



MAXIMIZE FIELD FORCE RESULTS

**Taking Applications  
Offline:**

**Backweb & PeopleSoft  
ePerformance**

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# BackWeb – Overview

## Our Business

PeopleSoft® | Partner Connection  
Certified Software Partner



## Founded

1995

## HQ

San Jose, CA

## Solution

Open - Mobility Platform

## Daily Users

Globally ~40,000,000

## Customers

100+

## Patents

4 + 1 pending

### TURN DOWNTIME INTO PROFITABLE TIME.

BackWeb provides your field force with uninterrupted, anytime access to critical business tools and applications resulting in increased customer-facing time and impactful customer interactions.



# Partnering with Market Leaders



# Day in the life - Field Force

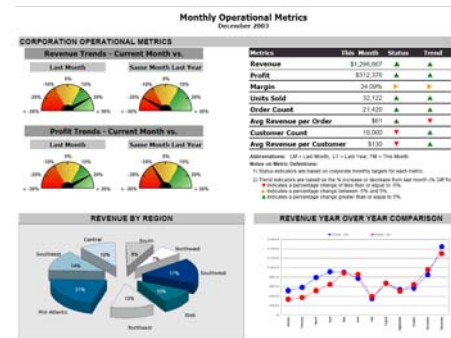
10am - Will Loman just met with our largest customer



A summary is entered into the SFA tool



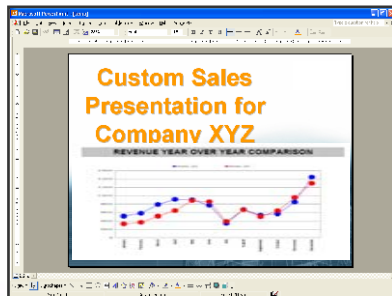
While checking Business Intelligence Reports, he notices a nearby customer needs attention



It's only 11am. Will schedules a 3pm call with this customer



Using the latest BI Data, Will quickly creates a custom sales presentation for customer meeting



With an hour of idle time, Will can complete his latest Performance Review tasks

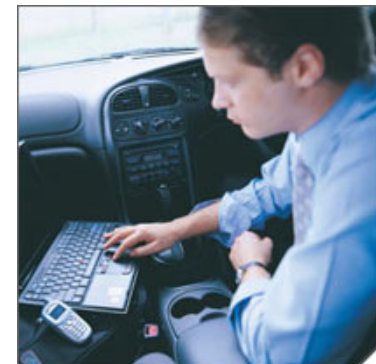
**PeopleSoft**

**Current Performance Documents**

Listed below are the current performance documents for which you are the Manager:

Document	Document Type	Begin Date	End Date	Last Date	Status
Adrian Chu	Performance Document	01/16/2005	01/21/2005	Clerk-Paralel Sr	In Progress
Angelica Alvarez	Performance Document	01/16/2005	01/21/2005	Analyst Financial Sr	In Progress
Brian Ballan	Performance Document	01/16/2005	01/21/2005	Analyst Financial Sr	In Progress
Carmichael Espinoza	Project Review	06/15/2002	12/31/2002	Consultant Senior	Available for Review
Connie Chung	Performance Document	01/16/2005	01/21/2005	Auditor-General	In Progress
Connie Chung	Annual Review	01/01/2002	12/31/2002	Auditor-General	Available for Review
Cynthia Adams	Performance Document	01/16/2005	01/21/2005	Order-Loss	In Progress
Cynthia Chandler	Performance Document	01/16/2005	01/21/2005	Clerk-Accounting	In Progress
Cynthia Coleone	Performance Document	01/16/2005	01/21/2005	Clerk-Accounting	In Progress
Ernest Davis	Performance Document	01/16/2005	01/21/2005	Analyst Financial Sr	In Progress
Jaylene Destinas	Performance Document	01/16/2005	01/21/2005	Clerk-Paralel	In Progress
Jennifer Brown	Performance Document	01/16/2005	01/21/2005	Clerk-Accounting	In Progress
Jill Chavesler	Performance Document	01/16/2005	01/21/2005	Analyst Financial Sr	In Progress
Jill Clarence	Performance Document	01/16/2005	01/21/2005	Analyst Financial Sr	In Progress
Jill Daley	Project Review	01/16/2005	01/16/2005	Analyst Financial Sr	Available for Review
Karen Chae	Performance Document	01/16/2005	01/21/2005	Clerk-Paralel	In Progress
Michelle Daniels	Performance Document	01/16/2005	01/21/2005	Clerk-Accounting	In Progress
Sarah Bir	Performance Document	01/16/2005	01/21/2005	Analyst Financial Sr	In Progress
Reagan Henick	Annual Review	02/01/2005	02/21/2005	Analyst-Business	In Progress
Susan Henick	Performance Document	02/01/2005	02/26/2005	Analyst-Business	In Progress
Susan Henick	Annual Review	02/01/2005	02/26/2005	Analyst-Business	In Progress

Best of all, Will did all of this from his car with no connectivity to corporate



# Business Inhibitors – performance review process

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- **Evolving - annual event to on-going process**
  - formalized goal process
  - now includes peer reviews
  - time pressures on the users to comply
- **Conflicts with Core Job Functions**
  - priority task for executive management
  - task for most employees
- **Workflow Speed**
  - increasing mobility “weak link” in the entire process
  - information glut



# Technical Inhibitors

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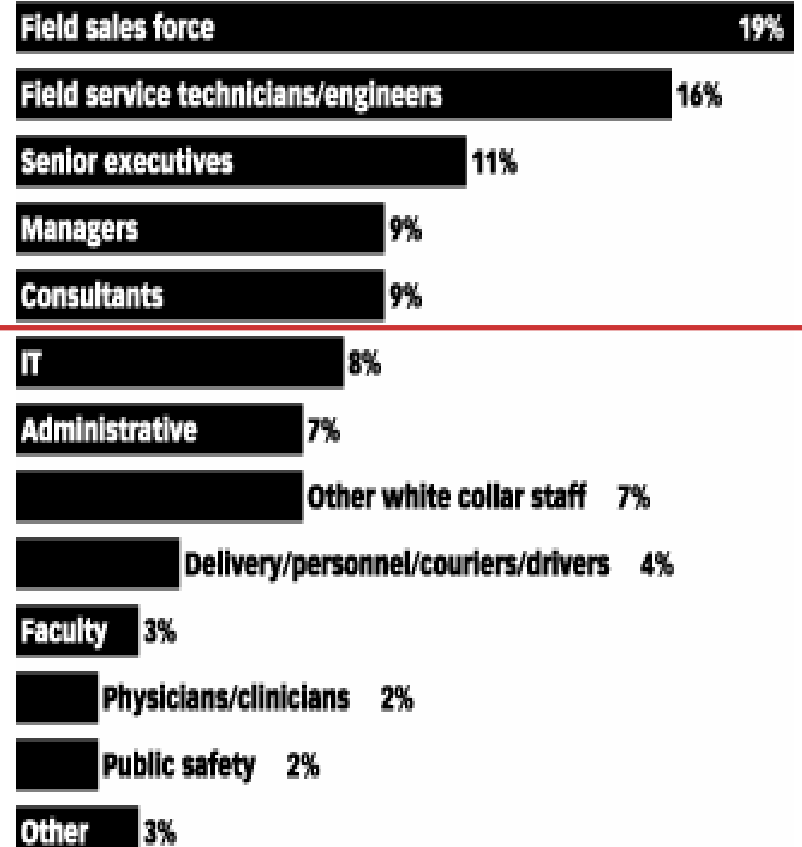
- **Timeouts**
  - Users spend lot of time on a single page
  - May lead to data lost
- **Response Time (Latency)**
  - at peak load lengthen time to complete tasks
  - frustrates users
  - impacts adoption, compliance, quality
- **Access**
  - Increasingly mobile workforce
  - connectivity constraints – stall workflows



# BackWeb for ePerformance: A Market Driven Initiative

- **Core requirement for many customers**
  - PeopleSoft has created the scope of this customer-driven solution
- **Extensibility**
  - to address additional customizations / requirements
- **Rapid solution**
  - implementation in as little as 4 weeks

## US Mobile Workers, by Profession, 2004 (as a % of total mobile workers)



Source: Yankee Group, September 2004



# Highlights

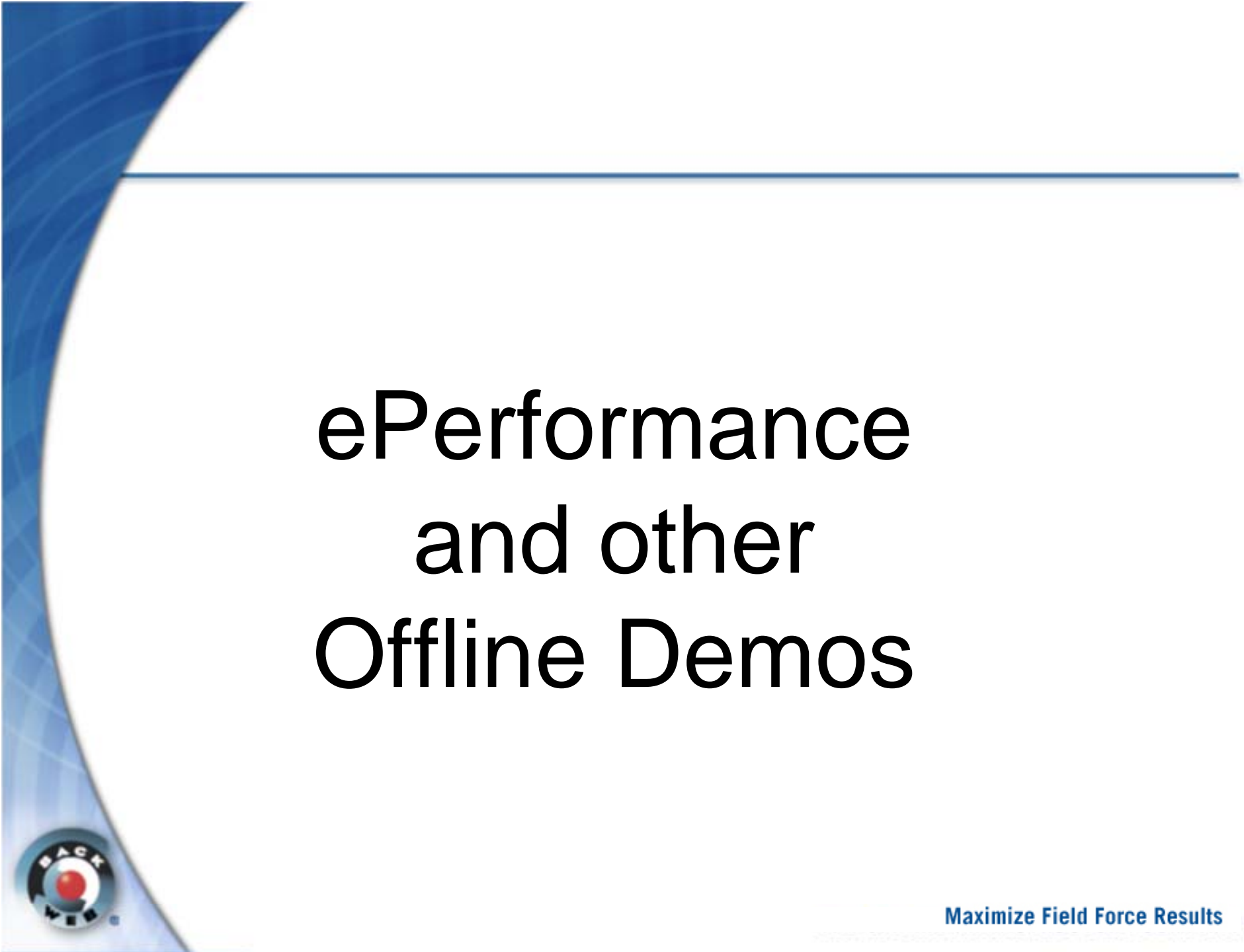
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- Today - PeopleSoft certified mobile solution for HCM 8.8 SP1 and HCM 8.9
  - sync performance reviews to user's PC
  - performance reviews – offline
  - automatic sync upon reconnect
  - notify user on error or conflict
  - self-resolve offline submission errors

PeopleSoft.  
Partner Connection  
Certified Software Partner



Maximize Field Force Results



# ePerformance and other Offline Demos



Maximize Field Force Results

# BackWeb Solution Highlights

## 1. Consistent User Experience

Users work on Performance Reviews in the same way they work online



## 2. Fully Personalized

Offline Review List is identical to the Online list as of last sync. If this list changes, for whatever reason, the next sync will reflect the change.

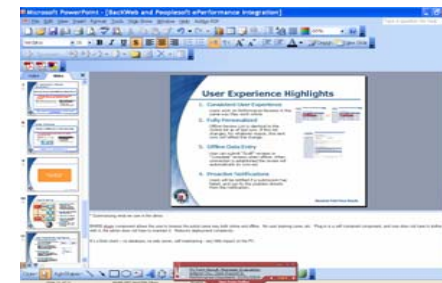
## 3. Offline Data Entry

User can submit "Draft" reviews or "Complete" reviews when offline. When connection is established the review will automatically be sync-ed.



## 4. Proactive Notifications

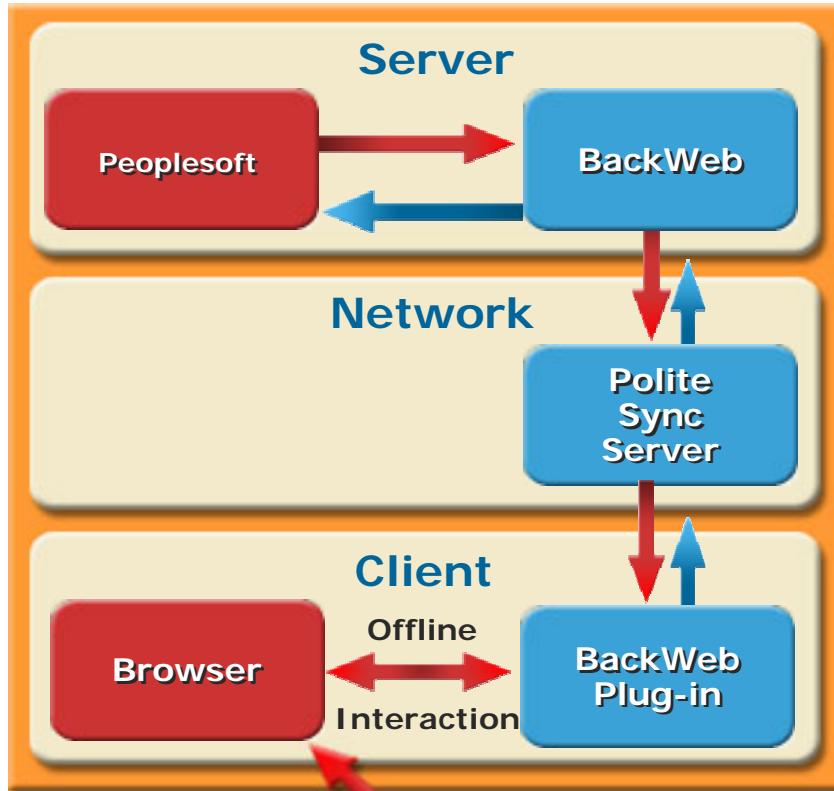
Users will be notified if a submission has failed, and can fix the problem directly from the notification.



Maximize Field Force Results



# How It Works



1. **Acquire** Personalized List of Performance Reviews
2. **Sync** Using Scalable, Polite Data Delivery
3. **Access** performance reviews via the browser
4. **Update** performance review forms
5. **Self-Service Notification** if errors / conflicts occurred during submission

Maximize Field Force Results



# Discussion

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- Questions / Answers
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