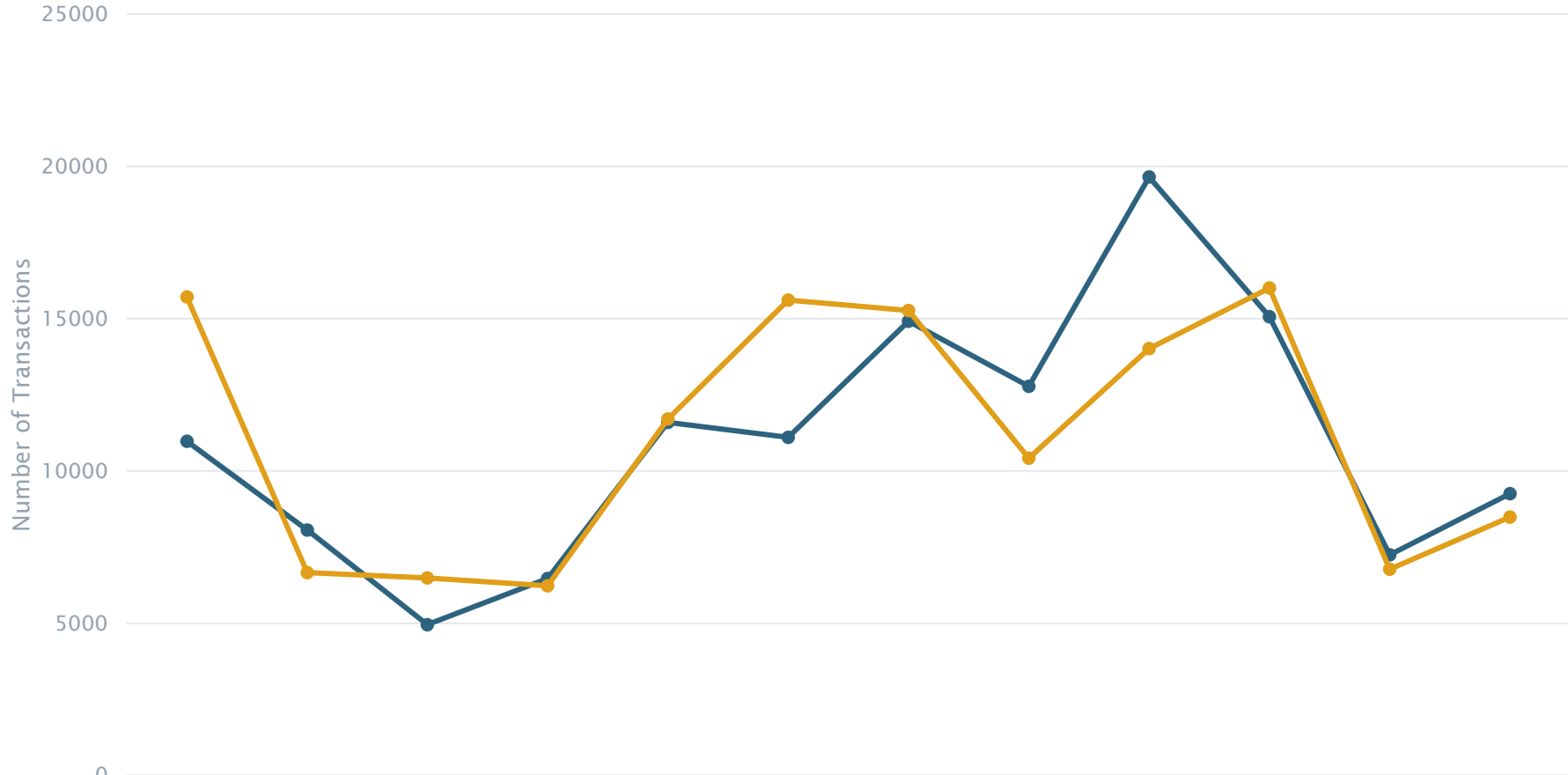


Number of HCM Transactions Entered Trending Year over Year



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	16,004	6,769	8,482

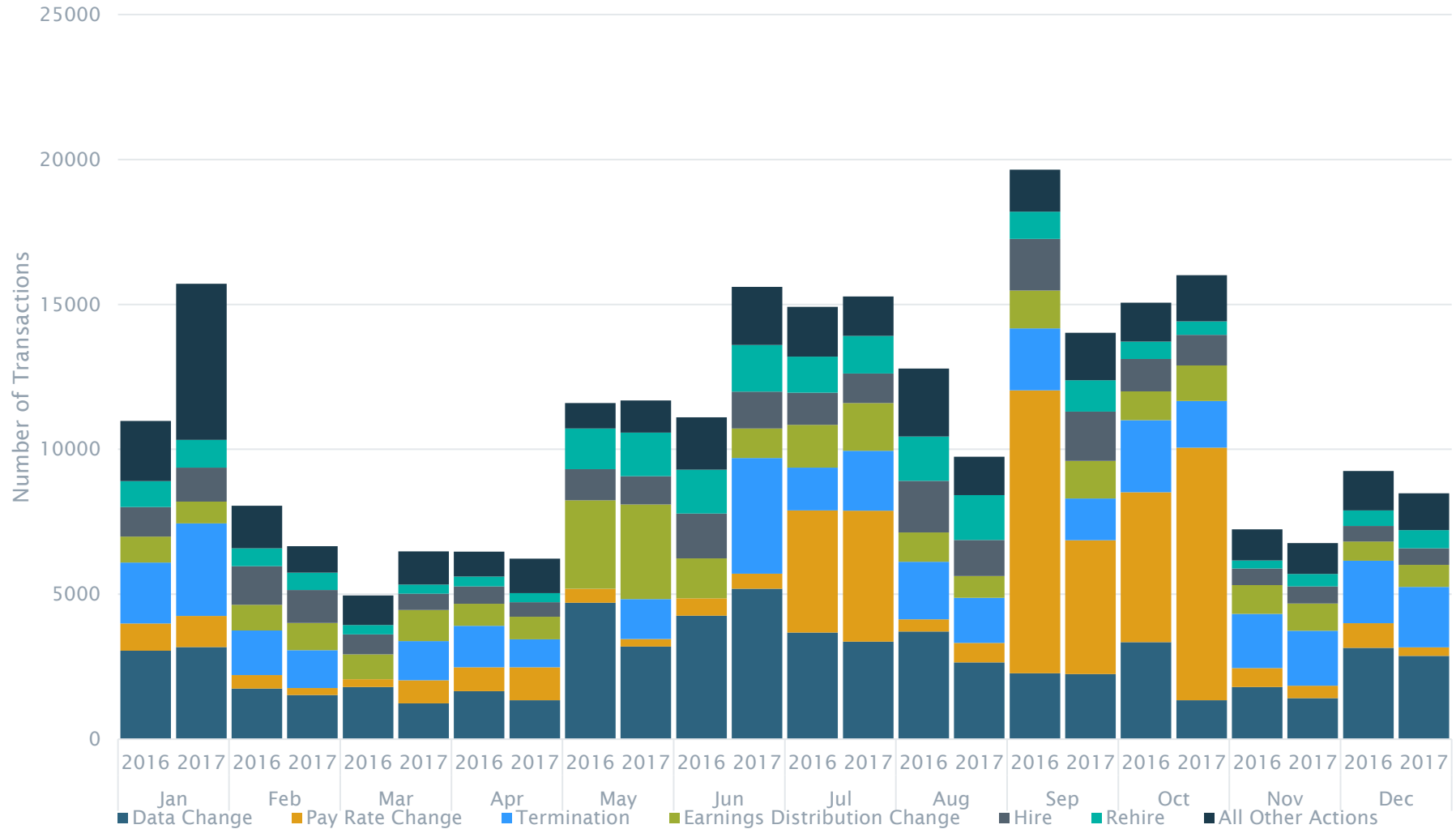
Target: N/A

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

Notes: N/A

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

HCM Transactions by Top Action Types Year over Year



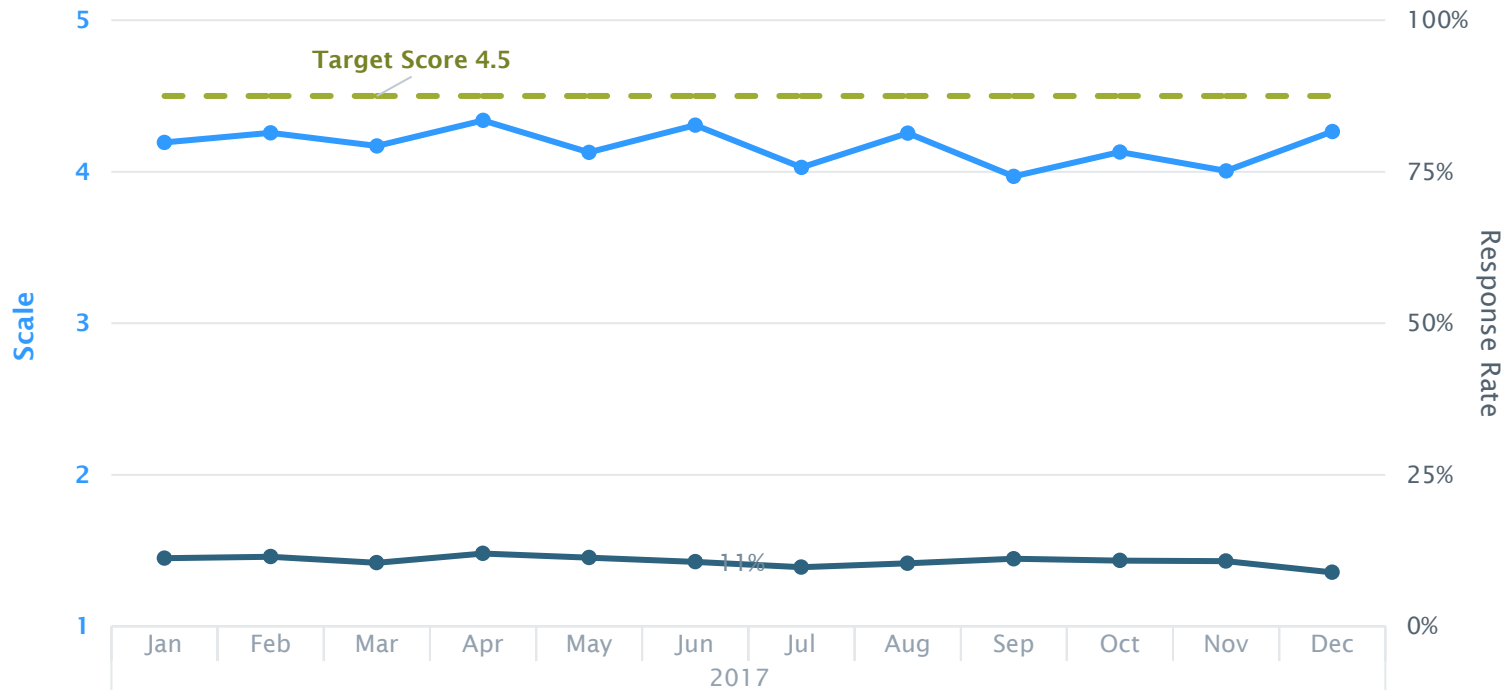
Target: N/A

Analysis: October has a large volume of Pay Rate Change transaction, November has a large volume of Termination transaction and December has a large volume of Termination and Data Change transactions.

Notes: N/A

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

Average Overall Customer Satisfaction



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	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	4.2	4.3	4.2	4.3	4.1	4.3	4.0	4.3	4.0	4.1	4.0	4.3
Response Rate	11%	11%	10%	12%	11%	11%	10%	10%	11%	11%	11%	9%
Number of Surveys	1709	1500	1509	2783	3224	3672	1734	1925	1750	3638	1610	1361
Number of Responses	192	172	158	334	365	390	169	200	195	394	173	121

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