



## JOHNSON CONTROLS

### Johnson Controls, Inc. Uses Workstream Solutions to Manage Explosive Growth

Over the past five years, Johnson Controls grew from 51,000 to 105,000 employees. From an HR perspective, a significant challenge of this explosive growth, due in large part to acquisitions, is the administration of 52 different benefit programs. Workstream HR and Benefits Communicator provides the architecture the company needs to deal with this complexity in a controlled and cost-effective manner.

Because Johnson Controls has so many different benefit programs, the vendor selection team knew the chosen solution would have to be scalable and flexible. They wanted a product with open architecture that could successfully interface with PeopleSoft, an Epicentric portal and future software purchases. They also wanted a solution that was easy to use and maintain, provided by a vendor that is financially stable and proven in the marketplace. The team looked at a number of vendors, talked with customers about their experiences, and spoke with the top management of Workstream in order to reach a decision.

The modular aspect of Workstream's offering appealed to Johnson Controls because of the ability to add new components on an as-needed basis. Future Workstream projects under consideration include implementation of the Workstream Wealth Statement and Benefits Enrollment.

### Infrastructure Supports Informed Choices

Workstream HR and Benefits Communicator is the backbone of Johnson Controls' employee self-service initiative. The Johnson Controls team was impressed by the organization of HR and Benefits Communicator's end-user functionality around life and work events, including checklists that walk employees through more complicated processes. This allows employees to make informed choices based on up-to-date information.

*"We had several goals: to increase employee satisfaction, gather and organize information that had never been systematically collected, and increase the effectiveness of our customer service representatives by providing them with a tool to find personalized information quickly."*

*Dorothy Logemann,  
Director of Employee  
Services Delivery,  
Johnson Controls*

Awareness that today's employees are sophisticated consumers with a greater interest in understanding their benefits than ever before is an important driver in the knowledge management initiative. Employees, now accustomed to the convenience of services such as online banking and shopping, also expect to complete transactions at work online.

Johnson Controls' goals include increasing employee satisfaction and automating paper processes. Johnson Controls believes that putting information online shows the company's commitment to making employees' lives easier.

### **Comprehensive, Concise, Easy-to-Use**

Initially, HR and Benefits Communicator was rolled out to customer service representatives to support the open enrollment process. The goal: reduce training time for staff and for seasonal representatives hired annually during open enrollment. Now customer service representatives have the ability to find answers quickly and have confidence that they are providing consistent, accurate information. Johnson Controls expects to increase the frequency of first call resolution of problems because all the information is comprehensive, concise and easy-to-reference. In the Johnson Controls' call center, HR and Benefits Communicator is integrated with Remedy, a call-tracking application.

The process of implementing Workstream HR and Benefits Communicator has also resulted in better documentation and more formal, ongoing documentation procedures. Specifically, the project presented an opportunity to collect and consolidate institutional knowledge about benefits and procedures. Processes were established to keep information updated in the knowledgebase that make it easier to make administrative changes such as adding a new benefits vendor.

### **Day One Benefits**

Johnson Controls employees will eventually access Workstream HR and Benefits Communicator from a personalized portal page. The company provides benefits from the first day of employment - and the HR staff is looking forward to administering those benefits online so that new employees can be enrolled before a new hire orientation takes place. Johnson Controls expects to save money by streamlining processes and saving time for employees and HR staff. With HR and Benefits Communicator, every employee will have access to the online solution and additional savings will be realized through the reduction in customer service time spent processing calls and the decreased need for printed materials.

#### **About Workstream**

Workstream provides on-demand compensation, performance and talent management solutions and services that help companies manage the entire employee lifecycle - from recruitment to retirement. Workstream's TalentCenter provides a unified view of all Workstream products and services including Recruitment, Performance, Compensation, Development and Transition. Access to TalentCenter is offered on a monthly subscription basis under an on-demand software delivery model to help companies build high performing workforces, while controlling costs. With offices across North America, Workstream services customers including Aspen Ski Company, Chevron, EMS SATCOM, Kaiser Permanente, Nordstrom and Wells Fargo.

For more information visit [www.workstreaminc.com](http://www.workstreaminc.com) or call toll free 1-888-221-4005.

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