




**HR Portal
Case Study**

> Challenge Human Resources needed a way to easily communicate with all personnel.

> Solution A web-based portal.

> Results HR staff manages the portal and can easily update information. Employees can access their information securely from anywhere.

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Case Study > Human Resources Portal

People are the heart of a business. Communication is how we connect and make our employees feel valuable. Swedish Match's Human Resources group needed a way to communicate with each of its North American employees and exchange vital and confidential information.

The HR section of Swedish Match's corporate portal serves as the single point of collaboration between Swedish Match employees and the Human Resources group. It vastly improves the flow of information between employees and the HR group. *For more on portals, see Focus > Portals on the following page.*

CXI brought existing systems together to a single point-of-use and created new HR applications for inclusion in this portal area. Using the Viador™ portal framework, CXI quickly created a flexible environment, managed by HR personnel, that allows online, secure and personalized information sharing with employees.

Through the HR section of the portal, all employees now have online access to:

> HR Document Areas

HR document areas are easily maintained by HR and allow employee access to a variety of up-to-date documents and forms. The areas contain information traditionally maintained in employee handbooks – and much more. Current areas include corporate policies, benefits, organization charts and printable standard forms. The areas were created by HR staff using standard Viador functionality.

> HR Links

Similar to document areas, the HR links are maintained by HR personnel and allow employee access to a variety of web-based resource information of interest to employees. The area includes such useful information as state and federal tax forms, online travel reservation bookings, employee search, company fleet used car sales, employee computer purchase program (managed by Dell™), healthcare insurance web sites and stock quotes for Swedish Match stock.

> Online Employee Training

Online employee training is a custom web-based link to an existing application managed by an outside vendor. The system provides online training for numerous topics that vary from items like new employee orientation to product positioning for salespeople. Since the system is

tailored to an individual employee's department and responsibilities, CXI customized the link to securely pass user identification and authentication information to the external application. This creates a seamless experience for the user who remains unaware that they are operating with another system.

> HR Self-Service

HR Self-Service is a secure integrated link to key areas of Swedish Match's PeopleSoft® system that are available to employees. It allows employees to view their current and past paychecks, review historical changes in their compensation and enroll in benefits during open enrollment.

> Employee Status Change Notification

Employee Status Change Notification is a web-based application created by CXI and integrated into the portal. It allows managers and employees to note important changes to employment status information and sends automatic email notifications to all people that need to know about the changes. Employees submitting the changes do not need to remember who to tell since HR maintains the notification rules. Now rather than being rare, the following situations are a required reality:

- When new employees come in on their first day, they have a computer pre-configured and sitting in a ready and waiting office space with all system accounts pre-configured because no one forgot to tell anyone they were coming.
- When employees leave the company, all system accounts are deactivated the day they leave – not before or after.
- When employees are promoted, they immediately have access to the resources their new responsibilities require.

Focus > Portals

Portals create a centralized location for accessing information and applications through a secure, web-based interface. Portals reduce the cost of delivering information and enhance communication while providing a personalized, role-based experience to employees, customers and partners. By implementing a portal, you can find relevant information quickly and make the right decisions for your business.

> Online Performance Evaluation

Online Performance Evaluation is a web-based application created by CXI and integrated into the portal. It allows employees to review and contribute to their performance management documentation.

Centralization of Information

The portal solution that CXI implemented for the HR group has positively impacted Swedish Match's entire workforce. The portal provides a single location to enter time, view paychecks, and much, much, more. It is used by every Swedish Match employee in North America, providing centralized access to all corporate information.