An effective HR portal for France-based employees

Valuable online services are at the service of 93,000 employees. These include HR policies, career management, job offers, and more

Summary

Orange is one of the world's leading telecommunications operators with sales of 40.9 billion euros in 2016 and 152,000 employees worldwide at 30 September 2017, including 93,000 employees in France. Present in 29 countries, the Group has a total customer base of 269 million customers worldwide at 30 September 2017, including 208 million mobile customers and 19 million fixed broadband customers. Orange is also a leading provider of global IT and telecommunication services to multinational companies.

orange.com

> "
> Orange's new Liferay-based HR portal brings value to the human resources' management in France and offers employees a smoother means of communication and interaction with the company.
>
> Pierre Guillotin, Project Manager, Digital Services Department,
> Orange Applications for Business

In Brief

BUSINESS SECTOR:
Telecommunications

COUNTRY:
France

PROJECT TYPE:
HR Portal

KEY FEATURES:
35 sites, 4 themes, CMS and display templates, workflows, staging, specific portlets

Challenges

- An existing solution with limited capabilities and a life cycle difficult to maintain
- Need for a scalable solution which can be integrated into the entire information system
- New goals: more contributions, creation of new websites and integration of new services

Added Value

SINGLE PORTAL
for all of the HR sites: industrialized architecture and normalized operation.

SIMPLER ACCESS TO SERVICES
93,000 employees in France benefit from the new services offered via the 35 sites that form the HR portal.

SCALABLE SOLUTION
to meet changing demands thanks to the addition of new templates, themes or modules.

QUICKER WEBSITE CREATION
Business teams are autonomous thanks to ready-to-use templates.

LIFERAY | **orange** Business Services

Towards a sustainable solution

In 2012, Orange France's Human Resources Department called into question the sustainability of its HR portal. The latter, based on a PHP developed solution and managed by a single person, was not meeting business needs. Orange Applications for Business (OAB), a subsidiary of Orange, was then appointed to select and integrate a new solution. "The HR department needed an industrialized and upgradeable solution to achieve its new goals" said Pierre Guillotin, Project Manager at OAB. Namely: the greater the contribution, the quicker the integration of the new services and the creation of websites. "The proven expertise of Liferay in the field of business portals has led to the design of the ideal solution to ensure this project is a success and to put in place a reliable and effective website" explains Pierre Guillotin.

A single entry point

35 sites now form the HR portal. These include event sites, for example sites dedicated to the Group's communications or sites dedicated to a restricted audience such as managers. The content, the visuals as well as the contributors vary from one site to another. This gives each site its own identity. Approximately 12,000 pieces of content are shared across 950 pages with peak page views of one million per month.

"The business teams are self-sufficient and are able to create a website in just a few clicks. The use of the ready-to-use page and article templates allows them to capitalize on the existing infrastructure and therefore, to save time and gain in proactivity" said Mr. Pierre Guillotin. In fact, 11 page templates are available as well as around thirty article structures and templates. The staging function allows them to pre-publish the website in order to ensure that everything works effectively.

Each site manager manages the governance of its site in total autonomy. One could therefore, choose who contributes: how, when and how often.

Access to the sites, both internally and externally, is fully secured, and based on the Group's SSO. The management of authorizations is accomplished through role management in Liferay.

ANOO

The Anoo portal is the entry point to the applications and HR services.

This home page displays all of the current news and allows access to the various HR sites as well as the online services. For example, employees may view their personnel file, download a certificate of employment or perform a request and monitor their progress. They can also manage their careers step-by-step: discover their working environment during the taking up of their post, prepare for a personal interview, view details of training offerings, receive job mobility guidance within the group or even prepare for their retirement.

INTERNATIONAL MOBILITY

The Group's international mobility showcase website displays all of the international job offers. It has a search engine and uses different workflows for the management of job offers. Those published by the HR department in each country are sent in France for approval.

Employees may view job offers, make applications online or subscribe to alerts to be notified about new job offers. A FAQ and a tool box also provide access to further information and relevant documents.

SHARE

Dedicated to human resource managers, this site comprises around 1,200 documents, 85 articles, and provides specific portlets allowing the HR Managers to access their tools and favorites. A forum with moderators is also available providing them with a means of interaction.

This site has been designed in Responsive Design for use on PC, mobile phone and tablet.

User uptake is a must!

"Involving end users from the beginning of the project is essential. We must interact with them, conduct surveys, train them, and provide them with guidance throughout the project to make it a success" stated Pierre Guillotin. This is why, the IT and business teams were approached from the outset and provided with support through training. A PoC was moreover performed in January 2013 to ensure user uptake. "A successful conversion goes hand in hand with user uptake" concluded Pierre Guillotin.

Thanks to better access to information and increased interactivity, employees are more involved in the life of the company, in the management of their data and their human resources path. The portal therefore favors the speeding up of processes and allows the HR teams to focus on other activities. The company's image from the employee's point of view is a positive one since communication is more open and transparent.