



ROC helps Hampshire County Council implement an end to end maintenance process for SAP Organisation Management

Introduction

Hampshire County Council is the local authority for one of the largest counties in the UK. Supplying a range of services to over 1.26 million people, Hampshire County Council is responsible for the provision of children's education for over 530 schools. With an annual budget of £1.6 billion, Hampshire County Council has a large number of employees with 39,800 staff working over nine major departments and sub branches.

Hampshire County Council introduced SAP in 2000. Starting with Finance and Payroll/Personnel Administration, Hampshire County Council has since increased its SAP suite to include a wide range of additional modules.

Challenge

Workflow is critical to both staff and managers, particularly in a large organisation. As such a large employer, it was imperative that Hampshire County Council had an accurate and up-to-date system for monitoring the organisational structure of its workforce.

Hampshire County Council wanted to build on the accuracy of its organisational management (OM) so that staff and management would be able to raise workflow queries with HR and easily review the accurate organisational structure.

Trevor Stabb, HR Business Development and Support Manager, Hampshire County Council said,

"Without a clear view of the organisational structure, approving holidays and overtime can be difficult for management and when it affects staff and the council financially, accuracy is paramount."

As part of a general review of human resources, Hampshire County Council asked its staff what they wanted. The accurate maintenance of OM structures in SAP and an easy process to inform HR were high on the list of wants.

Having recognised the need to develop OM, Hampshire County Council decided it needed to introduce a more formal tool to enable managers to visualise the organisational structure. The implementation needed to provide a solution for communicating any changes in a clear pictorial manner.

The next step was selecting the right solution. Trevor Stabb explained,

"It was clear that we needed a 'HR Solution' not just another piece of software. We initially established a team dedicated to deal with the OM change and its maintenance in SAP; however we were also aware we required an IT solution that gave the necessary support to both managers and HR staff."

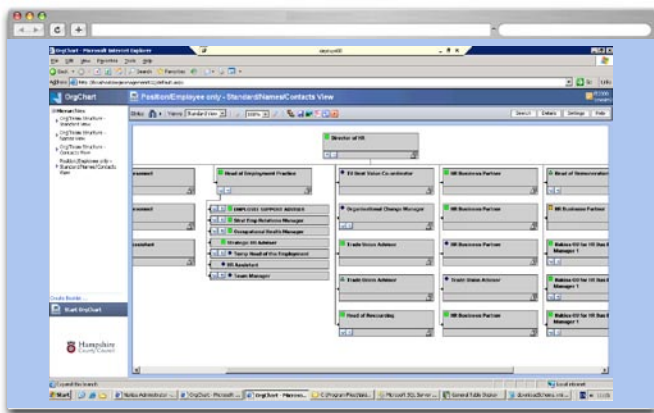
To determine the specifications required of the solution, Hampshire County Council held focus groups and workshops with HR and departmental managers to ensure the system configuration met all user and stakeholder needs.



ROC Case Study Continued

ROC Solution

After extensive evaluation of potential solutions, Hampshire County Council selected Nakisa OrgChart and OrgModeler, supported by ROC, as the preferred solution for its requirements. Hampshire County Council needed a solution that offered a proven best practice approach to ensure the implementation would run smoothly and with minimal risk. ROC's team of dedicated consultants were able to offer the consultancy expertise needed to effectively support Hampshire County Council through the process.



Nakisa OrgManagement Series: Position Hierarchy

"The solution simply offered the best ROI for our needs. Being a risk conscious organisation, we needed solid solutions and a supportive partner to implement them. ROC's approach, experience and positive track record in implementing this type of solution made it the logical choice for supporting this system. Once the selection was made, we had to configure the software to perform to our specific needs and to embed it as part of the business system. We worked closely with ROC to ensure all the working/technical requirements were agreed and demonstrations were carried out with our HR staff and departmental managers," Trevor Stabb.

Hampshire County Council needed the product to be relevant to a large number of its staff and ROC ensured the implementation could be utilised across the council by a wide range of end users, but as some of the information was sensitive, security roles were implemented.

While the tool is primarily used for visually displaying the organisational structure, Hampshire County Council also used the software to: publish management/council structure on web pages and within job profiles, help staff find contact details of other staff members and to see how staff positions, people and organisational units fitted into the structures.

Benefits

Even in the short space of time since the solutions were implemented, Hampshire County Council are already seeing the benefits. Within days of going live, managers were able to clearly identify areas of departmental structure that could benefit from possible adjustment.

"Not only has the level of efficiency improved with information now readily accessible and constantly updated, but we now have access to even clearer workflow information."

The implementation of Nakisa OrgChart & OrgModeler has not only effectively supported the changing dynamics of Hampshire County Council's workforce, it has helped plan for the future in building both a high calibre workforce and performance-based culture at Hampshire County Council.

"The feedback we have received since the introduction of these programmes has been very positive. Access to accurate visuals of the organisation's structure has not only improved efficiency, but allows HR and departmental managers to undertake forward planning and present proposals for organisational change," concluded Trevor Stabb.

Hampshire County Council is now in the initial stages of executing the next phase of their Nakisa implementation. Phase II will look at applying additional configuration and talent management functionality, with the continued support of ROC.



Making HCM a Business Priority

About ROC

ROC is a leading global SAP HCM specialist, delivering HCM business and technology solutions across the employee lifecycle, from process design through implementation and application support. ROC also provides a full range of consultancy services – training and change management – to support HCM technology implementations. ROC is an accredited SAP HCM Services Partner and has achieved Special Expertise Partner status in the field of SAP HCM. The company has over 300 consultants globally and has domain expertise across all industry sectors.

Check out just why ROC is different at www.roc-group.tv
ROC – Making HCM a Business Priority - www.roc-group.com