EMPOWERING EMPLOYEES WITH THE EMPLOYEE PORTAL IN SAP® ERP
SELF-SERVICE SAVES RESOURCES AND SPEEDS PROCESSES

Online employee self-service streamlines HR processes and other routine tasks. With the employee portal in the SAP® ERP application, organizations improve productivity by automating paper-based processes; reduce administrative costs, cycle time, and error rate; and realize a quick ROI.

Employee self-service, which provides employees worldwide with Web-based access to their own personal data and HR information, translates to a quick win for both management and employees. By automating many HR administrative tasks such as changing addresses or submitting leave requests, companies can quickly reduce their total cost of ownership and obtain a higher ROI. In addition, they can increase employee productivity and optimize processes by empowering employees and managers to collaborate and better manage their work-life balance and take more responsibility for their jobs and development.

Powered by the SAP NetWeaver® technology platform, the SAP® ERP application offers comprehensive employee self-service functionality that enhances and streamlines business processes by providing access to HR data and services. The employee portal in SAP ERP incorporates a Web browser and support for voice and mobile devices, allowing easy access to internal and external business content, applications, and services. What's more, SAP ERP supports multiple languages, currencies, and country-specific services, so your employees have access to localized job-related information in every market you serve. The employee portal in SAP ERP can be used with the SAP

NetWeaver Portal component, or it can be integrated with a third-party portal.

Functional Highlights and Benefits for Your Company

As a powerful enterprise resource planning tool, the employee portal in SAP ERP has functions that support a wide variety of business activities. When employees have the information, tools, and services they need to do their jobs, they can focus on the business at hand.

Reduce Administration Costs
Through automation and smart applications, you can help improve data accuracy by enabling employees to enter, display, and update personal information such as addresses, bank information, and other personal data such as emergency contacts. Employees can record hours worked on projects, request their trips and report travel expenses, and import credit card details regardless of whether they are online or offline. Allow your employees, from anywhere and at any time, to request their future vacation or leave time, correct their time data, and receive the respective workflow-driven approvals from their managers automatically. See the figure for an example of a screen used to request a leave.

Figure: Employee Self-Service – Requesting a Leave

Employees can view their time, salary, and total compensation statements online, and you can save mailing costs at the same time. Requests for special statements such as salary and employment verifications and support for completing country-specific tax information can be offered online as well.

Interactive forms can be offered to help guide employees through a process – for example, when changes in work time are triggered. The interactive form can then be automatically routed to the manager for approval and finalization. At the end of the business process, the forms are made available in the employee's online personnel file and can be displayed by the employee as well.

Employees as Key Contributors in Entire Business Processes
Employee self-service is one key piece of your overall service offering to your workforce. Employees are given access to their respective activities within an overall business process where their contribution is required. For example, with the SAP ERP Human Capital Management (SAP ERP HCM) solution, this access allows employees to view and update their skill data, manage their career and job planning activities, and apply online for new jobs. The benefits include improved data quality and less administrative work for your HR staff.

The easy-to-navigate interface of the employee portal in SAP ERP provides employees the information they need with the right level of support. They can drill down to see more details on one page or carry out tasks they perform most frequently, such as recording working time. For less frequent activities, you can guide your employees through a series of processing steps that are triggered by various events in their personal and professional lives, such as supporting the first days of a new hire or helping with the steps needed in updating information about a birth or an adoption.

Flexible Adaptation of the User Interface
With SAP technology as a foundation, organizations are able to reduce their total cost of ownership and help ensure a consistent look and feel when accessing employee self-service functionality. The online interface allows flexible adaptation so users can personalize the online interface to suit their needs and navigation preferences. Examples include defining the number of lines, hiding columns, and defining a sort order.

Integration with Other Solutions
With the employee portal in SAP ERP, process integration is not restricted to SAP ERP HCM. For example, workers can use the portal to purchase goods and services required for maintenance. Self-service functionality can also be integrated with a third-party portal.

For the HR department, the employee portal in SAP ERP plays a central part in the overall service offering for their main customers – employees and managers. From the perspective of SAP ERP HCM, the employee portal in SAP ERP is integrated with the following:

- The manager portal in SAP ERP
- Functionality to support employee interaction
- The portal role of HR administrator
- SAP Learning Solution and the SAP Enterprise Learning environment
- The SAP E-Recruiting application
- Self-service procurement with the SAP Supplier Relationship Management application
- Lean staffing for professional services
- Mobile workflow

The employee portal in SAP ERP delivers a versatile, Web-based method to cut HR administrative expenses, enhance employee satisfaction with self-service functionality, and free HR staff to concentrate on serving customers and accomplishing business goals.

Get Started Today

To learn more about how the employee portal in SAP ERP can help your organization, visit our Web site at www.sap.com/usa/solutions/business -suite/erp/featuresfunctions/selfservices or www.sap.com/solutions/executiveview /hr/drive-efficient-hr-operations.

SAP: Delivering IT-Powered Business Innovation

SAP delivers products and services that help accelerate business innovation for our customers. We believe that doing so will unleash growth and create significant new value – for our customers, SAP, and, ultimately, entire industries and the economy at large. Today customers in more than 120 countries run SAP applications – from distinct solutions addressing the needs of small businesses and midsize companies to suite offerings for global organizations. SAP defines business software as comprising enterprise resource planning, business intelligence, and related applications such as supply chain management, customer relationship management, product lifecycle management, and supplier relationship management.

Helping Companies Become Best-Run Businesses

Our vision is for companies of all sizes to become best-run businesses. In today's challenging business environment, best-run companies have clarity across all aspects of their business, which allows them to act quickly with increased insight, efficiency, and flexibility. By using SAP solutions, companies of all sizes – including small businesses and midsize companies – can reduce costs, optimize performance, and gain the insight and agility needed to close the gap between strategy and execution. To help our customers get the most out of their IT investments so that they can maximize their business performance, our professionals deliver the highest level of service and support.
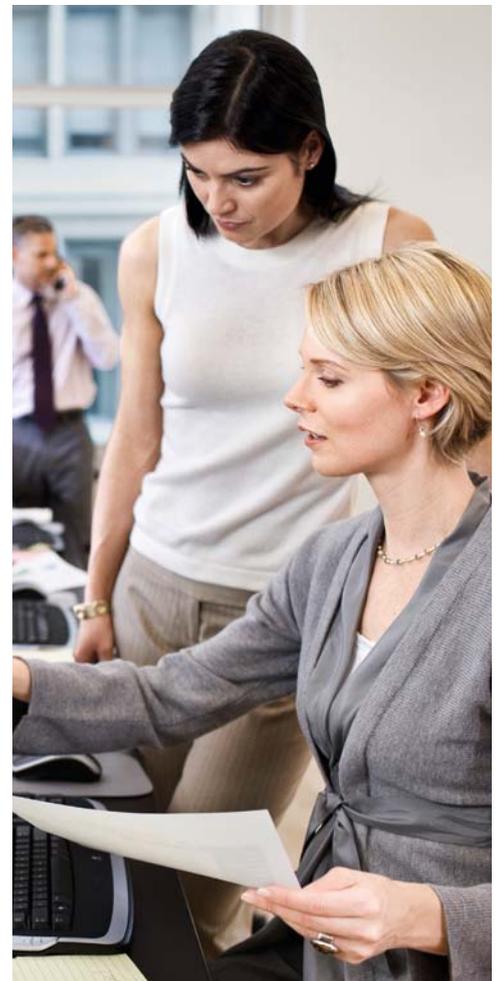
Workers can use the employee portal in SAP ERP to purchase goods and services, and self-service functionality can be integrated with a third-party portal.

Summary

The employee portal in the SAP® ERP application provides employees with data and information they need to perform many everyday HR processes – without having to ask your HR staff for help. By eliminating manual, paper-based processes and reducing administrative support requirements, you cut expenses and cycle times, improve operational efficiency, and boost your ROI.

Business Challenges

- Economic challenges that require organizations to do more with less
- Administratively heavy HR departments that eliminate participation in more strategic initiatives
- Employee overreliance on HR administrative staff to carry out routine procedures
- Disparate legacy systems that are poorly connected, difficult to use, and costly to maintain and support

Key Features

- **Routine HR services** – Simplify recording of working hours and empower your employees to readily view time, salary, and compensation statements online
- **Data management** – Use automation and smart applications to enable your employees to enter, display, and update their personal information
- **Worker connectivity** – Simplify access to employee directories, enhance collaboration, and automate interactions such as approval requests
- **Purchasing** – Provide workers with a flexible portal for self-service procurement of goods and services
- **Voice and mobile devices** – Allow access to internal and external business content, applications, and services – anywhere and at any time

Business Benefits

- **Increased employee satisfaction and productivity** as a reflection of greater self-sufficiency, simplified access to information, and better support for collaboration
- **Improved operational efficiency** resulting from the automation of processes, which enables HR staff to focus on more strategic initiatives
- **Reduced personnel costs** because of diminished administrative demands on your HR department
- **Lowered total cost of ownership** attributable to the versatility and adaptability of the Web interface and underlying technology platform

For More Information

To learn more about the employee portal in SAP ERP, call your SAP representative or visit us on the Web at www.sap.com/usa/solutions/business-suite/erp/featuresfunctions/selfservices or www.sap.com/solutions/executiveview/hr/drive-efficient-hr-operations.