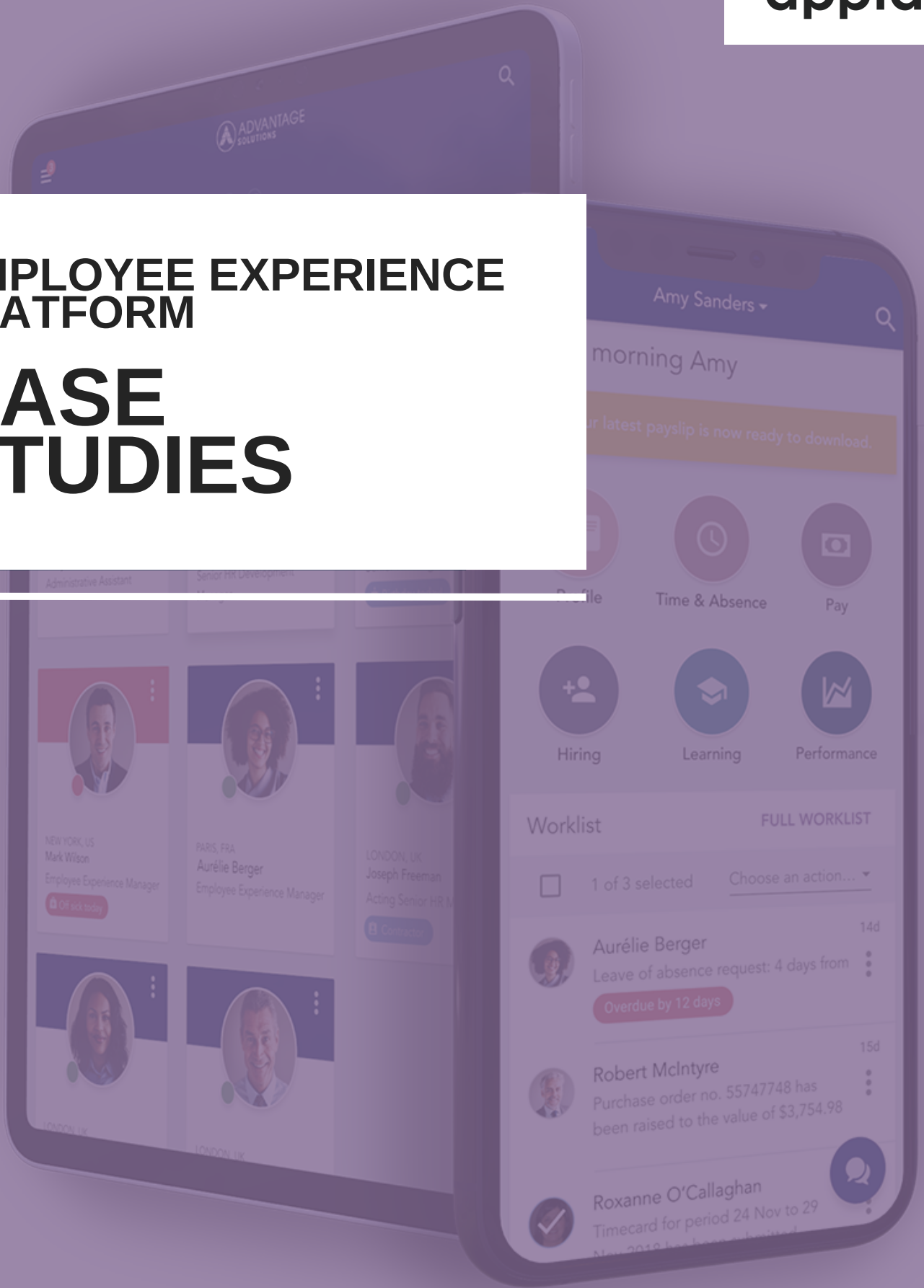


EMPLOYEE EXPERIENCE PLATFORM

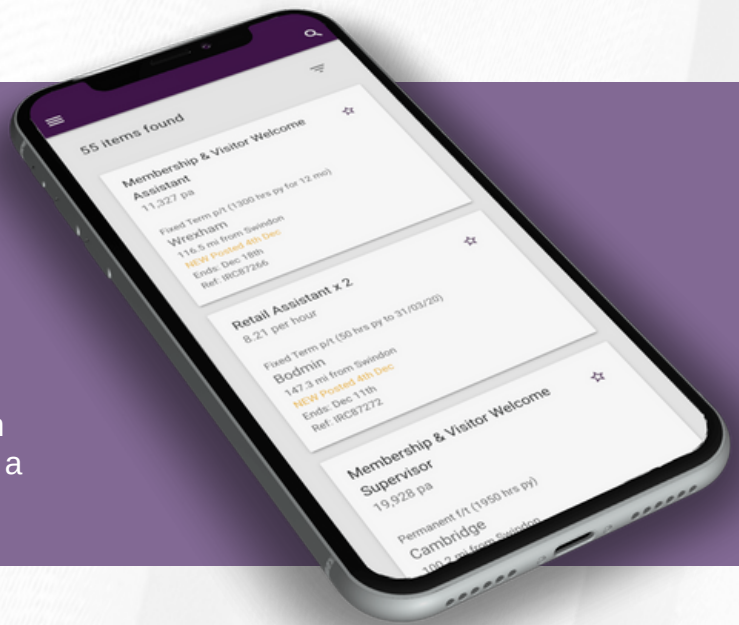
CASE STUDIES



The National Trust

National Trust is a business built on its people.

How did they use an Employee Experience Platform (EXP) to deliver an enhanced user experience, with a return on investment in the first year?



CHALLENGES

Despite successfully deploying a new internal HR System, Oracle MYplace, they came across some common problems:

- ✗ Staff feedback that the system wasn't user friendly.
- ✗ The recruitment process online was error-prone and unintuitive.
- ✗ Complex and unintuitive screens for managers resulting in forms being filled out incorrectly, causing problems in payroll, time recording, vacancy creation and job changes.

SOLUTION

Connecting to their current system Applaud's EXP transformed experiences across the full HR journey, working in three phases of deployment.



Employee & manager self-service



Timecards, recording & payroll



Recruitment and external job board

BENEFITS

Employee & manager self-service

- **175%** increase in self-service absence entry.
- **367%** increase in self-service personal details entry.

Timecards, recording & payroll

- **No manual intervention** for contractual hours.
- **Streamlined processes** for line managers and People Services.

Recruitment & external job board

- **600%** increase in job applications.
- **1000%** more transactions through MYplace.

KEY METRICS



180%
in logged annual leave



366%
in candidates browsing via mobile

[Read Full Case Study](#)



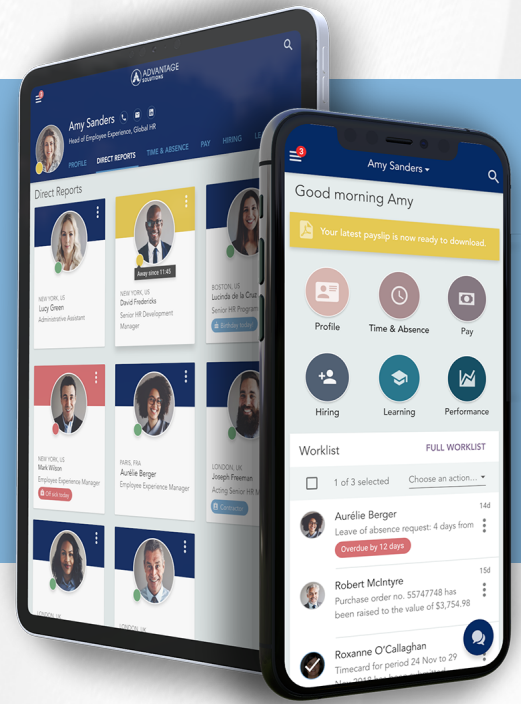
JACKIE NOORDEN

People Operations Director

“Applaud have helped to transform our People Services. Since the Applaud implementation, the enhanced experience continues to prompt positive feedback from our staff and ROI has been delivered to our organization.”

Advantage Solutions

After years of frustration with outdated interfaces and no mobile solution, business solutions provider Advantage Solutions worked with Applaud to modernize their workforce's experience across Oracle's HCM mobile and desktop apps.



CHALLENGES

In 2011, Advantage Solutions turned to Oracle HCM to roll out new HR features in a bid to streamline employee and manager tasks. However, some challenges with Oracle included:

- ✗ Overwhelming volume of navigation points.
- ✗ Outdated desktop apps.
- ✗ Excessive clicks and system journeys.
- ✗ Not being able to access Oracle on mobile.

SOLUTION

Advantage turned to an EXP in 2015 to create an efficient, modernized user experience across Oracle's HCM mobile and desktop apps.



Consumer-grade user experience



Organization charting & employee directory



New employee welcome screens

BENEFITS

Consumer-grade interfaces

Improved desktop and mobile experience **reduced** employee navigation points, **lowered** clicks and **increased** productivity.

Enhanced features on desktop and mobile

Simplified dashboards and employee self-service **gave employees the independence** to perform functions easily in Oracle.

Manager self-service features

Single, holistic view of the workforce also greatly improved with tools such as management calendars.

COMPANY PROFILE



Industry:
Professional services



Company size:
90,000 employees



Location:
United States

[Read Full Case Study](#)



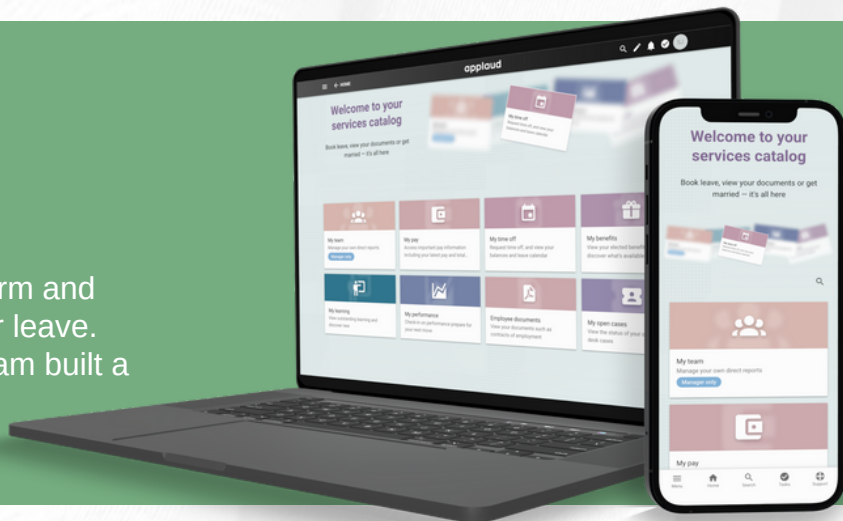
ROBERT REILING

National Director EBS Systems and BI

"Applaud's cutting edge mobile and desktop interfaces are a refreshing user-friendly change that encourage our associates to engage with their own data."

Hedge fund company

This company used Workday as its HR platform and needed an easy-to-use mini-app for caregiver leave. Without hiring any software engineers, the team built a series of applications within Applaud's EXP.



CHALLENGES

This hedge fund company headquartered in New York City required a system that allowed their 2,000 employees to easily access a range of services. Some key challenges they faced included:

- ✗ Bloated onboarding process directing employees to 21 different places (6 emails, 4 links to different systems, 11 wiki pages).
- ✗ Lack of personalization.
- ✗ Multiple HR applications (Workday, Cornerstone, Dovetail).

SOLUTION

Applaud's EXP was leveraged to enhance this company's pre-existing systems. They now think of their EXP as an easy-to-use tool like Wix or Wordpress, where changes can be made without IT.



Series of apps within Applaud



Personalization for roles, level, country



Easy integration with existing HR systems

BENEFITS

Seamless onboarding experience

Now consisting of just one email directing users to Applaud, this company saw an **8% reduction** in HR queries across the US.

Simplified interface for services catalog

Employees can now view **benefits**, update or monitor their **time off**, find and consume formal **learning**, view their **pay** and more.

Enhanced and mobile-enabled EX

Employees mostly interact within Applaud, improving their **experience**, whilst the business still benefits from the **power of Workday**.

COMPANY PROFILE



Industry:
Financial services



Company size:
2,000 employees



Location:
United States



Current HR system:
Workday



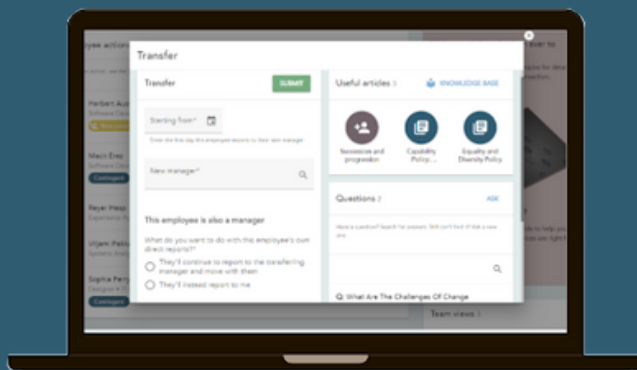
JOSH BERSIN

HR Thought Leader, EX Guru

"Applaud lets an HR manager create custom data fields, workflows, and content experiences at scale. And while many large companies may do this with their IT department, Applaud is easy enough to use for HR managers and business partners to adopt."

Large retail organization

This company leveraged an employee experience platform to address the lack of mobile access to HR services and the bloated transfer process, which managers struggled to find in their existing system.



CHALLENGES

This retail company with 100,000 employees wanted to streamline the team transfer process to make it fast and easy for employees and managers. Some key challenges they faced included:

- ✗ No mobile access to HR services - staff based in retail outlets without computers.
- ✗ Forms with over 55 fields submitted with errors or missing data.
- ✗ High manual workload for HR; lots of offline spreadsheets and word docs, with a high call volume into service centers.

SOLUTION

By rolling out an EXP, this company were able to offer a responsive system and deploy a new transfer process that integrated with Oracle to automatically populate employee information.



Integration with existing HR system



Mobile access to HR services



Number of form fields reduced from 55 to 3

BENEFITS

263% return on investment in 3 years

Error-free form submissions, improved employee and manager retention and productivity gains

Improved HR productivity and time gained


HR efficiency thanks to mobile EX and form fields being pulled from employee records in Oracle translated to **£4m in savings**.

Improved attrition rate

Over a three year period this company saw their employee and manager **attrition rate** decrease to **15%**.

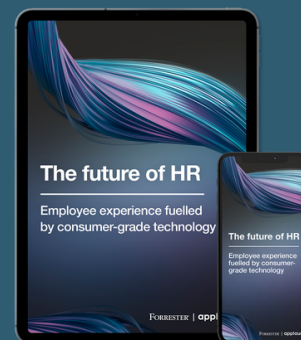
COMPANY PROFILE

 **Industry:**
Retail

 **Company size:**
100,000 employees

 **Location:**
United States


 **Current HR system:**
Oracle



More on the ROI of EXPs

Unintuitive HR tech systems are ultimately hurting organizations' bottom lines, says Forrester. Read their report to find out more.

[Download now](#)



More customer stories: Employee Experience Platforms

An online trading & stock broking company

3,500 Employees | Headquarters in Mumbai, India

Challenging process: Onboarding & offboarding

Success with Applaud looked like:

- Reduction in risk and costs from inability to recover IT assets from leavers.
- Improved employee satisfaction from Applaud's EXP enabling employees to easily find information and enable company-wide communications.

A global cloud computing company

37,500 Employees | Headquarters in California, USA

Challenging process: Internal Mobility & Recruitment

Success with Applaud looked like:

Massive efficiency and productivity gains for the Talent Acquisition teams, its 40,000+ employees, plus the wider business by:

- Increased retention rates.
- Reduction in time taken to fill roles.

A global medical technology company

17,500 Employees | Headquarters in Hertfordshire, UK

Challenging process: Employee benefits

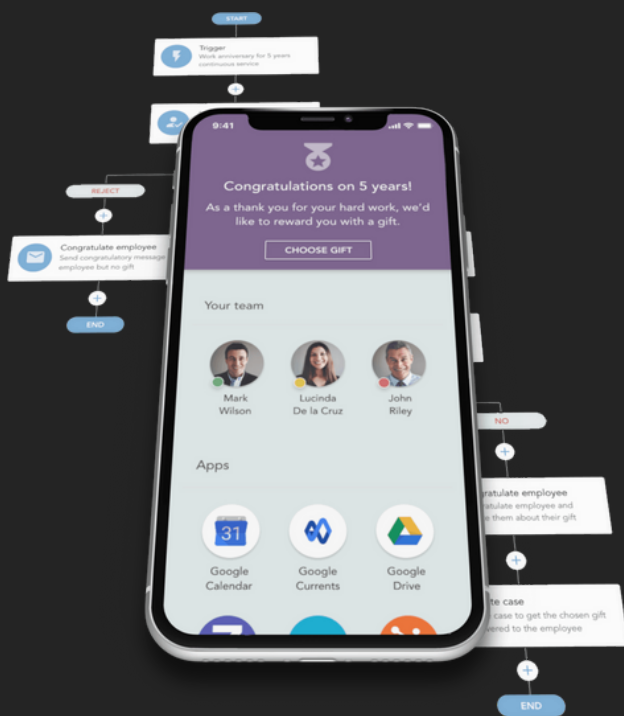
Success with Applaud looked like:

Efficiency and productivity gains for HR, its 6,000 employees, plus the wider business by:

- Increased staff retention.
- Increased adoption of employee benefits.
- Reduction in HR requests relating to benefits.

Simple for your employees and managers. Powerful for HR.

Applaud is the employee experience platform helping you digitalize HR processes to deliver a unified, consumer-grade, experience for your workforce.



Consumer-grade UX

Our platform puts the employee first, with an award-winning self-service experience that understands who they are and what they need at any moment - across any device, anywhere in the world. Our mobile experience is first-class as we use the same consumer technology powering Facebook and Google.

No-code toolkit

Start implementing your critical employee experiences, fast. Designed for HR, Applaud's powerful drag and drop platform empowers you to make change without depending on developers.

Digitalize & automate

Unlock the next level of your efficiency by replacing paper-based processes with digital ones. Modernize, don't compromise, and reduce constraints on HR while improving all aspects of the employee lifecycle.

Request a Demo Today

See the difference that the Applaud Employee Experience Platform can make to your organization. Schedule a consultation with one of our Applaud gurus so we can understand your needs and requirements.

[Request a Demo](#)