



Best Practices for Enabling a Successful PeopleSoft Fluid UI Adoption

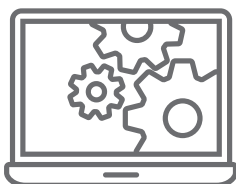
Challenges

By empowering users to perform self-service tasks on-the-go, from the convenience of their phones or tablets, Fluid's key objective is to deliver a PeopleSoft UX that maximizes user productivity and mobile accessibility. However, as organizations deploy Fluid, it is important to take into account several key variables including Fluid UI's pre-set form-factors and Oracle's selective page roll-out schedule. Both of which can have implications as organizations seek to deliver a consistent experience to their users.

Solution

PeopleUX by GreyHeller enables a Fluid adoption by re-rendering the existing HTML of all PeopleSoft pages (Fluid, Classic Plus and Classic) in order to deliver a consistent UX across all form factors - all without adding a single customization to your existing PeopleSoft environment. Combining PeopleUX with a Fluid adoption project allows organizations to deploy Fluid pages without being effected by Oracle's roll-out schedule or the retirement of existing Classic pages.

Benefits of Fluid + PeopleUX:



- A consistent UX across all versions of PeopleSoft
- Extends PeopleSoft UI to be functional on all form factors and devices
- Allows the transition to Fluid without losing or rebuilding existing classic customizations
- Does not require additional resources or skills for deployment
- Rapid implementation

Abstract

Users today are surrounded by state-of-the-art applications that are intuitive and designed specifically for mobile devices, and naturally, that has influenced their digital expectations. Web and mobile applications have been evolving to cater to trends like Bring Your Own Device (BYOD), global teams, remote accessibility and more; as a result, organizations are driven to provide users with mobile features and capabilities that are designed with maximum productivity in mind.

The PeopleSoft Fluid UI represents Oracle's strategic direction for delivering a robust and intuitive, yet familiar experience for PeopleSoft users. The Fluid UI modernizes and enables the delivery of PeopleSoft applications to the smartphone, tablet, and desktop. Since Fluid's release in 2014, many PeopleSoft transactions have been re-written using this new UI, however, Oracle has also stated that some Classic pages will not be converted to Fluid. As an alternative, Oracle introduced Classic Plus - a styling that allows you to add the Fluid look to Classic pages (including customizations) for a Fluid-like experience across PeopleSoft applications.

For organizations planning to stay on or upgrade to PeopleSoft 9.2, it is essential to adopt and invest in Fluid. On December 31st of each year (starting in 2017) Oracle plans to announce Classic page retirement across application pillars. When the Fluid version of a Classic page is released, that Classic page begins a 2-year countdown to retirement on December 31st of that second year. Oracle Support has a document (Doc ID 2238983.2) on the "desupport" of Classic/Classic Plus pages with a schedule of page retirement for 2017-2020. It is important to understand this schedule because when a Classic page is retired, it will no longer receive bug fixes, enhancements or updates. Additionally, with the support for PeopleSoft 9.1 that ended in January 2018, most organizations have been busy upgrading to PeopleSoft 9.2 while having to understand and deploy Fluid. It is recommended that organizations deploy Fluid UI during the upgrade to 9.2 in order stay current with Oracle, thus limiting the operational disruption. Since Fluid pages are delivered in separate images over time, the sporadic release of pages can result in an inconsistent user experience within an individual transaction. Given the goal of a Fluid migration project is to deliver the most modern and mobile PeopleSoft experience possible for users, organizations may need to consider strategies for additional enablement in order to get the full benefit of Fluid's UX/UI upgrade.

Challenges

Inconsistent user experience

Fluid UI delivers a visually aesthetic and mobile experience to your users. However, since not all PeopleSoft pages have been converted to Fluid, users will encounter Classic pages during a transaction that were originally designed for a desktop and are not optimized for mobile. Regardless of the method of access, the appearance of a Classic page during a Fluid transaction can lead to user dissatisfaction, confusion and increased technical support requests. Even though Fluid makes it possible for users to access PeopleSoft applications on phones, tablets, phablets, etc. - the inconsistent user experience (UX) across pages becomes an obstacle to a consistent and user-friendly transaction.

Adaptive UI

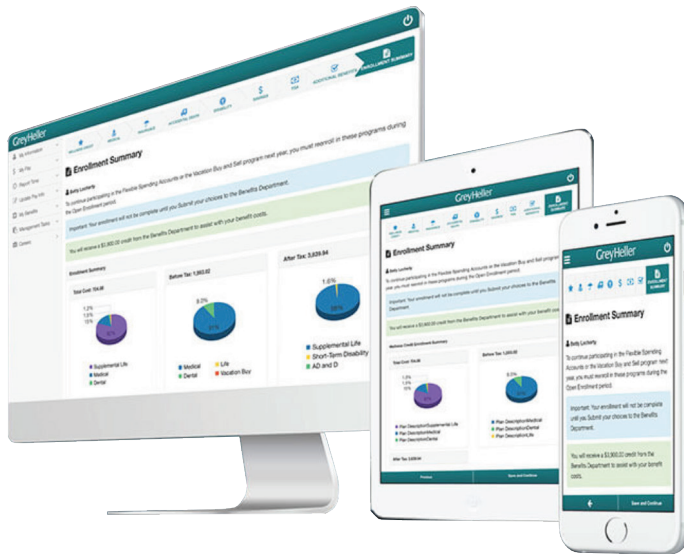
PeopleSoft's Fluid user interface is an adaptive UI which uses pre-set form factors (small, medium, large and extra-large) and finds the closest one to fit the page into the available screen size. Given that there is a plethora of devices available in the market and new ones are getting launched each year, the limited pre-set form factors may not fit all variable screen sizes - thus resulting in pages that do not fit some devices' screen parameters. For your PeopleSoft pages (Fluid, Classic, Classic Plus and customizations) to fit any form factor, orientation, and screen size - a truly responsive UI design is required.

Requirement of additional skills

When implementing Fluid UI, organizations will have to rebuild existing Classic customizations. The development work is still executed using Application Designer, however, new skills and expertise in HTML, CSS, and JavaScript are required. PeopleSoft support teams that are already strained with current tasks may have difficulty learning these new required skills. Thus, requiring the acquisition of new development talent in many instances.

Solution

PeopleUX by GreyHeller takes Fluid, Classic Plus, and Classic pages (including customizations) and renders a single user experience that is truly responsive regardless of the pages, style, screen size, device or orientation. PeopleUX helps organizations enable Fluid UI to achieve a uniform and visually engaging interface empowering users to be more productive and perform self-service tasks without requiring additional training or technical support.



Platform for Enabling Fluid Success

- Optimizes Fluid + Classic in a common way
- Protects investment in customizations
- Addresses form factor, device and version limitations
- Supports portal artifacts
- Optimizes UX without customizing the PeopleSoft application – allowing for an agile deployment of Fluid

PeopleUX plugs into your PeopleSoft web server and renders the HTML without making any changes to underlying code or requiring customizations. All of the delivered PeopleSoft functionality, security, workflow, PeopleCode, business processes run before PeopleUX re-renders the HTML.

Backed by years of usability testing, PeopleUX allows organizations the freedom to tailor individual pages and transactions based on the needs of their users. Along with providing consistent branding to each page, PeopleUX allows organizations to fully leverage their PeopleSoft applications in the manner that best suits the way they work. Because PeopleUX was exclusively designed for PeopleSoft, it is the only product of its kind that can be rapidly deployed with minimal operational disruption while providing organizations with a low total cost of PeopleSoft ownership.

Summary

While adopting Fluid can seem like a daunting task, upgrading to 9.2 and subsequently Fluid UI is a crucial component to fully leveraging your PeopleSoft systems. Providing your users with a mobile, aesthetically engaging UX is essential for maximizing productivity, and investing in the time and resources to fully migrate to Fluid UI is a highly recommended project. Because a successful migration should be a top priority, PeopleUX by GreyHeller acts as a Fluid enablement solution that, when used in conjunction with Fluid, provides a seamless UX across all form factors and throughout all transactions. Thus, ensuring that the complexity, time, and effort spent on a Fluid migration project is minimized, while the project ROI is ultimately maximized.

To learn more about PeopleUX, visit www.greyheller.com and request your free customized demonstration today.



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