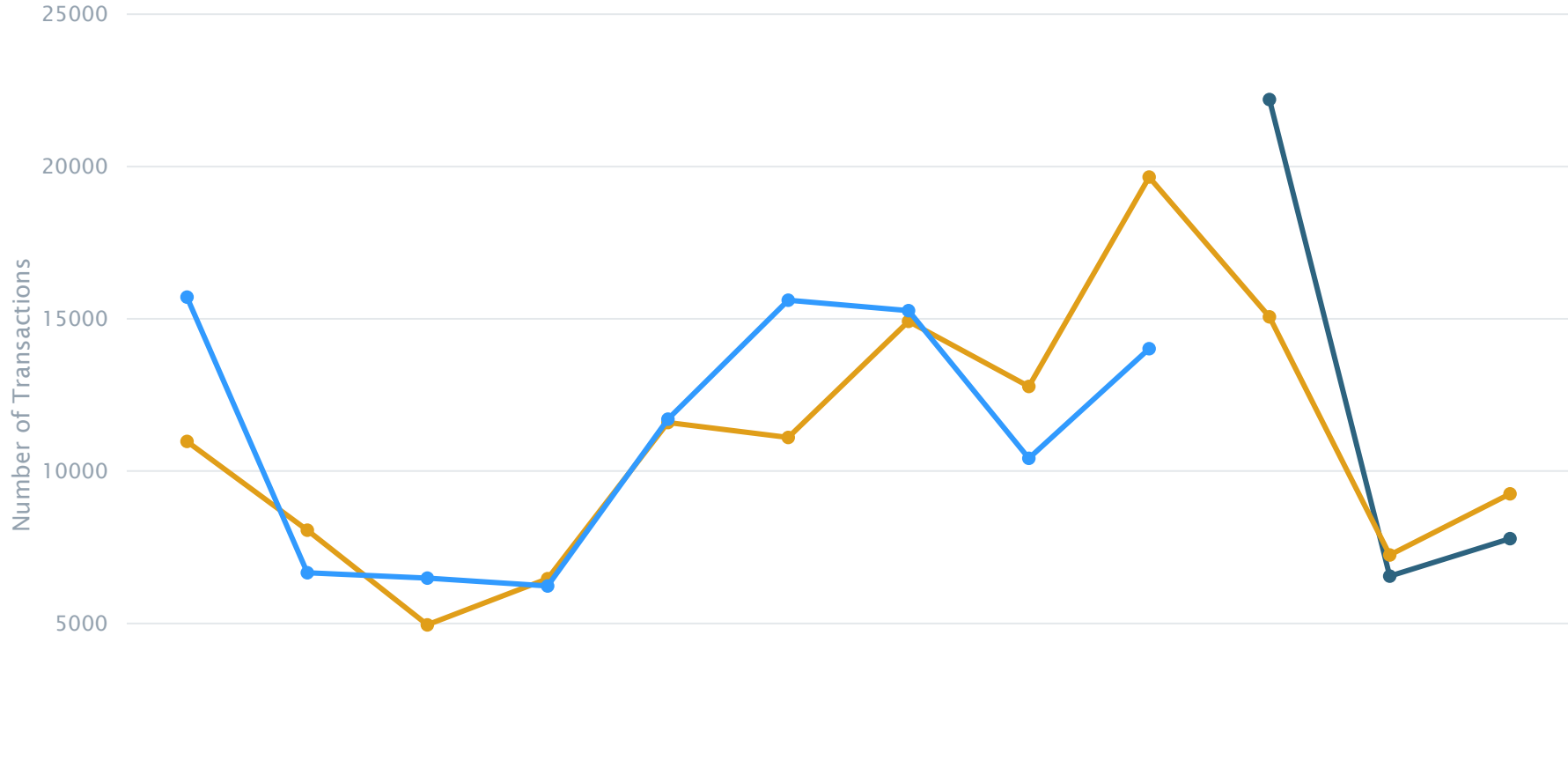


Number of HCM Transactions Entered Trending Year over Year



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015										22,200	6,552	7,784
2016	10,979	8,057	4,954	6,472	11,598	11,104	14,917	12,782	19,650	15,062	7,241	9,257
2017	15,715	6,658	6,484	6,229	11,704	15,608	15,269	10,422	14,019			

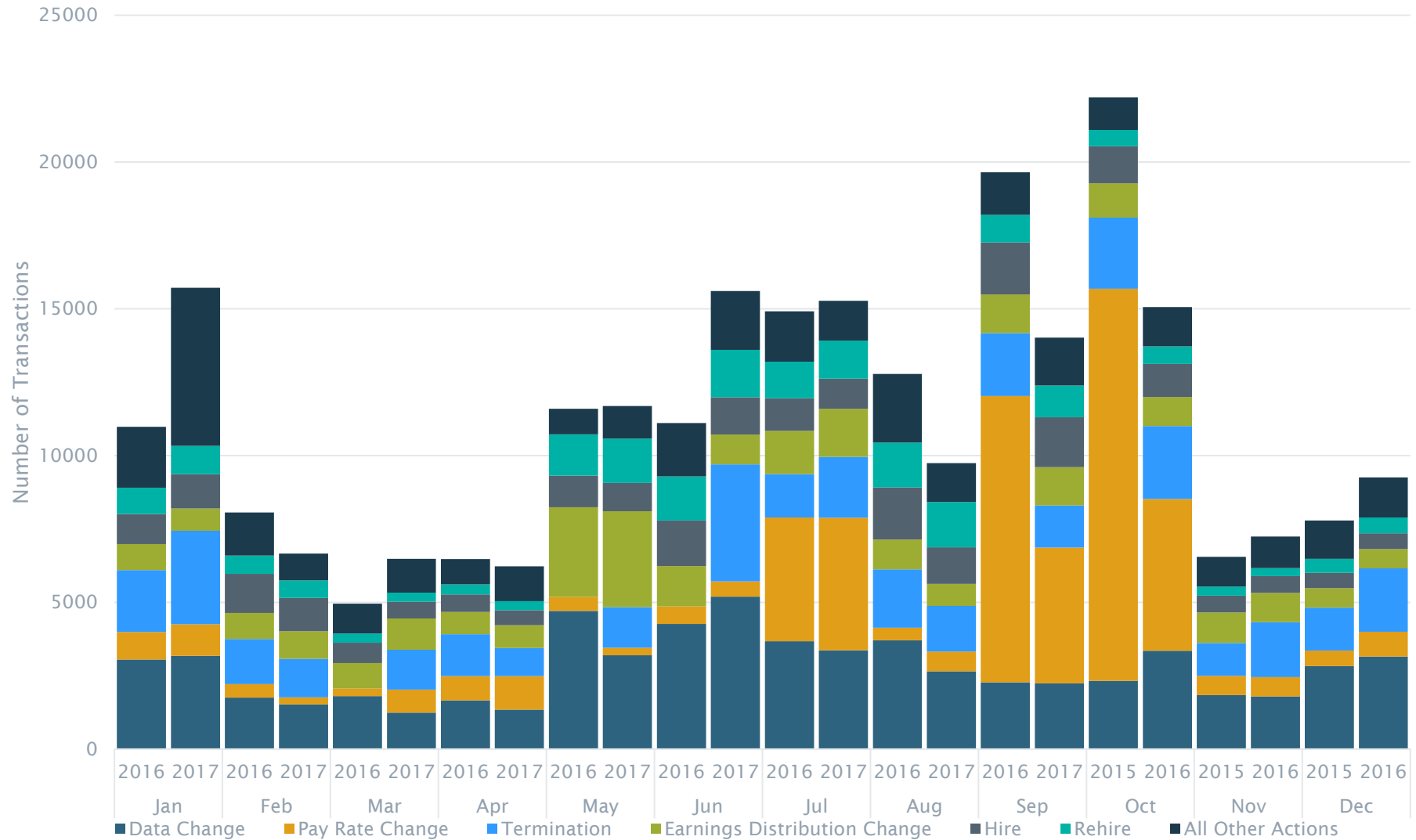
Target: N/A

Analysis: HCM workload transaction seems to have a similar pattern year over year

Notes: Historically high number of transactions in January 2017 related to a clean up for CalPlanning.

Sources: HR BAIRS, Transaction Detail (Global View) report by Entry Date

HCM Transactions by Top Action Types Year over Year



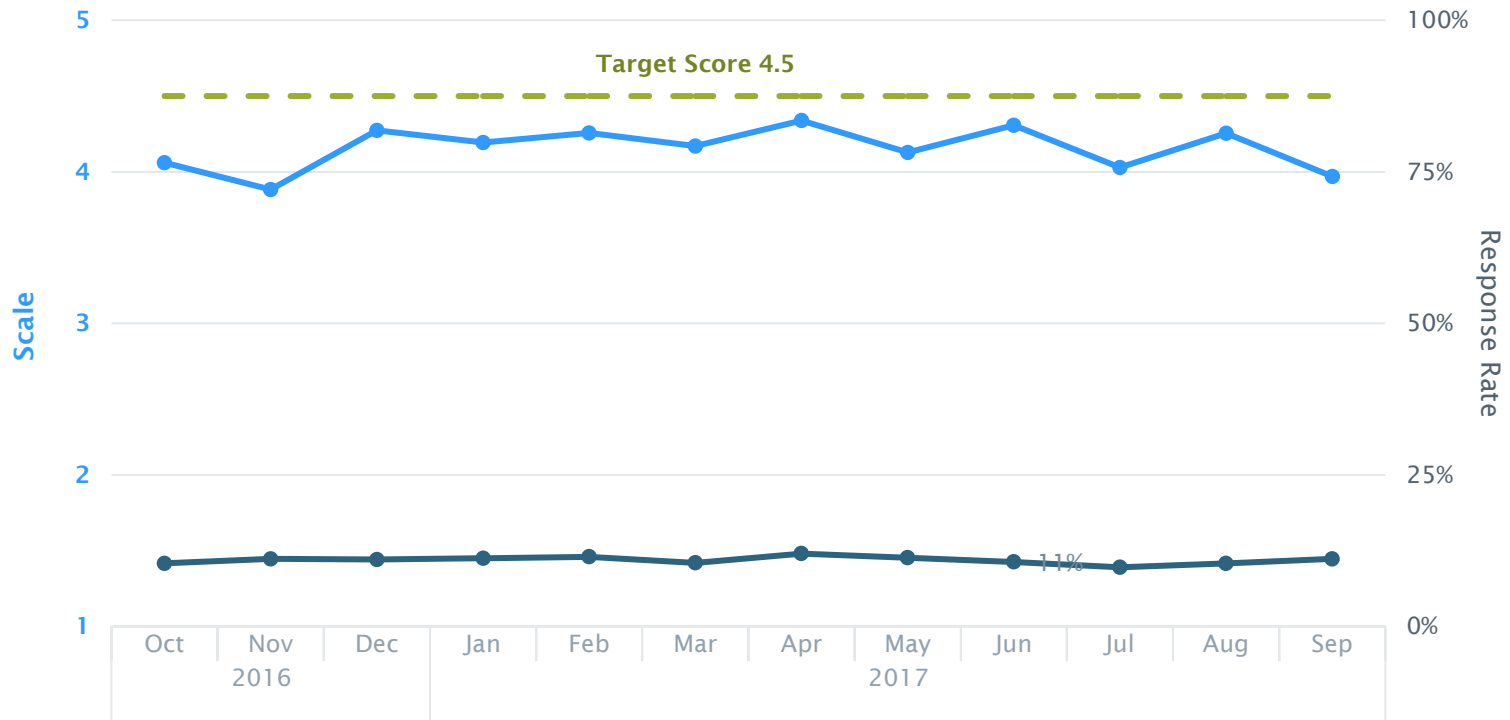
Target: N/A

Analysis: N/A

Notes: Historically high number of transactions in January 2017 related to a clean up for CalPlanning.

Sources: HR BAIRS, Transaction Detail (Global View) report by Entry Date

Average Overall Customer Satisfaction



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
	2016			2017								
Target Score	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5
Average Score	4.1	3.9	4.3	4.2	4.3	4.2	4.3	4.1	4.3	4.0	4.3	4.0
Response Rate	10%	11%	11%	11%	11%	10%	12%	11%	11%	10%	10%	11%
Number of Surveys	1764	1690	1356	1709	1500	1509	2783	3224	3672	1734	1925	1750
Number of Responses	184	188	150	192	172	158	334	365	390	169	200	195

Target: Average overall customer satisfaction score of 4.5

Analysis: N/A

Notes: Score scale is a high of 5 and a low of 1

Source: HDI Customer Satisfaction Index Service UCB CSS HR/APS raw data