

*CASE STUDY: SHELL SERVICES COMPANY CHOOSES
EDIFY FOR EMPLOYEE SELF SERVICE*

BACKGROUND:

Shell Services Company

Shell Services Company, a subsidiary of Shell Oil Company, was formed in early 1995 to deliver business solutions and business process outsourcing for the energy industry. Value-added services are provided to Shell Oil Company, its primary customer, and are now available to the external market as well.

CHALLENGE:

*Reduced headcount,
growing transaction volume*

When most people think of self service at Shell Oil Company, they probably think of pumping their own gas. But Steve Wood, Senior Systems/Business Consultant at Shell Services Company, was faced with the challenge of getting more than 21,000 Shell employees to 'serve themselves' for their human resources and payroll needs. Downsizing in the HR department meant that HR couldn't keep up with the demands of employees who needed to change home addresses, benefits, payroll deductions and many other items. As a result, requests for information and changes were delayed, and employees were upset with the system.

A cross-functional team investigated how to improve employee services and take HR out of the administration business. "Our objective was to make it possible for employees to have immediate, direct access to their own information, while allowing HR to enhance its focus and direction in other areas," said Wood. The team sought a solution that would make use of Shell's vast internal computer network and existing information databases.

SOLUTION:

*Edify's patented development
system answers the call*

"After exploring several different options," he says, "we chose the Electronic Workforce because its overall capabilities would be flexible enough to allow us to create our own effective, interactive program." A cost comparison showed the team that creating the program with the Electronic Workforce would save 75% over conventional

programming techniques in Windows, so "the choice really wasn't difficult."

Today, Shell employees can instantly access information which otherwise would be backlogged in the HR department, and in most instances can bypass HR completely. In the past, employees routed paper forms through the company mail, which took days. Employees can now call from anywhere, twenty-four hours a day, to check payroll information, confirm vacation

balances, and make changes to personal data. In the first phase of self service, employees could choose between an electronic forms interface and the IVR telephone interface. With electronic forms, employees submit completed on-line forms to request information or make changes, and an information report or a change confirmation is returned in about 15 minutes via e-mail. When the internal company intranet interface was introduced in the spring of 1997, employees could get the same immediate data access as the IVR interface in a colorful, easy-to-use visual application. Average monthly inquiries for all three interfaces have increased nearly 50 percent since the Web interface was implemented, with the Web being the most popular. To ensure security, employees must use a personal identification number (PIN) to access their data.

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*-Steve Wood,
Senior Systems/Business Consultant*

IMPLEMENTATION:

***Anytime, anywhere service
rolled out to all employees***

The development of the self service system began in April 1995. Only five months later, a pilot program involving 3,000 employees was already testing several applications. By November, the program rolled out to 21,000 users throughout the company. With its easy-to-use interface, employees did not need formal training; each employee was simply given a voice mailbox message and a brochure explaining the system. The system receives an average of nearly 16,000 inquiries per month. Employees like having the ability to check and change their information themselves, whenever they want. Feedback has been very positive.

Some of the applications that can be accessed via Shell's IVR system include:

Vacation Time

Employees can find out eligibility, deferred vacation, and how many vacation hours have been used in the current year.

W-4 Elections

Employees can check to find out what the difference will be in withholding if they change their W-4s, and then make changes.

Personal Data

Employees can check how name, address, salary, grade, etc., are listed, and change address, phone, and emergency contact information.

Direct Deposit

Direct deposit changes can be made through the system.

Credit Union Payroll Deductions

Employees can change deductions to their credit union, including amount, frequency, and account.

Pay Advice

Employees can access the entire pay stub for the six most recent payments, and print any of them.

BENEFITS:

***HR staff and employees reap the
benefits of Edify self service***

Using Edify software, the company was able to automate its routine processes so that HR staff could concentrate on strategic issues. The HR department was able to improve its service while lowering its costs. Because employees can access their own data and take responsibility for keeping their personal information current, the data is more accurate and employees are enjoying greater personal control of it. And the system is scaleable so it can expand to meet the company's future needs.



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Technical Summary

Industry: Energy
Tools: Electronic Workforce
Databases: DB2 (PeopleSoft and a separate PeopleSoft Query database); SQL Server

Applications Summary

Electronic Paystub, Work-Related/Non-Work-Related Disability, Direct Deposit Updates, Credit Union Payroll Deduction Updates, W-4 Status and Update, Vacation Balances, Personal Data Review and Update, Emergency Contact Review and Update, Employment Information Review, Pay History

Media

Telephone (IVR), Electronic Forms, Web, E-Mail