

# Retail Productivity and Peace of Mind

**Flex HR, the new automatic access provisioning solution from Capgemini, delivers exceptional workforce management, information efficiency and security for the Retail sector.**

## **THE RETAIL BUSINESS PROBLEM OF “HIRE AND TERMINATE” AND RELATED SECURITY ISSUES**

Retail industries are confronted with unique hiring and terminating issues that traditional access provisioning solutions simply don't address. In 2006, the National Retail Federation estimated yearly industry turnover at 60% for full-time employees and 110% for part-time employees. With the cost of a new hire sometimes equaling as much as six month's salary, worker turnover has a critical impact on the Retailer bottom line. Plus, if not efficiently administered, worker turnover can easily lead to serious security breaches.

And when the economy weakens, the Retail sector faces even greater productivity cost challenges.

To compound the challenge, during peak seasons, Retail industries have a large, costly influx of temporary workers who are terminated after the season. Promotions, sales events and sponsored activities also bring in temporary employees. It is absolutely imperative to ensure that these workers are productive from the time of their hiring to termination so they can positively help rather than hurt the bottom line.



An ideal process needs to streamline administrative and worker processing and give workers fast and efficient access to only those systems they need when they need them. Further, when employees change job roles or are promoted, transferred or terminated, the process must assure that access to all important data and applications is changed or removed quickly and efficiently to guarantee employee password protection and data privacy.

Traditional HR systems often operate in silos, managing the workflow lifecycle in a very disintegrated fashion with significant redundancy. Furthermore, such systems are costly, manual labor is intensive and the systems are highly prone to mistakes and security risks during the entire process.

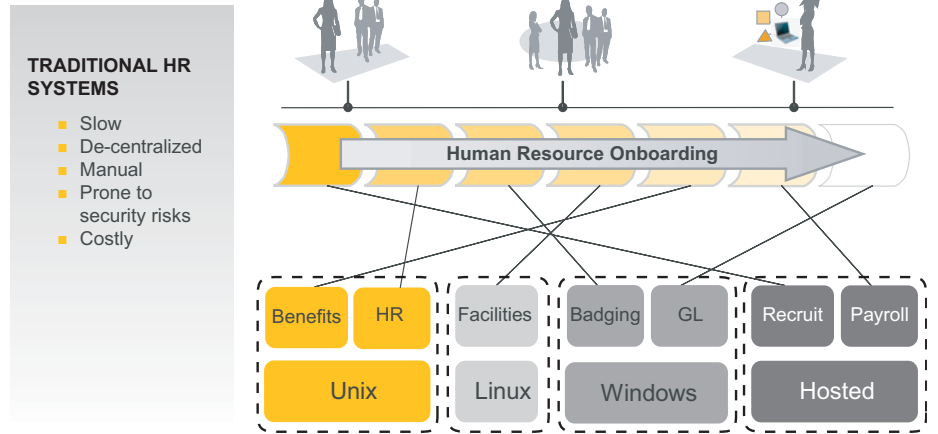
Traditional HR systems often lack:

- Trusted and reliable security
- Efficient adherence to compliance (Audit Support, SOX, Gramm-Leach-Libby act, HIPPA etc.)
- Cost-effective development and administrative processes
- Online business network enabling and ensuring Fraud Detection; prevention of Denial-of-Service (DOS), Man-in-the-Middle (MITM) etc.
- Enriched end-user experience

In addition, there are intangible cost factors to consider:

- What is the cost when a cashier at a check-out counter has to sign onto five applications while helping a customer? How do you measure the cost of a bad customer experience?
- How do you measure the impact of downtime as employees wait for access? What is the cost when an error occurs and the access process has to be reset manually?
- If the compliance report shows a discrepancy, how do you determine

Figure 1.



the cause of the problem without a time-consuming end-to-end and manual audit? What is the cost of the effort and resources required to find and fix the problem?

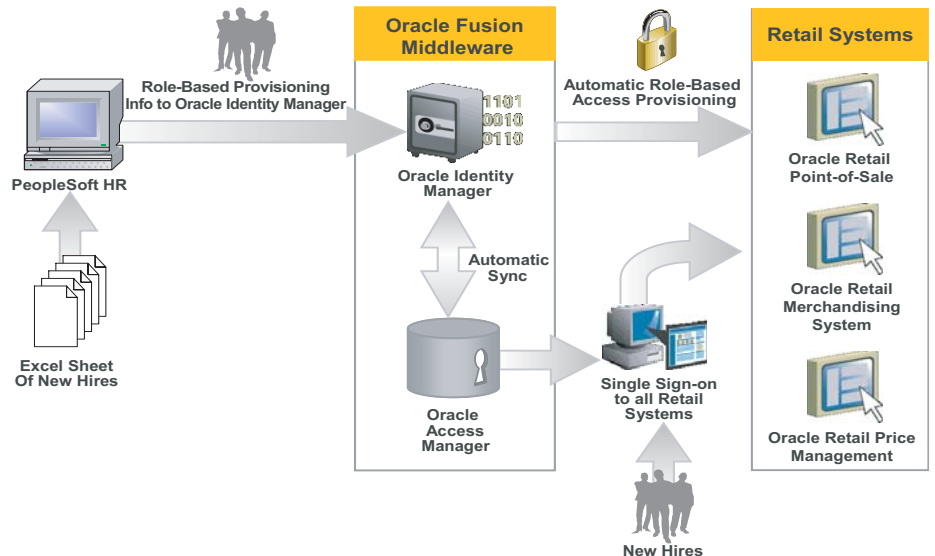
Identity and Access Management Suite—which is part of the industry-leading Oracle Fusion Middleware Suite. Flex HR enables:

- A simplified, centralized “hiring to terminating” process that works equally well with a full-time, part-time, temporary and seasonal workforce
- Automatic role-based access to systems to improve security throughout the organization

### THE FLEX HR SOLUTION from CAPGEMINI

Capgemini has developed Flex HR, a solution designed to provide identity and access management that's fast, centralized, automatic, secure and cost-effective. Flex HR uses the Oracle

Figure 2. THE FLEX HR PROCESS (Sample using Oracle's PeopleSoft HR application)



- An optional, single sign-on process using Oracle Access Manager to reduce the multitude of User ID-Password combinations to just one.

With the Flex HR solution, you can:

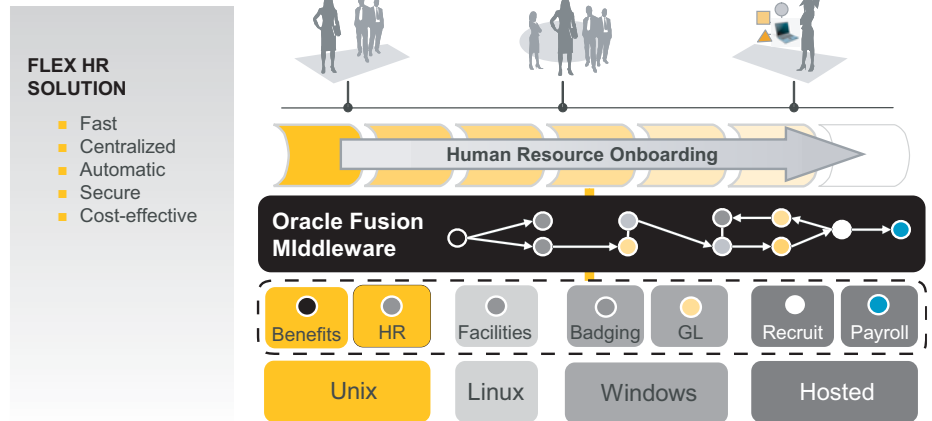
- Manage thousands of user accounts across hundreds of applications easily, securely and efficiently
- Automate and simplify the way employees access applications to do their jobs, including signing in and out
- Restrict access to data, applications, operating systems, and infrastructure solely to authorized users, thereby establishing and maintaining tight control over permissions, privileges, and user profiles in a centralized fashion
- Create a centralized workflow process to ensure all appropriate parties approve access provisioning before it's granted to the new-hire, promoted or transferred employees

Flex HR can also automatically produce regularly scheduled attestation reports for management review. In addition, the solution's audit and reporting capabilities contribute to compliance with internal and external security requirements.

### FLEX HR EFFICIENCY AND SECURITY

Instead of multiple systems having user information, Flex HR stores the information in a centralized system for easier monitoring and access control in an application-agnostic fashion. Employee training is an intuitive part of the system; accessing applications is quick and easy, yet from the company's perspective completely secure. A user profile is created in a client's existing Human Resource Management System like PeopleSoft Human Resource

Figure 3.



Management System (HRMS) or Oracle E-Business Suite HRMS. From there, Connectors for Oracle Identity Manager are used to do automatic role-based access provisioning for the approved applications. When an employee assumes a new job that requires a change in access level or

leaves the company, Flex HR automatically changes or revokes his or her access to the company's systems. As an add-on, it can utilize Oracle Access Manager to provide Single Sign-On to the provisioned systems or integrate to the organization's existing Single Sign-On System.

Figure 4.

	Issues Faced Using Existing HR & IT Provisioning Process	Business Benefits Achieved through Using FLEX HR Solution
<b>Manual Approval / Provisioning</b>	<ul style="list-style-type: none"> <li>• Time delays in getting approvals and actual accounts created</li> <li>• User cannot perform his job on Day 1</li> </ul>	<ul style="list-style-type: none"> <li>• Accounts created <b>immediately</b></li> <li>• User productive from Day 1 (joining the company)</li> </ul>
<b>Multiple Logins / Password Resets</b>	<ul style="list-style-type: none"> <li>• Users manage many passwords (or use Post-It Notes)</li> <li>• <b>Cost of Password Resets (\$\$\$, Time)</b></li> </ul>	<ul style="list-style-type: none"> <li>• Self-Service Password Resets eliminates need for Helpdesk Calls</li> <li>• Password Resets occur <b>immediately</b></li> </ul>
<b>Bolt-on Security / Manual Provisioning</b>	<ul style="list-style-type: none"> <li>• Security and Account Management processes not included in the design of new systems, usually "added on"</li> <li>• <b>Fragmentation of Account Management</b></li> </ul>	<ul style="list-style-type: none"> <li>• Systems designs to <b>integrate</b> with the existing Identity Processes and Technology</li> <li>• Cost of system-administration related training for the IT and Business to use the system</li> </ul>
<b>Identity Admin</b>	<ul style="list-style-type: none"> <li>• Ongoing Account Maintenance (update, create, remove) required when employee changes job/role</li> <li>• <b>Auditing of multiple systems</b> becomes a nightmare</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance <b>automated</b> where possible, reducing dependency upon IT / Outsourced IT</li> <li>• <b>Centralized Reconciliation and Reporting</b> makes it easier to audit and investigate security issues</li> </ul>
<b>Orphaned Accounts / Security Risk</b>	<ul style="list-style-type: none"> <li>• Security risks from accounts still on systems when employee has left the organization</li> <li>• <b>Employees "collecting" access rights</b> as they change jobs/roles over time</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Reduced Risk</b> due to immediate account removal when employee leaves the organization</li> <li>• <b>Automated access rights</b> removal when the user starts his new role, reducing security risk of "collecting" over time</li> </ul>

## PROCESS IMPROVEMENT ROI

On average, Flex HR users normally see a 147% ROI over a period of three years.<sup>1</sup> From the point of immediate process improvement, Figure 4 outlines the major business benefits of Flex HR.

As an out-of-box solution, Flex HR provides access to PeopleSoft HR, Oracle Retail Point-Of-Sale, Oracle Retail Price Management and Oracle Retail Merchandising System. It is easily extensible to accommodate other applications within an organization. It can be used for regular and short-term employees without any additional technical deployment. Flex HR return-on-investment begins immediately. Costs go down; productivity and peace of mind go up.

## CAPGEMINI AND ORACLE, TOGETHER

Helping businesses together, Capgemini and Oracle understand the dynamics of change. Capgemini empowers clients to design and build new business models: reach markets that you couldn't reach before at rates that you couldn't consider before; realign the various parts of your organization and its resources in a new way that makes for new markets, new margins, new profits, new products and new business. After more than a decade of experience in the Oracle practice, Capgemini is a recognized leader in Oracle implementations, having executed thousands of joint implementation projects with Oracle worldwide. Capgemini's 6,000+ Oracle specialists have deep experience with not only Oracle Database and Oracle E-Business Suite but also many of Oracle's acquired applications such as PeopleSoft Enterprise, Siebel CRM, JD Edwards EnterpriseOne, i-flex, Portal, Metasolv, G-Log, Agile and Demantra.



## About Capgemini and the Collaborative Business Experience®

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Rightshore®, which aims to offer the right resources in the right location at competitive cost. Present in 36 countries, Capgemini reported 2007 global revenues of €8.7 billion (approximately US\$12 billion) and employs over 83,000 people worldwide.

More information about our services, offices and research is available at [www.us.capgemini.com](http://www.us.capgemini.com).

## ORACLE®

### About Oracle

Oracle's business is information—how to manage it, use it, share it, protect it. For nearly three decades, Oracle (NASDAQ: ORCL), the world's largest enterprise software company, has provided software

and services that enable organizations to get the most accurate and up-to-date information from their business systems. Today, Oracle has over 275,000 customers—including 98 of the Fortune 100—in more than 145 countries.

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<sup>1</sup> Changes from case to case, subject to choice of softwares, systems, number of employees, etc.