

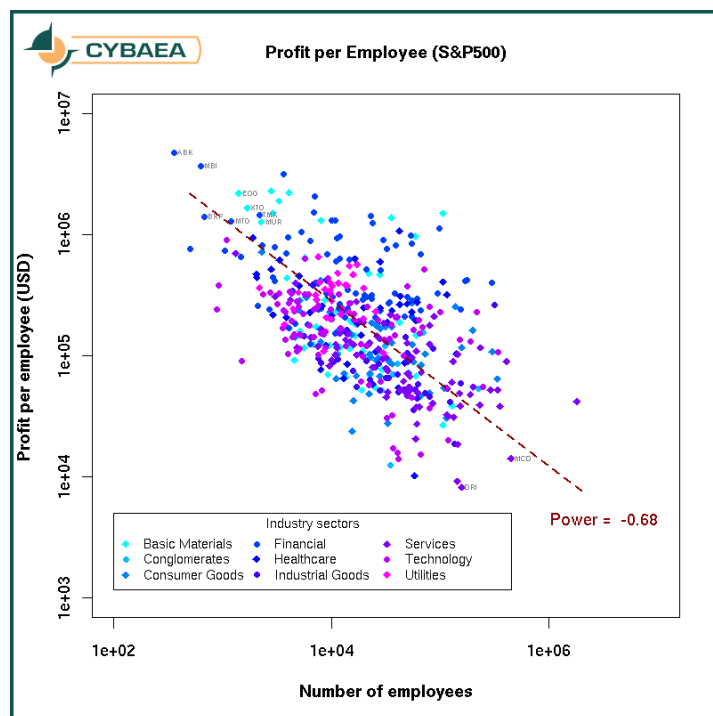


Future Office

The Consumerization of the Digital Working Environment

The 3/2 rule of employee efficiency

When you triple the number of employees, you halve their productivity



Source: CYBAEA - Allan Engelhardt
http://www.cybaea.net/Journal/employee_productivity.html

Reasoning behind the statistic

- Complexity of internal processes
- Layers of bureaucracy
- Time spent on communications
- Dissemination of new ideas and working practices

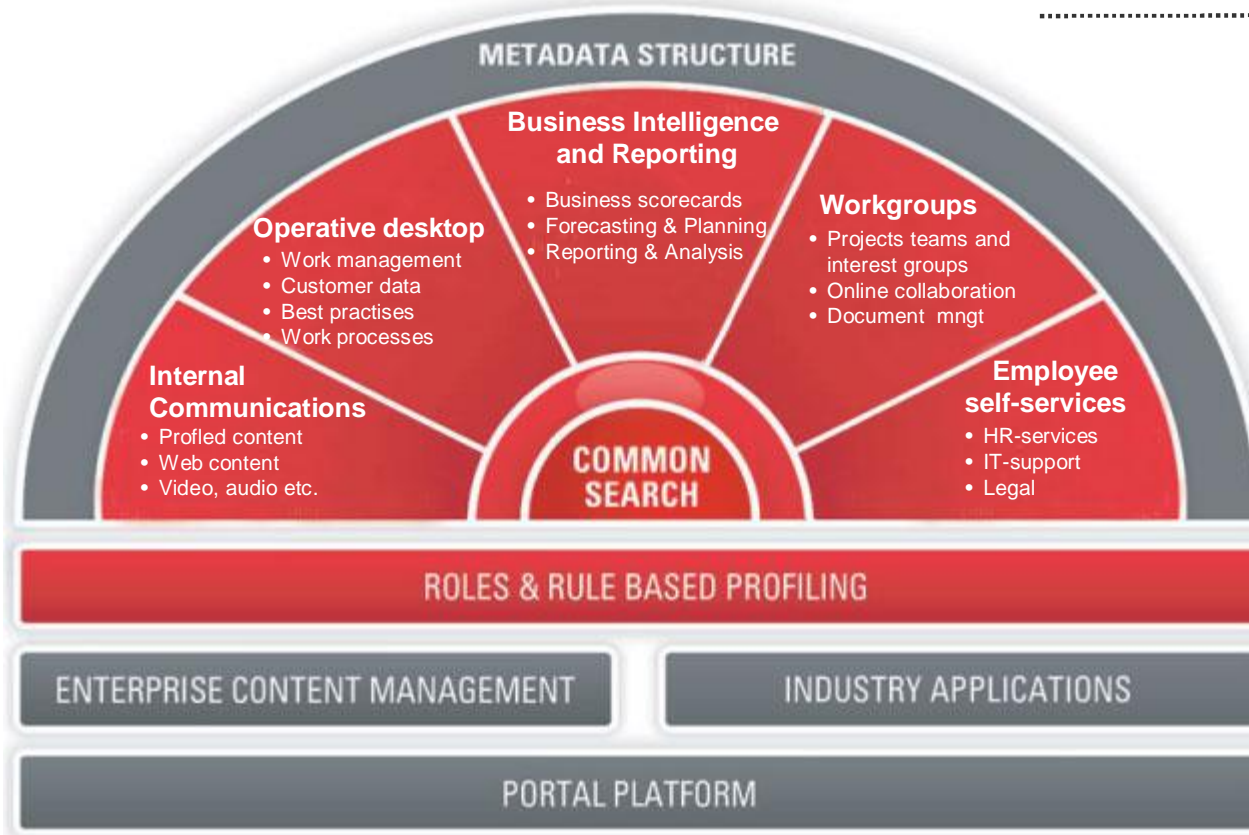
Intranet as a tool for productivity

- Innovation velocity is dependent on collaboration and creation networks
- Internal efficiency should base on service oriented thinking
- Standard Intranet is totally lacking these tools and only acts as a document directory

Future office - Enterprise Portal Fan Model



Personal view



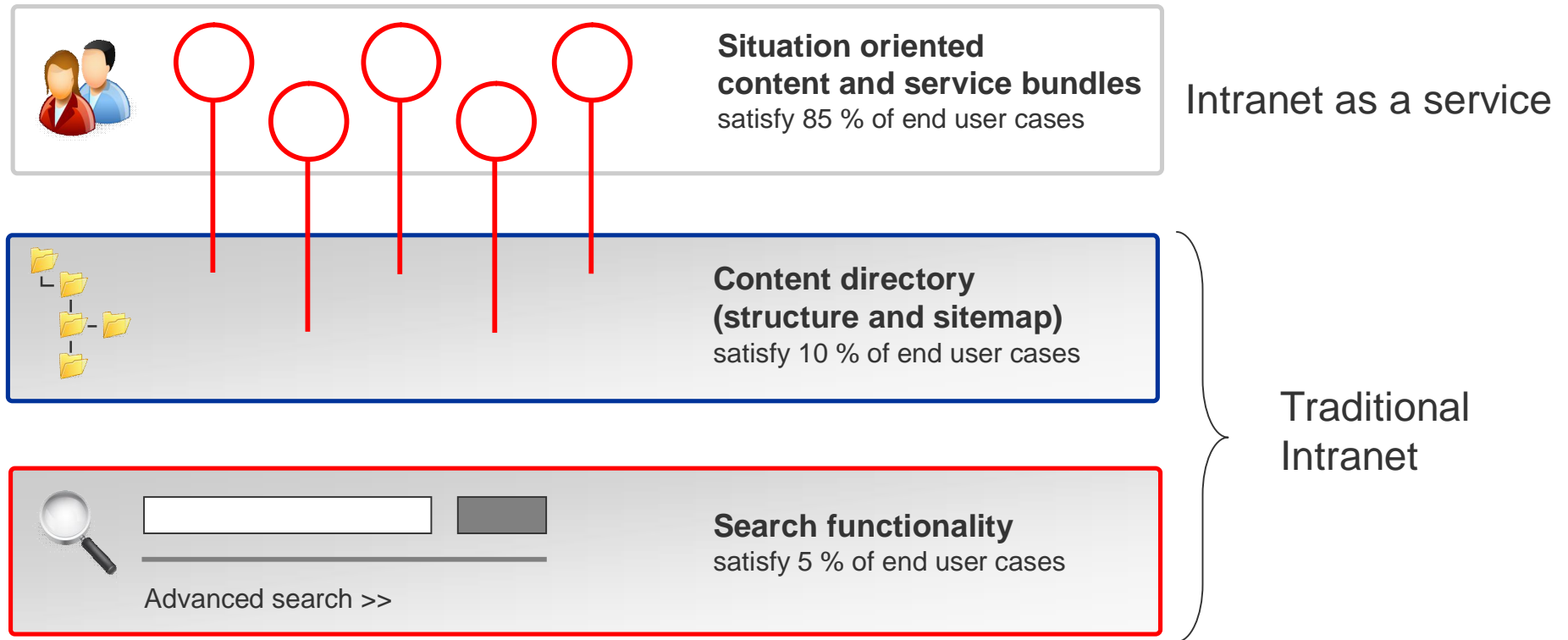
Vertical services

Horizontal services



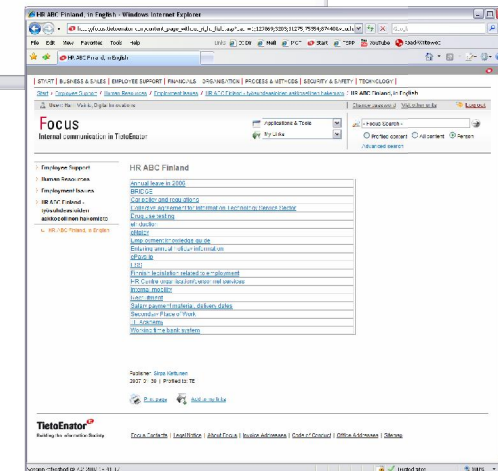
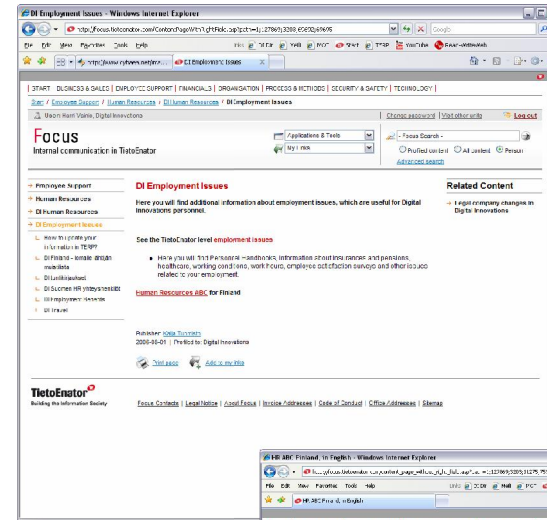
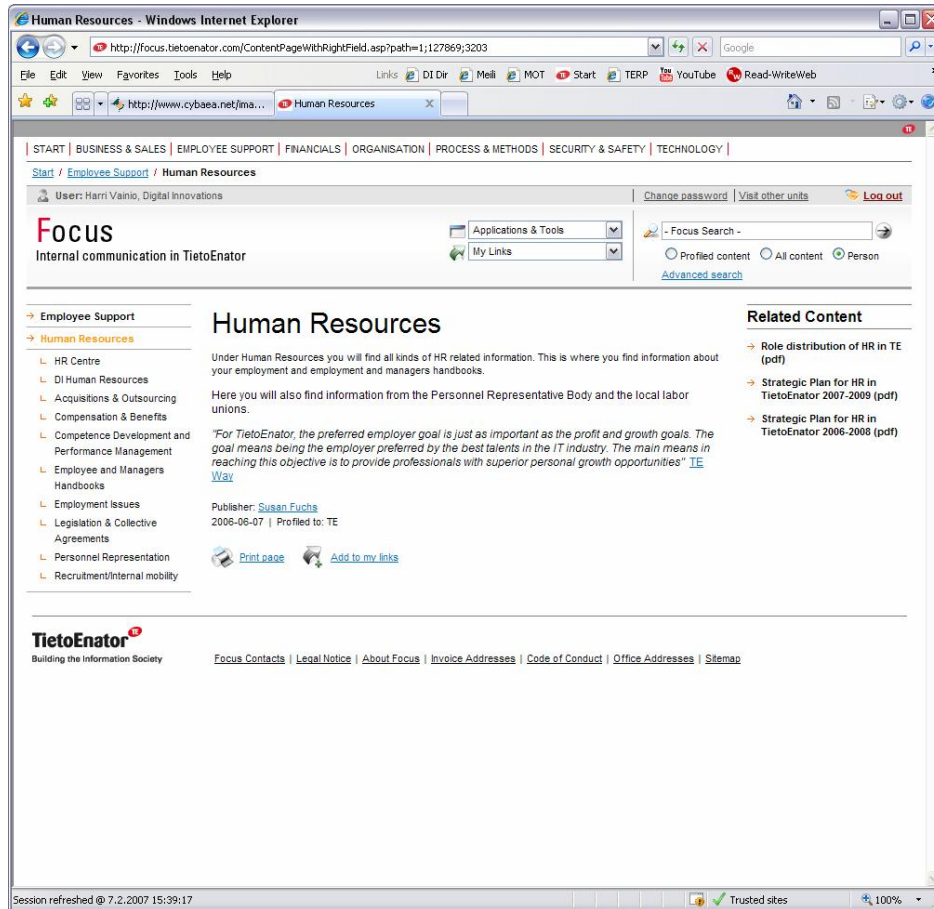
Splitting the Intranet to pieces is still a valid concept, However, the idea must be taken to next level

Building employee services to your Intranet



Example of service oriented approach in Intranet

Case Example – Human Resources (HR) at TietoEnator



Example of service oriented approach in Intranet

Case Example – Human Resources (HR) at TietoEnator

DI Employment Issues - Windows Internet Explorer

http://focus.tietoanator.com/ContentPageWithRightField.asp?path=1;127869;3203;69692;69695

START | BUSINESS & SALES | EMPLOYEE SUPPORT | FINANCIALS | ORGANISATION | PROCESS & METHODS | SECURITY & SAFETY | TECHNOLOGY

User: Harri Vainio, Digital Innovations

FOCUS
Internal communication in TietoEnator

Your HR Manager

Laura Ylä-Sulkava-Johans
email: laura.yla-sulkava@tietoanator.com
phone: 66420

Laura is at the office every tuesday and thursday afternoon between 1 PM and 4 PM
[Book a 30 minute meeting with Laura >>](#)

Laura's News and FAQ

You haven't yet signed Code of Conduct!
Please sign before Feb 17th, 2007
Last year TietoEnator's launched Code of Conduct, a document that describes TietoEnator's ethical values and business principles. It is now time to implement the Code of Conduct throughout TietoEnator. This means that all of us, who are employees of TietoEnator must show that we stand behind our Code of Conduct.
[Go to the electronic signing page >>](#)

Frequently asked questions this month:
Q: I forgot to send the tax card in time. What can I do?
A: Unfortunately your first salary will be taxed with the maximum of 60 % tax rate. Eventually, you will get this money back from tax refunds. Please, send your valid tax card immediately, so we can fix the tax rate for the following months.

Send tax cards to: Personec Oy, Jutta Lehmusvuori, PL 201, 02631 Espoo

Your Employment

Harri Vainio
Title / Job: Executive Advisor
Business Area: Digital Innovations
Business Unit: Digitalized Self-Service
Sub Business Unit: DI Dante
Cost pool: 70004

Salary related issues

Payment: Bank account, 15th of each month
Paycheck delivery: Directly to net bank
Bonus arrangement: Standard TE consulting Bonus

Current bonus situation

Invoicing 2006 - 134.732 €	10 %	20 %
Updated: August 21st, 2006, 9 AM	200.000 €	250.000 €

DI Profit 2006 - 12.534.032 €

Gate 1	10 %	
Updated: August 21st, 2006, 9 AM	15.000 k€	20.000 k€

Vacation days

Days remaining: 14 / 30
Transferred from 2005: 6 days
Yearly vacation days: 30 days released on May 1st, 2007

Healthcare

Your healthcare program: TietoEnator standard healthcare
Your healthcare provider: Suomen Terveystalo, Kannelmäki
Your company doctor: Heini Ahveninen
Your company health nurse: Hanna Kuusela

Digital Innovations HR Services

Harri Vainio
Bank account for salary

Current bank account: OKO Alekski 580013-276534

New bank branch:

New bank account:

< Back Next > Cancel

Digital Innovations HR Services

Harri Vainio
Bank account for salary

Your new bank account for salary is
OKO Alekski 580013-365674

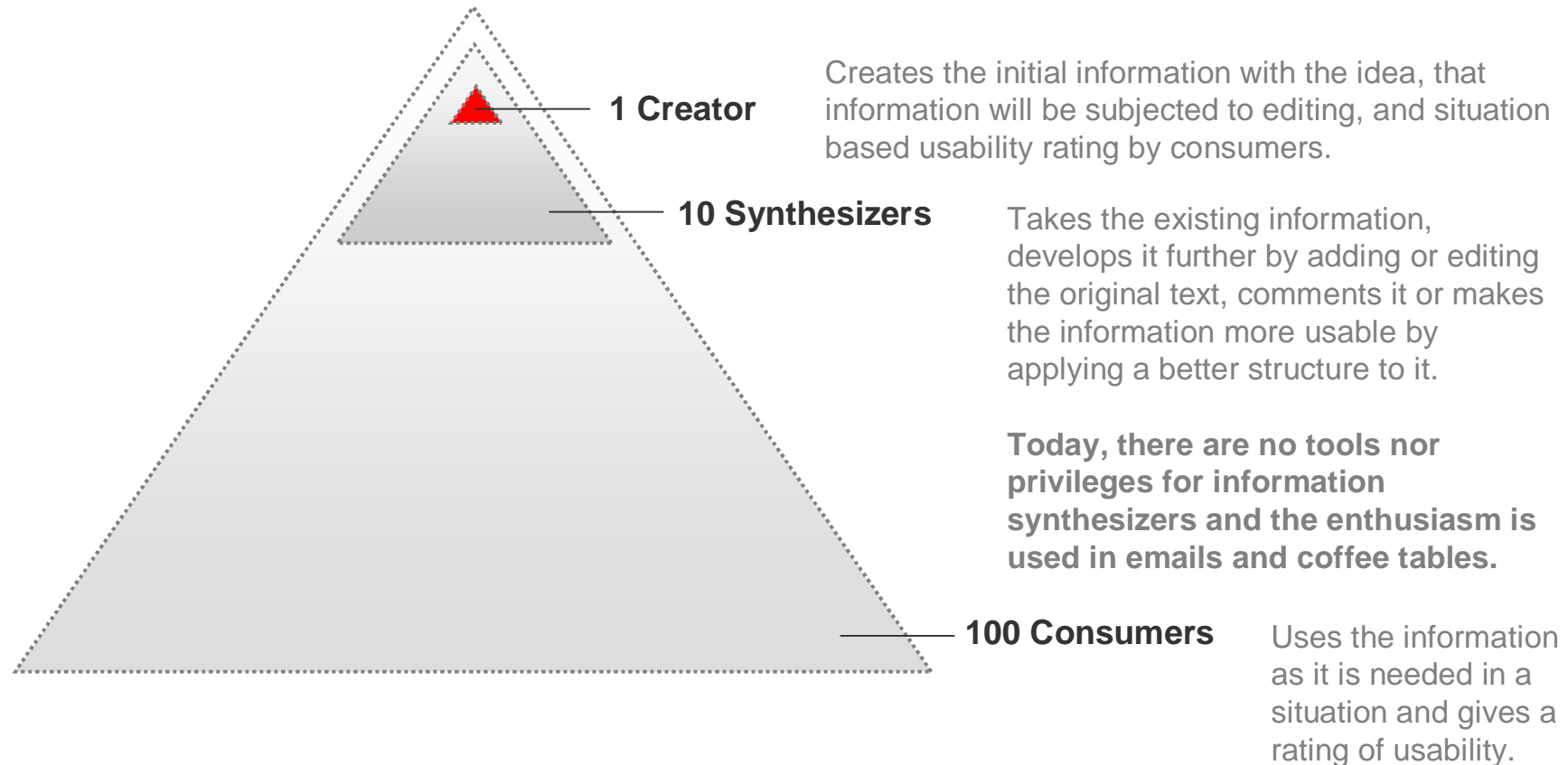
If this is correct, click Finish.
Your bank account will be changed immediately.

< Back Finish Cancel



Improving Information Quality and Usability in Intranet

Introducing information synthesizers as a new role in information management



Measuring the success of Intranet

Affecting the mindset of service and information providers

Effective measurement for internal service provider

Was employee situation resolved on first contact?

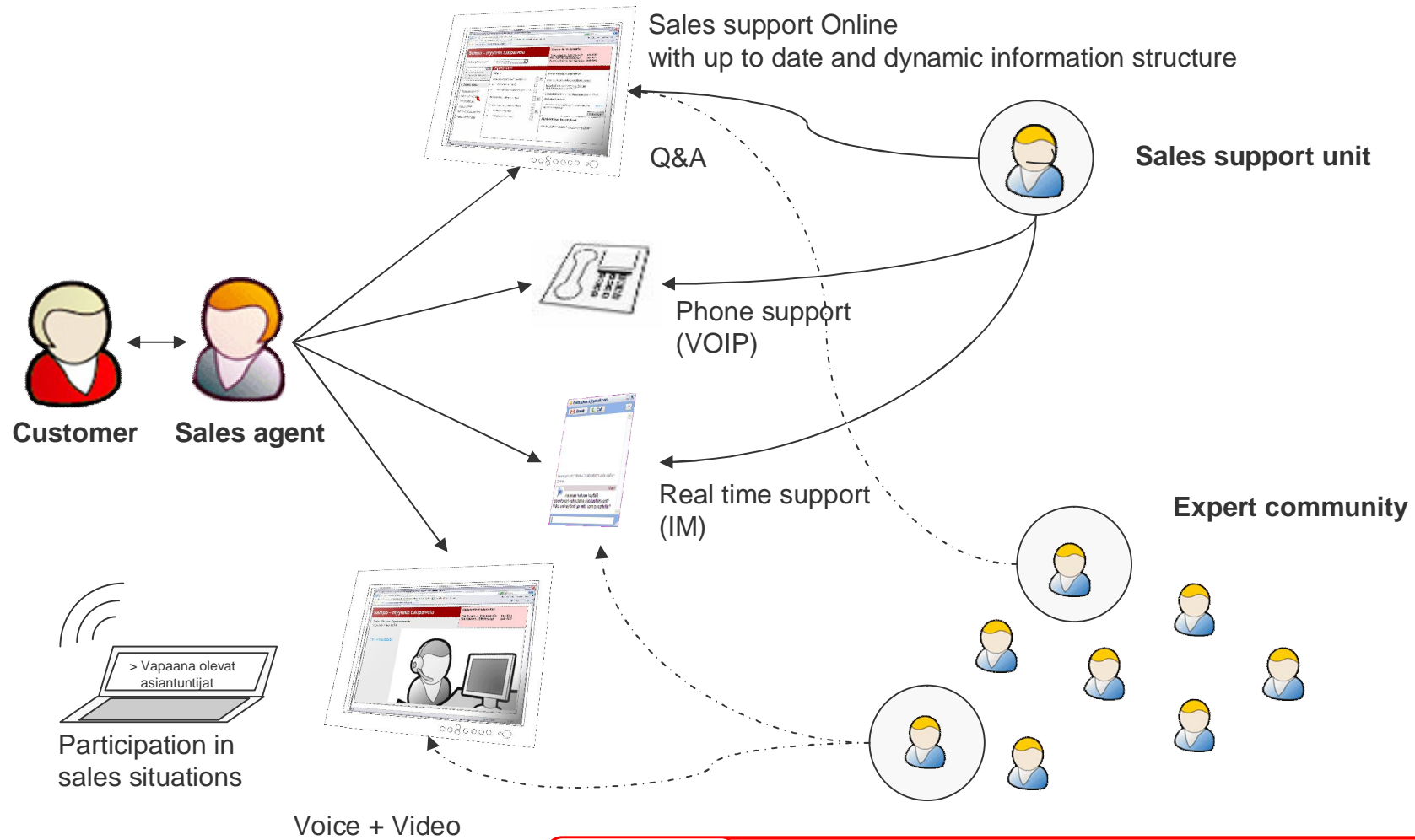
Was the preferred service channel used for the contact?

Qualitative measurement from end users

Did this information help you?

Are you satisfied for the service you received?

Multichannel service approach



Taking it mobile...



RSS

Subscribe to information source

RST

Transact with information source

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Building the Information Society

Commercial Confidential

80% of all transactions are
Really Simple Transactions

Examples



- § Hour reporting, billing data
- § Information requests (business systems, personnel & customer databases)
- § Decision making workflows
- § Instant messaging and presence information
- § Helpdesk applications
- § Flight reservations & info

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Future Office Case Metsäliitto

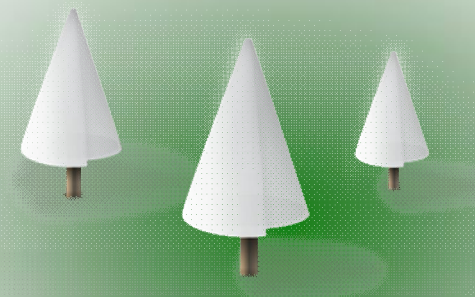
Background



- Metsäliitto is the **tenth biggest forest industry group in the world**. Its five business areas include wood supply, wood products industry, pulp production and producing of paper and paperboard as well as tissue paper. Its sales are 8.6 billion euro. With **30,000 employees**, the Metsäliitto Group parent company Metsäliitto Cooperative and subsidiaries Metsä-Botnia, M-real and Metsä Tissue have own presence in **30 countries**.

- Planning project phases
 - Portal strategy and roadmap planning
 - Concept design based on Future Office
 - Proof-of-concepts with two products

- Implementation project phases
 - Functional and technical definition
 - Implementation
 - Training
 - Roll-out support



Metsaliitto Group Portal Services



Services for Personnel



Services for Customers and Sales / Customer Service people



Role Based Profiling

Content & Document management

Online Communications Tools

Operative systems

Workflows & Processes

Common Portal Platforms

- SSO
- Authorization & Access Rights

TietoEnator ^{TE}

Building the Information Society

Drivers

- Making the right content and services easily available utilizing the most efficient channels
- Subjecting the content and services to end user feedback and critique
- Measuring and steering the production of the services based on the feedback
- Making the necessary services and content available regardless of place and time