

# Workscope/General Motors

Employee Portal from Workscope Drives ROI for General Motors.

Sun™ ONE  
Open Net Environment



## Key highlights

### Challenge:

Create a secure, scalable, customizable employee portal to streamline human resources functions, enable self-service applications, facilitate communications, and offer employee access to company information from home.

### Solution:

General Motors' mySocrates is one of the world's largest employee portals, serving more than 190,000 U.S. hourly and salaried employees, including United Auto Workers (UAW) union workers. GM's mySocrates portal is now averaging over 20,000 logins per day and 200,000 hits per hour.

### Sun™ ONE Software Products:

- Sun™ ONE Portal Server
- Solaris™ Operating Environment

### Sun Hardware Products:

- Sun Enterprise™ 4500 servers
- Sun Enterprise™ 420R servers
- Sun StorEdge™ A1000/D1000 storage arrays
- Sun StorEdge™ T3 storage array



## Workscope and Sun Team on Design and Delivery of Award-Winning Portal for General Motors

General Motors (GM) wanted to use the latest technologies to improve their business-to-employee strategy and deliver Web-based tools to help personnel do their jobs better. The innovative automaker realized that by increasing access to information and streamlining communication via an employee portal, they could realize significant business benefits, including higher employee satisfaction, productivity, and cost savings.

A portal is a single, Web-based point of access for delivering applications, services, and content to customers, employees, partners, and suppliers from any networked device via a user-centric Web site. GM selected Workscope, a leader in Human Capital Management solutions, to deliver this ground-breaking solution based on highly robust, scalable Sun™ systems and Sun™ Open Net Environment (Sun ONE) software technologies, along with connectivity from AOL Time Warner.

Deployed in 12 months, the mySocrates portal provides a high return on investment by simplifying employee communications, indexing relevant content from hundreds of sources, and consolidating hundreds of existing internal Web sites into a single point of access, and brings collaboration and productivity tools to one place on the desktop. It also improves the employee experience by allowing GM's 190,000 employees to individually customize the portal for fast and easy access to the resources they need—from business applications to personal information such as 401(k) status and benefits.

The portal's success is recognized in the industry. Workscope, Sun, and GM received the Digital Consulting, Inc. (DCI) and *Intelligent Enterprise Magazine* 2002 **Best Internal Corporate Portal Award** for the design and deployment of the General Motors Corporation employee portal.

# Horsepower and performance matter on the information highway too.

*“mySocrates gives our employees the speed, flexibility and great technology options that assist them in juggling the demands of work and home. Additionally, the integration of Web-based tools will not only improve GM’s productivity and speed products to market, it will reduce the company’s structural costs.”*  
*Tony Scott, chief technology officer,*  
*General Motors*

## **Security, Scalability, and Performance: Benefits from Developing on the Sun ONE Platform**

General Motors’ Information Technology group had three primary requirements for mySocrates: security, scalability, and performance. Security was a critical issue, and Workscape delivered ICSA TruSecure certification for data and network security and protection against physical intrusion. The Sun ONE Portal Server (formerly iPlanet™ Portal Server) includes secure remote access technology that allows GM employees to securely access their portal with a Web browser from any location—no client software is necessary. The scalability and performance of the Sun ONE Portal Server was enhanced by a site architecture that allows easy integration of additional Sun servers as GM’s mySocrates requirements increase over time.

In addition, GM needed a portal that would be customizable and flexible. With the Sun ONE Portal Server, administrators can personalize portals for different groups of users through templates. Employees can also customize their mySocrates view to meet personal preferences and needs. For example, human resources professionals can be linked to compensation surveys on the Web, attorneys can choose to have LEXIS integrated in their portal view, or a shop steward can access links to the UAW site.

Deployed as an application service provider (ASP)-based service, the system is managed and maintained by Workscape. GM, Workscape, and Sun continue to work closely to increase the portal’s functionality, integrating role-based features and providing regular build updates to mySocrates.

**Real Results: Saving Time and Reducing Costs**  
 GM and the company’s employees have realized significant benefits from the portal, including:

- **Self-Service Applications** – Employees can view pay stubs, update address and contact information, and review benefits statements online. Merit pay increases were planned and accepted online through the employee portal.
- **Automated Retirement Program** – What once was a manual process has been updated so that staff considering retirement can recalculate their individual parameters, resulting in cost savings for GM by eliminating some 70,000 calculations.
- **Elimination of Paper-Based Statements** – GM no longer needs to send out all of their benefits statements by mail to salaried employees, saving money and resources.
- **Intranet Access from Home** – Employees can access selected company information any time, improving worker satisfaction and productivity.

**About General Motors**

General Motors, the world's largest vehicle manufacturer, designs, builds and markets cars and trucks worldwide, and has been the global automotive sales leader since 1931. GM employs about 355,000 people around the world. More information on GM can be found at [gm.com](http://gm.com).

**About Workscope**

Workscope builds Internet solutions for human resources and employee benefits administration that strengthen relationships among employers, employees, and HR suppliers. The company develops HR self-service, workforce management, ASP, and workplace e-commerce solutions that drive productivity gains and improve overall employee satisfaction. Workscope solutions have been deployed at over 300 major corporations representing almost 10 million employees worldwide. For more information, visit [workscape.com](http://workscape.com) or call (888) 605-9620.

**About Sun Microsystems, Inc.**

For years, customers have turned to Sun Microsystems to help them expand their business, lower their costs, and gain competitive advantage. Sun is a leading provider of industrial-strength hardware, software, services, and technologies that power the Internet and enable companies worldwide to take their businesses to the next level.

The Sun Open Net Environment (Sun ONE) is Sun's vision, architecture, platform, and expertise for delivering Services on Demand today and in the future. Based on open standards such as Java™ and XML technology, Sun ONE provides a highly scalable and robust framework for building and deploying a variety of Services on Demand—from traditional Web-based applications to future context-aware Web services. By simplifying the way Web services are created, assembled, and deployed, the Sun ONE platform can enhance productivity, speed time to market, and increase business opportunities for enterprises worldwide. For more information on Sun ONE, please visit [sun.com/sunone](http://sun.com/sunone).

*"The Sun ONE platform offers the scalability, functionality, and performance required by General Motors for their employee portal. Together, Sun and Workscope have teamed to provide ROI and cost improvements, enhance employee satisfaction and productivity, and strengthen our clients' competitive advantage in the marketplace through a winning combination of best-in-class products and services delivered via an outsourced model that allows companies to focus their internal IT departments on their core business."*

*Tim Clifford, president and CEO, Workscope*

**Get the details.**

For more information on Workscope, visit [workscape.com](http://workscape.com)

For more information on Sun ONE, please visit [sun.com/sunone](http://sun.com/sunone)

Sun Microsystems, Inc. 4150 Network Circle, Santa Clara, CA 95054 USA Phone +1-800-555-9SUN or +1-650-960-1300 Web sun.com



**Sun Worldwide Sales Offices:** Argentina +5411-4317-5600, Australia +61-2-9844-5000, Austria +43-1-60563-0, Belgium +32-2-704-8000, Brazil +55-11-5187-2100, Canada +905-477-6745, Chile +56-2-3724500, Colombia +571-629-2323, Commonwealth of Independent States +7-502-935-8411, Czech Republic +420-2-3300-9311, Denmark +45-4555-5000, Egypt +202-570-9442, Estonia +372-6-308-900, Finland +358-9-525-561, France +33-134-03-00-00, Germany +49-89-46008-0, Greece +30-1-618-8111, Hungary +36-1-489-8900, Iceland +354-563-3010, India-Bangalore +91-80-2298989/2295454; New Delhi +91-11-6106000; Mumbai +91-22-697-8111, Ireland +353-1-8055-666, Israel +972-9-9710500, Italy +39-02-641511, Japan +81-3-5717-5000, Kazakhstan +7-3272-466774, Korea +822-2193-5114, Latvia +371-750-3700, Lithuania +370-729-8468, Luxembourg +352-49-11-33-1, Malaysia +603-21161888, Mexico +52-5-258-6100, The Netherlands +00-31-33-45-15-000, New Zealand-Auckland +64-9-976-6800; Wellington +64-4-462-0780, Norway +47-23-35-96-00, People's Republic of China-Beijing +86-10-6803-5588; Chengdu +86-28-619-9333; Guangzhou +86-20-8755-5900; Shanghai +86-21-6466-1228; Hong Kong +852-2202-6688, Poland +48-22-8747800, Portugal +351-21-4134000, Russia +7-502-935-8411, Singapore +65-6438-1888, Slovak Republic +421-2-4342-94-85, South Africa +27-11-256-6300, Spain +34-91-596-9900, Sweden +46-8-631-10-00, Switzerland-German 41-1-908-90-00; French 41-22-999-0444, Taiwan +886-2-8732-9933, Thailand +662-344-6888, Turkey +90-212-335-22-00, United Arab Emirates +9714-3396333, United Kingdom +44-1-276-20444, United States +1-800-555-9SUN or +1-650-960-1300, Venezuela +58-2-905-3800, or Online at sun.com/store

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