



Case Study – Employee Self Service

The Public Transport Authority

The Customer

Public Transport Authority, Western Australian State Government

The Need

- To improve information flow to mobile workers, particularly shift workers.
- To reduce costs incurred in administering staff.
- Encourage use of web based employee administration systems among the outside workforce.
- To promote the Authority's "**about me**" project, designed to improve the flow of information from management to individual workers.

The Solution

pieNETWORKS provided a turnkey solution including:

- Kiosk design, incorporating the "**about me**" branding on the kiosks
- Project management for the installation and commissioning of the network,
- Testing the Department's web site on the kiosk infrastructure
- Full network monitoring and support
- On site user training

Results

pieNETWORKS installed three kiosks in break rooms used by train drivers, guards and maintenance crews. Personal Computers previously installed were left on site.

The number of users of the Employee Self Service (ESS) web application increased by 35%.

Around 34% of ESS users prior to kiosk installation were drivers, guards and maintenance workers; the remaining 66% were salaried officers. After kiosk installation, drivers, guards and maintenance workers made up 81% of total users, while salaried workers fell to 19% of users.

The deployment of the kiosks demonstrated that kiosks are an ideal way to encourage operational workers to use web based ESS applications. The project increased overall use of the ESS application. More importantly it demonstrated that operational workers will use ESS if it is presented in the right way.