

Workscope Success Story

Sun ONE Portal Server is the gateway
to HR services for Workscope

Sun ONE
Open Net Environment



Key Highlights

Sun ONE Portal Server, the industry's first fully integrated, secure portal and identity management solution and the number one portal in market share.

(Source: The Radicati Group)

Key Features:

- Single sign-on
- Enhanced security
- Delegated administration
- Single administrative console

Key Benefits:

- SunTone Certification
- Protects information assets
- Builds secure relationships and communities among customers, partners, suppliers and employees
- Increases usability for end-users
- Flexible and easy to use for managers

Key Business Applications:

- E-commerce
- Human resources
- Customer and membership services
- Financial services
- Manufacturing

Customers:

AXA Financial Inc., General Motors,
Workscope



"Looking back at how we designed, built, and delivered Employee.com to General Motors and DaimlerChrysler, we could not have done it with any technology other than with Sun Microsystems, Inc., particularly with the Solaris™ Operating Environment and the Sun™ ONE Portal Server. Employee.com for these two major customers equates to one of the world's largest portal instances. Sun's Solaris Operating Environment running on Sun Microsystems hardware allowed us to scale out to over 40,000 concurrent users during our simulated load testing. With a site that large, it would be near impossible to do it with any other technology."

– Lee Ingram, Chief Technical Officer, Workscope

When Workscope, Inc., a leader in HR self-service and enterprise HR Application Service Provider (ASP) markets, needed an underlying technology platform, it chose the powerful, secure and scalable Sun ONE Portal Server—a SunToneSM certified solution.

The Sun ONE Portal Server. From any browser to anywhere.

Sun ONE is the premier software environment for delivering secure access from any Internet browser to enterprise mission-critical information and applications. The Sun ONE Portal Server is the leading portal solution, allowing users to create scalable, personalized portals serving the needs of employees, partners, suppliers and customers.

Compared to other portal offerings, the Sun ONE Portal Server software architecture and the Sun ONE Portal Server, Secure Remote Access product are simplicity itself—requiring no client software installation, management or configuration. Users are only required to have a Web browser and an Internet connection, allowing Sun ONE to support a complete, heterogeneous computing environment. The client application is either pushed to the client's browser as HTML Web pages or is a Java™ applet that is downloaded on demand. Private networks are not affected by the use of Sun ONE Portal Server either. Server-side plug-ins are not required on intranet Web servers; protocol conversion modules are not required on file servers; and existing authentication schemes can be used.

For Workscope, the Sun ONE Portal Server and the Sun ONE Portal Server, Secure Remote Access product provide an innovative and cost-effective method for easily migrating mobile and remote employees from traditional dial-up lines to Internet-based connections—enabling users of Workscope HR solutions to create portals in ways previously unimagined.

A SunTone™ Certified Solution

Sun Microsystems holds its own products to the same high standards the industry demands of other solutions. The Sun ONE Portal Server has been certified by the rigorous SunTone Program, the quality seal of approval for services on demand.

As customers outsource more and varied types of applications—including mission critical apps—to service providers (SPs), they demand guaranteed security, reliability, availability and predictability. Led by Sun, the SunTone Certification and Branding Program is one of the industry's first collaborative efforts to define and audit SP infrastructure, operational practices, hardware, applications and ultimately, overall service delivery, to help ensure guaranteed levels of performance.

The Sun ONE Portal Server is one of over 250 high quality, reliable, scalable and secure solutions that have achieved SunTone certification.

Workspace: Applying the Sun ONE Portal Server to online HR

Headquartered in Framingham, MA, Workspace builds Internet solutions for human capital management (HCM) and employee benefits administration that strengthen relationships among employers, employees and HR suppliers.

Workspace's core solution is Employee.com, a revolutionary open platform technology for HCM that combines an employee portal with HR self-service and workforce management applications, productivity tools and an HR marketplace.

By tapping into Employee.com, employees of large companies can update their benefits, get company news and information, collaborate with one another on company or community projects, make purchases and enjoy entertainment options—all from their desktop at work or in the convenience of their own home.

Workspace also develops HR self-service, workforce management, ASP solutions and other workplace e-commerce solutions that drive productivity gains and improve overall employee satisfaction. Through its iSolutions product offerings, Workspace offers Web solutions to support marketplace interactions between benefits providers and their employees, employers and broker constituents.

It is estimated that Workspace's markets will top \$4 billion by 2004 as more and more companies continue to move benefits and HR processes to the Web (Source: International Data Corporation, Framingham, MA). The company provides HR solutions to 300 large organizations, including 65 Fortune 500 companies. Financial services organizations, manufacturers, universities, hospitals, utilities and high-tech firms deploy Workspace solutions, which are used by more than 10 million employees worldwide.

Why Sun ONE was the portal server of choice

For Workspace, the Sun ONE Portal Server and the Sun ONE Portal Server, Secure Remote Access product offered a combination of unique and flexible attributes that made it more attractive than competitive products. This was especially important in deployments of Workspace solutions for its largest clients, General Motors (GM) and DaimlerChrysler (DCX).

• Gateway and multi-domain capabilities

"One attribute is the Sun ONE Portal Server, Secure Remote Access gateway capability embedded in the portal server," said Lee Ingram, Chief Technology Officer at Workspace. "The gateway allows remote users to access

"Workspace takes data security and data privacy very seriously. In fact, ICSA, an industry-leading security audit firm, has validated our environment. We have used the capabilities of Sun's technology to make sure our product environment is as secure as we believe currently possible. We were pleased when General Motors' security audit teams came in and gave us a glowing review of how secure our environments truly are."

– Lee Ingram, Chief Technical Officer, Workspace

internal, behind-the-firewall content as if they were inside their organizations. This allows Workscape to offer GM and DaimlerChrysler employees at-home access to the portal. The portal itself presents information that is maintained behind the client's respective firewall. We believe no other portal has this capability, and we find it essential in delivering an HR-focused portal environment."

GM Chief Technology Officer Tony Scott directed the development of the highly scalable and robust portal GM calls the mySocrates.com portal. He notes that the Sun ONE Portal Server met several GM and DCX requirements. "Foremost is delivery of a multi-domain portal or the ability to host multiple instances of a portal within the same portal infrastructure. The second is the Sun ONE Portal Server, Secure Remote Access gateway capability that offers remote users access to corporate information. Thirdly, the Sun ONE Portal offers scalability," Scott said.

- **Scalability, security and reliability**

Sun Microsystems and Sun ONE Portal e-commerce solutions form the underlying technology platform for Workscape's Employee.com solution. Sun Enterprise™ 4500 and Sun Enterprise™ 420R servers running the Solaris Operating Environment provide the network computing environment. This hosting is done in secure data centers that can support millions of concurrent users in an ASP deployment model. Employee.com runs on Web servers both inside and outside the corporate firewall.

"Sun Microsystems' scalability features allow us to scale to a high level," said Ingram. "In terms of reliability, our Sun systems have proven themselves in months of operational uptime as far as availability to us and to the customer. These enterprise-class machines have the intelligence and diagnostics necessary to support a high order of reliability. Plus, our Sun maintenance relationships

"Our goal was to reach the maximum number of employees and connect them to GM. To reach these goals, we needed the scalability, reliability and security Sun's Solaris Operating Environment and the Sun ONE Portal Server provide."

– Tony Scott, Chief Technology Officer, General Motors

provide crucial equipment monitoring and expedited services even before a machine fails. We see great quality in the Sun Microsystems, Inc. environment.... Moreover, we are pleased with the security aspect built into the Sun Microsystems, Inc. environment."

- **Customization and ease of use**

Workspace's HR solutions also demand the customization and simplicity that the Sun ONE Portal Server provides. The company's Employee.com software gives employees a secure, personalized view of their own corporate intranet or HR home page while allowing them to make intuitive information selections, and interact directly with colleagues, benefits suppliers and others online. The portal supports a single sign-on and authentication process, eliminating the need for users to remember multiple identification numbers or passwords.

- **Robust enough to accommodate the largest users**

GM and DCX are the first users of Workspace's Employee.com technology, with other users from Fortune 1000 companies expected to follow shortly.

"Very few portal products in the market have ever been deployed anywhere near the size Workspace has delivered to GM and DaimlerChrysler," Ingram noted. "The Sun ONE Portal Server and the Sun ONE Portal Server, Secure Remote Access product with the Sun Solaris Operating Environment scale to the size we require to meet our customer needs."

- **Meeting the demand for HR outsourcing**

Employees of Workspace clients, such as those of GM and DCX, did not have ready access to

the employee portal at work. However, by using Sun ONE Portal Server, Secure Remote Access technology, employees can log on to the portal from home, work or on the road, and securely access applications and content running inside the corporate firewall.

Tim McDonald, Senior Vice President, Corporate Marketing at Workscope, said, “Most of our clients have very lean HR staffs because they’ve made a commitment to strategic HR. Outsourcing arrangements greatly reduce a client’s dependence on HR staff members. Clients such as GM and DaimlerChrysler are leading the strategic push to leverage technology for HR administrative services.”

Ideal technology for HR self-service

“There are many reasons to build an employee portal using Sun ONE Portal technology,” McDonald said. “One key reason is its ability to authenticate employees into the portal, based on their role in the organization. So, employees can receive one set of information, while managers receive another view of the portal. Second is the portal’s ability to help large companies automate their HR supply chain. Today, HR departments are looking to link employees outside the enterprise to a wide variety of service providers. The employee portal is the one place for a company to aggregate existing service providers and add new ones.”

“But as far as Employee.com is concerned, it is much more than an employee portal,” he added. “It is an Internet service delivery platform that in the future will leverage a number of Sun ONE Portal Server components. It enhances a rapid development environment for new applications and also supports the integration of a client’s legacy applications in a portal view. Applications running on the platform drive the portal’s work and life events. Base navigation shares a common-rules engine and workflow, and integrates with multiple ERPs, payroll and other back office systems. The tight integration significantly improves the end-user experience.”

The Sun ONE Portal Server.

All the benefits of a leading application plus SunTone Certification.

Unlike other portals, the Sun ONE Portal Server meets today’s customer objectives and anticipates those of tomorrow by creating communities, increasing productivity, decreasing costs, leveraging existing investments, and delivering a reliable, powerful and effective solution. And, unlike other portal solutions, the Sun ONE Portal Server has met the high standards of scrutiny associated with SunTone certification.

For more information about Sun’s leading portal solutions, visit www.sun.com. For more information about the benefits of SunTone certification, visit www.sun.com/suntone.

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