

## Success Story

### SAP ESS-MSS Implementation for Steel Manufacturing company in UAE

#### About the Client:

The client is the largest steel bars (rebar) manufacturing company in UAE.

The client wanted to implement SAP HR Self Service system to cover two main areas - Employee Self Service (ESS) and Manager Self Service (MSS).

SAP HR Portal is based on SAP Net Weaver Portal 7.0 and is linked to SAP ECC 6.0 Enhancement pack 4 and SAP Business Warehouse/Intelligence 7.3.

#### Challenges:

- The company was following manual processes for all forms filling, leave applications, salary slips distribution and company communication with regards to policies, notifications, events, health and safety.
- The company was looking for empowering the employees with
  - Employees can access and update all relevant information such as personal / family data, leave and attendance records, overtime, compensation details, visa, passport, driving license, UAE ID, education and experience details, bank details, loan status, certificates, retirement benefits and so on.
  - Employees can apply for certificates, loans, expenses reimbursement, allowances and training requests online
  - Managers can approve or reject the applications, view the various details about the employee,

#### Solution:

- We deployed onsite for a period of 3.5 months a team of the following consultants to implement the ESS-MSS modules – One Subject Matter Expert, one SAP HCM Functional Consultant, one ABAP & Workflow Consultant, one Basis Consultant and one Authorization Consultant.
- We used our own Build-print methodology for ESS/ MSS portal implementation which reduced the deployment time drastically
  - Set up the standard ESS/MSS services in the development landscape
  - Use these services to conduct various workshops with end users, subject matter experts
  - Define what needs to be changed / reconfigured / customised
  - Implement the changes and customizations and test

#### Result:

- Better facilitation of the services along with transparency to all employees
- Saves time in filling out forms and visiting the HR Dept and gradually reduces the paper consumption and the time taken to file all of the documents.
- Key / super users and SME's (Subject Matter Experts) get a detailed look and feel and full functionality with their data very early in the project life cycle resulting in better understanding of the architecture.
- The ability to convince either ways on pros and cons of customisation is far higher

- Design / development and testing is very focussed
- Allows for vanilla (unchanged) services to go live earlier if required
- Change Management and training is enabled better