

FEATURED CLIENT



"The trainer did a great job. She knew that we weren't well versed in PeopleSoft and were able to help us start from the beginning. We learned so much and have been very happy with the results."

Teaching employees to use unfamiliar tools

Hyatt Hotels Corporation decided to implement PeopleSoft software at their hotels around the globe. They wanted to expand their use of the software to help them attract, engage develop and retain dynamic, enthusiastic and diverse service professionals. The only problem was, the Human Resource Information Systems teams were brand new to PeopleSoft and needed help to get the full value out of their new software.



Success Story

Creating a customized training plan for beginners

We knew that the employees at Hyatt had little to no PeopleSoft Experience, so we took a step back and started with the basics. We collaborated with Hyatt's Human Resource Information Systems team to find out what areas we needed to focus on. We started with introductory PeopleSoft concepts like architecture and navigation. Next, we taught them some typical ways Hyatt utilizes the PeopleSoft environment and performed a

review of their current company hierarchy and existing interfaces. Throughout the training process, we leveraged some of Hyatt's previously created UPK scripts in an effort to expedite the development of training material. After our training, Hyatt's employees had the ability to use their new software to help the company achieve its business goals.



This highly customized training project covered the following areas of PeopleSoft HCM:

- Position Management
- Employee benefits
- eProfile
- ePerformance
- Managing hires, with the integration of Taleo interface
- Career planning
- Succession planning
- Query manager