extended eForms / workflow solutions to more users / processes over multiple projects

# Workflow Winner – University of Alberta



## They Won Because...

- Correct, uniform business practices are enforced by the eForms
- Completely online personnel files provides managed security access for core and department users



# Workflow Winner – University of Alberta



# Workflow Winner – U of British Columbia



## Quick Facts

- More than 50,000 students across 4 campuses
- In Global Top 40 higher-ed institutions
- Employs 7,000 student employees annually
- Total economic impact of \$6.3 Billion

## Legacy Process

- Paper-based personnel action approvals

## Biggest Problems

- Late paperwork caused lots of off-cycle checks
- Heavy turnaround for large student employee base
- Complex earnings distribution process was very cumbersome
- Many “shadow” systems in various departments

# Workflow Winner – U of British Columbia



## What They Did

- Automated all Personnel Actions using GT eForms™ / ePAF™
- Built a powerful Labor Distribution grid interfaced with Financials to eliminate account overspending
- Integration with custom ID vault
- Extended SOA Architecture to interface with shadow systems

# Workflow Winner – U of British Columbia



## They Won Because...

- Late paperwork problem solved - new hires paid correctly and on-time
- Virtually no payroll corrections necessary because of built-in edits
- Many less manual journal entries
- Replaced many shadow systems, integrated with others

# Workflow Winner – U of British Columbia



Key Win:  
Integration



# Demonstration of GT eForms™





# Winner's Prize: Benefits Realized



# Winner's Prize – Benefits Realized



## Bottom-Line Impact!

**U Utah: 88% decrease in over/comp time first 6 months**

## Better and faster results

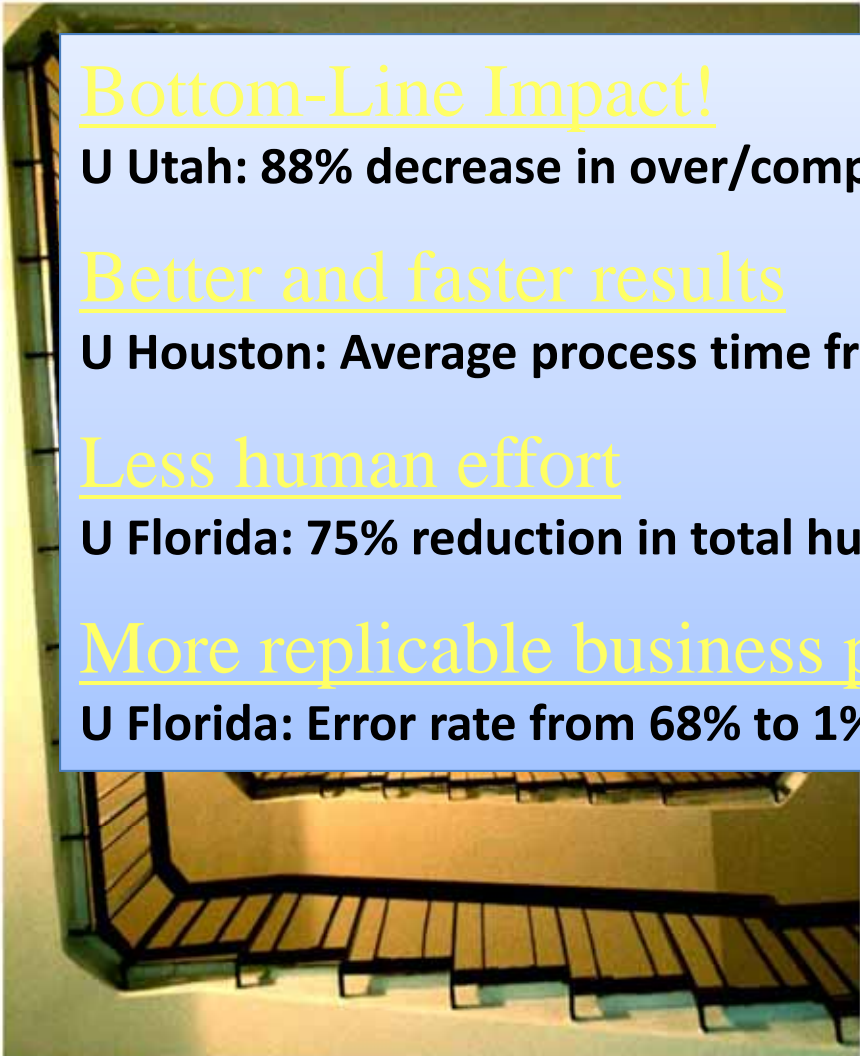
**U Houston: Average process time from 15 days to 3 days**

## Less human effort

**U Florida: 75% reduction in total human effort**

## More replicable business processes

**U Florida: Error rate from 68% to 1%**



# Winner's Prize – Benefits Realized



## Easier to train users

**U Florida: Reduced PAF training from 8 hours to 1½ hours**

## Easier to audit

**OUHSC: Internal auditors praised solution for ease of oversight**

## Storage / retrieval / permanence

**U Utah: Eliminated vexing problem of HR forms lost in routing**

## **Green Savings – Reduced paper / material / storage costs**

**BYU: Went from seven huge paper filing systems to one**

# How Can You Get There?



## Step 1: Pick a Process

- **Fluid business process** – needs Functional User / Business Analyst-level maintenance
- **High transaction volume**
- Existing process is **paper-based**
- **Complex rules** for field entry and appropriate valid values
- **High error rate**
- **Casual user base**
- **Needs signatures**
- **Workflow / approval process**
- Need to trigger **email or worklist notifications**
- Need to **interface with/combine data** from multiple systems
- Store form/transaction data in **searchable format**
- Data gets **entered into PeopleSoft** or other system
- Need for **audit trail**
- Need to keep **supporting documents** together (need to tie imaged/desktop documents to electronic record)
- Need to **trigger workflow routings** from delivered components without customizations

# How Can You Get There?



## Step 2: Demonstrate Success

- **Start with a workflow development framework**
- **Use workflow experts**
- **Keep initial project SHORT**
- **Measure results, preferably before and after**

# How Can You Get There?



## Step 3: Develop Roadmap

- **Extend initial success naturally**
- **Spread benefits to more stakeholder groups**
- **Pick pain points**

# How Can You Get There?



## Step 4: Get Buy-In

- Educate on benefits for end-users, approvers, functional, technical, security staff
- Illustrate return on investment
- Be generous!



# How Can You Get There?

...and you're on your way to  
workflow Nirvana!





# Existing eForm-Based Solutions

- **ePAF™** – Electronic HR transactions, including Hire, Job Change, Employment Status Change, Manage Position, Additional Pay
- **GT eVoucher™** – Populate PS Vouchers from an eForm (Check Requests, Invoices, Reimbursements)
- **GT Paperless I-9™ with E-Verify** – Fully reg-compliant electronic I-9 with web services integration to DHS E-Verify system
- **GT Personnel eFile™** – Put your whole personnel file online, including eForms, scanned docs and notes
- **GT eTime™** – Simplify time and attendance reporting
- **GT ePost™** – Easy job postings to Candidate Gateway
- **Security eForm** – Replace paper security access requests with a self-routing, self-applied eForm
- **eForm Library** – Repository of all eForms developed for the GT eForms™ platform



# Contact

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Q & A