

L'ORÉAL

Informatica PowerCenter helps L'Oréal run its global HR policy.

FAST FACTS

CHALLENGE

- Implement and provide input to an international reporting system dedicated to Human Resources
- Consolidate HR data to produce the Group's social balance sheet and sustainable development report
- Provide statistics for the HR function as well as monitoring and management indicators for HR policies

INFORMATICA SOLUTION

- Informatica PowerCenter

BENEFITS

- Elimination of manual coding and reduction of maintenance tasks to the benefit of creative tasks
- Autonomy for creating data flows and processing to better respond to users' needs
- Improved performance thanks to transition to 64-bit version of PowerCenter, with a significant reduction in batch processing times

NUTS AND BOLTS

- Data Integration: Informatica
- Sources: Multiple SAP instances
- Target: SQL database
- Reporting: Business Objects

“With its SAP connector, PowerCenter helps produce reliable data for L'Oréal's HR function, whether for the social balance sheet in France or the multiple indicators that help the HR teams run their daily activities. The transition to the 64-bit version will result in reduced processing times, which are essential to deliver data on time within a group that operates on the five continents.”

—Philippe Bot, Director of HR Corporate Information Systems,
Office of Human Relations, L'Oréal

The world's N°1 cosmetics firm with products distributed in 130 countries, L'Oréal has over 52,000 employees worldwide and posted consolidated revenue of €14.533 billion in 2005. At the head of an impressive portfolio of brand names covering five major domains – hair care, color, skin care, makeup, and perfume – the group has long centered on innovation to establish its leadership. In addition to massive investments in R&D, reflected in 529 new patents filed in 2005, its innovations in management and human resources have made it one of the most desirable employers on the market for many years, particularly for young graduates.

The Initial Context

L'Oréal's global development is accompanied by a strong structuring of the HR function and the information systems supporting that function. In order to better monitor social data and implement its HR policy, the group launched the implementation of a reporting and human resources decision-support solution in 1999.

One of the first objectives of the project was to facilitate and accelerate publication of the social balance sheet of the various companies of the group in France. In that context, a single data warehouse, fed by PowerCenter, was established. Business Objects was deployed for the user reporting.

To this first objective, an international dimension was quickly added in a group that includes HR teams in 60 countries and uses a common database for recruiting, training, and monitoring career development. It was necessary to conduct detailed analyses concerning HR trends and produce quantified information for the annual report and the sustainable development report.

PowerCenter Chosen For Access To SAP Sources

The Informatica PowerCenter data integration solution was chosen for its native connector for SAP, the primary source of HR data, allowing data from the different SAP instances of the group to be extracted, transformed, and loaded into a new SQL database.

In addition, "to the extent we sought maximum autonomy and responsiveness in meeting the users' needs, PowerCenter's intuitive aspect was a decisive element," added Isabelle d'Alberto, project leader and manager of reporting within the Office of Human Relations. "After four days of training and an installation phase with the help of Informatica, we were able to enter the implementation phase and begin using PowerCenter to develop the initial flows."

More Creation Than Maintenance

Deployed since 2001, PowerCenter is an integral part of a decision-making solution utilized both nationally and internationally to produce the figures appearing in the social balance sheet, the HR section of the sustainable development report, and

the multiple monitoring and management indicators regarding recruiting, training, career management, etc. For the project leaders of the HR Information Systems team, PowerCenter is a tool in their daily jobs. "The environment is not fixed, to say the least," noted Annelise Soyer, an HR manager. "Every day, our interlocutors request changes or the creation of indicators. The use of PowerCenter considerably simplifies and accelerates the development of flows that feed into the Business Objects reports. Its flexibility provides us with real upgradeability of our statistics and frees up our time for other tasks." At present, the Office of Human Relations manages approximately 340 reports for France and 100 for the international divisions, in addition to ad hoc reports requested by the users using Business Objects.

Transition To 64-bit Technology

For Better Performance While certain indicators are calculated on a weekly or even monthly basis, most of them are updated every day. The updating, which is done at night in batch mode, currently takes seven hours of processing, six out of seven days. "This means that the processing ends at 10 a.m. Shanghai time and we consume resources in a way that may penalize international users. To reduce processing times, we decided to switch to the 64-bit version of PowerCenter at the beginning of 2007, deployed on a Fujitsu Siemens Itanium platform. From this change, we expect a reduction of at least two hours in the nighttime processing, knowing that we will no longer be limited in terms of memory." Other changes are planned, in

particular, the deployment of version 8.1 of PowerCenter, which offers better Java support, and an upgrade to Business Objects reporting capabilities. "In the HR area, the challenge is not volumetric management but the complexity and sensitivity of data. In five years of intensive use, we have never had a system freeze with PowerCenter and we know that we have a tool that provides us with timely, reliable, and auditable data. The expected benefits of the change in version and transition to 64-bit will consolidate the return on our investment. Despite the expanded perimeter of the solution and increased needs, the HR Corporate Information Systems staff at the end of 2006 is the same size as in 2001!"

ABOUT INFORMATICA

Informatica Corporation delivers data integration software and services to solve the problem of data fragmentation across disparate systems, helping organizations gain greater business value from all their information assets. Informatica's open, platform-neutral software reduces costs, speeds time to results, and scales to handle data integration projects of any size or complexity.



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