ROC helps West Sussex County Council visualise their Organisation Management data

Introduction

West Sussex County Council (WSCC) is the authority that governs the English county of West Sussex, employing 6,500 people (excluding schools).

The council supplies a range of services to the local community of around 800,000 people including Schools and Education, Health and Social Care, Transport and Roads, Libraries, Waste Management, Economic Development, Planning and other services.

West Sussex County Council introduced SAP in 2002. Since then it has gradually extended its use of SAP functionality in Finance, Purchasing, Supplier Relationship Management and Human Capital Management.

Challenge

In 2010, **West Sussex County Council** recognised that in order to continue to progress and expand their SAP Human Capital Management (HCM) application usage, it was imperative to ensure they have accurate organisational management (OM) data.

WSCC wanted to use its current organisational management data and also ensure that organisational charts were easily accessible to all users. The objective was to encourage the feedback of any inaccuracies or required changes and to ultimately ensure the OM data on SAP remained up to date. In turn this would improve processes that rely on workflow, such as self service and performance management, by ensuring every employee was correctly positioned in the organisation so that their manager could be identified.

Alison Bauckham, HR Service Manager at **WSCC**, summarises:

"Having a clear view of the organisational structure so it can be kept accurate ensures that our current processes operate smoothly, as well as supporting the delivery of accurate management information to managers."

Having recognised that the easiest way to do this was to see a picture of this data, **WSCC** sought a visual solution whilst retaining the benefits of SAP's integration.

After an evaluation period **WSCC** selected the SAP solution extension "SAP Org Visualization by Nakisa" (OrgChart) because it is tightly integrated with SAP, supported by SAP and deployed on the SAP NetWeaver platform. **ROC** was asked to enhance the initial deployment of an earlier version implemented by another organisation.

Keith Buchanan, IT Project Manager at **WSCC**, summarises:

"The initial deployment was useful in helping the business visualise the WSCC structure but we hoped the upgrade to version 3.0 would lead to increased usability with a more user friendly interface, improved printing & exporting options and a greatly reduced time to extract data."

ROC Solution

West Sussex County Council selected **ROC** UK, HCM specialists with a proven track record of implementing Visualization Solutions by Nakisa, to implement the latest 3.0 (SP2) version of OrgChart after a recommendation from Nakisa.

A **ROC** Solution Architect was assigned to the project throughout and under his guidance and with the "old" system as reference, a Blueprint was quickly produced for **WSCC** to review. Simultaneously the new OrgChart version was deployed "out of the box" so the business team had a point of reference.
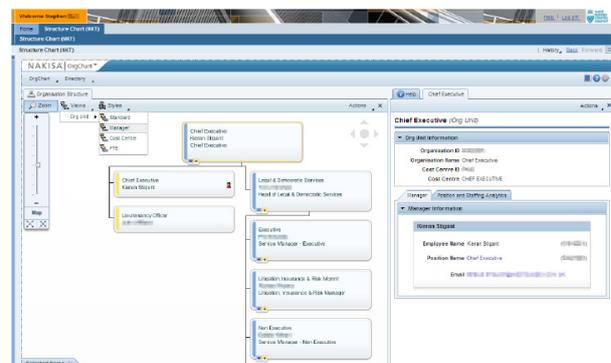

Figure 1: OrgChart application at WSCC

Making HCM a Business Priority

Once agreed, the solution was configured and customised to the requirements which included deploying in the portal utilising single sign on, custom analytic calculations, amendment of captions to suit **WSCC** terminology, and the inclusion & exclusion of specific SAP fields. ROC invested significant time in improving the scheduled extract resulting in data extraction times being reduced by a factor of 4.

The project work was completed both on site and remotely. ROC spent time on site training both the HR users and the IT teams to ensure acceptance of the solution. ROC's "open book" approach to documentation included handing over the blueprint, system landscape, full configuration documentation, quick start guides and the materials used in training sessions.

"ROC clearly had expertise in SAP HCM and OrgChart which led to us getting much more value from our fixed budget. After problems using off shore consultants to deploy the previous version of OrgChart, it was important to us to have an on site presence. The ROC consultant's presence at key points of the project helped both progress the project and ensure that the business was better engaged this time around." - Keith Buchanan

While the product is primarily used to visualise the current organisational structure, it can be used to search for employees, positions or organisational units as well as supporting the output of organisational charts at any level; whether it be to paper, PDF, an image, PowerPoint or an interactive ChartBook.

"ROC provided support, guidance and proficiency throughout the entire project. Having their professional approach, expertise in SAP HCM, as well as their close relationship with Nakisa, expedited the project on numerous occasions."

- Keith Buchanan

Benefits

WSCC will give OrgChart access to all users via their SAP portal, leading to a high level of visibility. This leads to greater reporting of any errors and omissions, ensuring data quality is kept high and processes running smoothly.

In this challenging economic climate with local governments being tasked to reduce expenditure significantly, clear visibility of the current structure and analytics (FTE, headcounts, etc) at every level of the organisation, gives WSCC an accurate foundation on which it can make strategic decisions.

"The response to OrgChart has been positive. Managers now have information at their fingertips to enable effective management of staffing levels and budgets. The updated product has a much slicker look and feel and provides improved export and ChartBook features." - Alison Bauckham

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