

success story



**small businesses
get an e-boost thanks
to Gevity HR
and HP**

"We asked a lot from our partners in terms of stability, capability and performance. Both HP and Oracle have been very aggressive and supportive of our e-business initiatives. As we continue to transform our company into an e-business, our partnership with HP and Oracle gives us that competitive advantage."

Lisa Harris
Senior Vice President, Chief Information
Officer, Gevity HR

You have a great idea for a product or service. You've researched your markets, found the perfect office space and hired the right people. All that's left to do is pick up your business cards at the printer. Oh, really?

Have you thought about providing health, dental and disability insurance? What about 401(k)s? Are you familiar with federal and state compliance regulations? How much experience do you have with worker's compensation?

In reality, running a company can be a considerably more complicated than most people think. And if you're one of the estimated 8.5 million business owners in this country, chances are you didn't go into business to handle employee-related matters, payroll or risk management issues. Fortunately, Gevity HR did.

When Gevity HR, a leading human resources (HR) outsourcing organization delivering a range of services from payroll processing via the Internet to more sophisticated professional employment offerings, needed a scalable, high-availability e-business solution, it turned to a trusted partner, Hewlett-Packard Company for proven answers.

helping businesses from coast to coast

Gevity HR, headquartered in Bradenton, Florida, is one of the largest HR outsourcing providers in the United States, with over 40 branch offices located across the country. Key locations include Atlanta, Dallas, New York, and a recently opened office in San Francisco. Clients include small- to medium-sized companies with 10 through 1000+ employees.

Since 1984, Gevity HR has provided its clients with a broad range of outsourcing services, including payroll administration, risk management, benefits administration, unemployment administration and human resource consulting. In 2000, with over 8,000 small business clients, ranging from financial institutions to architectural firms, Gevity HR processed over 5 million payroll checks, handled more than 2 million phone calls and processed over 2.5 million e-mail and fax transactions.

taking advantage of online opportunities

In its first 15 years of operation, Gevity HR was a traditional bricks-and-mortar company – processing payroll checks via overnight delivery, and conducting business via phone and fax. "A few years ago we believed it was important that we provide self-service, Internet-based capabilities for our small and medium sized business owners. Administration activities in a small business are often handled outside of normal office hours and we felt they needed a way to get access to their HR information," observed Lisa Harris, Gevity HR's Senior Vice President and Chief Information Officer.

In 1999, Gevity HR implemented Staff-Web, its Internet-based HR and payroll self-service application. "Today, we have over 85 percent of our new clients interacting with us, in some way, via the web. In two years we have achieved a higher client retention rate and a higher satisfaction ranking from our e-business-based customers," noted Harris. "Our online customers are really enjoying the ease-of-use and convenience of the Internet. Unlike many of our competitors that are focused on providing their base HR transactions on the web – we already have that in place and are now rolling out our new HR portal: GevityHRCentral."

The HR portal is based on Oracle 9iAS web server software running on an HP 9000 A500 Enterprise Server and takes Gevity HR's client offering to the next level. "The HR portal allows our clients to access HR information about best practices: how often job description should be revamped, the optimal frequency of salary searches, best practices around employee training, etc." explained Harris.

e-Business explodes thanks to HP and Oracle

Gevity HR's total service solution features the Oracle ERP, HRMS, Payroll and Customer Relationship Management (CRM) application suites (version 11i), running on a combination of HP 9000 V2500 and N4000 Enterprise Servers. All the servers are connected to 5 TB of HP SureStore E Disk Array XP512 and XP256 storage devices.

industry

largest HR outsourcing organization

challenges

- **increase competitive lead as an e-business company**
- **maintain a scalable, highly available, high-performance e-business solution**

solutions

- **long-time vendor HP chosen as strategic partner for hardware and connectivity infrastructure**
- **Oracle chosen as strategic partner for applications**

results

- **In 2000, over 5 million payroll checks were processed, more than 2 million payroll calls were handled and over 2.5 million e-mail and fax transactions were responded to**
- **after two years 50 percent of total clients are requiring Gevity HR's e-business services and 85 percent of new clients are utilizing some aspect of the Internet services**
- **scalable HP/Oracle solution allows Gevity HR to cost-effectively expand as needed in the future**
- **HP/Oracle's support of Gevity HR helps give it a competitive market advantage with a highly available, always-on e-business**

"We continue to choose the Oracle applications over some of the point products, primarily because the functionality is so close and Oracle offers a very high level of integration between its software suites," noted Harris. Our results show that our e-business and CRM solutions have given us return-on-investment already – in less than two years – and for multi-million investments it's very impressive."

Harris continued, "Oracle's CRM suite allows us to sell via different channels. At Gevity HR we recognize that a multi-distribution channel interaction with our clients is important because we want our clients to interact with us the way they want to interact with us. We also can review trends of service or product sales using the CRM suite."

She continued, "It's a huge competitive advantage for us. One of the reasons we are the industry leader is because of our technology platform. We have reduced costs, improved customer retention and improved customer satisfaction because of our e-business capability."

searching for solutions

Harris credits HP with being the backbone that allowed Gevity HR to grow at such an incredible rate. However, in 1998, when Gevity HR was first considering an e-business solution, it looked at a number of other providers.

"We were an HP shop at the time, but because we were going to invest a significant amount of money to upgrade our technology, we wanted to review where we were and decide if HP was still the platform we wanted," said Michael Clifford, Gevity HR's Director of IT. "We talked to several large vendors. Not only were we looking for a platform that could run our company today, but also we had to know that there would be additional hardware, additional capability coming down the road. HP showed us that they had that roadmap and that scalability."

Gevity HR required a highly available and scalable solution. "Plain and simple: if we cannot process payroll, we do not have a business," noted Harris. "HP provided us

with the appropriate technology to support our environment. Even better, they allowed us to grow. We started at the lower end of the HP 9000 Enterprise Server range and now we're at the high-end with the HP 9000 V2500 running HP-UX 11i. HP has both the V2600 and Superdome servers available, so we can continue to grow with HP on our chosen platform."

Harris continued, "HP Consulting and Oracle provided an integrated end-to-end implementation, including everything from hardware to software to Internet security and firewalls, that enabled us to implement quickly, cheaply and reliably keeping us ahead of our competition."

supporting an always-on IT infrastructure

Gevity HR relies on HP's Performance Monitoring Tool Suite and HP OpenView with Network Node Manager, IT Operations, PerfView, GlancePlus and MeasureWare modules for complete systems monitoring capability. "Oracle and HP are already integrated and the Oracle applications are specifically tuned to HP-UX 11i," explained Harris. "We've been able to process over 100,000 payroll checks in two days during the Thanksgiving holidays! Without HP and Oracle working side by side on improving performance, we would never have been able to achieve that."

High availability is a 'must-have' for Gevity HR. Harris commented, "We already have redundant servers. If we hit a peak, if we have increased traffic, we know that we can very quickly go to our backup servers. From Gevity HR's perspective, one of the most

solution highlights

- **2 HP 9000 V2500 Enterprise Servers running production Oracle ERP and CRM application modules and databases**
- **2 HP 9000 N4000 Enterprise Servers running production Oracle Portal and Internet payroll application databases**
- **2 HP 9000 N4000 Enterprise Servers running development and QA environments for Oracle ERP, CRM, Portal, and Internet payroll applications and databases**
- **5 HP 9000 A500 Enterprise Servers running production Oracle 9iAS web server and Portal applications, as well as Oracle ERP and CRM application servers**
- **1 HP 9000 L1000 Enterprise Server acting as the management console for HP Openview ITO and the Veritas backup management server**
- **1 HP 9000 K-Class Enterprise Server as a "sandbox" environment with Oracle application modules and databases**
- **1 HP SureStore E Disk Array XP512 2.5 TB**
- **1 HP SureStore E Disk Array XP256 3TB**
- **2 16 port Brocade switches for storage area networking**
- **Nokia/Checkpoint Firewalls**
- **Nortel Networking**
- **Oracle e-business suite (Financials, HR, Payroll, CRM and Portal)**
- **Oracle version 8i, 64-bit database**
- **HP OpenView; Network Node Manager, IT Operations, PerfView, GlancePlus and MeasureWare**
- **HP SAN Management Software Suite**
- **HP Personalized System Support and Critical Systems Support**
- **HP Consulting for implementation services**
- **1,000+ HP Vectra PCs**
- **HP Netserver NT server farm running mission critical NT applications including Microsoft Exchange Server, Microsoft Proxy Server, Microsoft IIS, Veritas Backup Console, HP XP and SAN Management Consoles, and CheckPoint Reporting Modules and Intrusion Detection software**
- **SunGard disaster recovery support services**

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important things is – we can NEVER be down – always-on. If we're down, we can't deliver payroll and therefore we have no business and no customers! HP and Oracle together provide a solution that prevents us from having those kinds of troubles. HP MC/Serviceguard and Oracle's Internet computing architecture allows us to automatically drop to another HP high-availability server. We need that security."

As an added layer of protection, Gevity HR has a mix of HP Personalized System Support (PSS) and Critical System Support (CSS) across all their HP 9000 servers providing both proactive and reactive support services. "The fact that HP and Oracle have a strong relationship means that when we do have a problem, and we're not quite sure if it's a hardware problem or a software problem, both companies work together and as a result we get really good customer service response," said Harris.

scalable, manageable storage

Along with servers, a vital part of Gevity HR's HP/Oracle solution is scalable disk storage. In 1999, the company went from an EMC 3700 to the high performing HP SureStore E Disk Array XP256 to meet its growth rate of 6GB per week. "Beyond performance, an important selling point was the HP XP256's manageability," said Clifford. "HP provides tools and software applications that allow us to manage our environment in-house. That was a big plus for us." Harris added, "By 2000 we'd been growing so fast that we added an XP256 and during 2000 we replaced the XP256 with the XP512 in a storage area network environment, giving us plenty of capacity for further growth."

HP: a true e-business partner

Thanks to its HP/Oracle solution, Gevity HR was able to substantially change the way it does business. "We have asked a lot from our partners in terms of stability, capability and performance," said Harris. "HP is our strategic vendor from a hardware/connectivity infrastructure perspective. Oracle is our strategic partner from an

applications perspective. Both companies have been very aggressive and supportive of our e-business initiatives. As we continue to transform our company into an e-business, our partnership with HP and Oracle gives us that competitive advantage."

For more information on how working with Hewlett-Packard can benefit you, contact your local HP service representative, or visit us through the Internet at our World Wide Web address: <http://www.hp.com>

customer at a glance:



company: Gevity HR

headquarters: Bradenton, Florida

founded: 1984

employees: 1,100

branch offices: over 40

2000 revenues: \$3.1 billion

phone: (800) 2gevity

URL: www.gevityhr.com

main services: Gevity HR is one of the largest human resources outsourcing companies in the United States. Clients include small-to-mid-sized companies with from five to five hundred employees. Gevity HR provides clients with a broad range of services, including payroll administration, risk management, benefits administration, unemployment and human resource consulting.

Gevity HR was recently honored by the ComputerWorld Smithsonian awards for e-business capabilities and in September 2001 Information Week named it #25 in the top innovators awards for its CRM and e-business initiatives, including the HR portal.



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