



Guide to Planning and Justifying an HR Kiosk Deployment

March 12, 2009 - Webinar

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- Leads Sales and Marketing efforts, doubling KIOSK's revenues since 2004
- Drives strategic industry relationships with software and technology partners to provide simple, turnkey customer solutions
- 16+ years Executive Sales experience





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DynaTouch HR Product Manager

- Leads DynaTouch product strategy definition, sales and marketing for HR Market
- 20+ year tenure with Accenture HR Services Leadership
 - Managed large corporate programs in HR Industry





Webinar Content Abstract

Planning and Justifying an HR Kiosk Deployment

- This webinar provides a very practical and useable overview of how to get an HR self-service program off the ground and funded. By combining industry research and real-world examples of successful HR deployments, the presenters will cover:
 - Project & Team Definition
 - Financial Justification Preparation
 - Key Hardware & Software Solution Elements
 - Deployment Considerations



Aligned Success Factors for HR Kiosks

- Early adopters paved the way:
 - Integration proof on major HR platforms
 - Success history with 1st tier of web-based self service proven
 - Data from many deployments with connected employees
 - Higher volume of turnkey applications than ever before
 - Proven ROI and deployment longevity
- Current economy accelerating deployment pace





Most common self service applications

1. Most Profitable:

- Job Application
- Benefits Enrollment
- Compensation Records
 - Pay Stub / Direct Deposit
- Employee Profile Management
- E-communications

2. Secondary layers:

- Employee Request Actions
- Time entry
- Surveys
- Forms
- Training

- Typically rolling out **existing** self service applications to disconnected employees for full cost benefit potential



Why Invest in HR Self Service?

- 2008 Cedar Crestone Report – **The Value of HR Technologies: Metrics and Stories**
 - 18% reduction in headcount requirements
 - Process savings ranging from 20 – 80%
 - For Best Practice organizations:
 - Up to 60% lower overall HR labor costs
 - 50% lower HR Administrative costs
 - Higher operating incomes





Overview of Key Project Steps

- Beginning to end – process can take 3 – 12 months
- Content & hardware build take up only 8 – 10 weeks of entire cycle
- Largest hurdle is the program definition & funding cycle





Team Formation and Program Definition

- Ideal Team:
 - Executive level sponsor, HR Management & functional experts, IT Management, Marketing
- Ideal Functionality:
 - 2nd phase roll-out of existing self service applications
 - Extension of connected work-force model
 - **Layered applications** for accelerated ROI
 - Right mix of “hard and soft” benefits
 - Several applications with tangible automation savings – cornerstone applications





Functionality Definition & Justification

- Isolate most profitable areas (hard benefits). Most likely to include employee profile management, benefits enrollment, pay-stub printing, job application, communications
- Apply cost based accounting to isolate process costs on before / after automation
- Layer “soft benefit” applications for ROI Gravy.

TYPICAL SAVINGS BY PROCESS (2002 - 2006)

Application/ Business Process	Manual Cost	Self-Service Application Costs	% Savings
Enroll in Benefits	\$30.06	\$4.59	85%
Enroll in Training	\$9.58	\$2.31	76%
Change home address	\$1.58	\$0.36	78%
Apply for a job	\$11.55	\$6.09	47%

Source: CedarCrestone 2002 - 2006 ROI Studies



Defined & Quantified Success Criteria

- Quantify bottom line cost savings and efficiency improvements:
 - Administrative cost reduction
 - Headcount requirements
 - Activity re-deployment or reductions
 - Process efficiencies
- Process defines elements to either:
 - Advance the project funding - OR
 - Prove in pilot phase of deployment
- Provides baseline of success measurement





Key Solutions Elements For An HR Kiosk

- Application Software and Content
- Kiosk Management Software
- Hardware Configuration, Integration, and Manufacturing
- Ongoing Software and Hardware Support



Application Software and Content

- Integration expertise with HR and recruiting enterprise platforms





Application Software and Content

- Content Presentation and Navigation





Kiosk Management Software

- System Security
- User Session Management
- Remote Monitoring and Management
- Usage Analytics and Reporting
- Peripheral integration





Hardware Configuration, Integration, and Manufacturing

- Sit Down or Stand Up Model?
- Hardware Configuration and Integration
 - Printers
 - Internet connectivity
 - User privacy peripherals
 - Keyboards and touch screens





Hardware Configuration, Integration, and Manufacturing

- Manufacturing capacity and lead-times
- Compliance and certification
 - ADA compliance
 - UL certification
 - FCC compliance





Ongoing Software, Content, and Hardware Support

- Software and Content
 - Remote management allows content to be maintained centrally and updated at individual kiosks or entire network automatically
 - Kiosk management software updates automatically applied through routine kiosk check-in process
- Remote Monitoring Services
- Depot or On-Site Hardware Support
- Customer Service Tools
 - Web-based Customer Service Center to access remote monitoring tools and usage statistics analytics
 - Toll-free Support Line





Field Support – Hardware and Customer

- Two Key Elements
 - Installation of Deployment
 - Site surveys, electrical readiness, physical install
 - Training of personnel
 - Post Installation Support
 - Customer service hotline
 - Warranty options
 - Field technician support level options (time commitments to have tech and parts on-site)





Concluding Points

- Keys to accelerating the ROI:
 - Layer as much functionality as possible
 - Emphasis on up-front definition
 - ROI elements in justification
 - Solution functionality elements
 - Avoid any steps that fall into “reinvention of the wheel”
 - Leverage experience of prior deployments
- KIOSK and Dynatouch are here to help



Thank you for your participation.

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