

## **Case Study 1 – IRS – HR Position Management**

### ➤ **Profile**

The Internal Revenue Service is a US Federal Agency of the Department of the Treasury.

### ➤ **Situation**

The IRS needed a solution to ensure that its knowledge workers were able to establish and maintain job positions and organizational charts in the new Administrative Staffing and Charting System based on PeopleSoft. Three days of training did not accomplish the goal as error rates ensued at 35%.

### ➤ **Solution**

EPSScentral applied its PCD methodology and a model-driven content development and contextualization tool to create process-centric “wizards” for the 400 knowledge workers.

### ➤ **ROI**

- Decreased time-to competency from 3 days to 1 hour (95% reduction)
- Eliminated 3 days of training and associated development and maintenance costs
- Increased accuracy and completeness of work from 65% to 99%
- Reduced system and support maintenance costs by over 90%.
- Total one-year net savings: \$4,000,000.

### **Detailed Explanation**

The Internal Revenue Service, USA was faced with transforming itself from a traditional government bureaucracy to an organization managed more like a business. This required re-engineering its human resources infrastructure to more closely resemble a private enterprise. Included in the transformation was the choice of the PeopleSoft HR enterprise system, which was renamed ASC – Administrative Staffing and Charting. The portion of the system to be rolled out was limited to the functions around creating job positions, managing job positions, and filling job positions. Ancillary functions, such as creating organization charts and generating reports were relegated to third-party tools.

### **The Challenge**

Existing HR systems did not support a data model appropriate for managing positions. Thus the new position databases had to be established, populated and maintained within ASC/ PeopleSoft. This required the position management knowledge workers to complete eight (8) complex processes. Further, the knowledge workers had to master third-party organizational charting software and also had to run standard query-language reports. The error rate on these tasks averaged 35% - regardless of how much training the knowledge workers received.

### **The Solution**

The IRS looked to EPSScentral – Epiance Premium Partner in USA, to create a proof-of-concept performance support system based on its PCD methodology and a model-driven content development and contextualization tool like Epiplex500, to perform key measurements around time-to-competency and error rates, while eliminating training. The proof of concept was created and tested over a two-week period. Measurements suggested that all of the previous three (3) days of training could be eliminated except for a one-hour or less overview that could be conducted at a distance, and that the errors and omissions would be eliminated. The solution was created and deployed over the course of a single day, with all projected results substantiated from the 400 users – realizing the stated ROI.

### **The Results**

Three (3) days of training were reduced to less than one hour of overview to achieve competency. Accuracy and completeness were increased from 65% to 99%, and maintenance costs for a support solution were reduced by over 90%. Net savings measured over a one year period were \$4 Million.

## **Case Study 2 – Leading Private Insurer in India**

### **➤ Profile**

The customer is one of India's leading private insurers in the general insurance sector with more than 100 offices across 21 locations in India. It endeavors to become India's most preferred provider for the entire array of financial products and services.

### **➤ Situation**

The customer needed a solution to support its view of progressive human resource philosophy that turns human capital into a competitive advantage.

"The capability and competency level of employees is a key determinant in the success of any service oriented organization" – Senior Manager – IT.

### **➤ Solution**

Epiplex500 was chosen as a single solution for documentation, training content creation and delivery.

### **➤ ROI**

- Time taken to develop the content for operations of over 6000 screens with 3 people operating Epiplex was 2 weeks - end to end - including deployment of content.
- Improved Training Methodology
- Effective use of resource.

## **Detailed Explanation**

The Internal Revenue Service, USA was faced with transforming itself from a traditional government bureaucracy to an organization managed more like a business. This required re-engineering its human resources infrastructure to more closely resemble a private enterprise. Included in the transformation was the choice of the PeopleSoft HR enterprise system, which was renamed ASC – Administrative Staffing and Charting. The portion of the system to be rolled out was limited to the functions around creating job positions, managing job positions, and filling job positions. Ancillary functions, such as creating organization charts and generating reports were relegated to third-party tools.

### **The Challenge**

As the business grew so did complications in areas like

- Bottle necks in adoption of both existing and new applications the existing and new user base.
- Rapid Expansion of its business centers / branches.
- 3500+ users to go live on new application and would scale to 8000 users PAN India.
- 4 new Modules would be released to 4000 users spread
- Training proposals received were of prohibitive cost

### **The Solution**

- Epiplex was chosen as a single solution for documentation, training environment creation, training delivery
- They turned to Epiplex when the company began looking for solutions that would bring flexibility to the entire system in order to facilitate better creation, dissemination, absorption and adoption of best practitioner's process knowledge and methodology .The executives also sought Epiplex as the most effective solution to enable employees to become more productive in their given domains.
- They decided to build a knowledge ecosystem by using Epiplex, because this option provided a cost effective solution that met IT goals.
- "We chose Epiplex because we could use this solution with ease and speed. It would scale to meet our growth plans and most importantly it would provide us with a

**reusable, perpetual and propagating** knowledge repository that can be managed with minimum administration; this infrastructure allows for quick replacement of resource loss due to attrition. **Repeat training costs**

- **are dramatically reduced**", explains - Senior Manager ,Operations.
- **Implementation – Project Phase 1 (completed)**
  - In the first phase they focused on developing training infrastructure for the existing applications.
  - Over 5000 end users were given access to virtual training classrooms for best practices training on existing applications. Out of which 1200 were new users.
  - The program trained both the old and new users to be able to equally deliver on transaction process operations.

- **Implementation – Project Phase 2**

4 new modules were launched to the user base of 3500, which would scale up to 8000 users PAN India, following the implementation of the post training performance support module to more than 3000 end users.

### The Results

- Many business benefits were derived from the solution, *"providing a knowledge infrastructure connecting and integrating many disparate processes and applications under a single umbrella with access to all the process and procedural knowledge at any given time with a native competency for scalability giving us a competitive advantage"* Head – Operations.
- Time taken to develop the content for operations of over 6000 screens with 3 people operating Epiplex was 2 weeks from end to end including deployment of content.
- The notional saving is estimated to be over 60% of the original estimate, more than INR 50 Lakhs.
- **Improved Training Methodology:**
  - Using the Epiplex training simulations has offered a quick solution in absorption and adoption of process flow and knowledge which reduced the training cycle from 30 days to 2 weeks.
  - With Epiplex's built in capabilities, the process of creating both SME and process knowledge has been simplified with the native flexibility of deployment as and when required without any further additional investment.

- **Resource Conservation:**

Has enabled fewer people to manage more by way of training and support; Overheads reduced significantly by more than 60%.

- **Exception Management**

Provided a configurable **framework for Exception management**; streamlining process to reduce adhoc lead time.

### **Case Study 3 – Global Telecom Provider**

- **Problem**
  - 21 Day Lead Time
  - 2 Day Average Service Time
  - Only 20 technicians/month (240 per year) trained.
  
- **Current Solution**
  - Develop Training Materials – 6 Month Cycle, \$2MN/Yr, Multi-location experts
  - Training Room, Follow Up Learning, \$4MN/Yr, Expensive Equipment
  - Poll/Study Customer Feedback on Service
  
- **Epiance approach**
  - Auto capture Expert Best Practices
  - Highly Efficient Collaboration, avoid delays in getting all experts at the same time
  - Auto generate process support
  - Deploy real time process support
  
- **Epiance Value Proposition**
  - Eliminate Training Room costs (\$4MN/Yr),
  - Accelerate Process Support Content Development – 6 Months ->3 weeks, Saved \$1.5MN
  - Train a vastly increased number of people (2000) on new process (up 1760) to reduce service time by ½ Day & Lead Time by 4-6 Days
  - Measure Performance Improvement