



# WORKSPACE

## INDUSTRY LEADER IN HR SELF SERVICE

### KEY HIGHLIGHTS

#### Company

Workspace

#### Industry/Market

Internet Solutions for human resources and employee benefits administration

#### Applications/Solutions

- HR self service
- Workforce management
- Workplace eCommerce
- HR ASP business

#### Key Business Challenges

- 300 large organizations
- Includes 65 Fortune 500 companies
- Financial services
- Manufacturers
- Universities
- Hospitals
- Utilities

*“Looking back at how we designed, built, and delivered employee.com to General Motors and Daimler-Chrysler, we could not have done it with any technology other than Sun Microsystems, Inc., particularly with the Solaris™ operating system and Sun ONE Portal server™. Employee.com for these two major customers equates to one of the world's largest portal instances. The Sun Solaris™ Operating Environment running on Sun Microsystems's hardware allowed us to scale out to over 40,000 concurrent users during our simulated load testing. With a site that large, it would be near impossible to do it with any other technology.”*

*Lee Ingram, Chief Technical Officer,  
Workspace*

### Overview

Workspace, Inc., headquartered in Framingham, MA is a leader in the HR self-service and enterprise HR ASP (Application Service Provider) markets. International Data Corporation, Framingham, MA, estimates these markets to top \$4 billion by 2004 as more and more companies continue to move benefits and HR processes to the Web.

Workspace builds Internet solutions for human capital management (HCM) and employee benefits administration that strengthens relationships among employers, employees and HR suppliers. In addition to its core HCM platform, Employee.com, the company develops HR self service, workforce management, ASP and other workplace e-commerce solutions that drive productivity gains and improve overall employee satisfaction. Through its iSolutions product offerings, Workspace also offers Web solutions to support marketplace interactions between benefits providers and their employees, employers and broker constituents. Workspace solutions are deployed at nearly 300 major corporations

and used by a total of more than 10 million employees worldwide.

### Sun's Solaris™ Operating Environment Powers Employee.com

Employee.com is a revolutionary open technology platform for HCM that combines an employee portal with HR self service and workforce management applications, productivity tools and an HR marketplace. By tapping into Employee.com, employees of large companies can update their benefits, get company news and information, collaborate with one another on company or community projects, make purchases and enjoy entertainment options from their desktops at work or in the convenience of their own homes.

Sun Microsystems provides the underlying technology platform for Employee.com. Sun Enterprise™ 4500 and Sun Enterprise™ 420R servers running the Solaris™ operating environment and Sun ONE Portal Server™ provide the network computing environment for Employee.com.



This hosting is done in secure data centers that can support millions of concurrent users in an application service provider deployment model. Employee.com runs on Web servers both inside and outside the corporate firewall, and benefits from such top Sun features as scalability, availability, manageability, security and connectivity. Sun ONE Portal Server™ provides application server and portal capabilities that are vital components of the Employee.com Internet platform.

"Sun Microsystems' scalability features allow us to scale to a high level," said Lee Ingram, Workscape's CTO. "In

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Tim McDonald, Senior Vice President, Corporate Marketing at Workscape, said, "Most of our clients have very lean HR staffs because they've made a commitment to strategic HR. Outsourcing arrangements greatly reduce a client's dependence on HR staff members. Clients such as GM and Daimler-Chrysler are leading the strategic push to leverage technology for HR administrative services," he added.

## Customized Employee Portal

Employee.com hands employees a secure, personalized view of their own corporate intranet or HR home page. The user interface presents information channels such as Money, Health, or Leisure to make choices very intuitive. Employees can think of employee.com as "my" site, a place they can visit regularly to check work-related communications, handle their HR business, record significant events that happen in their work and lives like a birth, a promotion, or a move, for instance. They can interact directly with colleagues, benefits suppliers or others online. The portal supports a single log-on and authentication process that eliminates the need for users to remember multiple identification numbers or passwords.

## Choosing Sun ONE Portal Server™

Workspace found the Sun ONE Portal Server™ more attractive than competitive products due to its many attributes, Ingram noted. "One is the gateway server capability embedded in the portal server. The gateway allows remote users to access internal, behind-the-firewall content as if they were inside their organizations. This allows Workspace to offer GM and Daimler-Chrysler employees at-home access to the portal. But the portal, itself, presents information that is maintained behind the client's firewall. We believe no other portal has this capability, and we find it essential in delivering an HR-focused portal environment."

The Sun ONE Portal Server™ met several GM and Daimler-Chrysler requirements. Tony Scott, GM Chief Technology Officer, said, "Foremost is delivery of a multi-domain portal or the ability to host multiple instances of a portal within the same portal infrastructure. The second is the gateway capability that offers remote users access to corporate information. Thirdly, the Sun ONE Portal Server™ offers scalability."

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terms of reliability, our Sun systems have proven themselves in months of operational uptime as far as availability to us and to the customer. These enterprise class machines have the intelligence and diagnostics necessary to support a high order of reliability. Plus, our Sun maintenance relationships provide crucial equipment monitoring and expedited services even before a machine fails. We see great quality in the Sun Microsystems, Inc environment. Once we set up these systems, they continue to operate. Moreover, we are pleased with the security aspect built into the Sun Microsystems, Inc. environment.

"Workspace takes data security and data privacy very seriously," he stated. "In fact, ICSA, an industry-leading security audit firm, has validated our environment. We have used the capabilities of Sun technology to make sure our product environment is as secure as we believe currently possible. We were pleased when General Motors' security audit teams came in and gave us a glowing review of how secure our environments truly are," Ingram added.

Daimler-Chrysler Corporation and General Motors are the first users of the Employee.com technology, with other users from Fortune 1000 companies expected to follow shortly. Workspace hosts the employee portal for both GM and Daimler-Chrysler using Sun hardware. Many employees do not have ready access to the employee portal at work. However, by using Sun ONE Portal Server™ secure remote access technology, employees can log on to the portal from home, work, or on the road

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Ingram said, "Very few portal products in the market have ever been deployed anywhere near the size Workspace has delivered to GM and Daimler-Chrysler. The Sun ONE Portal Server™ with the Sun Solaris™ Operating Environment scales to the size we require to meet our customer needs."

He added, "Sun ONE Portal Server™ makes use of the many processors we have deployed in multiple Sun Enterprise™ 4500s and Sun Enterprise™ 420Rs to allow us to scale up the number of concurrent users we can support. Adding more computers and more processors in each computer gives Workspace the ability to increase its capacity. That's because the Sun Solaris™ Operating Environment on the SPARC™ processor architecture remains the same from smaller boxes to very large ones."

The Sun ONE Portal Server™ meets customer objectives because it delivers the premier software environment for secure access from any Internet browser to our enterprise mission-critical information and applications. It provides an innovative and cost-effective method for easily migrating mobile and remote DCX employees from traditional dial-up lines to Internet-based connections. Unlike other portal designs, the Sun ONE Portal Server™ meets today's requirements and anticipates those of tomorrow.

The Sun ONE Portal Server™ enables users to create portals in ways previously unimagined. Rather than integrating piece parts of authentication, policy management, content APIs, customization, and so forth, the Sun ONE Portal Server™ contains all these elements and more. This allows users to create scalable, personalized portals serving the needs of employees, partners, suppliers and customers.

Compared to other portal offerings, a major benefit of Sun ONE Portal Server™ software is the simplicity of its architecture. It is a server software-based solution that does not require any client software installation, management, or configuration. The client application is either pushed to the client's browser as HTML web pages or is a Java applet that is downloaded on demand.

With Sun ONE Portal Server™ software, users are only required to have a web browser and an Internet connection. In this way, it can support a complete, heterogenous computing environment. Private networks are not affected by the use of the Sun ONE Portal Server™. Server-side plug-ins are not required on intranet Web servers; protocol conversion modules are not required on file servers; and existing authentication schemes can be used.

## Running HR Applications Over A Portal

McDonald said, "There are many reasons to build an employee portal using Sun ONE Portal Server™ technology. But one key reason is its ability to authenticate employees into the portal based on their roles in the organization. So, employees can receive one set of information, while managers receive another view of the portal. Second is the portal's ability to help large companies auto-

mate their HR supply chains. Today, HR departments are looking to link employees outside the enterprise to a wide variety of service providers. The employee portal is the one place for a company to aggregate existing service providers and add new ones."

He added, "But as far as Employee.com is concerned, it is much more than an employee portal. It is an Internet service delivery platform that in the future will leverage a number of Sun ONE Portal Server™ components. It increases a rapid development environment for new applications and also supports the integration of a client's legacy applications in a portal view. Applications running on the platform drive the portal's work and life events - based navigation, share a common rules engine and workflow, and integrate with multiple ERPs, payroll and other back office systems. The tight integration significantly improves the end-user experience. Workspace will deploy its market-leading HR self service workforce management applications on its Employee.com platform."

HR Self Service relieves the costs and repetitive hassles of administrative tasks, queries and transactions that typically consume 60 to 80 percent of HR time. In addition, applications for compensation planning, recruiting and employee development allow managers to handle the most complex and fundamental aspects of workforce management. Employee.com's technology platform integrates with third-party solutions that facilitate applications access, information management and knowledge management, both within enterprises and between enterprises and outside parties.

Employee.com takes business organizations to the next level by implementing a comprehensive Internet solution for human capital management in the same way that leading corporations have done Customer Relationship Management, E-Procurement, and Supply Chain Management. Employee.com's impact, however, goes beyond a small group of highly-trained, functional experts to connect the entire workforce and create a true e-business.

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