With the Help of OrgPublisher by Aquire, the Commonwealth of Pennsylvania Enhances SAP®, Saves Time, Improves Data Accuracy & Streamlines Workflow

Summary

In 2004, the Commonwealth of Pennsylvania decided that too much of the information it was collecting about its 100,00-plus employees wasn't being used effectively. Additionally, there were too many errors in data, and employees were spending too much time trying to create charts. Since the Commonwealth was implementing SAP for Enterprise Resource Planning, it decided to search for an organizational charting solution that could integrate easily with SAP while helping HR professionals do their jobs. When the decision was made only one company and one solution were left standing: Aquire and OrgPublisher.

About the Commonwealth of Pennsylvania

With more than 100,000 employees serving a population of 12 million spread over 44,817 square miles, the Commonwealth faces many of the challenges of today's large distributed organizations. Budgets are tight, with little relief in sight, yet customers want services to continue or to be enhanced.

The Challenge: Faster, Actionable Information

The Commonwealth had to run more efficiently and better utilize its most important asset, its employees. "Basically we had two things in mind," said Rafael Perez-Bravo, Director, Governor's Office of Administration, Bureau of Systems Policy and Program Planning. "We wanted to take advantage of the data we had collected in our HR system and we wanted to find an easy-to-flow solution that would be automatically updated without having to rebuild our org charts. We also wanted to do this while leveraging our new implementation of SAP."

Other challenges:

* Inconsistent, decentralized production of charts by individual HR employees.
* No enterprise standard for creating charts.
* Charts quickly became out of date.
* Existing charts did not support strategic workforce strategies such as workforce planning and organizational restructuring.
* Existing charts also failed to support specific HR objectives such as career planning, leadership development and improving data integrity.
* There was no central repository for org charts.

Sector

Government

Product Deployed

OrgPublisher

Challenges

- Simple integration with SAP
- Enterprise-wide view
- Improve workflow
- Simplicity and ease of management
- Institute employee self-service
- Synchronize data

Results

- Simple SAP integration
- Enhanced SAP capabilities
- Increased employee self service
- Data corrected more quickly
- Improved workflow
- Easier reporting of key HR data
- Faster, easier workforce planning

Aquire, Inc.

5215 N. O'Connor Blvd.

Suite 300

Irving, TX 75039 USA

Phone: 214.574.5020

Fax: 214.574.5014

Toll-free: 888.674.2427

With the Help of OrgPublisher by Aquire, the Commonwealth of Pennsylvania Enhances SAP®, Saves Time, Improves Data Accuracy & Streamlines Workflow

Drivers, Needs and Requirements

Prior to OrgPublisher, the Commonwealth had no enterprise standard for creating organizational charts. Charts were created in individual offices using varied software programs such as Microsoft® Visio, EasyFlow, etc. – programs that required significant maintenance, attention and time. In short the Commonwealth was plagued with processes that were repetitive and wasteful.

"One of the big drivers was the idea that we could start doing more employee self-service," said Perez-Bravo. "We wanted to have the charts to identify positions and relationships, to see if they were out of synch or not appropriate."

Other needs:
✴ Eliminating printing of charts.
✴ Enterprise-wide deployment of the charting solution.
✴ Publishing charts with differing levels of detail determined by security.
✴ Ability to offer varying views: ESS; Agency HR Office; Enterprise-Wide; and an Employee Locator View.

The Solution: OrgPublisher by Aquire

The Commonwealth chose OrgPublisher, a flexible, scalable interface to extract human resource information from SAP. OrgPublisher aggregates and analyzes employee data from disparate sources, including from Human Resources, Payroll and other sources to automatically create full-color, secure, Web-based organizational charts – all viewed from a standard Web browser. With no special skills or training, users can manipulate data and easily customize data fields to create org chart scenarios unique to their own environment. With OrgPublisher, the analysis and communication of SAP data becomes much easier in daily human resource functions, as well as in strategic planning and evaluation by management.

"I have to say, one of the real keys for OrgPublisher was its ability to interface with SAP," said Perez-Bravo.

Implementation was smooth, said Perez-Bravo, and included data and format decisions; hardware and HR data extract programs; enterprise-wide communications; and IT Help Desk training,

"The solution provided by Aquire didn't need a separate consultant to deploy or to make sure the integration happened," said Perez-Bravo. "There was no new infrastructure to speak of, just a little more memory so the charts would load quicker. It wasn't a costly investment. Deployment was quick."

Now HR information is transferred to OrgPublisher via a nightly data extract as a batch job. Employees simply link on the employee self-service portal to access charts, with Single Sign-On authenticating against SAP roles.

With the Help of OrgPublisher by Aquire, the Commonwealth of Pennsylvania Enhances SAP®, Saves Time, Improves Data Accuracy & Streamlines Workflow

Results That Help Transform HR and Management

With OrgPublisher, managers enjoy a consistent view of data across the entire organization, enabling quick identification of many key pieces of HR data and relationships. They can identify reporting, divisional and financial relationships, teams, and projects; enhance SAP's charting and analysis capabilities; reduce maintenance time; and quickly identify incorrect supervisor position numbers, which reduces the number of SAP workflow issues. OrgPublisher also provides a portal to non-SAP HR systems. The Commonwealth currently has hyperlinks to employee position descriptions and classification specifications.

The solution provides the ability to quickly report on key HR data stored in 48 custom fields, including Affirmative Action Planning Count, Annual Employee Performance Review Date, Equal Employment Opportunity Count, Job Code and Description, Job Name, Job Review Date, Job Seniority Credit Date and others.

"The relationships we depict with the charts are a clear representation on how the workflow should flow," said Perez-Bravo. "If something is out of synch it becomes a lot more visible a lot faster. A manager can look at their organization and everybody can drill down and look at positions and relationships through a Web browser. There is a lot of very detailed information, and people can get to it much more quickly now. It is so much information that nobody would be able to maintain everything separately with, for example, Powerpoint, which they used to try to do."

Lessons Learned

"A visual product means more employee engagement, which increases data integrity," said Perez-Bravo. "If the product is flexible and easy to use, employees will invent uses and improve business processes. And if you do that with an enterprise-wide solution, that means more control and consistency throughout."

"As time has gone on, more and more uses and benefits for OrgPublisher that have become apparent," added Perez-Bravo. "The charts allow us to get near real-time snapshots of HR data. We have views available to most employees and so employee self-service helps make sure the data is accurate and saves time. The other part for HR professionals is to look at HR data in an organizational format, and with many custom objects OrgPublisher enhances our reporting capabilities without a lot of training. This product has had an impact all the way up to the highest levels of government. My agency provides support to 30-plus agencies under the governor. Now they don't have to request a chart, they get an accurate picture right away."

"I would say that a lot of our HR professionals would have a difficult time adjusting today without having these charts at their disposal. We are saving a tremendous amount of time and enjoying a huge benefit from a quality assurance standpoint. I give this product a 10."

~ **Rafael Perez-Bravo**, Director, Governor's Office of Administration, Bureau of Systems Policy & Program Planning, Commonwealth of PA.

GSA Schedule Contract G-35F-0506N

ORACLE PARTNER

SOFTWARE SAP PARTNER

POWERED BY SAP NetWeaver™

Aquire, Inc.
5215 N. O'Connor Blvd.
Suite 300
Irving, TX 75039 USA
Phone: 214.574.5020
Fax: 214.574.5014
Toll-free: 888.674.2427