

ROC helps Compass Group (UK & Ireland) transform their Organisation Management data.

Introduction

Compass Group is the leading provider of contract catering and support services in the UK and Ireland. Dating back to 1941, when Jack Bateman founded his first factory canteens, the company has grown organically and through acquisitions, into a FTSE 100 listed company with revenue of £1.95bn.

Compass Group UK and Ireland is part of **Compass Group PLC** with annual revenues of around £15.8 billion (in the year to 30 September 2011) and operations in more than 50 countries worldwide.

Compass Group UK and Ireland introduced SAP in 1998 for Finance, since then it has extended its use of SAP functionality to cover Human Capital Management.

Challenge

In 2011, **Compass Group** recognised that in order to continue to progress and expand their SAP Human Capital Management (HCM) application usage, it was critical to have an accurate view of the people in the organisation, as well as the structure of the organisation itself. As one of the largest independent employers in the UK, with a flexible and mobile workforce that needs to continually adapt to customers' needs and structures, the ability to continually update and visualise all of this employee information becomes not only paramount, but highly challenging.

Compass Group initially deployed OrgChart, part of the SAP Org Visualisation by Nakisa (SOVN) solution, to gain visibility of their employee and organisational structures, and it quickly became apparent that the way the organisational information was structured fully supported payroll and finance, but did not accurately reflect the operational business units and would not support the business' future requirements.

Compass Group wanted to deliver planned initiatives such as eLearning and eRecruitment that would depend on the organisation and employee information accurately reflecting the operating business structure. To support such a change, the wider business community would need to be fully involved in validating and reviewing the "new" structure, and to support this the organisation and employee information would need to be available not only to HR teams, but to the wider operational manager community.

Ruth Stockall, Head of HR Support at **Compass Group UK and Ireland**, summarises:

*"The strategic direction that **Compass Group** is working toward relies on having an accurate OM structure as a solid foundation. It needed to clearly reflect our business as it operated."*

Having already seen the benefits of "visualising" organisation and employee data, **Compass Group** knew that OrgChart would be key to delivering the project, so a key decision was made to upgrade OrgChart to the latest version (3.0 SP2) to take advantage of the enhanced functionality (specifically improvements to the user interface, printing and exporting capability). Additionally this version could be deployed on the SAP NetWeaver platform, allowing **Compass Group** to tightly integrate it with SAP and to consolidate the technical support.

Steve Leader, Head of IT Development & Architecture at **Compass Group UK and Ireland**, summarises:

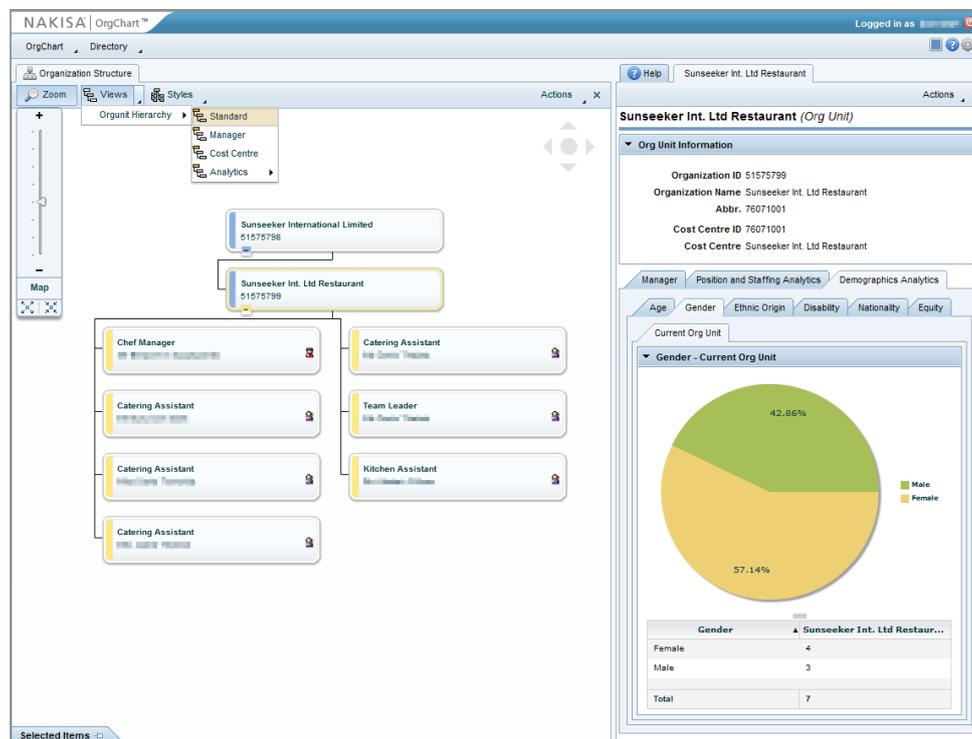
"The earlier product version highlighted the current situation and enabled us to build the business case for the OM transformation project. The latest product version offered some useful features and a much improved user experience which we saw as key to acceptance within the wider manager community in particular."

ROC Solution

In early 2011, ROC worked with **Compass Group** to define a roadmap to align the organisation and employment structures with the direction that **Compass Group** wanted to take. Recommendations were made to transform the organisational structure, define access based on roles, remove custom logic for determining approval rules and to use fixed positions.

Initially ROC improved **Compass Group's** existing OrgChart 2.1 solution. This enabled a sample business unit to be transformed in order for the project to get senior management backing.

ROC's Solution Architect facilitated workshops to ensure the data being visualised was sufficient for both HR to transform the structure and also for managers to utilise in their business as usual scenario



The solution was configured and customised to the requirements which included custom analytic calculations, amendment of captions to suit **Compass Group** terminology, and the inclusion and exclusion of specific SAP data fields.

The solution was built on the "hybrid" approach which means the organisational chart, searching and detail panels are all rendered in real time from SAP, but analytics are generated overnight and stored in a database. This approach gives the benefit of "live" data while maintaining acceptable performance when viewing analytics; imperative when dealing with around 90,000 employees.

ROC and the project team ran webinars to train the diverse HR community and ROC delivered on-site sessions for the IT team to ensure the smooth transition of the solution.

In addition, ROC wrote and delivered technical courses for the IT development team to fully equip them to deliver future changes as required and provided comprehensive documentation including the blueprint, system landscape, configuration documentation, quick start guides and all the materials used in training sessions.

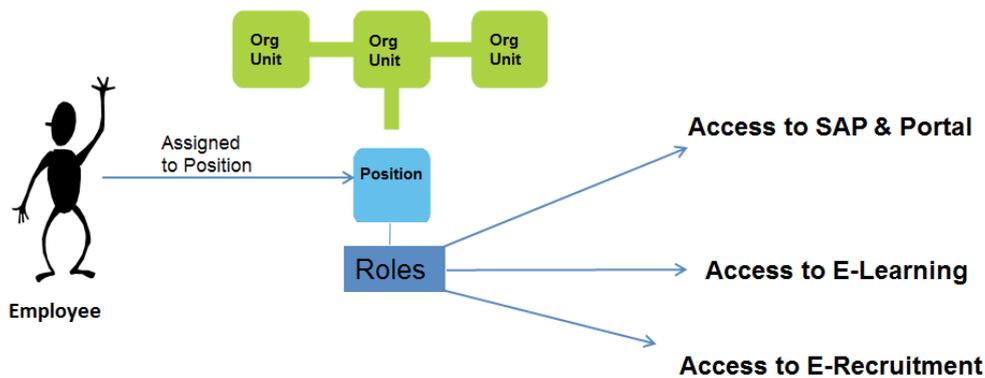
"Using a SAP HCM specialist organisation paid dividends for us. Everyone we met from ROC impressed us with their professionalism and subject knowledge. I felt ROC worked with us to achieve the project aims in a very open and timely manner." –Steve Leader

Benefits

Now it is implemented, a manager using OrgChart has a real time view of their team or department as well as access to staffing analytics (headcount, FTE, position counts, salary and working hours) and demographics (age, gender, ethnic origin, ethnicity, nationality and equity). Managers know their teams, and with inaccuracies now visible to them, they communicate them back to HR. This greater ownership and responsibility for their team’s data ensures the organisational and employee data is kept accurate and processes run smoothly.

As **Compass Group** move forward on their roadmap to consider further processes and systems (SAP and non-SAP), they can rely on the core organisational management information being both accurate and a true definition of their current business operations. This enables correct routing of approval information and ensures the basic question “Who is employee X’s manager?” can be answered, and the answer relied upon.

By linking access to roles, roles to positions and then employees to positions (see diagram) then employees can be onboarded quicker and compliance is higher. When an employee leaves a position it is re-used when a new employee is hired ensuring the new employee gets the correct terms and conditions as well as access to perform their job.



“I knew OrgChart would be key in transforming and maintaining our organisational structure but the HR training webinar made me realise how much more useful than that, it was going to be” - Ruth Stockall

About ROC

ROC is a global SAP HCM Specialist, helping organisations around the world manage their HR and Payroll operations with SAP technology. **tHRive** uses the latest SAP web technology to further streamline SAP HCM by automating processes and improving usability, making the world’s most powerful HR technology intuitive and easy to use.

For more information about ROC visit us online.

ROC – Streamlining SAP HCM
www.roc-group.com

ROC & Nakisa

ROC is a global partner of **Nakisa** and trusted implementer of SAP Org and Talent Visualization by Nakisa (SOVN and STVN), based on our experience with over 25 customers since 2006.

Learn more about Visualization Solutions by Nakisa on our website by visiting www.roc-group.com/vsn



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-- End of Compass, ROC and Nakisa Case Study --