



# @hp employee portal

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## today's agenda

- @ hp showcase
- business drivers
- strategy
- @ hp portal today
- key learnings
- future state





@hp

is the single "go to"  
place in hp for  
information and  
transactions



# @ hp: homepage day 1 merger

**@hp employee portal**

Address: <http://hp.hp.com/portal/index.jsp>

search

feedback/support

home life/work organizations my@hp

**Please note:** for those countries that require consultation with works councils and other employee representatives in relation to the local implementation of the merger, the documents which you are about to access through the HP global portal are not intended to provide country specific information, and in no way reflect final decisions at a local level. Where required by law, final decisions will be subject to prior consultation with works councils and other employee representatives. In addition, for those countries where the competition authority has not yet granted clearance of the global or local merger, the local implementation of the matters set out in the documents is subject to such clearance being obtained.

**HP Stock (HPQ) 19.35 -1.15** Updated: 00:00:00 EST May 15, 2002

### hp & compaq, the new power of invention

- HP To Roll Out U.S. Enhanced Early Retirement Program - May 9
- Day One Events and Messages - May 7
- What's Changing, Top Actions for Employees - May 7
- The HP Story: Brand, Values, Business Strategy - May 7

[more on integration](#)

### hp news

**Meet the New HP**  
HP digital imaging technology and systems lets employees around the world share their hopes for the new company, - May 15

- HP Unveils Combined Blade Server Family - May 15
- HP, NEC To Deliver Open, Mission-Critical Solutions - May 15
- May Issue of *mpulse* Magazine Now Available - May 15
- HP Announces Free Mobile Printing Driver - May 14
- HP, Nokia Solution Delivers Integrated Service Management - May 14

[more on hpNOW](#)

### employee services & @hp news

**The Key to @hp**

- Guided Tour - view interactive demo
- Summary - pre-merger Compaq employees
- Summary - pre-merger HP employees
- Questions and Answers
- How to.../Troubleshooting
- Support for Netscape users
- Life/Work changes for pre-merger Compaq employees **NEW!**

<ul style="list-style-type: none"><li>@hp News</li><li>IT News</li><li>Real Estate and Workplace Services</li></ul>	<ul style="list-style-type: none"><li>HR News</li><li>Travel</li><li>Finance Merger Information Center</li></ul>
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Internet

@ hp: ww services webpage

hp services playbook - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address  Go Links

hp services  
playbook

HP Home | Intranet | HPS Home | HPS Sales | Selling in the New HP Toolkit

- Introduction
  - Strategy & Marketing
  - Overview
- Consulting & Integration
  - Managed Services
  - Customer Support
    - North America
    - Latin America
    - EMEA
    - Asia Pacific
    - Japan
- Services Sales
  - Global Supply
  - Operations
  - Services Administration
    - Financial Administration
    - Human Resources
    - Information Technology
    - Workforce Development
- Regions

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welcome

Welcome to the HPS Playbook! This playbook is intended to help you quickly understand and be ready to work in the New HP. "Where do I start" has role-specific information and all sections include region specific information. [→ more info](#)

services sales

Get all the details to understand the new HP Services Selling model and align with the overall HP shared Go-To-Market model here. [→ get info](#)

consulting & integration

Start here for global and regional information for the Consulting & Integration business. [→ get info](#)

managed services

Start here for global and regional information about the Managed Services business. [→ get info](#)

customer support

Global and local customer support

where do I start?

Choose a Role... [→ see all roles](#)

learn about hp services

HP Services Overview Module

The following e-learning module will help you gain a quick overview of the New HP Services and internalize key strategies, operations and processes. [→ more info](#)

Local intranet

@ hp: ww eBusiness org webpage

The screenshot shows a Microsoft Internet Explorer browser window displaying the website for the Worldwide eBusiness Organization. The address bar shows the URL <http://wwwbiz.corp.hp.com/>. The page features a blue header with the title "Worldwide eBusiness Organization" and a search bar. The main content area is divided into several sections:

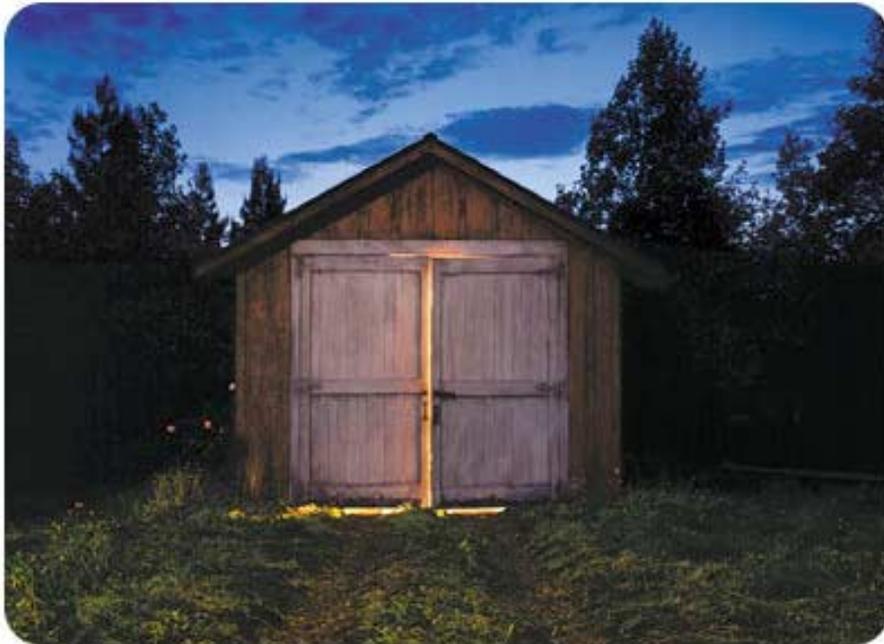
- Worldwide eBusiness Organization**: A large blue banner with the text "Setting the standard in eBusiness leadership." and a background image of a city skyline.
- A Message from Marius Haas**: A section featuring a portrait of Marius Haas and a message about HP's global business objectives, including driving revenue, cost savings, and customer loyalty. The text reads: "We are excited about playing a key role in achieving HP's global business objectives - driving revenue, achieving cost savings and increasing customer loyalty and satisfaction. We will lead the development and implementation of the company's worldwide eBusiness strategy, focusing on customer-facing public sites, eCommerce platforms, world-class content management capabilities, and a superior analytics framework. With the combined strengths of the two companies we will accelerate our growth as an industry leader in eBusiness."
- eBusiness Links**: A section with three links: "Strategy & Roadmap" (Learn more about the new eBusiness strategy and plans for the future.), "Maintaining Web Design, Content & Applications" (Understand new procedures to update site areas.), and "Getting Help" (Need specific questions answered? Contact us.).
- Top Ten FAQs**: A section with three questions: "What decisions were made in the clean room?", "How do I put the transition theme line on my CPQ website?", and "What design guidelines or templates should I use when...".
- eBusiness Highlights**: A section titled "WW eBusiness pre-merger team meeting \*\*NEW\*\*" with a sub-heading "Slides that discuss the objectives, strategies and priorities of the WW eBusiness organization." and a date "(05/15/02)".
- Additional Links**: A sidebar with links to "Playbook", "Brand Identity Guidelines", "@HP Template Style Guide", "Infrastructure End User Glossary", and "Archived Resources Compaq eBusiness".

# @hp: key business drivers



- cost savings
- company reinvention
- global communications
- employee productivity
- faster time-to-market for new services

@hp:  
strategy



*@hp*

is a key enabler  
for reinvention and  
radical transformation  
of service delivery



# foundation for enterprise transformation

employee-to-company

employee-to-job

employee-to-life

virtual work environment

physical work environment  
work anytime, anywhere

access devices

@hp:  
where we are  
today



## the delivery vehicle for employee e-services

- 100% paperless self-service transactions
- vehicle for standard global processes
- centralized policy and program information from business units and global functions
- based on industry standard software components
- personalization & customization
- company directory
- failover/global load balancing

... still lots to do

# security @hp



- single sign-on
- role based access
- access from enterprise
- leverage
  - enterprise-wide authentication & authorization
  - enterprise directory

# @hp: statistics



- launched October 23, 2000
- 170 e-services ; 8 languages
- 99% availability
- up to 106M hits per month
- over 90% of employees are neutral or satisfied with the portal
- over 66% of employees view @ hp as THE source of hp news and information
- 33% of employees - 50% of managers default to @ hp homepage
- launch day (May 7) available to all 150K HP employees



## @hp ROI: HR



- \$20M invested in @ hp portal
- \$50M savings in first year
- six-month breakeven point on investment
- eliminated 2000 internal websites
- reduced call centers
- reduced fax machines
- reduced training costs

# awards



- RealWare Award for best enterprise information portal
- Bronze SABRE for superior achievement in branding and reputation
- PCLAPro Award for best internal communications program
- PRSA Prism Award for best internal communications campaign
- Finalist, DCI Portal Excellence Awards for best internal corporate portal implementation



## 2002 plans

- **customized content** delivered to employee segments
- **content management framework** that enables easy and fast access to what employees need
- **accelerated delivery of new global services** to serve new HP



# @hp: customized content delivery



- delivers specific content based on employee attributes such as:
  - location
  - job title
  - business unit, etc
- uses standard portal software and enterprise directory & DAP capabilities
- requires a business lead to:
  - own each piece of content
  - identify privilege levels

# @hp: content management



## strategy

enable hp employees to find authoritative, timely and accurate information via @ hp

## content management yields

- good search results
- good "asset" management
- authoritative content
- improved intranet management
- increased employee productivity



# @hp: service provider program



## strategy

- accelerate the development & delivery of new services on @ hp
- link @ hp and service providers

## includes

- integration standards
- account management
- joint plan of record
- integration consulting
- training
- website/content registration



# collaboration central on @hp



## what

- collaboration “provisioning” site
- controlled set of standard collaboration services and tools

## why

- employees requested it
- drives a collaboration approach (globally and cross-functionally)
- reduces costs
- increases effectiveness of global teams via shared resources real-time and non-real-time

# @hp: key learnings



- transformation
  - instantaneous communication
  - tool for business controls
  - MOC at introduction
  - global solutions
- employee relationship mgmt
  - every problem is a portal problem
  - closed loop feedback
  - organize for employees not service providers
- governance
  - intranet management
  - standards
- measures
  - ROI
  - operational excellence
- technology
  - content management
  - high availability
  - multiple browser support



@hp: future state

- @ hp is the place where employees come to do their job
- @ hp enables access to company and personal information anytime, anywhere with any device
- @ hp enables cross-functional workflow solutions
- @ hp = support central
- @ hp = HP 's intranet



bottom line

@hp is a win-win-win

- employees
- service providers
- shareholders





q & a

