EXHIBIT

BUNDLE OF CORRESPONDENCE REGARDING CUSTOMER REFERENCE SITES

CORRESPONDENCE REGARDING CUSTOMER REFERENCE SITES

NO.	DESCRIPTION	DATE	PAGINATION
	VOLUME 1 OF 1		
1.	Email Kevin Keogh to Lochlan Bloomfield re QH ESS/MSS/ASS request Attachment: Workbrain Cisco Solution sheet	06.03.2007 5.30pm	1-6
2.	Email Lochlan Bloomfield to Paul Suprenant cc Chris Prebble re client references for awards engine	09.08.2007 9.23am	7
3.	Email Paul Surprenant to Lochlan Bloomfield cc Jason Cameron, Chris Prebble, Brooke Freeman and Sara Simpson re CorpTech Solutions Option – Clarification Request	09.08.2007 12.00pm	8-10
4.	Email Paul Surprenant to Kevin Keogh cc Lochlan Bloomfield and Chris Prebble re CorpTech Workbrain requests	09.08.2007 2.01pm	11-15
5.	Email Kevin Keogh to Lochlan Bloomfield re references and powerpoints Attachment: Powerpoint 3 slides	10.08.2008 4.39pm	16-19
6.	Email Kevin Keogh to Paul Surprenant cc Lochlan Bloomfield re References	14.08.2007 2.27pm	20
7.	Email Joseph Sullivan to Johan Visser, Lochlan Bloomfield cc Paul Surprenant, Jason Cameron and Nitin Deshmukh re Clarification Question 16	09.10.2007 10.57am	21-26
8.	Email Lochlan Bloomfield to Kevin Keogh cc Paul Surprenant and Joseph Sullivan re CorpTech reference	10.10.2007 2.39pm	27
9.	Email Kevin Keogh to Johan Visser cc Lochlan Bloomfield re clarification question 16	11.10.2007 12.20pm	28-33
10.	Email Kevin Keogh to Lochlan Bloomfield cc Paul Surprenant and Joseph Sullivan re CorpTech Reference	11.10.2007 12.36pm	34-35
11.	Email Lochlan Bloomfield to Kevin Keogh cc Johan Visser re clarification question 16	11.10.2007 1.05pm	36-42
12.	Email Kevin Keogh to Johan Visser cc Lochlan	11.10.2007	43-52

	Bloomfield re Clarification question 16	5.18pm	
13.	Email Kevin Keogh to Johan Visser cc Lochlan Bloomfield re Clarification question 16	11.10.2007 5.35pm	53-62
14.	Email Lochlan Bloomfield to Kevin Keogh cc Paul Surprenant, Joseph Sullivan, Nitin Deshmukh and Jason Cameron re New Workbrain Agenda	15.10.2007 8.08am	63-66
15.	Email Kevin Keogh to Johan Visser cc Lochlan Bloomfield re Clarification question 16 - Bunnings	15.10.2007 11.11am	67-75
16.	Email Lochlan Bloomfield to Maree Blakeney cc Paul Surprenant, Johan Visser re Clarification question 16 - Bunnings	15.10.2007 4.28pm	76
17.	Email Lochlan Bloomfield to Kevin Keogh cc Paul Surprenant and Johan Visser re Presentation Sessions – URGENT Attachments: Gartner, Market Scope for Retail Time and Labor Applications IBM Presentation outline "Application product mix – Workbrain Conceptual model" dated 17 October 2007 Document entitled "Workbrain solutions for the public sector"	15.10.2007 4.36pm	77-88
18.	Email Lochlan Bloomfield to Kevin Keogh cc Paul Surprenant re CorpTech. Workbrain Performance Metrics Attachments: Document entitled "Workbrain certified benchmark" Document entitled "Workbrain certified benchmark"	24.10.2007 12.13 pm	89-102

From: Kevin Keogh
To: Lochlan Bloomfield
CC:
BCC:
Sent Date: 2007-03-06 05:30:41:000
Received Date: 2007-03-06 05:54:56:000
Subject: RE: QH ESS/MSS/ASS request
Attachments: Workbrain_Cisco_solution_sheet.pdf

Lochlan

The following is a summary - I am afraid it may be a bit disjointed, but
given the time it may be more of a discussion starter.

Workbrain's average customer site is between 25,000 and 30,000
employees.
Australia Post are live nationally for almost 25,000 employees and
Woolworths is rolling Workbrain out to more than 100,000 employees in
Australia alone. As with most of our clients, each employs a combination
of ESS methods to ensure both end-user adoption and ease of
administration.

Workbrain has hundreds of customers and we find there are many
similarities between various industry types. For example Healthcare and
Transportation have similar challenges. At our airline customer sites,
as with Healthcare, they also have an aging population, and they both
have employees that have limited computer or technology exposure. At our
transportation and airline clients, ESS was made available to staff and
the results following deployment prove that the benefits are far more
easily realised than the Executives expected. For the major US airlines
North America (where technology literacy has been historically very
v), approximately 30% of 'on-duty' staff have interacted with the ESS
system on any one day for Leave Applications, viewing Rosters, Shift
Swapping or Shift Bidding, or updating their Availability. A far higher
adoption rate than was expected.

Healthcare organisations have had similar experiences. They tend to
deploy PCs in a manner that leads to many end-users having only shared
access to a common machine. Workbrain understands this and has deployed
our solution to help alleviate this challenge. Customers have a choice
of how they can mix and match end-user access. They can choose to deploy
all or some of the following options:

1) Dedicated PCs: Typically only available to knowledge workers and
managers including payroll, central staffing, and unit managers.

2) Shared PCs or Kiosks: Shared PCs can be deployed in common areas
such as nursing stations, break rooms, locker rooms or dedicated work
spaces. They can even be deployed as "kiosks". End users will need

their own log-on information in order to ensure security to their information but, the computers can be shared. No special software is needed on the computer other than a browser. Therefore these machines can be low-cost network appliances or home based or remote computers, should the Qld Health corporate firewall be set up accordingly.

NOTE 1: Most organisations can demonstrate a huge improvement in staff retention by facilitating self service for staff to enter their availability and check information on line or by phone. This has significant impact in making the hospitals and agencies easier to do business with and
in turn, ensures ability to manage a healthy work/ life balance, happier staff as well as fidelity from staff in casual or agency pools.

NOTE 2: Workbrain now deploys EPAK for all clients (End User Performance Accelerator Kit). This was not part of the original Qld Govt offering at time of licensing, but is still available at extra cost. EPAK is a context sensitive, on-line e-Learning solution specifically for the Workbrain application. It guarantees the highest possible end user adoption and a reduction in both initial and ongoing training costs of greater than 50%. This is perfectly suited for remote or casual staff, staff that are not technology savvy or experienced, and most importantly, ensures a consistent user experience and high degree of skill maintenance over time.

3) VOIP phones: Workbrain has recently announced a partnership with Cisco Systems to use VOIP (Voice over Internet Protocol) phones as end-user devices for many common transactions. This may be a low cost solution if the organisation has already deployed VOIP phones, or who may be planning to do so in the near future to leverage an integrated voice/data network and drive savings based upon use of a low cost, dedicated IP network for all communications. Cisco phones will become a low cost version of time clocks
without the perceived "big brother" cultural impact.

4) Telephone based interactions via an IVR based solution are well suited to organisations that want to ensure high adoption without incurring a cultural reaction against "time clocks" etc. and also take advantage of universal acceptance and ease of use of the phone. The Phone/ IVR solution applies a Voice XML standard the way a Portal or Intranet based solution leverages an XML based standard. The solution can also offer Voice recognition for rapid transaction times and flexibility. This is the lowest cost option as we are able to offer a 'per transaction' based cost model and we have Voice Solution specialists based in Queensland.

5. Time Clocks: Time clocks are useful data collection devices that may allow you to avoid adding PCs. However, you will find that low-end, generic PCs can be less costly and potentially more useful. Time clocks are generally accepted in Manufacturing and Retail or high security environments. Access control deployments have also fostered acceptance of "clocking", and speed of throughput for high traffic areas may justify the expense, however infrastructure costs are high by comparison

with Phone or IVR based solutions.

6. Home PC use or remote access: If you allow the end users to access the system via the Internet, they may choose to perform functions from their home or remote location. This is in essence, a configuration and security question. Should your firewall be set up to enable this type of capability, the benefits are manifold, including productivity gains through swift and broad dissemination of information for all staff; staff retention benefits; ease of doing business with the Dept or Agencies; work/ life balance - documenting availability to suit lifestyles and age; less time wastage for nursing or unit managers when replacing or finding staff; reduction in administration time for nursing or unit managers - allow staff to do their chosen work, rather than administrative and often repetitive or seemingly non-constructive or mundane work.

opy to discuss the specifics. A scoping exercise of a week or two uld enable us to better recommend and document a more specific ⊔ιrategy. Please take a look at the attachment and feel free to forward it should the client is looking for some collateral.

The great outcome for Health is that whatever the user interface mechanism - Workbrain treats all transactions the same and manages them all from a central location on a central database. Complexity and scale are not an issue.

Regards,

Kevin

' ` ꞏvin Keogh

neral Manager Asia Pacific

Workbrain

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Mobile: +61 (0) ██████████

kkeogh@workbrain.com

Total Workforce Management. Enable Business Performance.

Please access this hyperlink to read the full text of Workbrain's forward-looking statements disclaimer.

-----Original Message-----

From: Lochlan Bloomfield [mailto:lochlan.bloomfield@au1.ibm.com]
Sent: Friday, March 02, 2007 6:17 PM
To: Kevin Keogh
Subject: QH ESS/MSS/ASS request

Kevin,

As discussed, despite the multitude of questions originally proposed (from
Oakton), the nub of their request boiled down to:
QH are clear that when the recieve the standard offering, it is
their responsibility to deploy ESS in such a way that it will
gain
acceptance by all troops (from cleaner to administrator to nurse
to
doctor).
      it is, they need to determine the initial view on their ESS
      loyment model (e.g. ESS will be deployed to administrators via
desktop PC, to cleaners via forms and ASS, to nurses and doctors
via
kiosks).
As such, they are looking for lessons learned (from other
clients)
on what deployment options work and what don't (e.g. nurses hate
kiosks so don't even bother etc).
Based on these lessons learned they will be confident to determine
and
cost an appropriate ESS deployment model.
The have until Friday next week to complete the high-level costing to
be
sent to the QH EMT (to be a placeholder in the budget).
QH has emphasised that we shouldn't spend too much time on this and
;-
(
      opy to talk directly to clients if we have client contacts.

, ne case study snippets you mentioned would be great. Perhaps for each
different type of channel (e.g. kiosk, phone etc), we could give one
snippet. We could then present this to them and talk about it to give
more
information and give them an opportunity to ask questions.

Also attached is the breakdown of different audience/user types inside
QH,
which will be effected by the ESS solution.

If you could get back to me by Monday morning that would be great.

Cheers

Lochlan

(See attached file: Data Analysis - Users.doc)

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- Workbrain_Cisco_solution_sheet.pdf

New Solutions by w@rkbrain

Workbrain and Cisco Introduce the Most Significant Change to the Time-Clock in a Century

Workbrain and Cisco have partnered to redefine the workplace, bringing you the most significant enhancement to time clocks in the past 100 years. Introducing Workbrain-Cisco unified voice and data solutions, a revolution in workforce management that leverages Cisco's unique voice and data network to provide the first bi-directional, interactive data capture device at the point-of-work – through the phone.

By partnering with Cisco, Workbrain is the first workforce management vendor to develop an interactive, bi-directional data capture device between the employee, manager and workforce management system – a solution that will make cumbersome, expensive time clocks a thing of the past.

With Workbrain-Cisco unified voice and data solutions, employees can punch in or out, complete job transactions and connect in real-time with supervisors through the phone. Combined with Workbrain's leading proactive alerts and notifications, Workbrain's total workforce management solution is the industry's most seamless interchange between you and your workforce.

Unifying the Organization

Workbrain-Cisco unified voice and data solutions offer an entirely new class of interactive workforce management. Never before has such a cost-effective point-of-capture device been available to track and manage labor. By leveraging Cisco's IP phone and unique voice and data network, Workbrain is helping connect employees and managers in real-time, at the point-of-work.

The Workbrain-Cisco solutions also offer unprecedented accessibility to data capture in the workplace by leveraging an organization's investment in its existing IP phones. No new hardware is needed – just as the badge replaced the time card, the phone replaces the time clock.

A Shared Vision for the New Workplace

Together, Workbrain and Cisco are destroying the barriers of traditional time capture devices, such as cost, prevalence, and infrastructure. The solutions allow for the receipt and delivery of job data at the point-of-work, connecting employees, employers and workforce management systems in real-time.

And, by removing the impracticality of "commuting" to single-use, expensive time clocks, Workbrain-Cisco unified voice and data solutions enables employees to interact with workforce management systems with little effort. As a result, employers can capture more timely and granular job information to gain insight into critical labor data and dramatically enhance the link between corporate goals and workforce operations.

For illustrative purpose only.

6

Lochlan Bloomfield/Australia/IBM

09/08/2007 09:23 AM

Default custom expiration date of 08/08/2008

To   Paul Surprenant/Australia/IBM@IBMAU

cc   Chris Prebble/Australia/Contr/IBM

bcc

Subject   Fw: Client references for Awards Engine

Sorry, Kevin's number is ▓▓▓▓▓▓

----- Forwarded by Lochlan Bloomfield/Australia/IBM on 09/08/2007 09:22 AM -----

From:	Lochlan Bloomfield/Australia/IBM
To:	Paul Surprenant/Australia/IBM@IBMAU
Cc:	Chris Prebble/Australia/Contr/IBM
Date:	09/08/2007 09:21 AM
Subject:	Client references for Awards Engine

Paul,

I spoke to Kevin Keogh yesterday evening and updated him on CorpTech's client reference request. He has suggest two clients, Woolworths and Bunnings.

Kevin suggested you call him directly to discuss and he can supply the contact details . I will let you liaise directly with him. We do need to check that the reference sites apply to enterprise timesheeting as well (although this may not be a big problem depending on our position on this).

Thanks

Loch

Re: Fw: CorpTech Solution Options - Clarification Request 🗋
Paul Surprenant to: Lochlan Bloomfield
Cc: Jason Cameron, Chris Prebble, Brooke Freeman, Sara Simpson
Custom expiration date: 09/08/2008

Hi,

Got some good news from Kevin. He'll be contacting Woolies and Bunnings today to ask them to act as referals and take questions from CorpTech. He's confident both will provide a very good picture of WB and its capabilities and strengths. He asks about dates/times CorpTech wants to contact them. Doing it tomorrow would be very difficulty. Client contacts are very busy. He's confident early next week is viable.

Kevin is pulling together a list of comparably sized WB clients in NA and Europe on SAP (e.g., Toronto Police, JC Penneys, Best Buy, etc.)

Bunnings is on Oracle, not SAP, but there are many similarities between how WB is being used there and what we've proposed to Corptech, e.g., single platform for awards. Bunnings has 30,000 employees nationally and internationally. Implementation took about 5 months.

Woolies is on SAP; they have not finished implementing WB, yet, which will be their single awards engine. They are rolling out parts of it now. It will be rolled out to Australia and NZ, about 200,000 employees.

Timesheeting is part of the Time and Attendance module. As I understand, T&A is covered by the Enterprise agreement, but I'll follow up. T&A is a common feature in implementations. It's often the front end of zero-to-gross processing. Enterprise wide timesheeting and zero-to-gross is being done at (based on my notes during call):
- Citibank (360,000 employees, 19 countries, with pay processing done on PeopleSoft)
- Target (360,000(?) employees in NA, 5 timezones, 1500-2000 stores, with pay processing done on PS or Oracle)
- Walmart (1 million employees, no other details at moment)

Kevin will ask Cindy Williams to pull together slide or two on how timesheeting works in WB .

Message to CorpTech
I'm worried about diluting our message to CorpTech that there are better of ways doing things if we tell them we can support both CATS and WB timesheeting. Yes, it is true both can be supported, but unless there's a business imperative to support both I strongly believe we tell them we recommend single platform timesheeting as their optimal action . There will be change implications associated with this, of course, and these need to be understood, so we will work with them to figure out the magnitude of the change , etc.

We don't need to die on the cross for single timesheeting, as there may be valid reasons to support two platforms, but to say we can do both because somebody has an initial concern about WB does not help our message as a value-adding business partner with an independent voice. It would cost more to support both, anyway, e.g., dual development, dual maintenance, project management, roll-out complexity (in which a release has both WB and CATS timesheeting), etc.

Cheers.

Paul Surprenant
(61) 2 9478 8455 office

8

70 88455 Tieline
(61) 401 993 711 mobile
Paul.Surprenant@au1.ibm.com

Lochlan Bloomfield/Australia/IBM

**Lochlan
Bloomfield/Australia/IBM**

09/08/2007 10:13 AM

To   Paul Surprenant/Australia/IBM@IBMAU

cc

Subject   Re: Fw: CorpTech Solution Options - Clarification
Request

Paul,

That sounds fine, you can be the point of contact. Don't worry, when Kevin and I spoke yesterday he suggested that you call him to progress this. He obviously needs to speak to his client contacts, but thought this would happen this morning.

Cheers

Lochlan

Paul Surprenant   Hi Lochlan,   09/08/2007 09:37:24 AM

From: Paul Surprenant/Australia/IBM
To: Lochlan Bloomfield/Australia/IBM@IBMAU
Date: 09/08/2007 09:37 AM
Subject: Re: Fw: CorpTech Solution Options - Clarification Request

Hi Lochlan,

Kevin may feel he's being bombarded by IBMers from all sides. If you want I can be the point of contact for them.

I've tried calling him this morning at 9:30 per agreement, but I'm worried he may be thinking that he's already answered our questions.

Cheers.

Paul Surprenant
(61) 2 9478 8455 office
70 88455 Tieline
(61) 401 993 711 mobile
Paul.Surprenant@au1.ibm.com

Lochlan Bloomfield/Australia/IBM

**Lochlan
Bloomfield/Australia/IBM**

09/08/2007 09:24 AM

To   kkeogh@workbrain.com

cc   Paul Surprenant/Australia/IBM@IBMAU, Chris
     Prebble/Australia/Contr/IBM, Julian Bird
     <Julian.Bird@infor.com>

9

Kevin,

Here is a copy of the clarification request from CorpTech we discussed.

Paul or Chris will be in touch.

Cheers

Lochlan

----- Forwarded by Lochlan Bloomfield/Australia/IBM on 09/08/2007 09:23 AM -----

From:	Maree.Blakeney@corptech.qld.gov.au
To:	Lochlan Bloomfield/Australia/IBM@IBMAU, Corptech
	Services/Australia/Contr/IBM@IBMAU
Date:	08/08/2007 03:09 PM
Subject:	CorpTech Solution Options - Clarification Request

HI Lochlan,

Please find attached clarification request 1 for your response by 12 noon
tomorrow. If you have any issues with the time frame, please let me know
as soon as possible.

(See attached file: 001_Clarification_IBM_070808.doc)

Cheers
Maree

Maree Blakeney
Manager, Resource Management Unit
==
Fin Business Admin & Contracts / CorpTech
Level 6, 61 Mary Street, Brisbane, 4000
Phone: 3227 7552 ext 77552
mailto:maree.blakeney@corptech.qld.gov.au
==

001_Clarification_IBM_070808.doc

10

From: Paul Surprenant
To: Kevin Keogh
CC: Lochlan Bloomfield; Chris Prebble
BCC:
Sent Date: 2007-08-09 02:01:15:000
Received Date: 2007-08-09 02:01:17:000
Subject: RE: CorpTech. Workbrain Requests
Attachments:

Hi Kevin,

Thanks for the info. Very helpful.
(

. timesheeting, does CorpTech's enterprise license include Time and Attendance?

Cheers.

Paul Surprenant
(61) 2 9478 8455 office
70 88455 Tieline
(61) 401 993 711 mobile
Paul.Surprenant@au1.ibm.com

"Kevin Keogh" <Kevin.Keogh@infor.com>

"Kevin Keogh" <Kevin.Keogh@infor.com>

பு/08/2007 11:24 PM

To

"Julian Bird" <Julian.Bird@infor.com>

cc

Paul Surprenant/Australia/IBM@IBMAU

Subject

RE: CorpTech. Workbrain Requests

Hi Paul

Julian forwarded your requests to me.
I am happy to discuss at 9.30 Thursday.
My numbers are below.

Regards

Kevin

Kevin Keogh | Director HCM | Workbrain - now Infor | Ph: +61 (0) 3 9674
0440 | Fax: +61 (0) 3 9674 0400 | Mobile: +61 (███████████ |
| ʹin.keogh@infor.com |

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ᴗ-12 | www.inforum2007.com | where it all comes together for you!

-Original Message-----
ɔm: Julian Bird
ᴗent: Wednesday, August 08, 2007 5:27 PM
To: Kevin Keogh
Subject: Fw: CorpTech. Workbrain Requests
Importance: High

Kevin,

Can you help with this?

Regards
Julian

----- Original Message -----
From: Paul Surprenant <Paul.Surprenant@au1.ibm.com>
To: Julian Bird
Cc: Lochlan Bloomfield <lochlan.bloomfield@au1.ibm.com>; Chris Prebble
<cprebble@au1.ibm.com>; Jason Cameron <jason.cameron@au1.ibm.com>

Sent: Wed Aug 08 03:13:48 2007
Subject: RE: CorpTech. Workbrain Requests

Hi Julian,

We sent CorpTech our submission. It was quite well received, in particular the idea of consolidating awards on Workbrain as a single awards engine,

CorpTech is so intrigued they have follow up questions:

*   What clients, if any, has Workbrain been implemented as the single awards engine in conjunction with SAP HR/Payroll as the HR ERP? CorpTech asks whether similarly sized or similarly complex organisations ┌ ᵛe implemented this configuration. ANZ clients are ideal but clients ᴨ North America, Europea and other parts of the world are fine. ations would be very helpful.

*   What clients, if any, have used Workbrain timesheets enterprise wide? Are there any specific selling messages we can introduce? We've suggested that CorpTech consider consolidating timesheeting on Workbrain, in conjunction with the single awards engine. They are currently looking at Workbrain timesheets for rostering agencies and CATS for non-rostering agencies. Would Workbrain timesheeting introduce cost savings and/or processing simplification over integration with CATS?
*   CorpTech requests they talk to a client in which Workbrain is the single awards engine. Can you organise something here? We explained that this may not be possible to set up immediately. We'll work with you and CorpTech to clarify purpose of the call, define agenda, etc.

(

    n we talk Thursday at 9:30 am for about 10 minutes?

Paul Surprenant
(61) 2 9478 8455 office
70 88455 Tieline
(61) 401 993 711 mobile
Paul.Surprenant@au1.ibm.com

"Julian Bird" <Julian.Bird@infor.com>

02/08/2007 05:21 PM
To
        Paul Surprenant/Australia/IBM@IBMAU
cc
        Lochlan Bloomfield/Australia/IBM@IBMAU, Chris

13

Prebble/Australia/Contr/IBM@IBMAU, Jason Cameron/Australia/IBM@IBMAU,
Brooke Freeman/Australia/IBM@IBMAU
Subject
        RE: CorpTech. Workbrain Requests

Hi Paul - we have updated the spreadsheet with details as best we could
estimate. Please note following:

*   This is an estimate only and the figures need to be confirmed
(on completion of design stage
          We have used a "rule of thumb" estimating technique as
    ·hlighted in the headings for each column we updated (eg. 1.5 * number
ᴗal groups)
* ·   All updates are highlighted in red: only the "Agency AAA
summary" and "AAA Estimates" tabs were modified
*   All the assumptions are in the "AAA Estimates" tab
*   The estimates are for "man-days" for consultants and as such we
need to incorporate these into a plan showing actual phases, etc. and as
such we need to overlay the cost of Project management, meetings, etc
*   We have also included the effort for Rostering on top of this as
required for rostering agencies and also the addition items on top of
T&A which are required to make the system work.
*   The SAP interfaces need further analysis to clarify the
estimates
*   We have identified what we understand as the number of calc
groups and rules, etc

(

'ner comments below...

_____

From: Paul Surprenant [mailto:Paul.Surprenant@au1.ibm.com]
Sent: Tuesday, July 31, 2007 6:51 PM
To: Julian Bird
Cc: Lochlan Bloomfield; Chris Prebble; Jason Cameron; Brooke Freeman
Subject: CorpTech. Workbrain Requests

Hi Julian,

Thanks for taking our call today. Per discussion, attached are:

*   Awards, Agreements and Acts (AAA)

*   AAA identified per agency
*   Have requested rules per award and CorpTech's assessed
level of complexity of each, but not yet provided. Not expecting it to
be provided.
*   Please complete AAA Estimates tab
*   Please identify:

*   Potential development accelerators

[JB} - We can look to get a "development" team
together offshore to deliver major chunks

*   Resource requirements in terms of skills, e.g,,
configuration, management, etc.

[JB] Indicative plan included

*   Assumptions, e.g., calc groups, work rule
estimates per complexity level, etc.

[JB] In spreadsheet - we have defined what we
understand as the numbers for each

Other questions for you:

*   Identify or indicate potential required
infrastructure to run Workbrain as central awards engine for CorpTech,
per above AAA requirements

[JB] This will need more time to review if we
are successful

*   Integration requirements, options, accelerators
any) between SAP and Workbrain

[JB] Workbrain interfaces conform to a standard
and there is no specific SAP interface format
Again, thank you for your time. We recognise the level
of effort this requires and are very much appreciative.

Paul Surprenant
(61) 2 9478 8455 office
70 88455 Tieline
(61) 401 993 711 mobile
Paul.Surprenant@au1.ibm.com

"Kevin Keogh"
<Kevin.Keogh@infor.com>

10/08/2007 04:39 PM

Custom expiration date of
10/08/2008

1 attachment

QG_20070809 v3.ppt

To Paul Surprenant/Australia/IBM@IBMAU

cc Lochlan Bloomfield/Australia/IBM@IBMAU

bcc

Subject References and Powerpoints

Hi Paul

I have calls into our clients for references.
Yet to hear back from them.

I'll chase up again this afternoon and Monday.

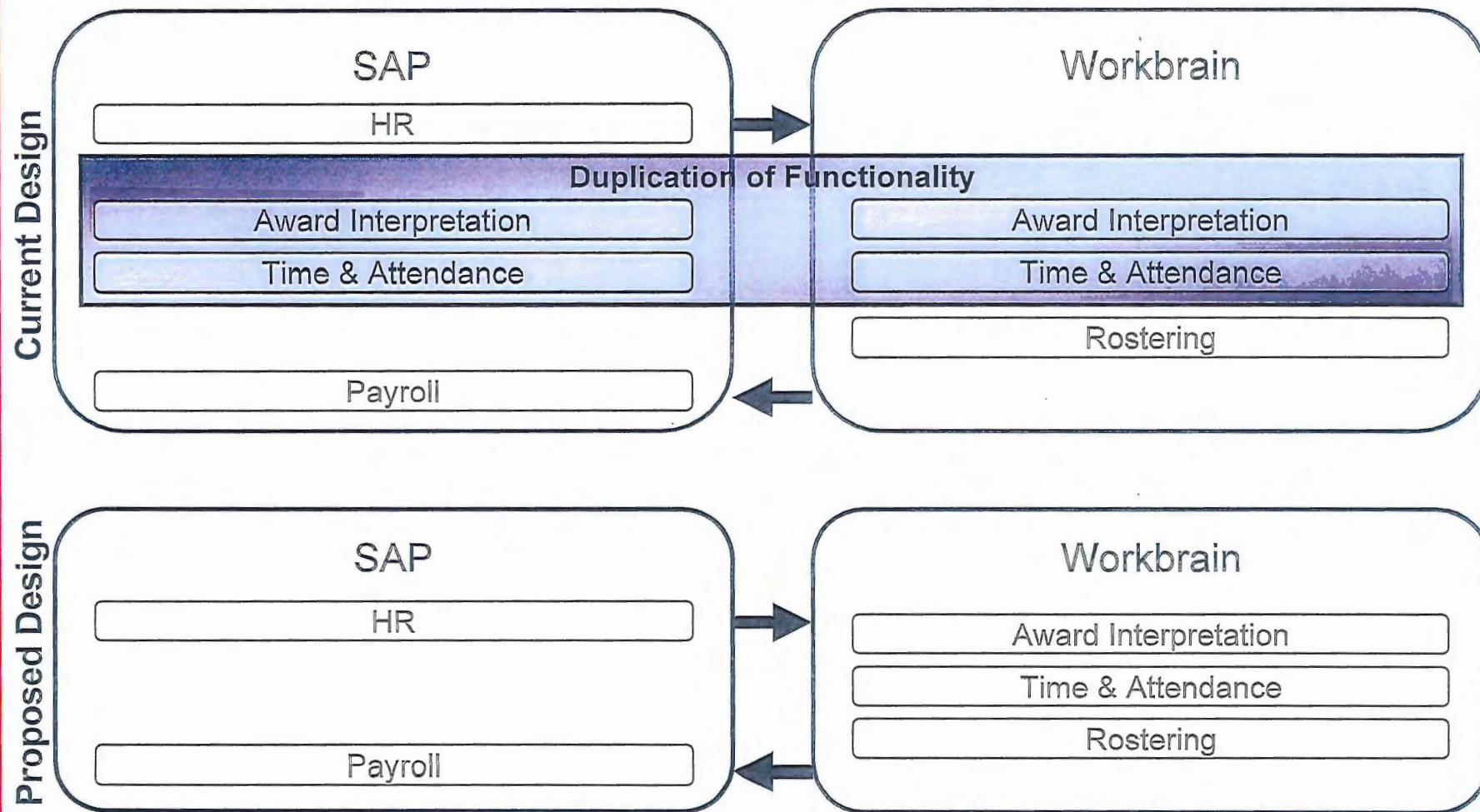Also attached is the power point you asked for.

Hope these help.

Regards

Kevin

Kevin Keogh | Sales Director | **Workbrain - now Infor** | Ph: +61 (0) 3 9674 0440 | Fax: +61 (0) 3 9674 0400 | Mobile: +61 (0) ███████ | kevin.keogh@infor.com |

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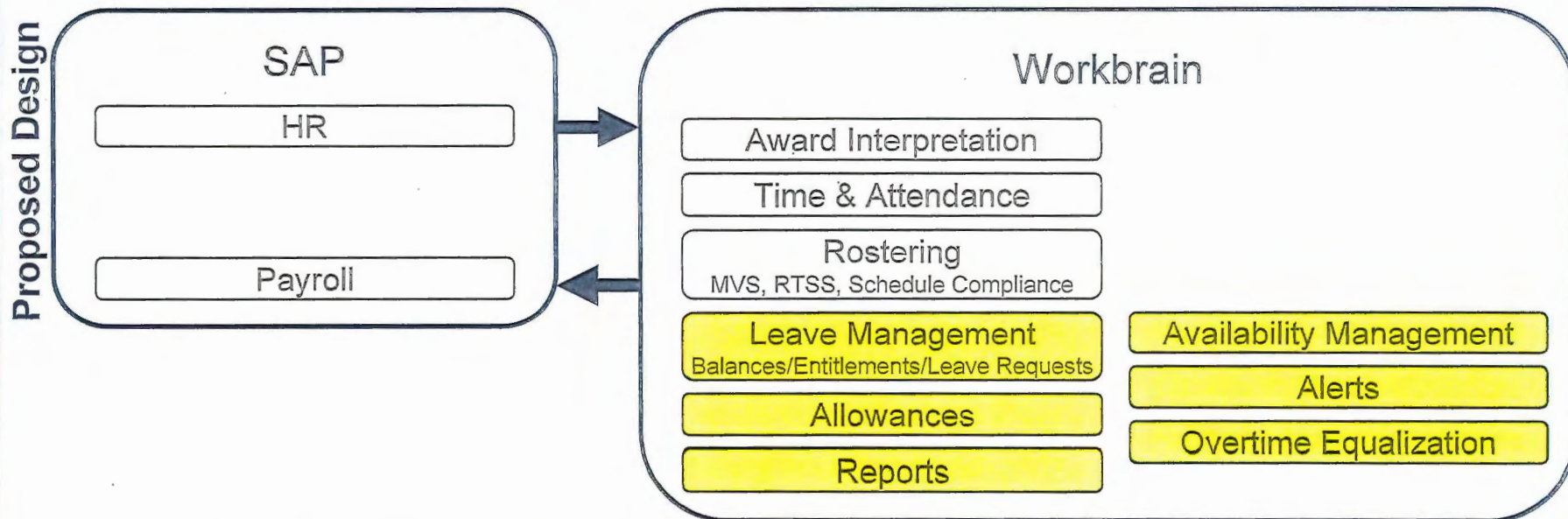
16

Current and Proposed Designs

be enterprising

Other Duplicated Functionality

As part of the redesign, other parts of the Workbrain suite of tools could be leveraged to reduce the duplication of functionality between Workbrain and SAP. For the Rostering Agencies, the following functionality will be built.

- Leave Management (including Balance Management, Entitlement Calculation and Accrual and a custom and comprehensive Leave Request process)

- Allowances
- Reports
- Availability Management
- Alerts
- Overtime Equalization

In some cases, duplicate functionality is being developed in SAP. For example, leave cascading which is handled by Workbrain core will take an estimated 300 days to build in SAP.

Proposed Design

SAP	Workbrain
HR	Award Interpretation
	Time & Attendance
Payroll	Rostering — MVS, RTSS, Schedule Compliance
	Leave Management — Balances/Entitlements/Leave Requests / Availability Management
	Allowances / Alerts
	Reports / Overtime Equalization

INFOR
be enterprising

Analysis of Design Change

Benefits / Advantages

- Clear functional distinction across the Whole of Government:
  - HR/Payroll => SAP
  - Rostering/T&A/Award Interpretation => Workbrain
- Avoid the replicated effort of setting up identical T&A/Award Interpretation functionality in two systems and reduce overall cost to deploy
- Remove the constraints from Workbrain and allow for the best design in determining business process functionality (currently constrained by SAP limitations – want the user experience to be consistent across applications)
- Ease the effort of maintenance, testing and training by having one source for all T&A and Award Interpretation activities
- Take advantage of the core strengths of each application
- Leverage the Workbrain EPAK on-line help application across all agencies to further reduce cost of roll-out and ensure adoption and adherence

Disadvantages

- One agency (Housing) already live using SAP T&A and Award Interpretation => will have to move this agency over to Workbrain

INFOR
be enterprising

"Kevin Keogh"
<Kevin.Keogh@infor.com>

14/08/2007 02:27 PM

Custom expiration date of
14/08/2008

To Paul Surprenant/Australia/IBM@IBMAU

cc Lochlan Bloomfield/Australia/IBM@IBMAU

bcc

Subject References

Gents

Apologies for the slow response on referees — Bunnings Execs are at an off-site all week and Woolworths are getting back to me later today.

Is it too late if your client can talk to them later this week or has the window closed?
Feel free to call me if you would rather discuss.

Regards

Kevin

Kevin Keogh | Sales Director | **Workbrain - now Infor** | Ph: +61 (0) 3 9674 0440 | Fax: +61 (0) 3 9674 0400 | Mobile: +61 (0█████████ | kevin.keogh@infor.com |

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www.inforum2007.com | *where it all comes together for you!*

From: Joseph Sullivan
 To: Johan Visser; Lochlan Bloomfield
 CC: Paul Surprenant; jason.cameron; Nitin Deshmukh
 BCC:
 Sent Date: 2007-10-09 10:57:14:000
 Received Date: 2007-10-09 10:59:28:000
 Subject: Clarification question 16
 Attachments:

FYI - Pacific National could potentially be used as a workbrain reference site for question 16, the client project managers details are listed below in an email from Kevin Keogh. This is probably a better reference site than Woolies anyway as what they are doing is more in line with our solution for non ostering agencies. Might pay to call them or Workbrain to determine if they are going to be obliging or ot, as sounds like Woolies isn't talking to them. Details of this implementation included in Q40 are;

Pacific National imports schedule and time data into the Workbrain application from two external systems (CROS and DES). CROS and DES are existing scheduling/T&A systems used in the Intermodal division (CROS) and the Grain, Industrial, and Coal divisions (DES) of Pacific National to create master rosters, annual cycles, working rosters and actual timesheets. A business decision was made (mainly due to hardware restrictions, remote site locations and user training issues) to continue inputting schedule and time data into the existing systems and passing the information to Workbrain. Once the information is entered into CROS and DES, flat files are generated on a scheduled basis and the information is exported to the Workbrain system. The Workbrain import/interface creates scheduled times and work detail overrides based on the imported schedule and time data and engages the award interpreter whereby the applicable rules and allowances are applied. Neither the employees nor the supervisors access the timesheets. Payroll occassionally makes modifications to the timesheet, if required, to correct faulty data or to cater for exceptional circumstances. Pacific National has been successfully importing the schedule and time data from the two external systems since July 2006.

'oseph Sullivan
 ìenior Consultant
 IBM Global Business Services
 Melbourne, Australia
 ph: █████████
 email: joseph.sullivan@au.ibm.com

----- Forwarded by Joseph Sullivan/Australia/IBMon 09/10/2007 08:50 PM-----

"Kevin Keogh" <Kevin.Keogh@infor.com>

24/09/2007 11:52 PM

To

"Julian Bird" <Julian.Bird@infor.com>, Joseph Sullivan/Australia/IBM@IBMAU

CC

"Cindy Williams" <Cindy.Williams@infor.com>

FW: FW: Award engine reference sites

'Hi Joseph

'he Project Manager at Pacific National who started and delivered the project was Craig Smith. His phone number is ███████████ They are not an SAP site but the application is very similar (PSFT). More info to come.

Regards

Kevin Keogh
████████████

From:Joseph Sullivan [mailto:joseph.sullivan@au1.ibm.com]
Sent:Wednesday, September 19, 2007 1:35 PM
To:Julian Bird
Cc:Jason Cameron; Cindy Williams; Nitin Deshmukh; Chris Prebble
Subject:Re: FW: Award engine reference sites

'hanks Julian,

First thing tomorrow morning would suit me best for a conf call, however I should be available most of the day except for two short meetings at 10:30am and 4pm. Let me know when suits and I will send through call details.

The Pacific National reference site that Cindy has mentioned sounds very similar to what we are proposing for non rostering agencies. So if you could give me a workbrain contact person for this site that I could speak to then that would be great. Also I believe Corptech will require a contact person from PN to be included with our response so can you please provide details on this. (I currently have Cameron Webb listed as a contact for Woolworths - please let me know if this is incorrect)

Corptech have included the following issue in the RFO - "Workbrain does not cover the functionality that is provided by the SAP Cross Application Timesheet (CATS) and there is an issue of not utilizing the costing integration available through utilizing CATS. Offerors to ensure that their proposal shall not take away the need / option to use CATS functionality for the rostering agencie" So it seems they are particulalry worried about our ability to integrate with CATS, so if you are able to provide any details on reference sites anywhere in the world where Workbrain have previously done this, then I think that would greatly enhance our position.

22

Although we will be presenting the option of time & attendance gathering through CATS as requested, I am of the belief that our solution would be further enhanced if we simply replaced CATS for non rostering agencies with the Workbrain timesheet. So if you have any information that supports this assertion by comparing WB T&A with CATS, or specifically emphasises WB's ability to provide costing integration then that would also be helpful.

Thanks

Joseph Sullivan
Senior Consultant
IBM Global Business Services
Melbourne, Australia
ph: ███████████
mail: joseph.sullivan@au.ibm.com

"Julian Bird" <Julian.Bird@infor.com>

19/09/2007 11:24 AM

To	Joseph Sullivan/Australia/IBM@IBMAU
cc	Jason Cameron/Australia/IBM@IBMAU
Subject	FW: Award engine reference sites

Hi Joseph – please see below...I suggest a call with yourself, Cindy and I tomorrow for the plan....please let me know and forward the details we need to discuss

Best regards

Julian

From:Cindy Williams
Sent:Wednesday, September 19, 2007 1:37 AM
To:Julian Bird
Subject:RE: Award engine reference sites

Hey Julian,

Answers to Joseph's questions are below.

It is very common for attendance and schedule information to be imported from external systems into 'Workbrain. The attandance information can be brought it in two ways:
.   Clock data is imported into Workbrain as follows:

- Import Reader Transactions Task - Import clock transactions and status values from an external system
- Process Clocks Task - Processes the clocks from the pending table into the timesheet
- Clocks are reflected in the Work Summary record

2.   Work Detail data is imported into Workbrain as follows:

- Work Detail Import Interface - Import work-related information as overrides
- Work Details appear in Workbrain as Work Detail overrides in the Timesheet

An important point about both types of imports is that the imported information is processed (i.e. the awards engine is run) regardless of whether or not the timesheet is subsequently opened and/or modified. So, in the process flow diagram Joseph provided, the following would take place in the boxes:
1.   Create Default Records

- This "pre-step" is standard processing and prepares the records for the Attendance Import and Work Summary tasks. Default records are usually created two to six weeks in advance depending on business processes. When the default records are created, the awards engine is engaged and the applicable rules applied.

2.   Attendance Import (optional)

- attendance information (clocks and/or work details) imported and applied to the work summary and/or work detail records (i.e. the awards engine engaged and the applicable rules applied), as applicable

3.   Work Summary (optional)

- timesheet(s) opened and modifications made. When the "Submit" button is pressed, the awards engine is engaged and the applicable rules are applied

4.   Payroll Export

- exports gross pay data to an external system. The only required element for the payroll export to run is the creation of default records; the attendance import and modifications to the timesheet are both optional. I have walked through the various combinations below for clarity.

- if NO attendance information was imported and NO changes were made to the timesheet, the exported information is based on the default records
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Regarding reference sites of other customers that have imported attendance and/or schedule information from external systems, two examples are below. These are the Australian ones I know of off the top of my head. If you want some North American examples, let me know. Almost every customer I have worked with has imported some of the attendance/schedule information. They usually use a mix of oth (i.e. import the clocks/timesheet data and then make modifications, if required, in Workbrain). But, it ; very, very common to do this.

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2.   Woolworths (Australia & New Zealand). Imports clock data. Modifications, if required, are made in the timesheet.   --- Not Live (Build Stage Only)

Let me know if you have any questions. Thanks.

Cindy

From:Joseph Sullivan [mailto:joseph.sullivan@au1.ibm.com]
Sent:Tuesday, September 18, 2007 8:18 PM
To:Julian Bird
Cc:Lochlan Bloomfield; Paul Surprenant; jason.cameron@au1.ibm.com
Subject:Award engine reference sites

Hi Julian,

As you are well aware we are proposing to use Workbrain as the awards engine for all Corptech agencies, not just the rostering agencies, and therefore Corptech have requested that we provide reference sites of where this has been done before. Our solution for the rostering agencies is very much a standard implementation of Workbrain in regards to awards, as attendance data, schedules, etc are all entered via the Workbrain front end, where awards will be interpreted before being interfaced to SAP for final payment. However for non rostering agencies our proposal is rather different from a normal implementation as we are only intending to utilise the rules engine and leave accrual components of Workbrain. Attendance data and the work schedule will be imported from SAP CATS into WB where

awards and leave accruals will be run as a batch process before being exported out to SAP for final payroll processing.

We are aware that this would not normally be the recommended approach for utilising workbrain, however it has been specifically stated in the RFO that using SAP CATS must be presented as an option for all agencies.

I currently have reference sites from Kevin Keogh for the standard implementation (Woolworths and Bunnings) however I am looking for any sites that you may have that are similar to what we are proposing for non rostering agencies. i.e Time and attendance data being imported from a 3rd party system where workbrain is used purely as a rule engine. Conceivably this use is similar to using clocking for time collection, however in a clocks system the workbrain timesheet is still utilised to some degree, whereas in this proposal neither the employee or supervisor would ever directly interact with the workbrain system.

Due to the very tight time frames we have to respond to the RFO I would appreciate if you could get back to me by COB Wednesday with any comments or problems that you foresee with this proposal, as well as potential reference sites. This design for non rostering agencies is still very much at a conceptual level, and I have included a very basic diagram of how the system interactions would occur.

Regards

Joseph Sullivan
Senior Consultant
IBM Global Business Services
Melbourne, Australia
ph: ███████
email: joseph.sullivan@au.ibm.com

Lochlan Bloomfield/Australia/IBM

10/10/2007 02:39 PM

Default custom expiration date of 09/10/2008

To   Kevin Keogh <Kevin.Keogh@infor.com>

cc   Paul Surprenant/Australia/IBM@IBMAU, Joseph Sullivan/Australia/IBM@IBMAU

bcc

Subject   CorpTech Reference

Kevin,

I will call you to discuss. We received the following clarification question from CorpTech:

Question 16: We have been unable to gather information from Woolworths. Please provide an alternative reference site that will provide relevant information. Specifically around this use of Workbrain for award interpretation.

We have discussed this with CorpTech and they have said that Woolworths (Cameron Webb) were not able to answer the majority of their questions as Woolworths claimed it was commercial-in-confidence.

CorpTech need to understand how award interpretation was implemented (i.e. the solution architecture) and hence focussing on the technical details. They are happy if we find someone else at Woolworths that can explain that, or find an alternate client reference.

This is critical for us - we have a lot riding on this. We need to be able to give CorpTech confidence in our approach. CorpTech are working toward a deadline of this Sunday to wrap up their evaluation process. As such, we need another name asap.

Joseph Sullivan suggested Pacific National. Would they be appropriate?

Cheers

Lochlan Bloomfield
Public Sector Lead, Queensland
IBM Global Business Services

IBM

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+61 7 3213 2063
+61 7 3013 4190
lochlan.bloomfield@au1.ibm.com

27

"Kevin Keogh"
<Kevin.Keogh@infor.co
m>

11/10/2007 12:20 PM

To   Johan Visser/Australia/IBM@IBMAU

cc   Lochlan Bloomfield/Australia/IBM@IBMAU

bcc

Subject   RE: Clarification question 16

Custom expiration
date of 11/10/2008

History: ⤺ This message has been replied to.

Johan

Yes you can - The Pac National PM - Craig Smith is actually going to a project working for Woolworths as a PM or similar on their Distruibution Centres - if not already - but he agreed to take the call from Qld Govt.

KK

Kevin Keogh | Sales Director - Asia Pacific | **Infor - HCM & Infor - CRM** | Ph: +61 (0) 3 9691 2311 | Fax: +61 (0) 3 9691 2333 | Mobile: +61 (0) 414 272 211 | <u>kevin.keogh@infor.com</u> |

From: Johan Visser [mailto:johan.x.visser@au1.ibm.com]
Sent: Wed 10/10/2007 8:12 PM
To: Kevin Keogh
Cc: lochlan bloomfield
Subject: Fw: Clarification question 16

Kevin

With reference to the attached note. Are we able/allowed to provide Pacific National top CorpTech as a reference site. If yes, who is the contact person and contact details at Pacaific National.
Name:
e-mail:
Phone:

Please note that CorpTech has a very large questionnaire that they expect reference sites to respond to.

Regards.

Johan.

Office Phone: 61 (0)2 9478 8991
Mobile: 61 (0)405 466 369
E-mail: johan.x.visser@au1.ibm.com
----- Forwarded by Johan Visser/Australia/IBM on 11/10/2007 10:06 AM -----

Joseph Sullivan/Australia/IBM

09/10/2007 08:57 PM

To   Johan Visser/Australia/IBM, Lochlan Bloomfield

cc   Paul Surprenant/Australia/IBM,
jason.cameron@au1.ibm.com, Nitin

28

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Joseph Sullivan
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Melbourne, Australia
ph: █████████
email: joseph.sullivan@au.ibm.com

----- Forwarded by Joseph Sullivan/Australia/IBM on 09/10/2007 08:50 PM -----

"Kevin Keogh" <Kevin.Keogh@infor.com>

24/09/2007 11:52 PM

To "Julian Bird" <Julian.Bird@infor.com>, Joseph Sullivan/Australia/IBM@IBMAU

cc "Cindy Williams" <Cindy.Williams@infor.com>

Subject FW: FW: Award engine reference sites

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His phone number is █████████ They are not an SAP site but the

29

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Kevin Keogh
███████████

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IBM Global Business Services
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ph: ████████
email: joseph.sullivan@au.ibm.com

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Best regards
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To: Julian Bird
Subject: RE: Award engine reference sites

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⊚ This "pre-step" is standard processing and prepares the records for the Attendance Import and Work Summary tasks. Default records are usually created two to six weeks in advance depending on business processes. When the default records are created, the awards engine is engaged and the applicable rules applied.

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2. Woolworths (Australia & New Zealand). Imports clock data. Modifications, if required, are made in the timesheet. --- **Not Live (Build Stage Only)**

Let me know if you have any questions. Thanks.

Cindy

From: Joseph Sullivan [mailto:joseph.sullivan@au1.ibm.com]
Sent: Tuesday, September 18, 2007 8:18 PM
To: Julian Bird
Cc: Lochlan Bloomfield; Paul Surprenant; jason.cameron@au1.ibm.com
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Joseph Sullivan
Senior Consultant
IBM Global Business Services
Melbourne, █████

email: joseph.sullivan@au.ibm.com

33

"Kevin Keogh"
<Kevin.Keogh@infor.com>

11/10/2007 12:36 PM

Custom expiration date of
11/10/2008

To   Lochlan Bloomfield/Australia/IBM@IBMAU

cc   Paul Surprenant/Australia/IBM@IBMAU, Joseph
     Sullivan/Australia/IBM@IBMAU

bcc

Subject   RE: CorpTech Reference

Lochlan

Can you ask Joseph to call me to call me please on 03 9691 2311 - I am talking to Bunnings today but
I want to try to get the right people - if its low level tech architecture that will mean a different group.

My guess is that Cameron is a great reference but as sponsor may be too high level.

KK

Kevin Keogh | Sales Director - Asia Pacific | **Infor - HCM & Infor - CRM** | Ph: +61 (0) 3 9691 2311 |
Fax: +61 (0) 3 9691 2333 | Mobile: +61 (0) 414 272 211 | kevin.keogh@infor.com |

From: Lochlan Bloomfield [mailto:lochlan.bloomfield@au1.ibm.com]
Sent: Tue 10/9/2007 11:39 PM
To: Kevin Keogh
Cc: Paul Surprenant; Joseph Sullivan
Subject: CorpTech Reference

Kevin,

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> Question 16: We have been unable to gather information from Woolworths.
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Joseph Sullivan suggested Pacific National. Would they be appropriate?

Cheers

Lochlan Bloomfield
Public Sector Lead, Queensland
IBM Global Business Services
(Embedded image moved to file: pic12837.jpg)
(Embedded image moved to file: pic22354.gif) Level 5, IBM Centre, 348
Edward St, Brisbane, QLD 4000
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(Embedded image moved to file: pic14735.gif) +61 7 3213 2063
(Embedded image moved to file: pic07677.gif) +61 7 3013 4190
(Embedded image moved to file: pic05378.gif)
lochlan.bloomfield@au1.ibm.com

RE: Clarification question 16 📄
Lochlan Bloomfield to: Kevin Keogh

11/10/2007 01:05 PM

Cc: Johan Visser

Default custom expiration date: **10/10/2008**

who is best? pacific national or bunnings?

Lochlan Bloomfield
Public Sector Lead, Queensland
IBM Global Business Services

IBM

🏢 Level 5, IBM Centre, 348 Edward St, Brisbane, QLD 4000
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📟 +61 7 3213 2063
🖨 +61 7 3013 4190
📧 lochlan.bloomfield@au1.ibm.com

"Kevin Keogh"   Johan

11/10/2007 11:23:55 AM

From:	"Kevin Keogh" <Kevin.Keogh@infor.com>
To:	Johan Visser/Australia/IBM@IBMAU
Cc:	Lochlan Bloomfield/Australia/IBM@IBMAU
Date:	11/10/2007 11:23 AM
Subject:	RE: Clarification question 16

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From: Johan Visser [mailto:johan.x.visser@au1.ibm.com]
Sent: Wed 10/10/2007 8:12 PM
To: Kevin Keogh
Cc: lochlan bloomfield
Subject: Fw: Clarification question 16

Kevin

With reference to the attached note. Are we able/allowed to provide Pacific National top CorpTech as a reference site. If yes, who is the contact person and contact details at Pacaific National.

36

Name:
e-mail:
Phone:

Please note that CorpTech has a very large questionnaire that they expect reference sites to respond to.

Regards.

Johan.

Office Phone: 61 (0)2 9478 8991
Mobile: 61 (0)405 466 369
E-mail: johan.x.visser@au1.ibm.com

----- Forwarded by Johan Visser/Australia/IBM on 11/10/2007 10:06 AM -----

Joseph Sullivan/Australia/IBM

09/10/2007 08:57 PM

To Johan Visser/Australia/IBM, Lochlan Bloomfield
cc Paul Surprenant/Australia/IBM, jason.cameron@au1.ibm.com, Nitin
Deshmukh/Australia/IBM
Subje Clarification question 16
ct

FYI - Pacific National could potentially be used as a workbrain reference site for question 16, the client project managers details are listed below in an email from Kevin Keogh . This is probably a better reference site than Woolies anyway as what they are doing is more in line with our solution for non rostering agencies. Might pay to call them or Workbrain to determine if they are going to be obliging or not, as sounds like Woolies isn't talking to them. Details of this implementation included in Q 40 are;

Pacific National imports schedule and time data into the Workbrain application from two external systems (CROS and DES). CROS and DES are existing scheduling/T&A ystems used in the Intermodal division (CROS) and the Grain, Industrial, and Coal divisions (DES) of Pacific National to create master rosters, annual cycles, working rosters and actual timesheets. A business decision was made (mainly due to hardware restrictions, remote site locations and user training issues) to continue inputting schedule and time data into the existing systems and passing the information to Workbrain. Once the information is entered into CROS and DES, flat files are generated on a scheduled basis and the information is exported to the Workbrain system. The Workbrain import/interface creates scheduled times and work detail overrides based on the imported schedule and time data and engages the award interpreter whereby the applicable rules and allowances are applied. Neither the employees nor the supervisors access the timesheets. Payroll occassionally makes modifications to the timesheet, if required, to correct faulty data or to cater for exceptional circumstances. Pacific National has been successfully importing the schedule and time data from the two external systems since July 2006.

Joseph Sullivan
Senior Consultant
IBM Global Business Services
Melbourne, Australia
ph: ███████
email: joseph.sullivan@au.ibm.com

"Kevin Keogh" <Kevin.Keogh@infor.com>

24/09/2007 11:52 PM

To "Julian Bird" <Julian.Bird@infor.com>, Joseph Sullivan/Australia/IBM@IBMAU

CC "Cindy Williams" <Cindy.Williams@infor.com>

Subject FW: FW: Award engine reference sites

Hi Joseph

The Project Manager at Pacific National who started and delivered the project was Craig Smith.
His phone number is ███████ They are not an SAP site but the application is very similar
(PSFT). More info to come.

Regards

Kevin Keogh

████████

From: Joseph Sullivan [mailto:joseph.sullivan@au1.ibm.com]
Sent: Wednesday, September 19, 2007 1:35 PM
To: Julian Bird
Cc: Jason Cameron; Cindy Williams; Nitin Deshmukh; Chris Prebble
Subject: Re: FW: Award engine reference sites

Thanks Julian,

First thing tomorrow morning would suit me best for a conf call, however I should be available most of the day except for two short meetings at 10:30am and 4pm. Let me know when suits and I will send through call details.

The Pacific National reference site that Cindy has mentioned sounds very similar to what we are proposing for non rostering agencies. So if you could give me a workbrain contact person for this site that I could speak to then that would be great. Also I believe Corptech will require a contact person from PN to be included with our response so can you please provide details on this. (I currently have Cameron Webb listed as a contact for Woolworths - please let me know if this is incorrect)

Corptech have included the following issue in the RFO - *"Workbrain does not cover the functionality that is provided by the SAP Cross Application Timesheet (CATS) and there is an issue of not utilizing the costing integration available through utilizing CATS. Offerors to ensure that their proposal shall not take away the need / option to use CATS functionality for. the rostering agencie "* So it seems they are particulalry worried about our ability to integrate with CATS, so if you are

able to provide any details on reference sites anywhere in the world where Workbrain have previously done this, then I think that would greatly enhance our position.

Although we will be presenting the option of time & attendance gathering through CATS as requested, I am of the belief that our solution would be further enhanced if we simply replaced CATS for non rostering agencies with the Workbrain timesheet. So if you have any information that supports this assertion by comparing WB T&A with CATS, or specifically emphasises WB's ability to provide costing integration then that would also be helpful.

Thanks

Joseph Sullivan
Senior Consultant
IBM Global Business Services
Melbourne, Australia
ph: ███████
email: joseph.sullivan@au.ibm.com

"Julian Bird" <Julian.Bird@infor.com>

19/09/2007 11:24 AM

To Joseph Sullivan/Australia/IBM@IBMAU
CC Jason Cameron/Australia/IBM@IBMAU
Subject FW: Award engine reference sites

Hi Joseph – please see below...I suggest a call with yourself, Cindy and I tomorrow for the plan....please let me know and forward the details we need to discuss

Best regards
Julian

From: Cindy Williams
Sent: Wednesday, September 19, 2007 1:37 AM
To: Julian Bird
Subject: RE: Award engine reference sites

Hey Julian,

Answers to Joseph's questions are below.

It is very common for attendance and schedule information to be imported from external systems into Workbrain. The attandance information can be brought it in two ways:

1. Clock data is imported into Workbrain as follows:
   - Import Reader Transactions Task - Import clock transactions and status values from an external system
   - Process Clocks Task - Processes the clocks from the pending table into the timesheet
   - Clocks are reflected in the Work Summary record
2. Work Detail data is imported into Workbrain as follows:
   - Work Detail Import Interface - Import work-related information as overrides
   - Work Details appear in Workbrain as Work Detail overrides in the Timesheet

An important point about both types of imports is that the imported information is processed (i.e. the awards engine is run) regardless of whether or not the timesheet is subsequently opened and/or modified. So, in the process flow diagram Joseph provided, the following would take place in the boxes:

1. *Create Default Records*
   - This "pre-step" is standard processing and prepares the records for the Attendance Import and Work Summary tasks. Default records are usually created two to six weeks in advance depending on business processes. When the default records are created, the awards engine is engaged and the applicable rules applied.
2. Attendance Import (optional)
   - attendance information (clocks and/or work details) imported and applied to the work summary and/or work detail records (i.e. the awards engine engaged and the applicable rules applied), as applicable
3. Work Summary (optional)
   - timesheet(s) opened and modifications made. When the "Submit" button is pressed, the awards engine is engaged and the applicable rules are applied
4. Payroll Export
   - exports gross pay data to an external system. The only required element for the payroll export to run is the creation of default records; the attendance import and modifications to the timesheet are both optional. I have walked through the various combinations below for clarity.
   - if NO attendance information was imported and NO changes were made to the timesheet, the exported information is based on the default records
   - if attendance information WAS imported and NO changes were made to the timesheet, the exported information is based on the default records plus any changes made based on the attendance import
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   - if attendance information WAS imported and changes WERE made to the timesheet, the exported information is based on the default records plus any changes made based on the attendance import plus any changes made to the timesheet

Regarding reference sites of other customers that have imported attendance and/or schedule information from external systems, two examples are below. These are the Australian ones I know of off the top of my head. If you want some North American examples, let me know. Almost every customer I have worked with has imported some of the attendance/schedule information. They usually use a mix of both (i.e. import the clocks/timesheet data and then make modifications, if required, in Workbrain). But, it is very, very common to do this.

1. Pacific National. The working roster is imported from DES and the actual time is imported from CROS and DES. Neither the employees nor the supervisors ever go into the timesheets. All the information comes from the external systems. Payroll occassionally makes modifications in the timesheet if required to correct faulty data or to cater for exceptional circumstances. Uses the Schedule Work Detail Import. The working roster is imported as scheduled times overrides and the actual time is imported as work detail overrides. ---- **Live**

2. Woolworths (Australia & New Zealand). Imports clock data. Modifications, if required, are made in the timesheet. --- **Not Live (Build Stage Only)**

Let me know if you have any questions. Thanks.

Cindy

From: Joseph Sullivan [mailto:joseph.sullivan@au1.ibm.com]
Sent: Tuesday, September 18, 2007 8:18 PM
To: Julian Bird
Cc: Lochlan Bloomfield; Paul Surprenant; jason.cameron@au1.ibm.com
Subject: Award engine reference sites

Hi Julian,

As you are well aware we are proposing to use Workbrain as the awards engine for all Corptech agencies, not just the rostering agencies, and therefore Corptech have requested that we provide reference sites of where this has been done before. Our solution for the rostering agencies is very much a standard implementation of Workbrain in regards to awards, as attendance data, schedules, etc are all entered via the Workbrain front end, where awards will be interpreted before being interfaced to SAP for final payment. However for non rostering agencies our proposal is rather different from a normal implementation as we are only intending to utilise the rules engine and leave accrual components of Workbrain. Attendance data and the work schedule will be imported from SAP CATS into WB where awards and leave accruals will be run as a batch process before being exported out to SAP for final payroll processing.

We are aware that this would not normally be the recommended approach for utilising workbrain, however it has been specifically stated in the RFO that using SAP CATS must be presented as an option for all agencies.

I currently have reference sites from Kevin Keogh for the standard implementation (Woolworths and Bunnings) however I am looking for any sites that you may have that are similar to what we are proposing for non rostering agencies. i.e Time and attendance data being imported from a 3rd party system where workbrain is used purely as a rule engine. Conceivably this use is similar to using clocking for time collection, however in a clocks system the workbrain timesheet is still utilised to some degree, whereas in this proposal neither the employee or supervisor would ever directly interact with the workbrain system.

Due to the very tight time frames we have to respond to the RFO I would appreciate if you could get back to me by COB Wednesday with any comments or problems that you foresee with this proposal, as well as potential reference sites. This design for non rostering agencies is still very much at a conceptual level, and I have included a very basic diagram of how the system interactions would occur.

Regards

Joseph Sullivan
Senior Consultant
IBM Global Business Services

Melbourne, Australia
ph: ████████
email: joseph.sullivan@au.ibm.com

"Kevin Keogh"
<Kevin.Keogh@infor.com>

11/10/2007 05:18 PM

Custom expiration date of
11/10/2008

To   Johan Visser/Australia/IBM@IBMAU

cc   Lochlan Bloomfield/Australia/IBM@IBMAU

bcc

Subject   RE: Clarification question 16

Johan

Dale Morgan - dmorgan@bunnings.com.au

Bunnings has licensed Workbrain for its workforce management requirements across Australia and New Zealand.
Workbrain has been deployed at Bunnings to manage all the Time and Attendance, Rostering, Leave and employee entitlements processes and functions for Bunings, Australia's largest DIY Retailer.

Bunnings' original options included an upgrade their in house built legacy T&A system; to build/ configure the solution in their ERP system; or to implement a best of breed COTS solution. They decided on the latter approach as this gave them the most flexibility and lowest total cost of ownership.

Bunnings run Oracle based applications including Oracle eBusiness Suite for their Financials, Merchandising and Inventory management, and are implementing Oracle HRMS. They also run the Alesco Payroll engine. Most applications run on the Oracle DBMs, with web based servers running on Linux, and their Oracle or Enterprise applications running on IBM's AIX operation system.

The Workbrain solution provides enterprise Time and Attendance and Award Interpretation with real time costings as well as an Actual vs Budget comparison for the entire business or for individual teams on a single shift. The major outcomes ensure adherence to corporate and regulatory guidelines. KPIs are tracked and monitored in real time.

I will forward Craig's information once I have spoken with him and received his approval.

Regards

Kevin

Kevin Keogh | Sales Director - Asia Pacific | **Infor - HCM & Infor - CRM** | Ph: +61 (0) 3 9691 2311 | Fax: +61 (0) 3 9691 2333 | Mobile: +61 (0) 414 272 211 | kevin.keogh@infor.com |

From: Johan Visser [mailto:johan.x.visser@au1.ibm.com]
Sent: Wed 10/10/2007 10:58 PM
To: Kevin Keogh
Cc: Lochlan Bloomfield
Subject: RE: Clarification question 16

Kevin

Thank you for the information. Please provide me with the following:

43

Thank you for the information. Please provide me with the following:

- a short Project Summary for Bunnings
- e-mail addresses for the referees

I propose that we only provide them with one contact person for Bunnings - Dale Morgan

I am not sure that/if CorpTech calls the references or not. To my knowledge they provide them with a lengthy questionnaire to be completed. Also CorpTech do not involve us/do not want us involved in the process.

Thank you.

Johan.

Office Phone: 61 (0)2 9478 8991
Mobile: 61 (0)405 466 369
E-mail: johan.x.visser@au1.ibm.com

"Kevin Keogh" <Kevin.Keogh@infor.com>

11/10/2007 12:26 PM

To   Johan Visser/Australia/IBM@IBMAU
cc   Lochlan Bloomfield/Australia/IBM@IBMAU
Subject   RE: Clarification question 16

Johan

The Phone number you had for Craig Smith (PAcific National PM) was incorrect.
His number is ▮▮▮▮▮▮▮

At Bunnings - the contact on the Project (Team Lead) is Dale Morgan.
Dale has been on the Bunnings Payroll team for over a decade.
He was intimately involved in the Workbrain project and has been involved
in the Workbrain project which is now live.

Dale Morgan - 03 8831 9708.

I have another contact (Head of Infrastructure and Systems Admin) at Bunnings if the Corptech guys need to get very technical. Bunnings are running Workbrain on Oracle with the App Server and Web Server on Linux and the Oracle DBMs back end running on IBM AIX.

Their previous T&A system was a mainframe based system and their payroll is the same as Aust Post and the WA Govt. They are running Oracle eBusiness suite for their Financials and their Merchandising and Inventory.

Please confirm the names from Corptech and when they will be calling so that I can inform both Craig and Dale asap.

Thanks

Kevin

Kevin Keogh | Sales Director - Asia Pacific | **Infor - HCM & Infor - CRM** | Ph: +61 (0) 3 9691 2311 | Fax: +61 (0) 3 9691 2333 | Mobile: +61 (0) 414 272 211 | kevin.keogh@infor.com |

From: Johan Visser [mailto:johan.x.visser@au1.ibm.com]
Sent: Wed 10/10/2007 9:52 PM
To: Kevin Keogh
Cc: Lochlan Bloomfield; Cindy Williams
Subject: RE: Clarification question 16

Kevin

Please confirm that the attached are correct or make any changes/additions you feel are required.

Thank you.

Johan.

Office Phone: 61 (0)2 9478 8991
Mobile: 61 (0)405 466 369
E-mail: johan.x.visser@au1.ibm.com

"Kevin Keogh" <Kevin.Keogh@infor.com>		
	To	Johan Visser/Australia/IBM@IBMAU
11/10/2007 11:20 AM	cc	Lochlan Bloomfield/Australia/IBM@IBMAU
	Subject	RE: Clarification question 16

Johan

Yes you can - The Pac National PM - Craig Smith is actually going to a project working for Woolworths

as a PM or similar on their Distruibution Centres - if not already - but he agreed to take the call from Qld Govt.

KK

Kevin Keogh | Sales Director - Asia Pacific | **Infor - HCM & Infor - CRM** | Ph: +61 (0) 3 9691 2311 | Fax: +61 (0) 3 9691 2333 | Mobile: +61 (0) 414 272 211 | kevin.keogh@infor.com |

From: Johan Visser [mailto:johan.x.visser@au1.ibm.com]
Sent: Wed 10/10/2007 8:12 PM
To: Kevin Keogh
Cc: lochlan bloomfield
Subject: Fw: Clarification question 16

Kevin

With reference to the attached note. Are we able/allowed to provide Pacific National top CorpTech as a reference site. If yes, who is the contact person and contact details at Pacaific National.
Name:
e-mail:
Phone:

Please note that CorpTech has a very large questionnaire that they expect reference sites to respond to.

Regards.

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----- Forwarded by Johan Visser/Australia/IBM on 11/10/2007 10:06 AM -----
Joseph Sullivan/Australia/IBM

	To	Johan Visser/Australia/IBM, Lochlan Bloomfield
	cc	Paul Surprenant/Australia/IBM, jason.cameron@au1.ibm.com, Nitin
09/10/2007 08:57 PM		Deshmukh/Australia/IBM
	Subje ct	Clarification question 16

FYI - Pacific National could potentially be used as a workbrain reference site for question 16, the client

46

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Joseph Sullivan
Senior Consultant
IBM Global Business Services
Melbourne, Australia
ph: ▮▮▮▮▮▮
email: joseph.sullivan@au.ibm.com

----- Forwarded by Joseph Sullivan/Australia/IBM on 09/10/2007 08:50 PM -----

"Kevin Keogh"
<Kevin.Keogh@infor.com>

24/09/2007 11:52 PM

To "Julian Bird" <Julian.Bird@infor.com>, Joseph Sullivan/Australia/IBM@IBMAU

cc "Cindy Williams" <Cindy.Williams@infor.com>

Subject FW: FW: Award engine reference sites

Hi Joseph

The Project Manager at Pacific National who started and delivered the project was Craig Smith.
His phone number is ▮▮▮▮▮▮▮ They are not an SAP site but the application is very similar
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███████

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Thanks

Joseph Sullivan
Senior Consultant
IBM Global Business Services
Melbourne, Australia
ph:███████
email: joseph.sullivan@au.ibm.com

48

Hi Joseph – please see below...I suggest a call with yourself, Cindy and I tomorrow for the plan....please let me know and forward the details we need to discuss

Best regards
Julian

From: Cindy Williams
Sent: Wednesday, September 19, 2007 1:37 AM
To: Julian Bird
Subject: RE: Award engine reference sites

Hey Julian,

Answers to Joseph's questions are below.

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●   Work Detail Import Interface - Import work-related information as overrides

- Work Details appear in Workbrain as Work Detail overrides in the Timesheet

An important point about both types of imports is that the imported information is processed (i.e. the awards engine is run) regardless of whether or not the timesheet is subsequently opened and/or modified. So, in the process flow diagram Joseph provided, the following would take place in the boxes:

1. *Create Default Records*

- This "pre-step" is standard processing and prepares the records for the Attendance Import and Work Summary tasks. Default records are usually created two to six weeks in advance depending on business processes. When the default records are created, the awards engine is engaged and the applicable rules applied.

2. Attendance Import (optional)

- attendance information (clocks and/or work details) imported and applied to the work summary and/or work detail records (i.e. the awards engine engaged and the applicable rules applied), as applicable

3. Work Summary (optional)

- timesheet(s) opened and modifications made. When the "Submit" button is pressed, the awards engine is engaged and the applicable rules are applied

4. Payroll Export

- exports gross pay data to an external system. The only required element for the payroll export to run is the creation of default records; the attendance import and modifications to the timesheet are both optional. I have walked through the various combinations below for clarity.
- if NO attendance information was imported and NO changes were made to the timesheet, the exported information is based on the default records
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2. Woolworths (Australia & New Zealand). Imports clock data. Modifications, if required, are made in the timesheet. --- **Not Live (Build Stage Only)**

Let me know if you have any questions. Thanks.

Cindy

From: Joseph Sullivan [mailto:joseph.sullivan@au1.ibm.com]
Sent: Tuesday, September 18, 2007 8:18 PM
To: Julian Bird
Cc: Lochlan Bloomfield; Paul Surprenant; jason.cameron@au1.ibm.com
Subject: Award engine reference sites

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Regards

Joseph Sullivan
Senior Consultant

IBM Global Business Services
Melbourne, Australia
ph: █████████
email: joseph.sullivan@au.ibm.com [attachment "IBM Response Workbrain Reference -
Schedule 3.doc" deleted by Johan Visser/Australia/IBM]

"Kevin Keogh"
<Kevin.Keogh@infor.com>

11/10/2007 05:35 PM

Custom expiration·date of
11/10/2008

To   Johan Visser/Australia/IBM@IBMAU

cc   Lochlan Bloomfield/Australia/IBM@IBMAU

bcc

Subject   RE: Clarification question 16

Johan

I have spoken with Craig Smith (Project Manager at Pacific National who is going to Woolworths) and he has agreed to take a call/ email/ questionnaire from Qld Govt/ Corptech and is at either of the following:

csmith@woolworths.com.au or ck.smith@bigpond.net.au

Regards

Kevin

Kevin Keogh | Sales Director - Asia Pacific | **Infor - HCM & Infor - CRM** | Ph: +61 (0) 3 9691 2311 | Fax: +61 (0) 3 9691 2333 | Mobile: +61 (0) 414 272 211 | kevin.keogh@infor.com |

From: Kevin Keogh
Sent: Thu 10/11/2007 2:18 AM
To: Johan Visser
Cc: Lochlan Bloomfield
Subject: RE: Clarification question 16

Johan

Dale Morgan - dmorgan@bunnings.com.au

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Regards

Kevin

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Fax: +61 (0) 3 9691 2333 | Mobile: +61 (0) 414 272 211 | kevin.keogh@infor.com |

From: Johan Visser [mailto:johan.x.visser@au1.ibm.com]
Sent: Wed 10/10/2007 10:58 PM
To: Kevin Keogh
Cc: Lochlan Bloomfield
Subject: RE: Clarification question 16

Kevin

Thank you for the information. Please provide me with the following:

- a short Project Summary for Bunnings
- e-mail addresses for the referees

I propose that we only provide them with one contact person for Bunnings - Dale Morgan

I am not sure that/if CorpTech calls the references or not. To my knowledge they provide them with a
lengthy questionnaire to be completed. Also CorpTech do not involve us/do not want us involved in the
process.

Thank you.

Johan.

Office Phone: 61 (0)2 9478 8991
Mobile: 61 (0)405 466 369
E-mail: johan.x.visser@au1.ibm.com

"Kevin Keogh" <Kevin.Keogh@infor.com>

11/10/2007 12:26 PM

To Johan Visser/Australia/IBM@IBMAU

cc Lochlan Bloomfield/Australia/IBM@IBMAU

Subject RE: Clarification question 16

Johan

The Phone number you had for Craig Smith (PAcific National PM) was incorrect.
His number is 04█████████

At Bunnings - the contact on the Project (Team Lead) is Dale Morgan.
Dale has been on the Bunnings Payroll team for over a decade.
He was intimately involved in the Workbrain project and has been involved
in the Workbrain project which is now live.

Dale Morgan - 03 8831 9708.

I have another contact (Head of Infrastructure and Systems Admin) at Bunnings if the Corptech guys
need to get very technical. Bunnings are running Workbrain on Oracle with the App Server and Web
Server on Linux and the Oracle DBMs back end running on IBM AIX.

Their previous T&A system was a mainframe based system and their payroll is the same as Aust Post
and the WA Govt. They are running Oracle eBusiness suite for their Financials and their
Merchandising and Inventory.

Please confirm the names from Corptech and when they will be calling so that I can inform both Craig
and Dale asap.

Thanks

Kevin

Kevin Keogh | Sales Director - Asia Pacific | **Infor - HCM & Infor - CRM** | Ph: +61 (0) 3 9691 2311 |
Fax: +61 (0) 3 9691 2333 | Mobile: +61 (0) 414 272 211 | kevin.keogh@infor.com |

From: Johan Visser [mailto:johan.x.visser@au1.ibm.com]
Sent: Wed 10/10/2007 9:52 PM
To: Kevin Keogh
Cc: Lochlan Bloomfield; Cindy Williams
Subject: RE: Clarification question 16

Kevin

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Thank you.

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Office Phone: 61 (0)2 9478 8991
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<table>
<tr><td>"Kevin Keogh" <Kevin.Keogh@infor.com></td><td>To</td><td>Johan Visser/Australia/IBM@IBMAU</td></tr>
<tr><td rowspan="2">11/10/2007 11:20 AM</td><td>cc</td><td>Lochlan Bloomfield/Australia/IBM@IBMAU</td></tr>
<tr><td>Subject</td><td>RE: Clarification question 16</td></tr>
</table>

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Yes you can - The Pac National PM - Craig Smith is actually going to a project working for Woolworths as a PM or similar on their Distruibution Centres - if not already - but he agreed to take the call from Qld Govt.

KK

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To: Kevin Keogh
Cc: lochlan bloomfield
Subject: Fw: Clarification question 16

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With reference to the attached note. Are we able/allowed to provide Pacific National top CorpTech as a reference site. If yes, who is the contact person and contact details at Pacaific National.
Name:
e-mail:
Phone:

Please note that CorpTech has a very large questionnaire that they expect reference sites to respond to.

Regards.

Johan.

Office Phone: 61 (0)2 9478 8991
Mobile: 61 (0)405 466 369

E-mail: johan.x.visser@au1.ibm.com

----- Forwarded by Johan Visser/Australia/IBM on 11/10/2007 10:06 AM -----

Joseph Sullivan/Australia/IBM

	To	Johan Visser/Australia/IBM, Lochlan Bloomfield
	cc	Paul Surprenant/Australia/IBM, jason.cameron@au1.ibm.com, Nitin
09/10/2007 08:57 PM		Deshmukh/Australia/IBM
	Subje ct	Clarification question 16

FYI - Pacific National could potentially be used as a workbrain reference site for question 16, the client project managers details are listed below in an email from Kevin Keogh. This is probably a better reference site than Woolies anyway as what they are doing is more in line with our solution for non rostering agencies. Might pay to call them or Workbrain to determine if they are going to be obliging or not, as sounds like Woolies isn't talking to them. Details of this implementation included in Q40 are;

Pacific National imports schedule and time data into the Workbrain application from two external systems (CROS and DES). CROS and DES are existing scheduling/T&A ystems used in the Intermodal division (CROS) and the Grain, Industrial, and Coal divisions (DES) of Pacific National to create master rosters, annual cycles, working rosters and actual timesheets. A business decision was made (mainly due to hardware restrictions, remote site locations and user training issues) to continue inputting schedule and time data into the existing systems and passing the information to Workbrain. Once the information is entered into CROS and DES, flat files are generated on a scheduled basis and the information is exported to the Workbrain system. The Workbrain import/interface creates scheduled times and work detail overrides based on the imported schedule and time data and engages the award interpreter whereby the applicable rules and allowances are applied. Neither the employees nor the supervisors access the timesheets. Payroll occassionally makes modifications to the timesheet, if required, to correct faulty data or to cater for exceptional circumstances. Pacific National has been successfully importing the schedule and time data from the two external systems since July 2006.

Joseph Sullivan
Senior Consultant
IBM Global Business Services
Melbourne, Australia
ph:
email: joseph.sullivan@au.ibm.com

----- Forwarded by Joseph Sullivan/Australia/IBM on 09/10/2007 08:50 PM -----

"Kevin Keogh"

To "Julian Bird" <Julian.Bird@infor.com>, Joseph

<Kevin.Keogh@infor.com>

24/09/2007 11:52 PM

Hi Joseph

The Project Manager at Pacific National who started and delivered the
project was Craig Smith.
His phone number is ███████ They are not an SAP site but the
application is very similar
(PSFT). More info to come.

Regards

Kevin Keogh

████████-

From: Joseph Sullivan [mailto:joseph.sullivan@au1.ibm.com]
Sent: Wednesday, September 19, 2007 1:35 PM
To: Julian Bird
Cc: Jason Cameron; Cindy Williams; Nitin Deshmukh; Chris Prebble
Subject: Re: FW: Award engine reference sites

Thanks Julian,

First thing tomorrow morning would suit me best for a conf call, however I should be available most of
the day except for two short meetings at 10:30am and 4pm. Let me know when suits and I will send
through call details.

The Pacific National reference site that Cindy has mentioned sounds very similar to what we are
proposing for non rostering agencies. So if you could give me a workbrain contact person for his site
that I could speak to then that would be great. Also I believe Corptech will require a contact person
from PN to be included with our response so can you please provide details on this. (I currently have
Cameron Webb listed as a contact for Woolworths - please let me know if this is incorrect)

Corptech have included the following issue in the RFO - "*Workbrain does not cover the functionality that is provided by the SAP Cross Application Timesheet (CATS) and there is an issue of not utilizing the costing integration available through utilizing CATS. Offerors to ensure that their proposal shall not take away the need / option to use CATS functionality for the rostering agencie* " So it seems they are particulalry worried about our ability to integrate with CATS, so if you are able to provide any details on reference sites anywhere in the world where Workbrain have previously done this, then I think that would greatly enhance our position.

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Thanks

Joseph Sullivan
Senior Consultant
IBM Global Business Services
Melbourne, Australia
ph: ███████
email: joseph.sullivan@au.ibm.com

"Julian Bird" <Julian.Bird@infor.com>

19/09/2007 11:24 AM

To Joseph Sullivan/Australia/IBM@IBMAU
cc Jason Cameron/Australia/IBM@IBMAU
Subject FW: Award engine reference sites

Hi Joseph – please see below...I suggest a call with yourself, Cindy and I tomorrow for the plan....please let me know and forward the details we need to discuss

Best regards
Julian

Hey Julian,

Answers to Joseph's questions are below.

It is very common for attendance and schedule information to be imported from external systems into Workbrain. The attandance information can be brought it in two ways:

1.   Clock data is imported into Workbrain as follows:

o   Import Reader Transactions Task - Import clock transactions and status values from an external system
o   Process Clocks Task - Processes the clocks from the pending table into the timesheet
o   Clocks are reflected in the Work Summary record

2.   Work Detail data is imported into Workbrain as follows:

•   Work Detail Import Interface - Import work-related information as overrides
o   Work Details appear in Workbrain as Work Detail overrides in the Timesheet

An important point about both types of imports is that the imported information is processed (i.e. the awards engine is run) regardless of whether or not the timesheet is subsequently opened and/or modified. So, in the process flow diagram Joseph provided, the following would take place in the boxes:

1.   *Create Default Records*

o   This "pre-step" is standard processing and prepares the records for the Attendance Import and Work Summary tasks. Default records are usually created two to six weeks in advance depending on business processes. When the default records are created, the awards engine is engaged and the applicable rules applied.

2.   Attendance Import (optional)

o   attendance information (clocks and/or work details) imported and applied to the work summary and/or work detail records (i.e. the awards engine engaged and the applicable rules applied), as applicable

3.   Work Summary (optional)

o   timesheet(s) opened and modifications made. When the "Submit" button is pressed, the awards engine is engaged and the applicable rules are applied

4.   Payroll Export

o   exports gross pay data to an external system. The only required element for the payroll export to run is the creation of default records; the attendance import and modifications to the timesheet are both optional. I have walked through the various combinations below for clarity.

- if NO attendance information was imported and NO changes were made to the timesheet, the exported information is based on the default records
- if attendance information WAS imported and NO changes were made to the timesheet, the exported information is based on the default records plus any changes made based on the attendance import
- if NO attendance information was imported and changes WERE made to the timesheet, the exported information is based on the default records plus any changes made to the timesheet
- if attendance information WAS imported and changes WERE made to the timesheet, the exported information is based on the default records plus any changes made based on the attendance import plus any changes made to the timesheet

Regarding reference sites of other customers that have imported attendance and/or schedule information from external systems, two examples are below. These are the Australian ones I know of off the top of my head. If you want some North American examples, let me know. Almost every customer I have worked with has imported some of the attendance/schedule information. They usually use a mix of both (i.e. import the clocks/timesheet data and then make modifications, if required, in Workbrain). But, it is very, very common to do this.

1.   Pacific National. The working roster is imported from DES and the actual time is imported from CROS and DES. Neither the employees nor the supervisors ever go into the timesheets. All the information comes from the external systems. Payroll occassionally makes modifications in the timesheet if required to correct faulty data or to cater for exceptional circumstances. Uses the Schedule Work Detail Import. The working roster is imported as scheduled times overrides and the actual time is imported as work detail overrides. ---- Live

2.   Woolworths (Australia & New Zealand). imports clock data. Modifications, if required, are made in the timesheet.   --- Not Live (Build Stage Only)

Let me know if you have any questions. Thanks.

Cindy

From: Joseph Sullivan [mailto:joseph.sullivan@au1.ibm.com]
Sent: Tuesday, September 18, 2007 8:18 PM
To: Julian Bird
Cc: Lochlan Bloomfield; Paul Surprenant; jason.cameron@au1.ibm.com
Subject: Award engine reference sites

Hi Julian,

As you are well aware we are proposing to use Workbrain as the awards engine for all Corptech agencies, not just the rostering agencies, and therefore Corptech have requested that we provide reference sites of where this has been done before. Our solution for the rostering agencies is very much a standard implementation of Workbrain in regards to awards, as attendance data, schedules, etc are all entered via the Workbrain front end, where awards will be interpreted before being interfaced to SAP for final payment. However for non rostering agencies our proposal is rather different from a normal implementation as we are only intending to utilise the rules engine and leave

accrual components of Workbrain. Attendance data and the work schedule will be imported from SAP CATS into WB where awards and leave accruals will be run as a batch process before being exported out to SAP for final payroll processing.

We are aware that this would not normally be the recommended approach for utilising workbrain, however it has been specifically stated in the RFO that using SAP CATS must be presented as an option for all agencies.

I currently have reference sites from Kevin Keogh for the standard implementation (Woolworths and Bunnings) however I am looking for any sites that you may have that are similar to what we are proposing for non rostering agencies. i.e Time and attendance data being imported from a 3rd party system where workbrain is used purely as a rule engine. Conceivably this use is similar to using clocking for time collection, however in a clocks system the workbrain timesheet is still utilised to some degree, whereas in this proposal neither the employee or supervisor would ever directly interact with the workbrain system.

Due to the very tight time frames we have to respond to the RFO I would appreciate if you could get back to me by COB Wednesday with any comments or problems that you foresee with this proposal, as well as potential reference sites. This design for non rostering agencies is still very much at a conceptual level, and I have included a very basic diagram of how the system interactions would occur.

Regards

Joseph Sullivan
Senior Consultant
IBM Global Business Services
Melbourne, Australia
ph: ▮▮▮▮▮▮
email: joseph.sullivan@au.ibm.com [attachment "IBM Response Workbrain Reference - Schedule 3.doc" deleted by Johan Visser/Australia/IBM]

From: Lochlan Bloomfield
 To: Kevin Keogh
 CC: Paul Surprenant; Joseph Sullivan; Nitin Deshmukh; Jason Cameron
 BCC:
 Sent Date: 2007-10-15 08:08:43:000
 Received Date:
 Subject: New Workbrain Agenda
 Attachments: Presentation - Application Product mix - workbrain.doc , wb_solsheet_publicsector.pdf , Gartner_MarketScope.pdf

Kevin

Please find an updated agenda attached.

. spoke to Maree Blakeney and she asked whether the public sector brochure below is applicable to
US Federal Government (i.e. the reference to 500,000 employees) and if so, what is the client and
relevant details of what Workbrain is used for etc.

She said that she spoke to Craig Smith this afternoon and said that they were disappointed that what he
spoke about was for only 2,900 employees. They understand that we won't necessary have one client
that is exactly the same as Queensland Government, but were keen to complement the Pacific National
client example with something else of large scale.

Cheers

Lochlan Bloomfield
Public Sector Lead, Queensland
IBM Global Business Services

Level 5, IBM Centre, 348 Edward St, Brisbane, QLD 4000
+61 417 605 084
+61 7 3213 2063
+61 7 3013 4190
lochlan.bloomfield@au1.ibm.com

------ Forwarded by Lochlan Bloomfield/Australia/IBM on 15/10/2007 06:03 PM------
From:Maree.Blakeney@corptech.qld.gov.au

To:IBM.Offerors@treasury.qld.gov.au

Date:15/10/2007 03:26 PM

Subject:Presentation sessions

ll All,

Ve are seeking an overview presentation of some aspects of your proposal.

Jentified below is a list of meeting that we would like to hold with you.
ittached is an agenda for the Product Mix session on Wednesday, an agenda
or the other sessions will be sent late this afternoon. Confirmation of
ie venue will also be confirmed later this afternoon.

Jan you please confirm your availability and number of attendee for each
iession.

\lso this afternoon, we will issue further clarification question
ier(ing to some of your assumptions (listed in Appendix 2 of your offer)
inc   w these impact on cost and our determined risks and issues.

     Jay 16th October 2007
Jvernance, Structure and Implementation Schedule
BM - 11.30 am to 1.00pm.

Nednesday 17th October 2007
Product Application Mix - Workbrain Conceptual Model
BM - 9.00 am - 11.00 am

Cost overview.
BM - 3.00pm - 4.30 pm

(See attached file: Presentation - Application Product mix - workbrain.doc)

(See attached file: wb_solsheet_publicsector.pdf)
htt   mediaproducts.gartner.com/reprints/plateau/article1/article1.html

     attached file: Gartner_MarketScope.pdf)

Maree Blakeney
Manager, Resource Management Unit
===
Fin Business Admin & Contracts / CorpTech
Level 6, 61 Mary Street, Brisbane, 4000
Phone: 3227 7552 ext 77552
mailto:maree.blakeney@corptech.qld.gov.au
===

Presentation - Application Product mix - workbrain.doc wb_solsheet_publicsector.pdf Gartner_MarketScope.pdf

64

IBM – Wednesday 17th October 2007, 9.00 am – 11.00 am

Application Product Mix – Workbrain conceptual model

1. Please outline the Workbrain model proposed to manage awards within the Queensland Government, including:

    o The Workbrain products
    o The end user experience – (ESS / Workbrain)
    o Managing time entitlements
    o Managing not time award components
    o Differentiation for rostering Agencies and non rostering Agencies
    o Integration points between Workbrain and SAP and how these will work, including the level of real time integration.
    o The area (percentage / Number) of award rules that would be configured in Workbrain and those which would still need to be configured in SAP?
    o Would there be any awards / rules that would need to be configured in both SAP and Workbrain?

2. How do you propose to source skilled Workbrain resources?
3. How do you ensure the availability of the Workbrain product?
4. What additional infrastructure is required?

Attached are a Gartner Report and Workbrain Public Sector information brief – please comment on these documents if applicable.

IBM – Wednesday 17th October 2007, 9.00 am – 11.00 am

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   - Integration points between Workbrain and SAP and how these will work, including the level of real time integration.
   - The component of each award that would be configured in Workbrain and those which would still need to be configured in SAP? i.e. which components are in Workbrain and which in SAP?
   - Would there be any awards / rules that would need to be configured in both SAP and Workbrain?

2. How do you propose to source skilled Workbrain resources?
3. How do you ensure the availability of the Workbrain product?
4. What additional infrastructure is required?
5. Details of the anticipated Performance of Workbrain and the overall payroll process for all Queensland Government employees.
6. Please comment on the time to configure the awards (i.e. why is it faster than SAP.)
7. What component of the awards will need to be customised rather than configured?

Attached are a Gartner Report and Workbrain Public Sector information brief – please comment on these documents if applicable.

"Kevin Keogh"
<Kevin.Keogh@infor.com>

15/10/2007 11:11 AM

To Johan Visser/Australia/IBM@IBMAU

cc Lochlan Bloomfield/Australia/IBM@IBMAU

bcc

Subject RE: Clarification question 16 - Bunnings

Custom expiration date of
15/10/2008

History: ⤷ This message has been forwarded.

Johan

I just spoke with Dale Morgan's Project Director - Therese Murray at Bunnings - and she will take the calls/ references or questionnaires from Qld Govt.

Therese has been Project Director for the Workforce Management project since 2006 and reports to the CIO.
She has been travelling and been hard to contact but confirmed today that she will have a better handle
on the business benefits and decision process and is responsible for future phases of the project as well
(New Zealand and Phase II - such as Labour Forecasting and Budgeting etc).

Therese Murray is available on Mobile: - ▮▮▮▮▮▮▮ and email: - tmurray@bunnings.com.au

Please confirm if any approach has been made to date.

Thanks

Kevin

Kevin Keogh | Sales Director - Asia Pacific | **Infor - HCM & Infor - CRM** | Ph: +61 (0) 3 9691 2311 |
Fax: +61 (0) 3 9691 2333 | Mobile: +61 (0) ▮▮▮▮▮▮ | kevin.keogh@infor.com ||

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Thanks

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	ct	

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----- Forwarded by Joseph Sullivan/Australia/IBM on 09/10/2007 08:50 PM -----

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24/09/2007 11:52 PM

To "Julian Bird" <Julian.Bird@infor.com>, Joseph Sullivan/Australia/IBM@IBMAU

cc "Cindy Williams" <Cindy.Williams@infor.com>

Subject FW: FW: Award engine reference sites

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His phone number is █████████ They are not an SAP site but the application is very similar
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████████████

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Senior Consultant
IBM Global Business Services
Melbourne, Australia
ph: ████████
email: joseph.sullivan@au.ibm.com

"Julian Bird" <Julian.Bird@infor.com>

71

Hi Joseph -- please see below...I suggest a call with yourself, Cindy and I tomorrow for the plan....please let me know and forward the details we need to discuss

Best regards
Julian

From: Cindy Williams
Sent: Wednesday, September 19, 2007 1:37 AM
To: Julian Bird
Subject: RE: Award engine reference sites

Hey Julian,

Answers to Joseph's questions are below.

It is very common for attendance and schedule information to be imported from external systems into Workbrain. The attandance information can be brought it in two ways:

1.   Clock data is imported into Workbrain as follows:

- Import Reader Transactions Task - Import clock transactions and status values from an external system
- Process Clocks Task - Processes the clocks from the pending table into the timesheet
- Clocks are reflected in the Work Summary record

2.   Work Detail data is imported into Workbrain as follows:

- Work Detail Import Interface - Import work-related information as overrides
- Work Details appear in Workbrain as Work Detail overrides in the Timesheet

An important point about both types of imports is that the imported information is processed (i.e. the awards engine is run) regardless of whether or not the timesheet is subsequently opened and/or modified. So, in the process flow diagram Joseph provided, the following would take place in the boxes:

1. *Create Default Records*

●   This "pre-step" is standard processing and prepares the records for the Attendance Import and Work Summary tasks. Default records are usually created two to six weeks in advance depending on business processes. When the default records are created, the awards engine is engaged and the applicable rules applied.

2. Attendance Import (optional)

●   attendance information (clocks and/or work details) imported and applied to the work summary and/or work detail records (i.e. the awards engine engaged and the applicable rules applied), as applicable

3. Work Summary (optional)

●   timesheet(s) opened and modifications made. When the "Submit" button is pressed, the awards engine is engaged and the applicable rules are applied

4. Payroll Export

●   exports gross pay data to an external system. The only required element for the payroll export to run is the creation of default records; the attendance import and modifications to the timesheet are both optional. I have walked through the various combinations below for clarity.
●   if NO attendance information was imported and NO changes were made to the timesheet, the exported information is based on the default records
●   if attendance information WAS imported and NO changes were made to the timesheet, the exported information is based on the default records plus any changes made based on the attendance import
●   if NO attendance information was imported and changes WERE made to the timesheet, the exported information is based on the default records plus any changes made to the timesheet
●   if attendance information WAS imported and changes WERE made to the timesheet, the exported information is based on the default records plus any changes made based on the attendance import plus any changes made to the timesheet

Regarding reference sites of other customers that have imported attendance and/or schedule information from external systems, two examples are below. These are the Australian ones I know of off the top of my head. If you want some North American examples, let me know. Almost every customer I have worked with has imported some of the attendance/schedule information. They usually use a mix of both (i.e. import the clocks/timesheet data and then make modifications, if required, in Workbrain). But, it is very, very common to do this.
1.   Pacific National. The working roster is imported from DES and the actual time is imported from CROS and DES. Neither the employees nor the supervisors ever go into the timesheets. All the information comes from the external systems. Payroll occassionally makes modifications in the timesheet if required to correct faulty data or to cater for exceptional circumstances. Uses the Schedule Work Detail Import. The working roster is imported as scheduled times overrides and the actual time is imported as work detail overrides. ---- Live
2.   Woolworths (Australia & New Zealand). Imports clock data. Modifications, if required, are made in the timesheet. --- Not Live (Build Stage Only)

Let me know if you have any questions. Thanks.

Cindy

Hi Julian,

As you are well aware we are proposing to use Workbrain as the awards engine for all Corptech agencies, not just the rostering agencies, and therefore Corptech have requested that we provide reference sites of where this has been done before. Our solution for the rostering agencies is very much a standard implementation of Workbrain in regards to awards, as attendance data, schedules, etc are all entered via the Workbrain front end, where awards will be interpreted before being interfaced to SAP for final payment. However for non rostering agencies our proposal is rather different from a normal implementation as we are only intending to utilise the rules engine and leave accrual components of Workbrain. Attendance data and the work schedule will be imported from SAP CATS into WB where awards and leave accruals will be run as a batch process before being exported out to SAP for final payroll processing.

We are aware that this would not normally be the recommended approach for utilising workbrain, however it has been specifically stated in the RFO that using SAP CATS must be presented as an option for all agencies.

I currently have reference sites from Kevin Keogh for the standard implementation (Woolworths and Bunnings) however I am looking for any sites that you may have that are similar to what we are proposing for non rostering agencies. i.e Time and attendance data being imported from a 3rd party system where workbrain is used purely as a rule engine. Conceivably this use is similar to using clocking for time collection, however in a clocks system the workbrain timesheet is still utilised to some degree, whereas in this proposal neither the employee or supervisor would ever directly interact with the workbrain system.

Due to the very tight time frames we have to respond to the RFO I would appreciate if you could get back to me by GOB Wednesday with any comments or problems that you foresee with this proposal, as well as potential reference sites. This design for non rostering agencies is still very much at a conceptual level, and I have included a very basic diagram of how the system interactions would occur.

Regards

Joseph Sullivan
Senior Consultant
IBM Global Business Services
Melbourne, Australia
ph:

74

email: joseph.sullivan@au.ibm.com

Lochlan	To	maree.blakeney@corptech.qld.gov.au
Bloomfield/Australia/IBM	cc	Paul Surprenant/Australia/IBM@IBMAU, Johan
15/10/2007 04:28 PM		Visser/Australia/IBM@IBMAU
	bcc	
Default custom expiration	Subject	Clarification question 16 - Bunnings
date of 14/10/2008		

Maree,

Yes, Therese has confirmed today that she will take your call. Therese has been the Project Director for the Workforce Management project since 2006 and reports to the CIO. She is *also responsible for future phases* of the project. You can contact Therese on ████████ or tmurray@bunnings.com.au.

Regarding Craig Smith, he has now left Pacific National and is working at Woolworths on their Workbrain implementation. In any case, Craig is the best person to speak to as he has a very good understanding of the solution architecture, in particular how it compares to a solution architecture that uses only an ERP solution. Craig's number is ████████

Please let me know if you need any extra information.

Regards

Lochlan Bloomfield
Public Sector Lead, Queensland
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15/10/2007 04:36 PM

Default custom expiration
date of 14/10/2008

To   Kevin Keogh <Kevin.Keogh@infor.com>

cc   Paul Surprenant/Australia/IBM@IBMAU, Johan
Visser/Australia/IBM@IBMAU

bcc

Subject   Fw: Presentation sessions - URGENT

Kevin,

As we just discussed, here is the confirmed time, date and agenda for our Workbrain session.
I will be planning on the attendance of yourself, one functional resource and one technical
resource from Workbrain. I know it is difficult pulling your people from paying client, but as
discussed we have plenty riding on this. Thanks. Also, please be aware of the other two
attachments, which warrant attention.

Also, regarding the three areas of concern we have gleaned from CorpTech, please dig up
the best you can:

1. SAP HR/Payroll integration;
2. Large volume/scale of award interpretation (i.e. equivalent to Qld Government); and
3. List of Workbrain clients worldwide, in particular those using the award interpreter.

Please let me know if you would like to discuss any of this.

Cheers

Lochlan Bloomfield
Public Sector Lead, Queensland
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---- Forwarded by Lochlan Bloomfield/Australia/IBM on 15/10/2007 03:30 PM ----

From:	Maree.Blakeney@corptech.qld.gov.au
To:	IBM.Offerors@treasury.qld.gov.au
Date:	15/10/2007 03:26 PM
Subject:	Presentation sessions

HI All,

We are seeking an overview presentation of some aspects of your proposal.

Identified below is a list of meeting that we would like to hold with you.
Attached is an agenda for the Product Mix session on Wednesday, an agenda
for the other sessions will be sent late this afternoon. Confirmation of
the venue will also be confirmed later this afternoon.

Can you please confirm your availability and number of attendee for each

Can you please confirm your availability and number of attendee for each session.

Also this afternoon, we will issue further clarification question pertaining to some of your assumptions (listed in Appendix 2 of your offer) and how these impact on cost and our determined risks and issues.

Tuesday 16th October 2007
Governance, Structure and Implementation Schedule
IBM - 11.30 am to 1.00pm.

Wednesday 17th October 2007
Product Application Mix - Workbrain Conceptual Model
IBM - 9.00 am - 11.00 am

Cost overview.
IBM - 3.00pm - 4.30 pm

(See attached file: Presentation - Application Product mix - workbrain.doc)

(See attached file: wb_solsheet_publicsector.pdf)
http://mediaproducts.gartner.com/reprints/plateau/article1/article1.html

(See attached file: Gartner_MarketScope.pdf)

Maree Blakeney
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==
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==

Presentation - Application Product mix - workbrain.doc wb_solsheet_publicsector.pdf

Gartner_MarketScope.pdf

MarketScope for Retail Time and Labor Applications, 2H05

This research focuses on vendor capabilities within the context of retail workforce management. Industry interest is expected to grow as Web-based solutions mature and leading retailers use technology-optimized workforces to improve store productivity and deliver a differentiated value proposition.

WHAT YOU NEED TO KNOW

Retail time and labor management is an emerging market, with few retailers deploying a complete solution from a single vendor for timekeeping, labor scheduling and task management. Although several vendors have developed next-generation Web-based industry offerings from their core base of managing time and attendance, integrated scheduling functionality and task management capabilities are still maturing. Forecasting schedules and managing retail labor to various local, regional and legal business rules across a diverse base of part-time and salaried associates are extraordinarily challenging for any retailer. The project scope and change management required for these projects should not be underestimated in terms of budget, time and resources. Trends in retail workforce management will be discussed in a follow-up document.

MARKETSCOPE

This research project was developed to help our retail clients identify solution providers who could assist them with their workforce management strategies, specifically for the store. Selection of companies for evaluation was based on analysts' ongoing research and knowledge of vendors, as well as client interest.

Market/Market Segment Description

Gartner's definition of workforce management in retail encompasses all the activities and processes related to an associate's employment terms and retention, including:

- Recruitment
- Employee on-boarding
- Labor budgets
- Labor schedules
- Timekeeping/time capture
- Employee evaluation
- Compensation/payroll
- Task management and labor standards
- Training/e-learning
- Employee separation/off-boarding

The technology and processes that support store-level time and labor management have existed in retail for years, often in highly customized packaged solutions, homegrown applications or paper/manual processes. As retailers continue to increase their spending on store-level technology, especially on high-speed connectivity and Web-based solutions to improve store productivity, many have asked us to help them identify best-of-breed applications for managing a large, distributed and churning labor pool.

This MarketScope focuses on a subset of retail workforce management applications: time and labor management, which is inclusive of scheduling, time and attendance, and store task management. Store task management provides corporate visibility into store-level execution of tasks and enhances the design, planning, execution and monitoring of such projects in stores. We expect task management – a relatively new capability being delivered via applications rated in this MarketScope – to drive the innovation of solutions and benefits reported by retailers, as this market segment matures.

Inclusion and Exclusion Criteria

Retail time and labor vendors that met the following criteria were invited to brief Gartner for this MarketScope:

- Can present proof of productized offering for retail in general availability or pilot for time/attendance and/or scheduling and/or task management
- Has several installed customers, including at least five retail customers with more than 25 percent of stores installed
- Can provide at least three retail customer references
- Is engaged in selling and supporting solutions for time/attendance and/or scheduling and/or task

Gartner

management solutions directly to retailers in the U.S., Canada and Western Europe

Rating for Overall Market/Market Segment
Overall Market Rating: Promising

We rate this market as "promising," because Web-based offerings are relatively new and still maturing. Gartner does not expect task management to remain a stand-alone solution as currently deployed for much longer, since the value of workforce management for retail is in linking schedules driven by store budgets to workload assignments (tasks) to be completed within a particular shift assignment. Many of the time and labor management vendors are already moving to extend or acquire capabilities for task management beyond their core scheduling and time/attendance footprints. We expect the vendors to continue refining their complete offerings, as well as articulate how they address store task management in future releases.

Evaluation Criteria

Table 1. Evaluation Criteria

Evaluation Criteria	Comment	Weighting
Market Understanding	Ability of the vendor to understand retailers' wants and needs and to translate those into products and services. Vendors that show the highest degree of vision listen and understand retailers' desires, and can shape or enhance those with their added vision.	Standard
Marketing Strategy	A clear, differentiated set of messages consistently communicated throughout the organization and externalized through the Web site, advertising, customer programs and positioning statements.	Standard
Offering (Product) Strategy	The vendor's approach to product development and delivery that emphasizes differentiation, functionality, methodology and feature set as they map to current and future requirements important to the retail store operations environment.	High
Innovation	Direct, related, complementary and synergistic layouts of resources, expertise or capital for investment, consolidation, defensive or preemptive purposes.	Low
Product/Service	Core goods and services offered by the vendor that serve the retail time and labor solution market. This includes current product/service capabilities, quality, feature sets, skills and more, whether offered natively or through OEM agreements/partnerships as defined in the market definition and detailed in the subcriteria.	High
Overall Viability (Business Unit, Financial, Strategy, Organization)	Includes an assessment of the overall organization's financial health, the financial and practical success of the business unit, and the likelihood of the individual business unit to continue investing in the product, to continue offering the product and to advance the state of the art within the organization's portfolio of products.	High
Customer Experience	Relationships, products and services/programs that enable clients to be successful with the products evaluated. Specifically, this includes how customers receive technical support or account support, as well as ancillary tools, customer support programs (and the quality thereof), and availability of user groups. Vendors were also evaluated on the quality of, and ability to schedule a discussion with, designated references as part of this evaluation.	Standard

Source: Gartner (January 2006)

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Figure 1. MarketScope for Retail Time and Labor Applications, 2H05

	RATING				
	Strong Negative	Caution	Promising	Positive	Strong Positive
BlueCube Software				X	
CyberShift		X			
JDA Software Group				X	
Kronos					X
LRM		X			
Oracle			X		
Park City Group		X			
Reflexis Systems			X		.
SAP			X		
StorePerform			X		
Tomax			X		
Workbrain					X
WorkPlace Systems				X	

As of 19 January 2006

Source: Gartner (January 2006)

Table 2. Vendor Time and Labor Offerings							
	Time and Attendance	Budgeting	Forecasting	Scheduler	Task Management	Reporting/ Analytics	Employee Self-Service
BlueCube Software	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CyberShift	Yes	Yes	Yes	Yes	No – In development	Yes	Yes
JDA Software Group	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Kronos	Yes	Yes	Yes	Yes	Workforce Central	Yes	Yes
LRM	Yes	Yes	Yes	Yes	No	Yes	No–
Oracle	PeopleSoft Enterprise Time & Labor, Oracle EBS Time & Labor	Yes	Yes	No – In development	No	Yes	Yes
Park City Group	Yes	Yes	Yes	Yes	Yes – ActionBoard	Yes	No
Reflexis Systems	No	Yes	Yes	Yes	Yes	Yes	Yes
SAP	Yes	Yes	Yes	Yes	Yes	Yes – SAP BI	Yes – mySAP ERP HCM
StorePerform	No	Yes	No	No	Yes	Yes	Yes
Tomax	Yes	Yes	Yes	Yes	Yes	Yes	Yes
WorkPlace Systems	Yes	Yes	Yes	Yes	Yes – Activity Tracking module	Yes	Yes
Workbrain	Yes	Yes	Yes	Yes	Not productized but can define activities within shifts in scheduler	Yes – Workbrain Intelligence	Yes

Source: Gartner (January 2006)

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Vendor Product/Service Analysis

BlueCube Software

BlueCube, a private company, was built from intellectual property and resources divested from Radiant Systems. BlueCube's customer base spans grocery, specialty and convenience stores. Its older client/server offering, Visual Labor Management (VLM), has an installed base that includes several thousand retail sites managing time and labor for more than a million employees. BlueCube's Web-based solution, BlueCube Enterprise, is one of the most-complete end-to-end time and labor management solutions. Reference customers have been impressed with its scheduling algorithms, ease of use and integrated learning management system. BlueCube is based on Microsoft .NET technology, and it uses math-based integer and linear programming to optimize schedules against defined constraints. BlueCube differentiators include its integrated learning management system and the availability of an integrated Task Manager component. BlueCube is appropriate for retailers of all sizes – including those with a union presence – and should be on the shortlist for retailers seeking a single integrated solution and willing to work with the vendor to evolve the newer task management piece.

Rating: Positive

CyberShift

CyberShift is relatively new to the retail market. It has one major customer reference for which it has implemented time and attendance and is in the process of rolling out labor scheduling. CyberShift's Web-based solution, Workforce Management 3G Suite, has had some success in other industries, most notably manufacturing. CyberShift has an ASP model available. Customers have been impressed by its ability to handle very complex pay rules in time and attendance and by its J2EE-based architecture. The functionality of the product is strong for time and attendance, but still unproven for labor scheduling and task management for retail organizations. CyberShift's recent partnership with Ceridian provides a distribution channel to reach midsize companies. In addition, it recently acquired Necho to expand its product portfolio. It had created a partnership with Triversity to provide credibility to retailers; however, Triversity's recent acquisition by SAP reduces the effectiveness of this channel. CyberShift is most appropriate for retailers that want a strong time and attendance solution and are willing to work with the vendor to evolve its labor scheduling and task management capabilities.

Rating: Caution

JDA Software Group

JDA is known for its retail modules, many gained through acquisitions (such as Intactix, E3 and Arthur). JDA's entry into workforce management is no different. In January 2004, JDA purchased the intellectual property and assets of Timera Retail Solutions to expand its JDA Portfolio product suite. Despite JDA's Microsoft .NET strategy for enterprise applications, Portfolio Workforce Management (PWM) is JDA's Web-based solution that is J2EE compliant, consistent with JDA's store systems architecture strategy. JDA has a good user interface that enables managers to review and adjust time stamps, scheduling and forecasting based on current or projected demand volume. The application can also provide visibility and reporting for role-based tasks and labor standards, even though task management is not a formal capability highlighted in the application.

JDA's prime weakness has been the marketing of its capabilities for time and labor management. Although other JDA applications are targeted toward Tier 2 retailers, larger retailers are using the PWM product. The application is implemented across a wide range of retailers, with many locations and managers overseeing associates in multiple roles/departments. JDA is a prime candidate for retailers that are already utilizing JDA's merchandising applications, as integration is facilitated by the portfolio approach, and that are willing to work with JDA to develop the task management capabilities and reporting for their environment.

Rating: Positive

Kronos

Kronos has a long track record in retail for both labor scheduling and time and attendance. It was a little later than some competitors in providing a Web-based labor scheduling solution, but it has made up for that lost time and now has as strong a set of customer references for an end-to-end time and labor solution as any vendor in the market. Kronos has references in major segments of retail (specialty, big box, department stores and grocery), as well as for a wide range of store sizes.

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Kronos for Retail is built on a J2EE architecture, and the offering has a very good time and attendance capability. In addition, initial customers of the Web-based scheduling solution were very positive regarding the speed and accuracy of generated schedules. The Workforce Central Activities module can be used for task management, but there has been limited use of Kronos for task management by customers. Kronos has a strong presence in retail and is a major vendor in time and labor management software. Kronos for Retail time and labor management solutions are appropriate for retailers of all sizes in all segments.

Rating: Strong Positive

LRM (Labor Resource Management Inc.)

LRM, a small private company based in Illinois, sells a packaged workforce management solution primarily focused on scheduling (forecasts and budgets). The application is installed in a couple dozen U.S.-based retailers, with a significant base of grocery customers. LRM does have a Web-based scheduling product; however, it does not appear to have announced any recent, new customers. LRM is most appropriate for midsize chains or regional grocers.

Rating: Caution

Oracle

Oracle has a number of good pieces that can provide a complete Web-based time and labor management solution for retail. The Oracle E-Business Suite (EBS) and PeopleSoft Enterprise (ETL) product lines each have time and attendance solutions; however, PeopleSoft has more customers. Oracle recently announced the acquisition of the intellectual property of TempoSoft, and Gartner believes general availability of Oracle Workforce Scheduling as a stand-alone product will be in 1H06. TempoSoft was well-regarded in labor scheduling before going bankrupt. In addition, Oracle has closed on a definitive agreement to acquire 360Commerce. Only a few companies are using 360Commerce's scheduling solution, and Gartner expects Oracle to support those customers and to move this IP into its Oracle Workforce Scheduling product. Customer references for PeopleSoft ETL were relatively positive about its capabilities. Oracle EBS and PeopleSoft ETL are most appropriate for retailers using those respective human resource

management system (HRMS) solutions. Oracle's Workforce Scheduling is appropriate for retailers that want deterministic, not heuristic, schedule optimization. Retailers should consider evaluating Oracle's time and labor solutions, but be aware of Oracle's intent to bring the different pieces together and move them ultimately to the Fusion Applications product set.

Rating: Promising

Park City Group

Park City is a public company with business performance management solutions and workflows for retailing. Its time and labor management capabilities consist of ActionManager (Scheduler, Forecaster and TimeMeter). Its ActionBoard is a rule-based display that can be configured to deliver alerts and task management for managers in a store. Its e-form capability can be used to improve communication of policies and procedures. Park City does not currently have a Web-based application for centralizing the time and labor management process, but were expected to release something at YE05. Most of its customers are U.S.-based retailers, in grocery or food service/convenience. Park City had a partnership with CRS Retail to expand its presence in specialty retailing; however, the Epicor acquisition will likely stall any further progress. Park City is very focused on retail, though we did not speak to any recent customer references for this evaluation. Park City is most appropriate for smaller or regional grocers/food retailers with at least 50, and up to hundreds of, locations that are not necessarily interested in a Web-based solution.

Rating: Caution

Reflexis Systems

Reflexis is a private company focused on store-level execution via its task management application. While most other retail time and labor vendors focus on integrating timekeeping and scheduling, Reflexis Workforce Management focuses on task management to provide management visibility to store/associate-level activities. The Reflexis architecture is based on J2EE standards and delivered via a fairly simple, user-friendly Web-based implementation. To date, Reflexis task management has been deployed as a stand-alone application for several retailers in the U.S. and a couple of European retailers. Reflexis has recently expanded

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its time and labor capabilities and is offering labor scheduling (forecasting of budgets and workloads) to increase its footprint in the store.

We expect Reflexis to continue developing its scheduling capabilities, but it currently does not have a complete time and labor solution. Reflexis is most appropriate for large retailers with many store-level roles/departments that are willing to work with the vendor to evolve its integrated labor scheduling and task management offering for their environment.

Rating: Promising

SAP

SAP provides both labor scheduling and time and attendance solutions to retail customers. It entered the retail labor scheduling market with a client/server-based solution after its acquisition of Campbell Software in 1999. SAP rewrote that solution using the NetWeaver technology stack and in 2004 introduced its Web-based Multisite Workforce Deployment (WFD) Suite. Though many customers are using the client/server solution acquired from Campbell, there are only a few production customers for WFD. The early feedback from WFD customers is generally positive. In addition, few customers that use the Campbell solution use SAP for time and attendance. SAP has all the pieces required for a retail time and labor management solution. However, it must complete more customer deployments of not only WFD, but also an end-to-end time and labor management solution. Gartner expects general availability of WFD 2.0 in June 2006. SAP's time and labor management solutions are most appropriate for retailers that want to standardize on the SAP for Retail product suite.

Rating: Promising

StorePerform

StorePerform, a private company founded in 2002, has been very focused on task management to streamline business processes and communication for several leading U.S.-based retailers, and it also has a couple of large projects under way in Western Europe. StorePerform remains committed to developing its task management capabilities and partnering with other vendors or integrators to enable a more-complete time and labor management footprint (rather than building out time/attendance or scheduling capabilities).

Task management as delivered in the Web-based StorePerform Workbench application is a critical part of true end-to-end workforce management in retail. The StorePerform user interface is built around a calendar, which is highly effective in helping store users understand workloads and prioritized tasks that can be displayed daily, weekly or by designated period. StorePerform is best suited for large retailers committed to streamlining business processes and communication of initiatives down to the store level — or for retailers that already have, or are considering deploying in parallel, a Web-based scheduling application to centralize and standardize workflow and processes.

Rating: Promising

Tomax

Tomax is a retail-focused private company providing a number of solutions, including point of sale (POS), merchandising, and time and labor management delivered via its Web-based retail.net portal. Its solution includes time and attendance, scheduling, and task management capabilities and workflows. The retail.net user interface is straightforward and conducive to enabling associate self-service, and its rule engine is fairly configurable. Tomax is based on J2EE standards.

Tomax delivers a reasonably complete and integrated retail time and labor solution, including enabling associate self-service capabilities. Tomax e-Form and e-Library, enabled via the portal infrastructure, demonstrate good points of differentiation. However, customers we have talked with have implemented only scheduling, not time and attendance or task management. Customers interested in an end-to-end solution should make sure that they speak with references with a relevant scope. Most of Tomax's customers are U.S.-based grocers or specialty retailers. Tomax is suitable for union and nonunion environments, and it is capable of managing schedules for multiple departments.

Rating: Promising

Workbrain Inc.

The Workbrain for Retail solution is based on a J2EE architecture and has been deployed in several high-volume retailers for time and attendance. In addition, a few retailers have deployed labor scheduling, time

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and attendance, and self-service. Workbrain 5.0 has some task management functionality built into the solution; however, some customers have chosen to work with task management specialists. Workbrain innovations include Workbrain Express, which is appropriate for smaller retailers (fewer than 3,000 employees) and is sold through partners (such as Ultimate Software Group). In addition, Workbrain is the first vendor to offer a full-featured Web-based workforce planning and budgeting solution as part of its suite.

Though Workbrain also offers its solutions in vertical markets other than retail, it has been successful to date in the retail time and labor management software market. Workbrain for Retail is appropriate for retailers seeking strong labor scheduling and time and attendance functionality that can scale to large volumes.

Rating: Strong Positive

WorkPlace Systems International

WorkPlace Systems is a U.K.-based vendor that offers labor scheduling and time and attendance solutions across many vertical markets, including retail. WorkPlace Workforce Management has the largest multinational Web-based deployment of retail labor scheduling and time/attendance, and it has solid functionality for both. However, it is not particularly strong in task management. The solution supports a J2EE architecture, and customers have commented positively on the scalability and flexibility of the solution.

WorkPlace Systems has little presence in the North American market, but the recent acquisition of labor standards and consulting provider LSI Consulting will provide an increased presence there. Multinational retailers that want a scalable, flexible labor scheduling and time/attendance solution should consider WorkPlace Systems.

Rating: Positive

Gartner MarketScope Defined

Gartner's MarketScope provides specific guidance for users who are deploying, or have deployed, products or services. A Gartner MarketScope rating does not imply that the vendor meets all, few or none of the evaluation criteria. The Gartner MarketScope

evaluation is based on a weighted evaluation of a vendor's products in comparison with the evaluation criteria. Consider Gartner's criteria as they apply to your specific requirements. Contact Gartner to discuss how this evaluation may affect your specific needs.

In the below table, the various ratings are defined:

MarketScope Rating Framework

Strong Positive
Is a solid provider of strategic products, services or solutions.

- Customers: Continue investments.
- Potential customers: Consider this vendor a strong strategic choice.

Positive
Demonstrates strength in specific areas, but is largely opportunistic.

- Customers: Continue incremental investments.
- Potential customers: Put this vendor on a shortlist of tactical alternatives.

Promising
Shows potential in specific areas; however, initiative or vendor has not fully evolved or matured.

- Customers: Watch for a change in status and consider scenarios for short- and long-term impact.
- Potential customers: Plan for and be aware of issues and opportunities related to the evolution and maturity of this initiative or vendor.

Caution
Faces challenges in one or more areas.

- Customers: Understand challenges in relevant areas; assess short- and long-term benefit/risk to determine if contingency plans are needed.
- Potential customers: Note the vendor's challenges as part of due diligence.

Strong Negative
Has difficulty responding to problems in multiple areas.

- Customers: Exit immediately.
- Potential customers: Consider this vendor only if there are no alternatives.

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IBM – Wednesday 17th October 2007, 9.00 am – 11.00 am

Application Product Mix – Workbrain conceptual model

1. Please outline the Workbrain model proposed to manage awards within the Queensland Government, including:

    o   The Workbrain products

    o   The end user experience – (ESS / Workbrain)

    o   Managing time entitlements

    o   Managing not time award components

    o   Differentiation for rostering Agencies and non rostering Agencies

    o   Integration points between Workbrain and SAP and how these will work, including the level of real time integration.

    o   The area (percentage / Number) of award rules that would be configured in Workbrain and those which would still need to be configured in SAP?

    o   Would there be any awards / rules that would need to be configured in both SAP and Workbrain?

2. How do you propose to source skilled Workbrain resources?

3. How do you ensure the availability of the Workbrain product?

4. What additional infrastructure is required?

Attached are a Gartner Report and Workbrain Public Sector information brief – please comment on these documents if applicable.

Workbrain Solutions for the Public Sector

The President's Management Agenda (PMA) has challenged the federal government to operate more efficiently and cost effectively than ever before. The agenda calls for federal agencies to increase budget and performance integration, enhance the strategic management of human capital, and expand the citizen-centric reach of electronic government services.

The challenge is particularly acute because federal government employee processes are typically managed by disconnected, disparate systems requiring significant manual intervention. Time tracking, pay rule calculation, and employee scheduling processes lack standardization, even within agencies. The potential results are inaccurate payrolls, violations of union rules and labor laws, and lack of visibility into workforce performance.

With labor being their largest single controllable expense, federal agencies must improve their employee processes and workforce management systems to transform themselves and meet the president's challenge.

Workbrain Solutions for Public Sector

Workbrain offers a workforce management solution uniquely tailored to move federal agencies towards reform. Workbrain addresses the upstream processes that feed employee pay, and optimizes the deployment and management of employees to support the PMA.

Meet Unique Requirements with COTS

Time and Attendance requirements vary significantly within the federal government. The Legislative, Judicial, and Executive branches each have differing laws governing these payroll processes. Furthermore, agencies and departments within these branches have additional unique needs. The federal government must meet these unique requirements within OMB Policy (Circular A130) constraints, requiring the maximum use of commercial off-the-shelf (COTS) technology.

Workbrain provides the benefits of commercially available applications while providing the most configurable solution in the industry. As a result, agencies can comply with circular A130 and accommodate unique business practices without customizations to core code.

The Benefits of Workbrain Solutions:

Highly Configurable COTS Solution
- Match your agency's processes
- Configure user templates and interfaces
- Automate 100% of your complex pay rules without custom code

Proven Scalability
- Web-based, J2EE architecture
- Independently proven to support organizations from 2,000 to 500,000 employees in a single
- database instance

Integrate with Legacy and Federal Systems
- Seamless integration to NFC and ERP backbone, i.e. PeopleSoft, Oracle, SAP

Increased Operational Effectiveness
- Improve payroll accuracy and labor pay compliance
- Reduce supervisor time spent on administrative tasks
- Provide tactical and strategic insights for all levels of management

w@rkbrain
Total Workforce Management. Enable Business Performance.

Workbrain Solutions for the Public Sector (continued)

Stability and Scalability

Workbrain's proven performance capabilities make it the industry standard for organizations with large, disparate workforces. Independent testing has established Workbrain's industry-leading scalability -- the solution is proven to support workforces of 500,000 employees with sub-second response times, in a single database instance.

Workbrain applications are built using industry-standard J2EE™ web architecture, which ensures scalability, rapid deployment, and low lifecycle cost. The system's open architecture and integration tools allow seamless interface to existing ERP and legacy systems, delivering continued benefits without costly third party interface solutions or middleware. Workbrain customers include the world's largest, and most complex private and public sector workforces.

Solution Components

Focused on your speed to success, Workbrain solutions deliver a fully integrated workforce management system to meet the President's Management Agenda.

Workbrain Time and Attendance

Workbrain is the leading Time and Attendance solution for large, complex organizations. It is the only solution that automates 100% of pay rules and centralizes zero-to-gross pay functionality.

Workforce Scheduling

Workforce Scheduling creates optimal employee schedules that account for employee skills, qualifications and preferences. The integration of scheduling with time and attendance improves efficiency and data accuracy.

Workforce Absence

Workbrain Workforce Absence delivers a complete absence management and attendance monitoring solution that automates and integrates the entire absence and leave management process.

Workbrain Intelligence

Workbrain delivers state-of-the-art reporting and analytic capabilities, including real-time alerts and management dashboards. These tools allow managers to make informed workforce decisions, even as an agency's priorities change.

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w⊚rkbrain

Lochlan Bloomfield/Australia/IBM

24/10/2007 12:13 PM

Default custom expiration
date of 23/10/2008

To   Kevin Keogh <Kevin.Keogh@infor.com>

cc   Paul Surprenant/Australia/IBM@IBMAU

bcc

Subject   Fw: CorpTech. Workbrain Performance Metrics

Kevin,

CorpTech is chasing the contact details of the person at Qantas regarding awards. Are you able to cover this off asap?

I have a number of meetings from now until about 5pm. Please liaise with Paul on this.

Thanks

Lochlan Bloomfield
Public Sector Lead, Queensland
IBM Global Business Services

IBM

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lochlan.bloomfield@au1.ibm.com

---- Forwarded by Lochlan Bloomfield/Australia/IBM on 24/10/2007 11:12 AM ----

From:	Maree.Blakeney@corptech.qld.gov.au
To:	Paul Surprenant/Australia/IBM@IBMAU
Cc:	Lochlan Bloomfield/Australia/IBM@IBMAU
Date:	24/10/2007 09:25 AM
Subject:	Re: Fw: CorpTech. Workbrain Performance Metrics

HI Paul and Lochlan,

Further to the information you have provided below regarding Workbrain, the evaluation panel members that attended the Workbrain session were expecting the details for a technical referee from Qantas - regarding the complexity of their aviation awards.

If you are able to provide this, can you please send the contact details through today.

Cheers
Maree

Maree Blakeney
Manager, Resource Management Unit
===
Fin Business Admin & Contracts / CorpTech
Level 6, 61 Mary Street, Brisbane, 4000

Level 6, 61 Mary Street, Brisbane, 4000
Phone: 3227 7552 ext 77552
mailto:maree.blakeney@corptech.qld.gov.au
===

Paul Surprenant
<Paul.Surprenant@
au1.ibm.com>   To
                    Maree.Blakeney@corptech.qld.gov.au
19/10/2007 12:17   cc
PM   Lochlan Bloomfield
                    <lochlan.bloomfield@au1.ibm.com>
                                    Subject
                    Fw: CorpTech. Workbrain Performance
                    Metrics

Hi Maree,

Please find attached summary Worbrain performance test results conducted by
the IBM Customer Benchmark Centre. The IBM worldwide benchmark centers
perform application benchmarks customised to specific installations as well
as generalised application benchmarks. In this case, the latter applied.

The tests were conducted independently of any work we are proposing for
CorpTech. Workbrain requested them in early 2007 in response to requests
for information from existing and potential customers about the scalability
of its application architecture. They were performed on two different
platforms.

The reports are at a summary level. The findings that pertain to our
discussions on Wednesday (e.g., load times) can be found under Batch
Transaction Response Times.

We have requested the detailed IBM reports, though we believe the results
in the summary reports speak directly to the questions raised in our
session. It may take a few days to get the original reports.

If you have any questions, please feel free to contact Lochlan or me.

With regards,

Paul Surprenant

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(See attached file: WhitePaper-Workbrain Certified zOS-DB2 Benchmark.pdf)
(See attached file: WhitePaper-Workbrain Certified AIX-Oracle
Benchmark.pdf)

WhitePaper-Workbrain Certified zOS-DB2 Benchmark.pdf

WhitePaper-Workbrain Certified AIX-Oracle Benchmark.pdf

workbrain™

Certified Benchmark

The performance and scalability of Workbrain's solutions have been validated through large benchmarks and, more importantly, field-tested by some of the world's largest organizations. With an average client employee size exceeding 20,000 employees, Workbrain solutions are trusted to support large data volumes and high user concurrency.

This document describes an indicative benchmark conducted on Workbrain 5 at the IBM Customer Benchmark Center in Poughkeepsie, New York.

Summary of Benchmark Results

The benchmark demonstrated an average response time under 2.6 seconds with 3,000 simulated concurrent users. Users performed Time and Attendance functions against a database containing 780,000 employees. The Workbrain application performed consistently and steadily throughout the benchmark. A concurrent user is defined as a user signed onto the application and performing work.

Eight application server instances were used on eight CPUs. CPU utilization on the physical application servers averaged 36%. Memory utilization on the physical application servers averaged 6.5 GB. CPU utilization on the physical database server averaged 40%.

Benchmark Environment

The benchmark was conducted on Workbrain's IBM Midrange platform combination comprised of the following hardware and system software:

System Software Specification

Items	Product Version
Operating System	AIX 5L 5.3
Application Server	WebSphere 5.1.1.5
Database Server	Oracle 10G Release 2 (10.2.0.1)
Web Server	IBM IHS 2.0.47

Hardware Specification

Role	CPU Type	Memory	CPUs	Storage
App Servers (2)	P595	8 GB	4 x 1.9GHz	36GB Internal
Report Server	P595	8 GB	4 x 1.9 GHz	36GB Internal
Web Servers	P595	8 GB	4 x 1.9 GHz	36GB Internal
Database Server	P595	64 GB	8 x 1.9 GHz	2TB Net, Ds8300, RAID 5
Batch Server	P595	32 GB	8 x 1.9 GHz	Connected to SAN

Benchmark Execution

Mercury Interactive's LoadRunner product was used as the benchmark driver to simulate concurrent users. Concurrent users were added every three seconds until full concurrency was achieved. Once the benchmark environment reached a steady state, average response times for each business transaction were measured.

Benchmark Design

In order to conduct the benchmark, Workbrain selected nine typical business processes. Each of these processes comprised a complete business function, such as editing a timesheet, submitting a vacation request or viewing a work schedule. Each business process was then broken down into its component business transactions. For example, the daily timesheet inline edit is comprised of view daily timesheet followed by submitting changes. Finally, business processes were further characterized as either online transactions or batch.

Online Transactions	
Daily Timesheet Inline Editing View Daily Timesheet Edit Daily Timesheet	**ETM View Schedule** View work schedule for week, month or day
Weekly Timesheet View Weekly Timesheet Edit Weekly Timesheet	**Time Code Exception Report** View Time Code Exception Report
ETM Vacation Request Submit Vacation Request	

Batch Transactions	

Clock Processing
 	
   Punch processing simulation totaling 8000 swipes
	HR Interface
	
	   Execute Standard HR Refresh for 250,000 employees

Payroll Export
 	
   Execute payroll export process for 250,000 employees
	Start of Day Process
	
	   Execute start of day process for 50,000 employees for one week

Weighting of Online Transactions

Each of the online transactions were weighted as described in the table below to simulate a typical client environment.

Transaction	Load Volume
Edit Daily Timesheet	1%
Time Code Exception Report	9%
ETM View Work Schedule	59%
ETM Vacation Request	15%
Weekly Timesheet	16%

Workbrain Application Setup

Localization and UI Customization

The application was configured in a manner consistent with a typical Workbrain implementation. Seven days of data are displayed for the daily and weekly timesheets.

Database Setup

780,000 employees including supervisors
2,500 supervisors
2,500 teams

Business Rules

Complexity and configuration of pay rules impact the performance of many Time and Attendance functions. The application configuration included a representative set of Workbrain pay rules as indicated in the table below.

Basic	Medium	Complex
Grace rule	Shift premium rule	Weekly overtime rule
Late left early rule	Daily overtime rule	
Authorization rule	Guarantee rule	
Holiday premium pay rule	Recall rule	
Work detail rounding rule		

Benchmark Results

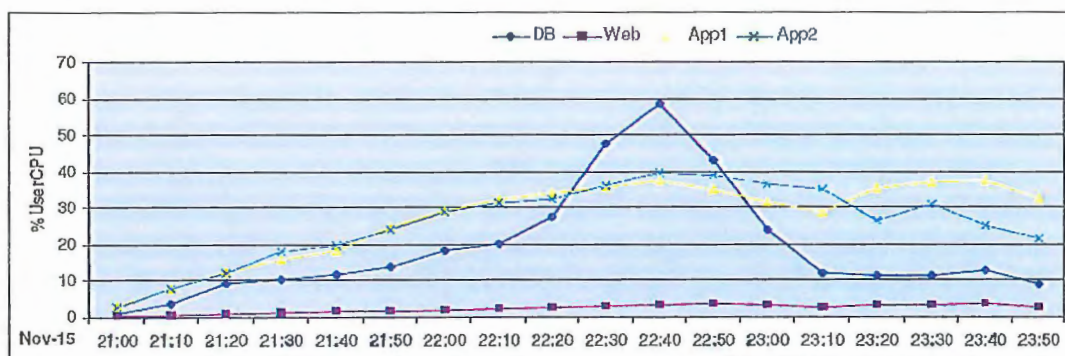| Test Measurement	Result
Max Virtual Users	3000
Duration	2 hours, 53 minutes and 30 seconds
Database Server CPU Average Utilization	40%
Physical Application Server 1 CPU Average Utilization	35%
Physical Application Server 2 CPU Average Utilization	37%
Web Server CPU Average Utilization	3%
Total Throughput (bytes)	79,986,263,735
Average Throughput (bytes/second)	7,682,861
Total Hits	8,452,927
Average Hits per Second	811.923

Online Transaction Response Times

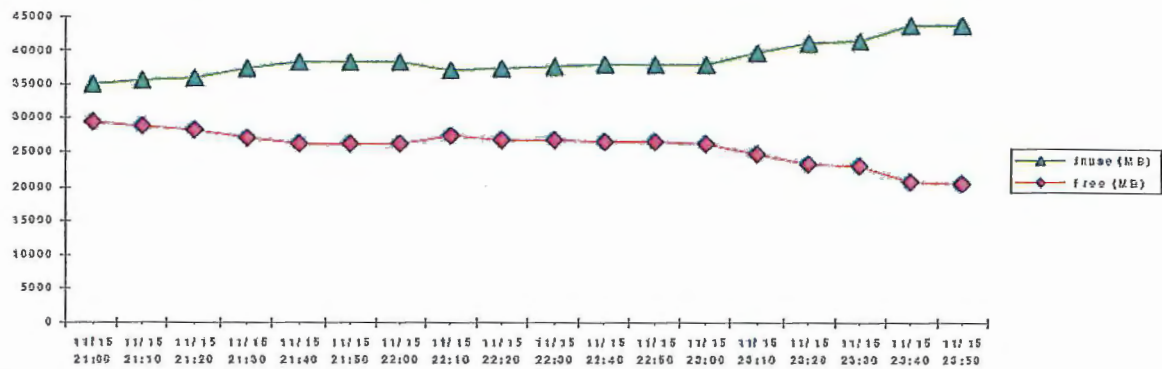| Transaction	Average Response Time
View Daily Timesheet	2.594
Edit Daily Timesheet	0.993
View Weekly Timesheet	0.790
Edit Weekly Timesheet	1.283
ETM Vacation Request	1.753
ETM View work schedule (for the week, month or day)	1.346
View Time Code Exception Report	0.788

Batch Transaction Response Times

Transaction	Average Response Time
Clock Processing	8000 clock punches processed in one hour
Payroll Export	250,000 employees exported in 15 minutes
HR Interface	250,000 employees imported in 10 minutes
Start of Day Process	Start of day for 1 week with 50,000 employees completed in 1.5 hours.

Server CPU Utilization

Average CPU utilization application and database servers averaged was les then 41% CPU. Average CPU utilization on the web server was less then 3%.
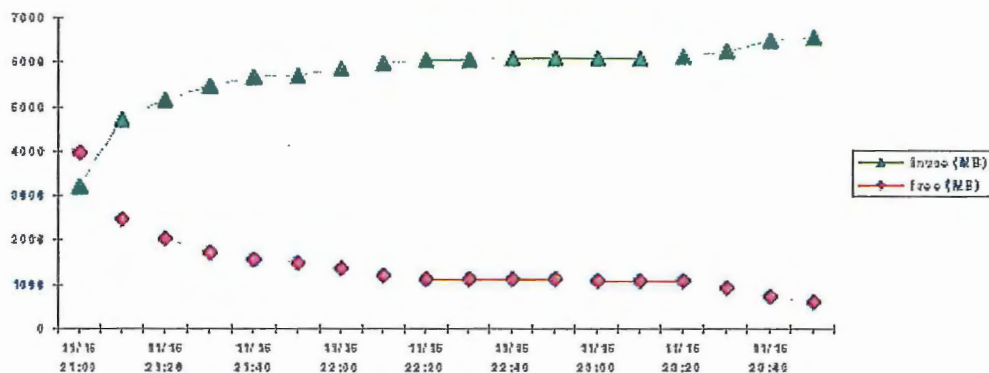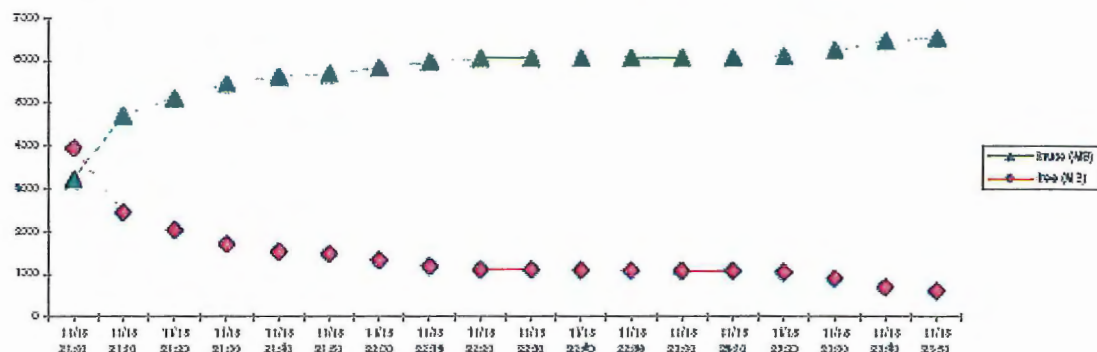
Database Server Memory Usage

45GB was consumed during this test with 20GB free at the end of test.

Application Server Memory Usage

Server One

Server Two

6

workbrain™
Certified Benchmark

As a global leader in Workforce Management, Workbrain is committed to delivering high performance solutions that meet our customers' expectations.

Workbrain benchmarks demonstrate our software's performance characteristics with large data volumes and high user concurrency.

Summary of Benchmark Results

The benchmark was conducted in 2007 at the IBM Customer Benchmark Center in Poughkeepsie, New York.

For the purposes of the benchmark, a "concurrent user" is a user signed on to the application and performing work.

The benchmark simulated a customer with 250,000 employees and 4000 concurrent users running Workbrain Time and Attendance and online Reporting functions. The reporting functions were limited to 40 concurrent users. Clock processing was performed as a batched task in the background.

At full concurrent user load, the average response time for Time and Attendance online transactions was 0.54 seconds. The Workbrain application performed consistently and steadily. All transaction response times were under 2 seconds, with the exception of the following large transactions:

- Submit daily timesheet edits (3.0 seconds)

Online repots load enormous amount of data to the screen and are typically used in low concurrency. The average Load Report response time at 40 concurrent users was 60 seconds.

Four application server instances were used on 16 CPUs. The CPU utilization on the application servers averaged 50%. The Report Server CPU utilization was near 90%, which is a typical behavior of Cognos reports. Memory utilization per application server averaged 5.0 GB. The memory utilization of the report and scheduler server was less than 1.5 GB.

The database server CPU utilization averaged 70%.

Benchmark Environment

The benchmark was conducted on the IBM tested configuration. This comprises the following hardware and system software:

Operating Platform Specifications

Items	Product Version
Operating System (Application Server)	AIX 5L V5.3
Operating System (Database Server)	Z/OS V1.7
Application Server	WebSphere 5.1.1.9

Database Server	DB2 V8.1
Web Server	IHTTP Server 2.0.47

Hardware Platform Specifications

Role	CPU Type	Memory	CPUs	Storage
App Servers (4)	p595	32 GB	16 x 2.3GHz	36GB Internal
Report Servers (2)	P595	16 GB	8 x 2.3 GHz	36GB Internal
Web Servers (2)	P595	8 GB	8 x 2.3 GHz	36GB Internal
Batch Server	P595	16 GB	8 x 2.3 GHz	50GB Internal
Database Server	R07/S07	64 GB	16	Fiber Channel Storage 2.5 TB

Benchmark Execution

Mercury Interactive's LoadRunner 8.1 product was used as the benchmark driver, simulating concurrent users. Two concurrent users were added every one second until full concurrency was achieved.

Once the benchmark environment reached a steady state, average response times for each business transaction were measured.

Benchmark Design

In order to conduct the benchmark, Workbrain selected 6 typical business processes. Each of these processes comprised a complete business function, such as editing a timesheet, submitting overtime, or viewing a report. Each business process was then broken down into its component business transactions (which might be view the timesheet, followed by submit changes to the timesheet). Finally, business processes were further characterized as either online transactions or batch.

Online Transactions	
Daily Timesheet Inline Editing View Daily Timesheet Edit Daily Timesheet Submit Daily Timesheet	**ETM View Schedule** View work schedule for a week
Weekly Timesheet View Weekly Timesheet Edit Weekly Timesheet Save Weekly Timesheet	**ETM Clock In/Out** Clock In and Out

Daily Employee Overtime Report	Employee Information
Load Report for a Team	Load Report for a Team
Batch Transactions	
Clock Processing	**HR Interface**
Punch processing simulation totaling 20,000 swipes.	Execute Standard HR Refresh for 50,000 employees
Payroll Export	**Full Recalculation**
Execute payroll export process for 250,000 employees for 2 weeks	Execute full recalculation process for 250,000 employees for one week.

Weighting of Online Transactions

Each of the online transactions was weighted as described in the table below to simulate a typical customer environment.

Transaction	Load Volume
Edit Daily Timesheet	30%
Edit Weekly Timesheet	20%
ETM View Work Schedule	30%
ETM Clock In/Out	20%
Online Reports	1%

Workbrain Application Setup

Localization and UI Customization

Localization was configured in a typical fashion. 7 days of data are displayed for the daily and weekly timesheets.

Database Setup

- 250,000 employees including supervisors.
- 25,000 supervisors
- 25,000 teams

Business Rules

The application configuration includes a representative set of business rules. These can range in complexity. The quantity and complexity of the rules can impact application performance and response time. The test included the following rules; customized rules are excluded.

Basic	Medium	Complex
Round Clocks Rule	Work Detail Rounding Rule	Weekly Overtime Rule
Holiday Pay Rule	Daily Overtime Rule	
Graces Rule		

Detailed Benchmark Results

This section comprises all benchmark results:

Summary of Benchmark Results

Test Measurement	Result
Max Virtual Users	4000
Ramp-up	2 users per second
Duration	1 hour, 15 minutes
Database Server CPU Average Utilization	71.5%
Physical Application Server 1 CPU Average Utilization	50.3%
Physical Application Server 2 CPU Average Utilization	50.2%
Physical Application Server 3 CPU Average Utilization	50.4%
Physical Application Server 4 CPU Average Utilization	49.8%
Physical Web Server 1 CPU Average Utilization	11.1%
Physical Web Server 2 CPU Average Utilization	5.4%
Physical Report Server 1 CPU Average Utilization	85.8%

Physical Report Server 2 CPU Average Utilization	87.2%
Scheduler Server CPU Average Utilization	48.4%
Total Throughput (bytes)	50,988,077,429
Average Throughput (bytes/second)	11,213,564
Total Hits	3,925,723
Average Hits per Second	863.37
Transactions Passed	1,892,664
Transactions Failed	2,272

Online Transaction Response Times

Transaction	Average Response Time
View Daily Timesheet	1.94
Submit Daily Timesheet	3.03
View Weekly Timesheet	0.32
Save Weekly Timesheet	2.28
ETM Clock In	0.24
ETM Clock Out	0.26
ETM View Work Schedule (for the week)	0.22
ETM View Work Schedule (for the day)	0.22
Load Daily Employee Overtime Report	67.94
Load Employee Information Report	50.84

Batch Transaction Response Times

Transaction	Average Response Time	Threads
Clock Processing	220,000 clock punches processed in one hour	20
Payroll Export	250,000 employees exported in 45 minutes (2 weeks)	10
HR Interface	250,000 employees imported in 2 hours (1 year)	1
Full Recalculation	250,000 employees in 20 minutes (1 week)	10