

## Success Story

### **SAP HCM Training for Indian Petrochemical Products Company**

**About the Client:** Established in 1992 the Customer is a market leader in manufacturing of Poly Styrene (PS) and Expandable Poly Styrene (EPS) in India and one of the top in Asia. Being listed on Bombay Stock Exchange, and 3 manufacturing locations they have a total of around 360 Employees of which SAP Users are around 200.

SAP R/3 ECC 6.1.0 was implemented with FI-CO, MM+CIN, SD+CIN, WM, PP, PM, QM, HR, EP, ESS, Solution Manager 7.0 and BI/BW modules on an IBM i Series server. All SAP environments (production, development and test) exist on the same physical server but on separate LPARs in a two tier Client – Server architecture.

#### **Challenges:**

- Participants were from IT Department who had not undergone a formal SAP training - as they were not a part of the SAP Implementation Team at the time SAP was implemented 2 years earlier.. Their only prior exposure to functional aspects of HR was custom development of an in-house HR application. Neither being from HR domain nor having worked on HR functionality except Time Management, it was a big challenge to explain to them the basic HR concepts, which are required to become SAP HCM consultant.
- SAP Sandbox environment was a copy of DEV/QA at the time of go-live and so it was completely out of sync with reality landscape at the time of the training program. Since training and hands on was to be conducted on Sandbox server, it is required to have a relevant configuration and data copy from QA or PRD server.
- For ESS/MSS training, we required a Portal which is connected to Sandbox (since we will be configuring/ training in Sandbox backend). If this was not available, we used the available development portal to point to sandbox backend for the duration of the training.
- The Customer had a number of open tickets in HR which they expected to be able to resolve with this short 15 days training. Some of the issues which we helped them close through hands on sessions were:
  - Duplicate Entry – Time collision checks
  - Shift Schedule Entry
  - Absconding Action
  - Self Approval in ESS
- The Customer also expected our team to cover an SAP HCM Overview training to make the participants aware of what functionalities are available in SAP HCM (such as Appraisals, Travel, Training, PF, Superannuation, Gratuity, Loans).
- Also, they wanted to know what had been implemented as they were not a part of SAP Implementation Team.

**Solution:** Our three consultants conducted a Resident Program at the Customer Site. The Training Program stretched over 15 days of Classroom type Training was conducted in 2 phases for the following contents:

**PA / OM Training:**

- To configure custom actions
- To configure custom infotypes
- To configure Date Specifications
- To configure Task Types
- To Use Standard reports
- Creation of OM objects like O/C/S/ and relationships
- To configure feature ABKRS
- ESS Configurations

**TIME Training:**

- To configure Holiday Calendar
- To configure PSG Groupings
- Mapping of Calendar and Location
- Absence Type creation and Counting Rules
- Absence quota creation and deduction rules
- To configure work schedule rules
- To configure feature SCHKZ
- Time Evaluation Schema ZM00

**PAYROLL Training:**

- Creation of Payroll Area and Control Record
- Creation of Wage Types and their Properties
- Assignment of wage types to processing classes
- Eligibility of wage types in infotypes 8,14,15
- India specific - payroll infotypes settings 0580 series
- Payroll Processing Schema ZN00

We conducted hands on sessions each day so that the participants could practice what they learnt during the day. At the end of the training we conducted a Assessment Test for the participants to assess the level of knowledge acquired by each of them.

**Result:** The users became more confident to use SAP HCM modules and were able to address the employee queries on the modules trained more efficiently.