



EIC

Presented by Peter Hamaekers

Personnel mngt forum

Linz September 17th 2008

sappi



Europe

7 Fine Paper Mills
13 Fine Paper Sales Offices
1 Sappi Trading Office

North America

4 Fine Paper Mills
6 Fine Paper Sales Office
1 Sappi Trading Office

Asia

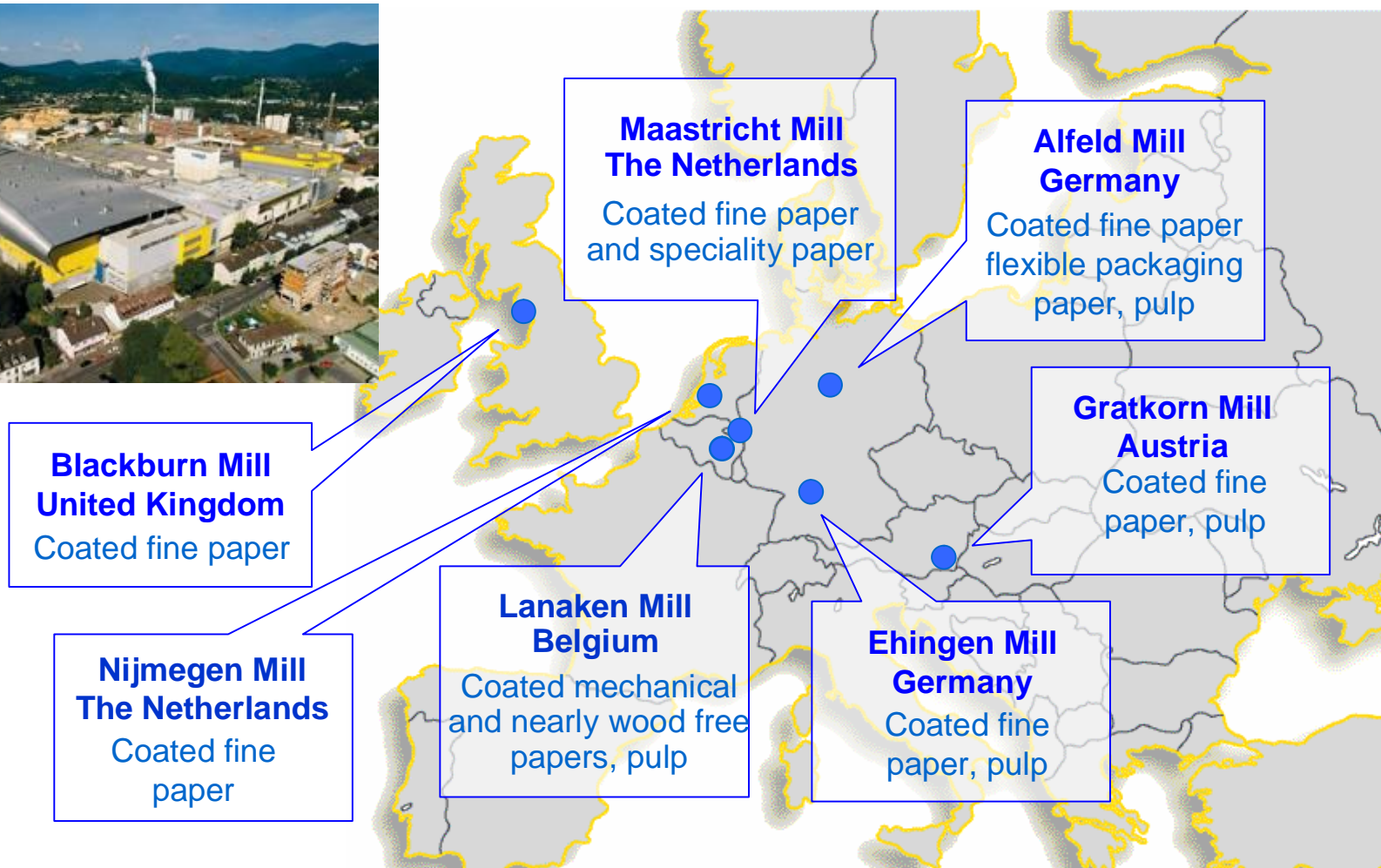
1 Fine Paper Mill joint venture
4 Sappi Trading offices

Hong Kong

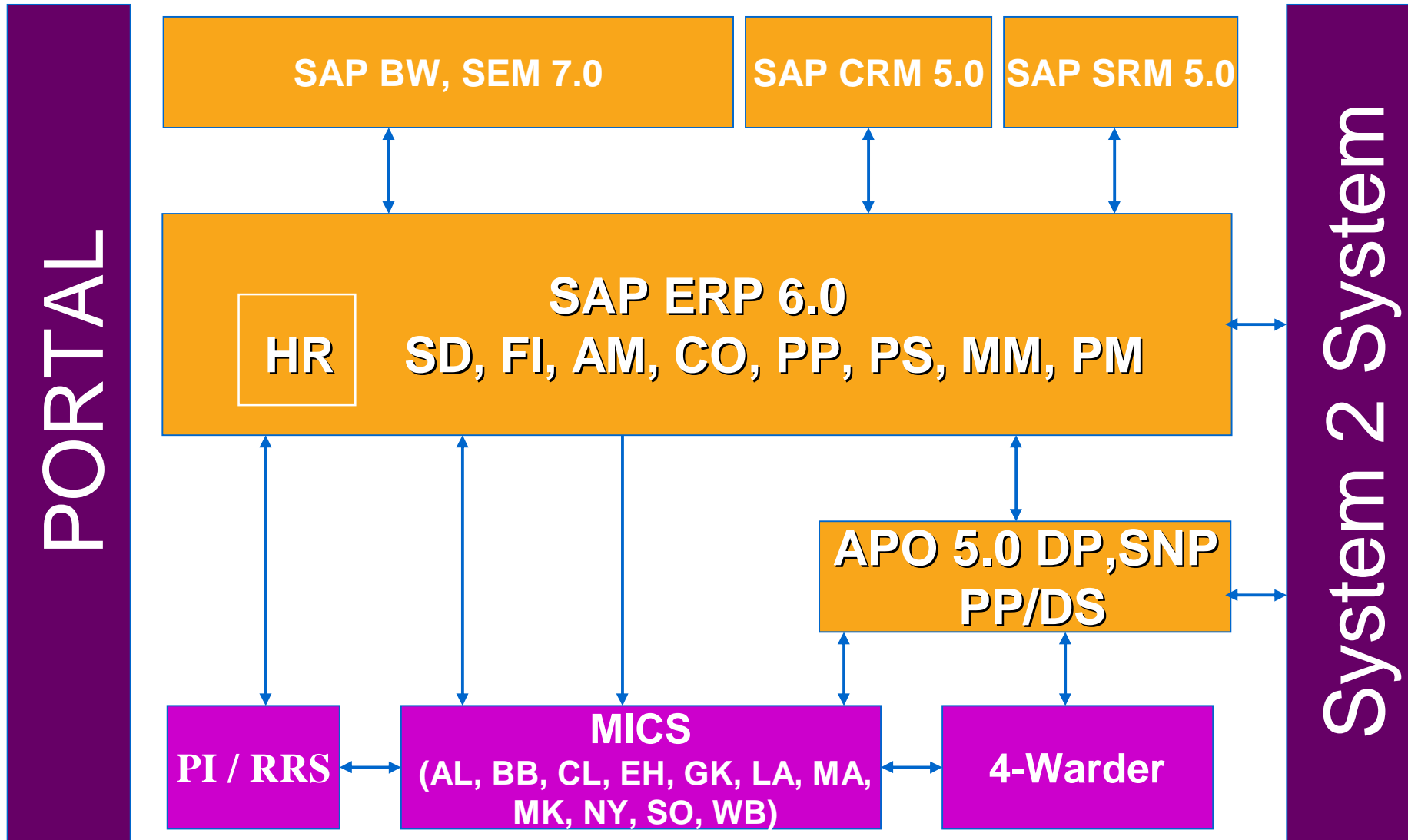
Sappi Trading Head Office
Global Sales Network: Asia,
Australasia, East Africa,
Central and South America

South Africa

3 Fine Paper Mills
4 Fine Paper Sales Offices
6 Forest Products Mills
4 Forest Products Sales Offices
2 Sappi Trading Offices
Sappi Limited Head Office



Total fine paper capacity in EU: **2,640,000** tons/year - annual turnover in EU of 2.4 billion US\$ (2007) - Employees 15000 global, in EU 5000.

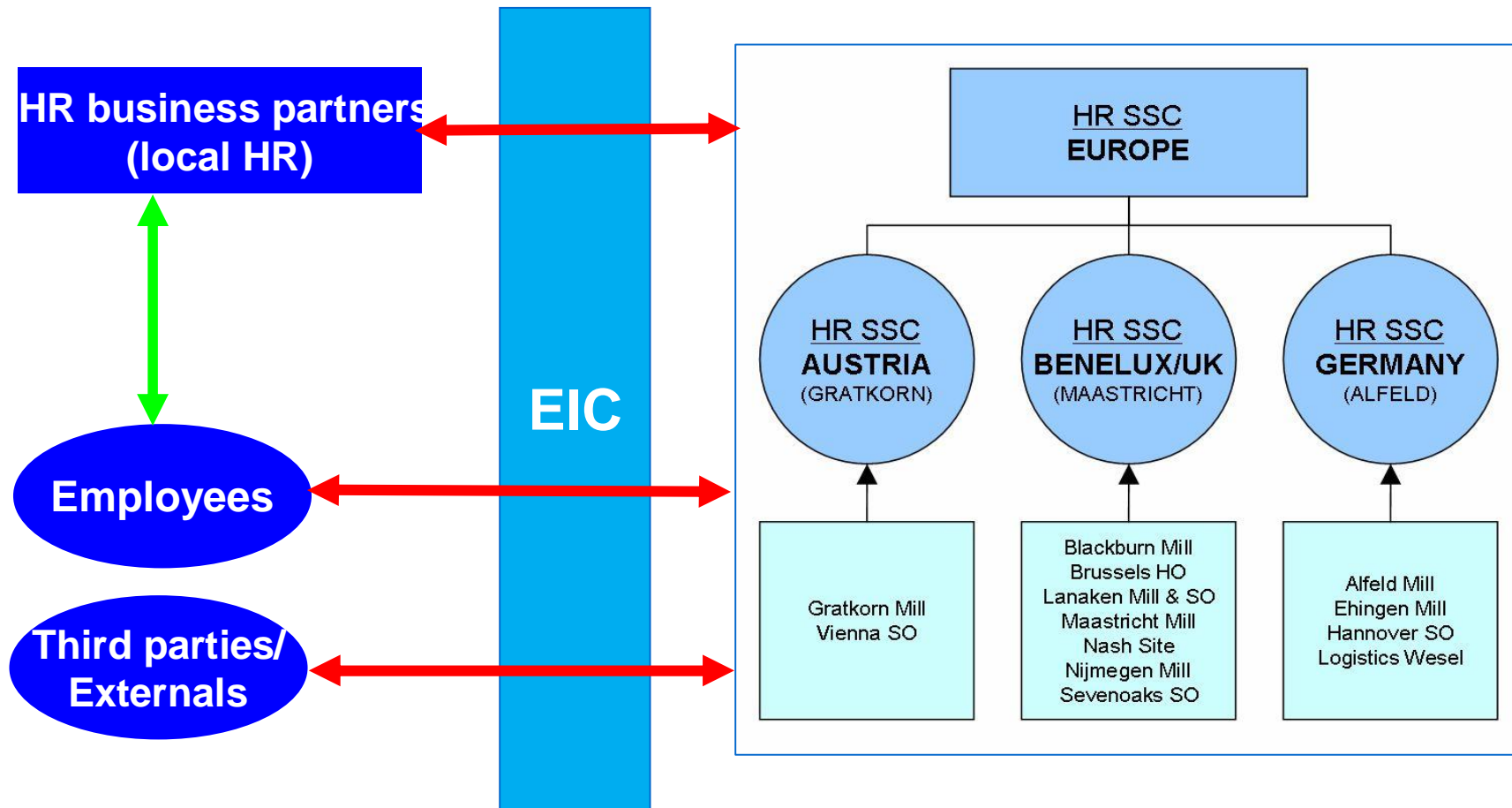


- Implementation of 3 Shared Service Centers (SSC) – Go Live 01.10.2007
- Ticketing system was a prerequisite for going live of SSC
- SAP EIC only available as ramp-up version
- Decision : IT Ticketing system versus SAP EIC

SAP EIC

- **strong integration with SAP HR**
- **employee Search and Identification**
- **one inbox**

SCC's as information portal between employee, person resort and third parties.
Documentation of all requests, submitted to SSC, in Employee Interaction Center (EIC)



Daily business requirements of an EIC:

- search and identification of employees
- process requests and follow up queries
- assure HR services within certain service level agreements
- documentation of all requests and follow up
- one central system for 3 Shared Service Centers
- guarantee data security

Analyzing and reporting:

- measurement of Service Level Agreements
- continuous improvement

Implementation time line activities

EIC

EIC Activities	week	35	36	37	38	39	40
1) Preparation HRT : 29/08 – 31/8 (CIT & HRForce)		29/08 – 31/8					
Upgrade SAP Kernel and SAP binaries							
Implement Stack 10							
Implement EhP2 (contains improved functionality)							
SPDD (Spau processing, etc)							
Generation of software.							
Integration test with other modules within SAP HR, ESS, payroll, etc							
2) Customizing EIC: 03+06/09 and 10-13/09 (HRForce)			03+06/09 10-13/09				
3) Testing (key-users) and problem solving 17-28/09				17-28/09			
(HR, CIT, HRForce,SAP)							
4) Go live preparation: weekend 29-30/09 (CIT)						Weekend 29-30/09	
Import stack 10 and EhP2 into HRP, Portal etc							
5) Go live							1-10-2007

BW Activities	month	01 2008	02	...	07	08	09 2008
1) Installation standard SAP EIC content BWD	(CIT)						
2) Upload of EIC production data in BWD	(CIT)						
Testing of standard queries (16)	(HR & CIT)						
3) Installation standard SAP EIC content BWP	(CIT)						
4) Development of EIC dashboard	(CIT)						

SSC organisation has now a ticketing system (SAP EIC) which supports their daily business:

- calling employee can be identified by search and identification function.
- create tickets including attachments and e-mails
- one inbox for processing tickets and incoming e-mail
- monitor and follow up of their own and/or team activities
- documentation of history is available

Management reporting and analysing tool (BW):

- measure service level agreements
- see trends which need more attention
- continuously improve services.

EIC – demo employee search

EIC

Interaction Center WebClient



Processing time for ticket (13) exceeded at 05.10.2007 11:28
Processing time for ticket (12) exceeded at 05.10.2007 11:00

Accept Reject Transfer End Dial Pad

Employee Search

- Employee Search
- Activity
- E-Mail
- HR Data
- Inbox
- Activity Search
- Pending E-Mail
- Index

Contact Data

Contact:

Communication Type:

Employment:

Description:

Affected Employee

Employee:

Selected Employee: Details

[Results List](#)

Personnel Number	<input type="text"/>
Name	<input type="text"/>
Date of Birth	<input type="text"/>
Hire / Leaving Date	<input type="text"/>
Employment Status	<input type="text"/>
Telephone / Fax	<input type="text"/>
E-Mail	<input type="text"/>
Address	<input type="text"/>
Emp. Group / Subgroup	<input type="text"/>
Personnel Area / Subarea	<input type="text"/>
Cost Center / CoCode	<input type="text"/>

Authentication Data

Question / Criterion	Reply
Table is empty	

0/0

Affected Employee: Details

[Results List](#)

Personnel Number	<input type="text"/>
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Personnel Area / Subarea	<input type="text"/>
Cost Center / CoCode	<input type="text"/>

Dienstag, 09. September 2008 15:55



Processing time for ticket (13) exceeded at 05.10.2007 11:28
 Processing time for ticket (12) exceeded at 05.10.2007 11:00

Accept Reject Transfer End Dial Pad

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- Index

Contact Data

Contact:

Communication Type:

Employee*:

Description:

Affected Employee

Employee:

Selected Employee: Details

[Results List](#)

Personnel Number:

Name:

Date of Birth:

Hire / Leaving Date:

Employment Status:

Telephone / Fax:

E-Mail:

Address:

Emp. Group / Subgroup:

Personnel Area / Subarea:

Cost Center / CoCode:

Authentication Data

Question / Criterion	Reply
Table is empty	
0/0	

Affected Employee: Details

[Results List](#)

Personnel Number:

Name:

Date of Birth:

Hire / Leaving Date:

Employment Status:

Telephone / Fax:

E-Mail:

Address:

Emp. Group / Subgroup:

Personnel Area / Subarea:

Cost Center / CoCode:



Processing time for ticket (13) exceeded at 05.10.2007 11:26
Processing time for ticket (12) exceeded at 05.10.2007 11:00

Accept Reject Transfer End Dial Pad

Employee Search

Employee Search

- Activity
- E-Mail
- HR Data
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Contact Data

Contact:

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[Results List](#)

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Cost Center / CoCode	<input type="text"/>

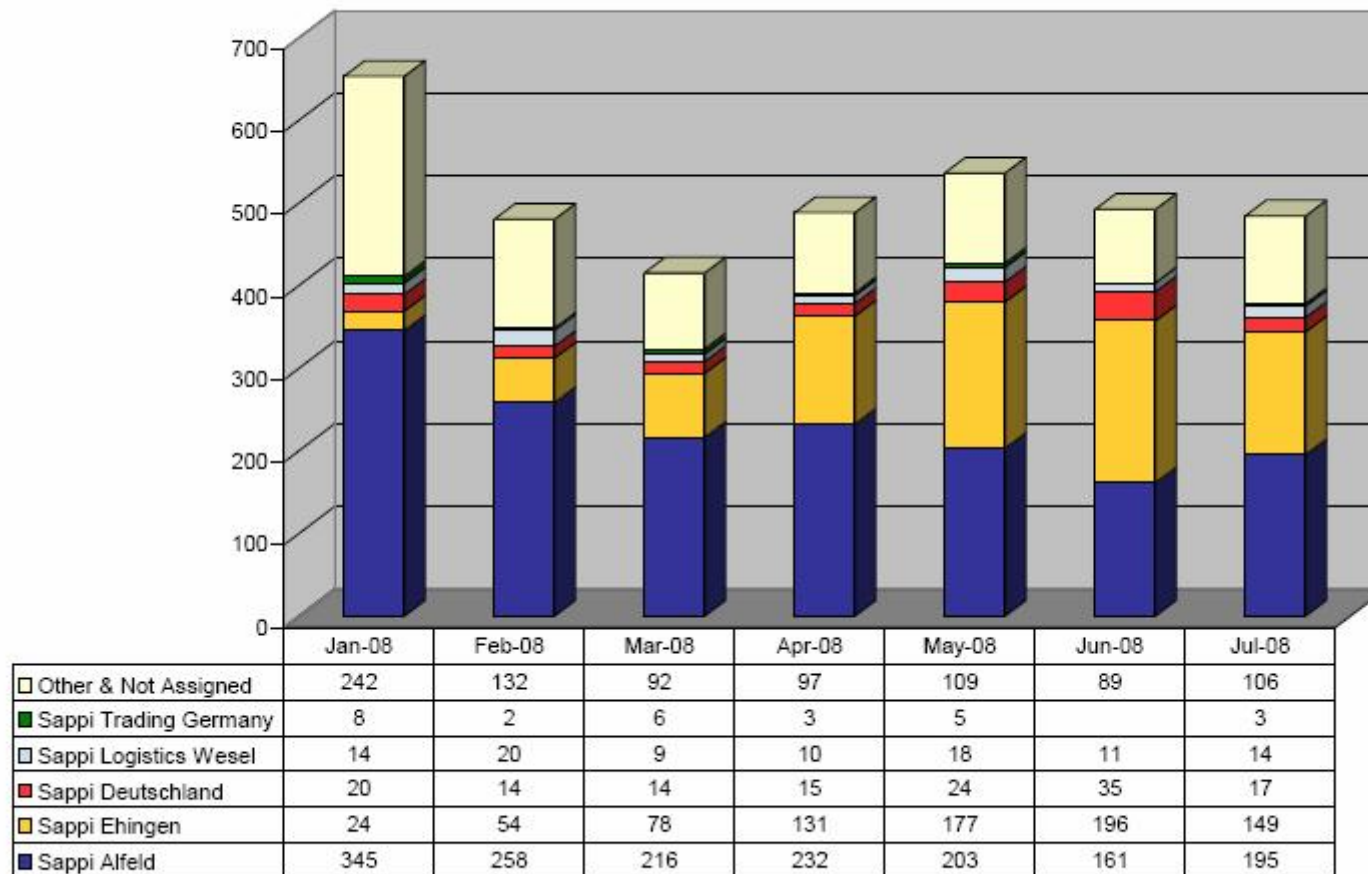
Question / Criterion	Reply
Table is empty	
<input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="First"/> <input type="button" value="Last"/>	
0/0	

Affected Employee: Details

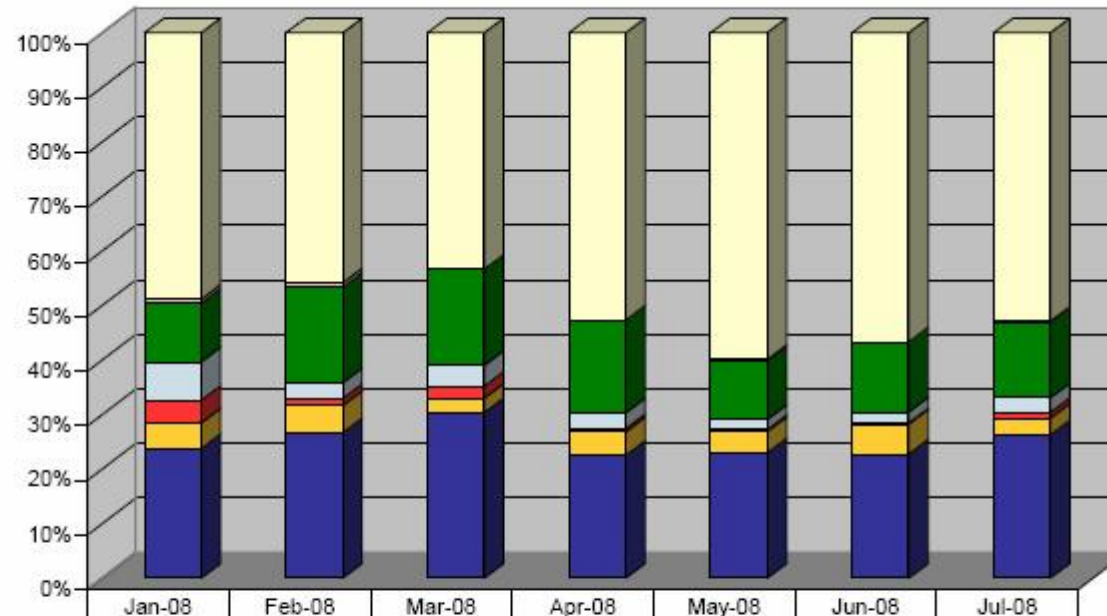
[Results List](#)

Personnel Number	<input type="text"/>
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HR SSC Germany : Activity Volume per Employer Company (Trend)



HR SSC Germany : Activity Volume per Category (Trend)



	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08
□ Time Management	319	220	180	257	321	279	256
□ Service Complaints	5	4			2		1
■ Payroll & Salary Administration	70	84	73	83	57	63	67
□ Out of Scope	46	14	16	14	10	10	13
■ Miscellaneous	27	6	9	3	2	1	5
■ Insurance & Health Management	31	24	11	21	21	27	15
■ General HR Services	155	128	126	110	123	112	127

HR SSC Germany : Activity Volume per Subcategory (May - July 2008)

Client	Activity Category	Activity Subcategory	Volume
Sappi Alfeld GmbH	General HR Services	Certificates (To be issued)	9
		Change Personnel data	29
		CLA & Work Regulations	5
		Employee Exit	22
		Local Benefits	2
		New Hire	26
		Organisational Structure	26
		Other	38
	Insurance & Health Management	Case & Health Management	17
		Insurance	19
		Other	3
	Miscellaneous		4
	Out of Scope		9
	Payroll & Salary Administration	Gross Salary	43
		Other	21
		Social Premiums	1
		Taxes	2
	Service Complaints		1
	Time Management	Absence	135
		Other	50
Overtime		21	
Presence		76	

- **Positive experience:**

- excellent cooperation with SAP and HRForce with quick response times during ramp-up
- EIC meets our expectations.
- short implementation time and no expensive upgrade due to SAP EP strategy
SAP EP strategy has become part of our IT strategy within all our implemented SAP function modules

- **Ideas for improvement:**

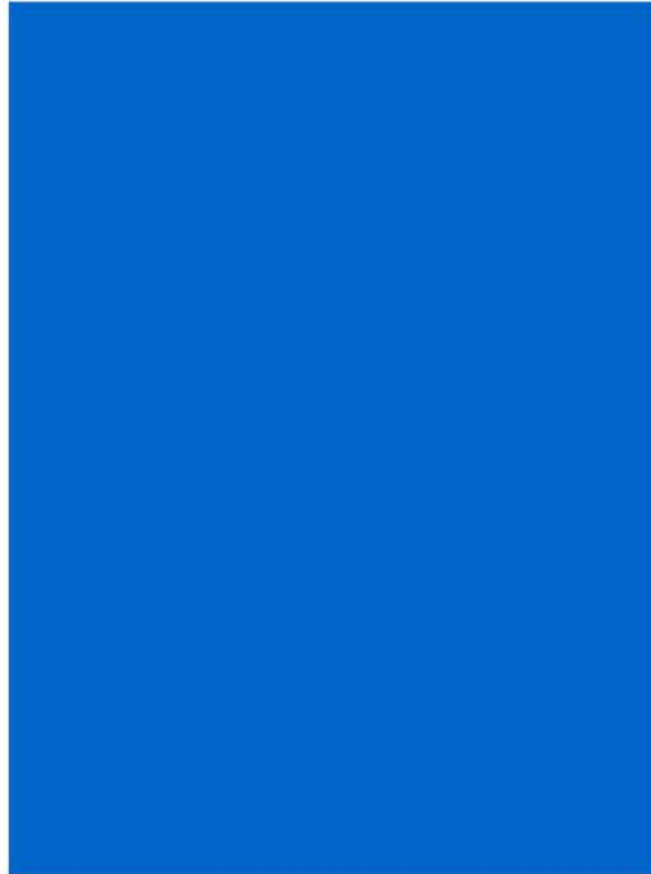
- EIC has no own authorization object which allows to determine who has access to which data. So we created and implemented own one
- manually reminder functionality date for all activities which need follow up
- central point for documentation, necessary during implementation phase

- Basis rollout is finished.
- The following functionality will be considered :
 - follow up activities
 - integration of local HR departments
 - HR forms and processes
 - ESS ticket creation

Thanks for your attention !

EIC

Questions ?



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