



SESSION: 31696

# ONE USER EXPERIENCE

**MARCH 18, 2013**

Worried about 'The Split'? Bring It Back to One User Experience with the PeopleSoft Interaction Hub



# ABOUT INTRASEE

- Product company and consultancy
- Bringing superior user experience to PS
- Higher Ed and commercial clients
- Showcased by Oracle and a preferred partner
- We build portals, self-service, mobile sites and more



# THE DREADED SPLIT

The user experience has been  
“split” for a long time



# HR/CS SPLIT

- HR and CS no longer in the same DB
- A single site has now become two (at least)
- What happens to...
  - Student workers?
  - Staff learners?
  - Faculty?
  - Researchers?



# THE REALITY

- Home grown sites
- Software as a Service
- ERP
- LMS
- Internet sites & social networking
- The user has felt split into pieces for a long time



# LET'S PAUSE

- How does this impact the user experience?
- Is life really easier for your users?
- They really don't care about your IT problems



# THE SOLUTION

Interaction Hub



# ONE EXPERIENCE

- What if we had a layer that brought all the web services together for the user?
- What if we incorporated a visual identity that matched your school and plugged in single signon to all these sites?
- What if we improved the delivered experience of the back end sites?
- What if we mobilized it as well?





# CASE STUDY: **A NORTHEASTERN UNIVERSITY**

- One easy-to-understand homepage of all CS & HR data
- Bringing students what they want: their schedule
- Platform for critical alerts and news around campus
- Unified taxonomy – make it easy to find things



# DEMO



# CASE STUDY: **BELLEVUE UNIVERSITY**

- Disjointed experience: different look and feels & different logins
- Confusion amongst students and faculty
- Wanted one site to do it all
- Mobile access was demanded!



# DEMO



# CASE STUDY: **UNIVERSITY OF CALGARY**

- Research is like running a business
- Faculty/Researchers need access to HR, CS, FIN/SCM, Warehouses, homegrown and more
- Vanilla PS transactions and codes were overwhelming
- Navigation made no logical sense
- They needed a virtual butler!



# DEMO



# TODAY

- Organizations are just plugging in solutions based on live demand
- The result is a puzzle and the user is just puzzled
- The user wants to see the final picture, not a collection of pieces



# SUMMARY

- Don't underestimate the value of one experience
- This goes beyond PeopleSoft
- The Interaction Hub can be magical





# THANK YOU!

- Q&A?
- Come see IntraSee at Booth #519 for more demos
- **Contact Us**
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