Cloud Services Offering

Fixed Scope Offering for Implementation of

ORACLE® Taleo
Executive Summary

- Hexaware is pleased to present to you this fixed scope offering for implementation of Oracle Taleo solution in cloud.

- Hexaware is Co-Developer of Fusion Applications and Global partner of Oracle with strong HCM domain knowledge and Implementation expertise.

- Hexaware has a large pool of certified Oracle HCM, Taleo consultants with strong implementation background enables customer to achieve best outcome through strategic integrated Talent Management processes.

- With strong domain knowledge, application expertise and unique technical skills Hexaware brings to you the quick ROI at minimum risk for your Talent Management initiatives.

- This document provides insight into the scope, approach and methodology used for this “Fixed Scope Offering”
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- The Application Scope
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- Why Hexaware For Taleo Implementations?
Business Drivers

With nearly 1/3rd of the HR Budget been invested in Talent Management initiatives for a strategically integrated Talent environment, the customer best preferred market leading solution Oracle Taleo implementation along with Hexaware strong implementation & domain expertise have brought proven results in achieving customer’s Talent objectives.
Key Business Drivers

• Expertise in designing processes flows leading Organization’s in finding key gaps between the talent in place and the talent required to drive business success.

• Focus not just on the talent strategies but on strategic integrated Talent Management elements required for successful execution.

• Adopt best practices with clear understanding of organization’s current and future business strategies.

• Achieve HR excellence by recruiting, developing and retaining the best talent.

• Proven methodologies to streamline processes with Oracle Taleo to align People with the business, build talent pipelines and develop leaders to achieve measurable efficiencies.

• Design and implement for the user, thereby enhancing the power of Talent Intelligence.

• Hexaware innovation lab and Centre of Excellence team bringing cutting edge solutions for benefiting our customers.
The Solution
Oracle Taleo Cloud
We are uniquely positioned to maximize the ROI for our customers
Visibility

What type of talent do I have to meet the need?
What are they doing now?
What talent can I get externally if I need it?

Quality/Capability

Are they trained and ready? When will they be trained and ready?
Are they in the right place?
Will they provide what I need?

Future State

What unique skills and career paths are needed to create new products and services?
What talent do I need to sustain growth?
Visibility
Do I know what, and how many I have?

Capability
Quality & Skills
Aspirations
Performance / Potential

Future State
Critical Roles
Career Paths, Succession
Compensation
Why should organizations strive for integrated/strategic talent management?

- **26%** more revenue per employee
- **41%** less turnover in high performing staff
- **17%** less voluntary turnover
- **28%** less likely to have had a major (10%+) layoff

**92%** more likely to **effectively respond** to changing economic conditions

Source: 2009 Talent Management Factbook, Bersin & Associates
There is significant return on achieving integrated and strategic talent management.

Source: Bersin & Associates 2011
Built on 100% Open Standards

Standard Tools for Data and Process Integration

Lower Cost Integration

Large Talent Pool
4 Key Take-Aways …

1. World Class Cloud Delivery
   - Tier-4 co-location data centers
   - Robust web delivery infrastructure

2. Deep IT Strength
   - Meet IT needs of demanding F100 customers
   - Dedicated, experienced delivery team

3. Scale, Measure, Improve
   - Scales to large enterprise volumes
   - Continuous measurement & improvement

4. Customer Data is Safe
   - Secure Infrastructure
   - Mature Security Culture & Processes
Most Reliable Platform

• More than 99.9% uptime
• All infrastructure monitored 24x7 (McAfee, Sourcefire)
• Access to Oracle engineers
• Comprehensive production assessment process
• High availability via
  – Autonomic monitoring, diagnostics
  – Predictive incident management tool
The Application Scope
# HCM Modules in Scope

<table>
<thead>
<tr>
<th>Modules</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Recruitment</td>
<td>14 weeks</td>
</tr>
<tr>
<td>• On-boarding</td>
<td></td>
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<tr>
<td>• Learn</td>
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</tbody>
</table>
High level Scope Definition - Recruiting

- 1 External Career site (1 Application flow, 1 Profile flow, 1 Branding & Theme)
- 1 Internal Career site (with Employee Referral)
- 1 Agency Portal site (with configurations up to 10 staffing partner configurations)
- 1 Candidate Selection Workflow
- 1 version of Recruiter the Interface
- 1 version of Manager the Interface
- 1 Requisition form with up to 25 User Defined Fields
- 15 Requisition Templates
- Requisition & Offer Manual Approval workflow configurations
- 2 Candidate Profile (Profile & Job Submission) with up to 25 User Defined Fields
- System Correspondence with Personal Branding
- eQuest posting service enabled
- One time Data Upload (1 test + 1 Production)
  - Organization
  - Location
  - Job Functions
  - User
  - Departments
- Offer Management Configuration with up to 5 custom offer letters
- Review of Standard report and 1 custom report
High level Scope Definition - Onboarding

- 10 Onboarding forms (10 fields per form)
- 10 Onboarding tasks
- Pre Hire and New Hire processes configuration
- Electronic Offer configuration
- 10 email templates configuration
- Candidate Portal review
- Prototype and demonstration of expected usage and configuration
High level Scope Definition - Learn

- Setup of required control panel settings with 10 custom fields configurations
- 5 groups Definition configuration
- Setup of the supervisor role; including My Team permissions
- 5 Instructor Led Training items configuration
- 1 Virtual Instructor Led Training items configuration
- 5 Web Based Training items configuration
- Configuration of recommended, pre-defined course catalogue
- 5 types of Resource population in Resource Manager
- 1 Learning Plan with 2 Prerequisites configuration
- 1 simple and 1 complex survey or assessment creation
- 1 Assignment creation
- 2 standard LearnCenter certificate creation
- Review of Standard LearnCenter Reports
- 1 Chat Room or Forum creation
- Selection of LearnCenter site design template with custom logo and colors
- 5 Categories creation for Trainings
- Review of Standard Notifications
- Review of the Audit Trial and Password Recovery
Hexaware’s VELOCITY Methodology For Cloud Solutions Implementation
VELOCITY
(Hexaware’s Cloud Implementation Methodology)

Plan ➔ Design ➔ Configure & Prototype ➔ Testing ➔ Go-Live

- Project Charter
- High-level Project Plan
- Workshop/CRP plan
- Project Organization Chart
- Sample Deliverables

- Configuration Documentation
- Data Mapping
- Security Matrix
- Test Strategy
- Training Strategy

- End to end system configuration
- Testing Scenarios & Scripts
- Updated Configuration Document
- CRP Sessions and Summary

- Fully configured, tested and user accepted application
- Key User Training
- Finalized configuration documentation
- Detailed go-live cutover plan
- Finalized production environments

- Application go-live
- Project Closure
- Issue Resolution
- End User Feedback
About VELOCITY Methodology

VELOCITY is Hexaware’s standards based methodology for Rapid implementation of Cloud Solutions. The methodology is rapid, adaptive and business focused.

Key Features:
● Efficient:
  • An easy-to-follow framework of activities
  • Prototype based approach
● Delivery Toolkits:
  • Standard templates enabling faster and better quality outputs
● Flexible:
  • Select the strategy, techniques, and tasks appropriate for your project
● Scalable:
  • Scalable to handle large multi country rollouts and high volume data migrations

Key Benefits:
● More Focused Effort
● Lower Cost of Deployment
● Built-in Flexibility
● Reduced Project Risks
● Rapid Deployment
● Better Quality
Implementation Timelines
Package 4 – High Level Plan
Taleo Recruitment, On-boarding and Learn in 14 weeks

- W1 - Planning
- W5 – CRP1
- W11 – Test
- W14 – Transition
- W2 – Familiarization
- W7 – CRP2
- W12 – Go Live
Assumptions and Obligations
Key Assumptions (1)

- Common Business Processes across all the business areas
- Business Processes will have common approval workflow & candidate selection workflow
- Business Processes will have one common Organization-Location-Field structure
- Business Processes to have a common Security Matrix with common set of permission for various domains like Recruiting, Transitions etc. However access to information will be covered based on the user’s Organization-Location-Field Elements definition
- Integration to job boards to be done to Oracle validated ones (only configurations)
- All countries will share the same external career site & internal career site, list format for candidate listing & requisition listing, requisition template, searching and matching criteria, exclusion rules, common notification / correspondence template
- Data migration to the Taleo instance subject to data provided in the template by Hexaware
- All development and Documentation will be done only in English
Key Assumptions (2)

• The project execution will be done using an onsite-offshore model.

• No Customisation can be performed in the Taleo. Custom configuration within the standard system is performed.

• Portal branding configuration is limited to design and development of background color theme building with images and hyperlink in the career website.

• ‘Train the Trainer’ approach for administering user training

• The training will be provided using combination of PPT and product walkthrough

• Single sign-on solution with Taleo has not been factored

• History data migration for Learn and Integration of Learn with other applications have not been factored

• Organization change Management and end user training will be customer’s responsibility

• A comprehensive list of assumptions and final timelines & estimates will be provided after a due diligence study conducted by Hexaware.
Your Obligations

For the project to be successful, the customer must fulfill the following obligations:

• Customer to finalize license agreements and get staging environment from Oracle for Taleo prior to start of implementation

• Arrange for a project executive sponsor and project steering committee

• Assign a project manager to lead your staff’s efforts

• Assign experienced and empowered business and IT users to work closely with Hexaware’s consultants according to project plan (some full-time allocation may be necessary at times).

• Perform certain project tasks according to project plan such as: (a) provide data in format specified by Hexaware: b) customer side of integration; c) perform UAT: d) end user training

• Process standardization across the organization has to be done by the customer prior to start of the engagement

• Provide timely sign off of the deliverables within the timeframe agreed upon before start of engagement
Hexaware Your Trusted Partner!
Hexaware Overview: Key Facts

219
Active Clients served worldwide (Jun ‘13)

8,700
Employees globally (Jun ‘13)

53
Million dollar clients (Jun ‘13)

35
Offices worldwide

364
$ mn Revenues in CY ‘12

Certifications
CMMI Level 5, ISO 9001 & ISO 27001, SAS 70 Type II, ISO 20000

Delivery Centers
- Mumbai
- Chennai
- Nagpur
- Pune
- Coimbatore
- Bengaluru
- New Jersey
- Dallas
- Mexico

Industry Recognitions
- Awarded the prestigious Golden Peacock Award for Excellence in Corporate Governance
- Listed on Forbes Asia’s 200 Best Under a Billion List
- Winner of the prestigious UK Oracle User Group PeopleSoft Partner of the Year Award for the year 2012
- Winner of the Information Mastermind Award 2012, by IDG
- Listed among the Top 100 Innovative service Provider by Global Services 100 Listing
- Ranked among leading IT service providers in International Association of Outsourcing Providers (IAOP) Global Outsourcing 100 list.
- Winner of BPO Excellence Awards 2012- 2013 [Subsidiary : Caliber Point]
- Winner of the EMC Transformers Award for its Cloud and Disaster Recovery (DR) implementation
- Recognized and awarded the Best in Corporate Responsibility Practice award by Indy’s Awards
- Received the prestigious CIO100 Award, by IDG.
## HR-IT: Capabilities and Experience

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<thead>
<tr>
<th>850</th>
<th>30</th>
<th>120+</th>
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</thead>
<tbody>
<tr>
<td>HR application Specialists</td>
<td>Global HR Transformation Programs</td>
<td>HR Engagements covering People/Process/Technology</td>
</tr>
<tr>
<td>20%</td>
<td>20</td>
<td>60</td>
</tr>
<tr>
<td>Of Hexaware Revenue from HR Technology Services</td>
<td>Years experience with Specialized HR Applications</td>
<td>Countries – HCM Services delivered successfully</td>
</tr>
<tr>
<td>2,000</td>
<td></td>
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<tr>
<td>ERP consultants, providing 30% of Hexaware’s revenue</td>
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Hexaware’s Partnership with Oracle: Cloud HR

Certified Fusion Rapid Start Implementation Partner
On-time, On-cost and On-quality delivery

Partner of the Year – HCM Cloud
Oracle awarded as “FY 13 Oracle Asia Pacific Applications Partner of the Year - HCM Cloud”

Standard Solution for Taleo Integration
Integration solution for integrating Taleo with all major HR products

Co-Development Partner for Fusion
Our consultants are working hand in hand with Oracle in building new functionality in Fusion Applications

Validation and Testing Partner for Fusion
Partnered with Oracle in testing of Fusion Applications with Oracle giving us early insights into the product

Specialized Partner in Fusion Applications
Achieved Competency Specialization in HCM, Finance and CRM.
Customer Value Additions

- Fixed Cost, Faster Implementation and Flawless Result
- Custom Reports & Extracts
- Single Sign on Blueprint
- Cloud Integration Pack
- Security Templates for future use
- Hexaware Lab for product familiarization and simulations
- Training on Personalization, Extension and Custom Reports
Our Customers
The Business Need:

- Customer did not have a standardized HR system in place. Employee data was tracked using excel sheets
- Ad-hoc processes defined for other HR functional areas.
- High level of employee dissatisfaction at the current HR service delivery

The Solution:

- Cloud based implementation of Fusion (Global HCM, Goal & Performance Management, Talent Review), Taleo (Recruiting, on-boarding and Learn)
- Hexaware’s proprietary time tracking custom application delivered to customer with interface to Fusion HCM
- Custom integrations to SAP and 3rd party payroll provider

The Benefits:

- Best of breed business practices across all key HR functions
- Faster time to go-live using RapidStart methodologies

About the Customer

- Domain: Healthcare
- Location: India
The Business Need:

- Each Resort of the customer was using a separate HR application. Difficulties in manpower planning and headcount reporting
- Unable to roll-out functionalities for performance management and online recruiting due to multi systems and non availability of standard processes

The Solution:

- Cloud based implementation of Fusion (Global HCM, Goal & Performance Management, Payroll Interface, Compensation), Taleo (Recruiting, on-boarding and Learn)
- Custom integrations to 3rd party payroll providers and integrations to resorts not using Fusion HCM

The Benefits:

- Single source of truth for employee headcount reporting
- Faster apply to hire cycles. Streamlined training and on-boarding
- Ability to link performance to rewards

About the Customer

- **Domain:** Hospitality
- **Location:** Thailand, China, Laos, Maldives, Seychelles

Leading Luxury Resort Chain across ASEAN
Fusion HCM & Taleo Implementation and Rollout
Leading e-commerce Company
Fusion HCM & Taleo Implementation

The Business Need:
• Scalable system that can suit the growing business need
• Robust Application Security
• Minimize transactional activities by HR with the help of ESS and MSS

The Solution:
• Fusion HCM Cloud Implementation (HCM, Goal, Performance, Talent, Review, Comp, Payroll Interface, Taleo Recruit, Onboarding & Learn) for scalability
• Fusion provides robust security through Oracle IDM Security suite that addresses security requirements

The Benefits:
• Empowered Manager thorough Fusion MSS
• Highly scalable system through Oracle Cloud
• Air tight security & Superior UI for improved adaption

About the Customer
• Domain: e-commerce
• Location: India
Questions
Thank You