

# OpenText People Center

Increase employee engagement with easier access to HR information, greater control over HR processes and faster inquiry resolution



**Provide a better experience** through employee self-service and more efficient HR case management



**Centralize content and improve compliance** with consistent access and practices across the employee base



**Gain visibility** and control service level agreements with ease and predictability



**Configure and customize** with limited need for IT support

**The best talent want a great place to work. These employees see human resources not as a transactional function but as enablers of personal growth. They expect HR information to be easy to locate with quick, efficient support from HR partners to solve their queries—and disparate content repositories, websites and HR systems should not stand in the way.**

Employees want access to relevant documents and policies without having to log into multiple systems or websites, and they want smart guidance on tasks they need to complete. They want their HR partners to have the power to quickly solve straightforward issues and proactively manage the tougher ones. And above all else, employees expect their information to be kept confidential and handled with sensitivity and compliance. However, this seamless employee experience can be challenging to deliver when the underlying data and business processes reside in multiple systems and content repositories.

## **HR service delivery that transforms the employee experience**

OpenText™ People Center™ helps HR departments improve employee self-service, respond more easily to employee inquiries, access necessary documents quickly and gain visibility into key measurements and indicators. Combining an employee portal with advanced case and document management capabilities boosts employee self-service and HR team productivity, improving the experience for all.

## Did you know?

Organizations with centralized shared services are three times more likely to be viewed as strategic HR business partners than those choosing a non-centralized option.<sup>1</sup>

Organizations that focus on the adoption of service delivery applications often see higher levels of employee engagement and system adoptions.<sup>2</sup>

## Personalized experiences

People Center provides a personalized experience for employees seeking answers and for HR professionals working to provide the best possible service. Employees have quick access to their personal profiles and can update personal information, search for documents or help topics, see document requests from HR, upload documents and request assistance via the HR case management system, as well as see their open HR cases. People Center also integrates with relevant back-end HR systems to keep information synchronized.

HR partners working on the help desk use dashboards to access documents for employees, monitor and respond to help requests and collaborate with team members. HR managers have an aggregate view of open cases, along with documents accessed. They can use these insights to identify areas where employees need enhanced help content or added support from HR. They also have tools to help them assign and prioritize cases, link related cases to each other and escalate cases.

## Personalized access, control and compliance

HR processes, such as employee onboarding, benefits enrollment and management and ongoing payroll, involve a lot of paper and electronic documents. People Center takes advantage of best-in-class enterprise content management capabilities to provide the tools to manage, control access to, route, sign and archive the right documents to the right people at the right time.

Employees access everything from the People Center screens, without needing to go to a separate system. Document access is controlled by employee roles, ensuring that only the right people have access to the information in order to maintain confidentiality. Furthermore, since HR is using the same system that employees use, their view is always up to date, giving the organization a single, realtime “source of truth.”

A flexible document request process ensures that HR closes the loop with critical document needs. If a document is missing, HR can create a document request, which is routed to the employee to upload the information via self-service.

An optional Employee Onboarding module makes it fast and efficient to exchange information with new hires and electronically capture all of the necessary signed paperwork with minimal hassle.

In addition, People Center makes it easy for HR to provide employees with all the support they need. For example, an HR manager may identify education reimbursement as an area where employees are making a lot of inquiries and assign a team member in HR Shared Services to author a help topic. Once the content has been authored, it can go through a comprehensive review process and be published as a new or updated help topic.

## Advanced ticketing and case management

People Center includes an advanced case management system to capture, track and resolve inquiries and requests, empowering HR team members to make decisions based on best practices. With advanced case management capabilities, HR teams can easily define each policy workflow and specify the information and actions needed to drive resolution.

Since HR professionals may need to reference and update different documents at different stages of case resolution, People Center seamlessly integrates with any enterprise system and content repository that serves as a system of record.

The case folder, which operates just like a physical folder, gives the HR team quick access to all the relevant information, no matter where it resides. People Center orchestrates all of the information flows between systems of record, maintaining information integrity and providing the ability to track progress as the case moves from stage to stage.

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Unlike simple workflow-driven ticketing systems, People Center allows HR team members to link the case to tasks, checklists and service-level agreements, so it can evolve beyond its original structure if conditions dictate. It also offers data-driven decision support using rules to guide HR on the most logical action based on an analysis of historic events within similar cases. In addition, HR can re-open tickets that were closed, increasing efficiency and giving management insight into first-time resolution rates. HR professionals can also work as a team on a single case, collaborating and sharing information through online discussions attached to the case.

## Designed for HR ease

People Center is designed specifically for the challenges of HR: employee self-service, quick document access and compliance with diverse global regulations. It includes optional modules for employee onboarding, recruitment and applicant tracking. People Center is natively mobile, addressing employees' needs to access information anywhere, anytime.

## Connects with common systems

People Center is easy to integrate with existing HRIS systems via APIs or direct integrations. IT has access to configurable connectors for common systems, such as Oracle® or SAP®, along with the full power of web services-based integrations. Organizations can quickly customize and extend People Center with OpenText™ AppWorks™, a low-code application development platform that leverages reusable building blocks and pre-built accelerators to streamline development cycles.

Feature	Description
Reporting and metrics	Includes reports that help HR track employee demographics, hiring metrics, document and help usage, HR caseloads and case throughput.
Scalable to fit future needs	Allows IT to leverage pre-built templates to add and extend the out-of-the-box application to fit current and future needs.
Cloud deployment	Available through the OpenText Cloud, trusted by more than 64,000 customers to run business-critical processes, offering a global, scalable and secure infrastructure with data centers in North America, Europe and Asia. Supports flexible cloud models for public, private or hybrid deployments.

## About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://www.opentext.com).

<sup>1</sup> 2018-2019 -Cedar HR Systems Survey (2018) <https://www.sierra-cedar.com/research/annual-survey/>

<sup>2</sup> 2018-2019 -Cedar HR Systems Survey (2018) <https://www.sierra-cedar.com/research/annual-survey/>