



HR Process Rectification for a UK Based Brewery

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The project was a HR driven project. The HR personnel' time was mainly spent on answering employees' queries, keeping and updating records of their leaves, personal information, address details etc. and providing the details to the managers for their respective subordinates. There was the requirement that employees and managers should be able to do a kind of 'Self Service' wherein they can maintain their own records, view their own information and view their subordinates' information without contacting the HR personnel. The assessment process, which was also under the HR team was taking too much of their time.

Client's Business Need

The HR team wanted a process using which an employee and their immediate manager could work on the assessment on their own.

Challenges

Employee related processes are routed through HR department. This increases the workload of the HR people in attending the employees' queries and updating their personal records.

UBICS solution and role

After proper assessment UBICS recommended implementing SAP ESS-MSS (Employee self service and Manager self service) to help HR make the employees and managers self sufficient in their tasks. As SAP HR was already implemented UBICS solution to provide a portal based access targeted the process deficiency as everyone could use the information from anywhere. UBICS was responsible for the analysis, design, implementation and initial support.

Ease of use

Employees can themselves update their personal records from their own workstation.

They can view their leave balance, pay slip records etc without having to inquire with the HR personnel.

Managers can access their subordinates' information without having to contact HR.

Ease to adopt with other softwares

SAP has built in facility for interacting with other softwares and building interfaces. The client uses, in addition to their intranet sites, few 3rd party systems, which were seamlessly integrated with SAP



Business Benefits

There was no impact as the downtime and cutover strategy was tested thoroughly and the final execution was over the weekend

The project was tracked using client's internal risk tools. Though the environment was SAP, the risk management tool was a 3rd party product. All issues/risks were recorded in this tool, which based on milestones, project progress and resource utilization presented an overall project risk scenario.

Employees can now view and update their HR records (including assessment and training) /personal information without having to contact HR personnel. Similarly managers can view their subordinates details and information without contacting HR.