



STEIERMÄRKISCHE KRANKENANSTALTENGESELLSCHAFT

SAP® EMPLOYEE SELF-SERVICE STREAMLINES HR AT KAGES

QUICK FACTS

Company

- Name: Steiermärkische Krankenanstaltengesellschaft m.b.H.
- Location: Graz, Austria
- Industry: Healthcare
- Products and services: Management of 20 state hospitals and 1 nursing home in the Austrian federal state of Styria
- Employees: Approximately 16,000
- Web site: www.kages.at (German only)
- Implementation partners: BF Technologies Inc., Consult/R GmbH, and SAP® Consulting

Challenges and Opportunities

- Provide support for employees in their day-to-day activities to increase efficiency
- Streamline business processes
- Upgrade existing intranet portal

Objectives

- Simplify HR business processes
- Facilitate work for supervisors and employees
- Involve employees more directly in business processes so they can monitor progress more closely

SAP Solutions and Services

- SAP Employee Self-Service application
- SAP ERP Human Capital Management solution

Implementation Highlights

- Easily integrated SAP Employee Self-Service into existing intranet portal
- Coordinated simultaneous switchover of some 3,800 users within 30 days
- Minimized training required
- Enabled single sign-on
- Met with positive acceptance by users
- Utilized successful teamwork to keep project on schedule and within budget

Why SAP

- Strategic decision by management to implement SAP software
- SAP Employee Self-Service viewed as a reliable solution that is easily integrated with existing SAP software
- Use of new functionalities available in the SAP NetWeaver® technology platform

Benefits

- Streamlined complex business processes
- Enhanced employee efficiency
- Increased transparency of personnel administration
- Actively involved employees in business processes
- Reduced error sources, routes, and paper consumption

Existing Environment

- SAP R/3® Enterprise software (functionality now found in the SAP ERP application)
- SAP for Healthcare solution portfolio
- SAP Patient Management application
- i.s.h.med

Third-Party Integration

- Database: Oracle
- Hardware: Hewlett-Packard
- Operating system: UNIX

“The user-friendliness is so high that the new solution has found great acceptance among all employees in administrative and clinical departments. The interface is well integrated with our existing software, and any user with some knowledge of the Internet or Windows can use SAP Employee Self-Service intuitively.”

Franz Kokoth, Human Resources Manager,
Steiermärkische Krankenanstaltengesellschaft
m.b.H.



Steiermärkische Krankenanstaltengesellschaft m.b.H. (known by the initialism KAGes and based in and wholly owned by the southeastern Austrian state of Styria) is a provider of modern medical services and patient care. True to their motto, “economically responsible, environmentally sound, and organizationally efficient,” the organization’s 16,000 employees care for some 250,000 inpatients and 600,000 outpatients at the 20 Styrian state hospitals and one state nursing home every year. The organization was established in 1985, when Austria privatized its state hospitals. With the separation of the state-run hospitals from the state administration, one of the largest private-sector enterprises in Styria, and its largest employer, was created: the Steiermärkische Krankenanstaltengesellschaft m.b.H.

KAGes recently introduced the SAP® Employee Self-Service application to streamline its complex HR business processes, implementing time management and payment administration functionality first. In addition to enhancing efficiency by actively involving employees in HR processes, the new system has also made personnel administration much more transparent.

Efficient Time Management with SAP Employee Self-Service

When KAGes began its search, it was determined to find a reliable solution that would enable active integration of its employees into HR business processes. The organization realized, however, that its large number of employees and the resulting administrative effort generally involved in implementing new applications – coupled with the excep-

tionally high demands placed on the organization’s healthcare services – could make things complicated. In order to ensure the highest degree of success with SAP Employee Self-Service, CEO Christian Kehrer opted to utilize the SAP Business Workflow tool and to upgrade its existing SAP ERP Human Capital Management solution.

With SAP Employee Self-Service now fully functional at KAGes, employees can create their own attendance reports and obtain authorizations – for example, for leave or vacation time – instead of relying on someone from HR to do these things for them. The application makes all relevant information readily available to employees, and SAP Business Workflow considerably decreases the time it takes to complete what in some cases are multilayered authorization procedures.

Increased Transparency

Of the numerous options included in SAP Employee Self-Service, KAGes makes the most use of the time management functionality, which allows the organization to electronically record hours worked, attendance, and time sheet information. By involving the employees to a greater degree, management can review and approve work hours and coordinate schedules more efficiently. The application also helps eliminate potential errors and significantly reduces the number of trips employees have to make to the HR department, for example, to pick up leave-request forms.

Up to 70,000 requests for leave and vacation run through the system each year at KAGes – all of which formerly had to be made in paper form. “By increasingly involving the employees themselves in the personnel processes,” Franz Kokoth, human resources manager at KAGes, explains, “we were able to considerably ease the workload on those working in HR. What’s more, all managers are able to authorize or reject applications more rapidly and efficiently, with just a click of the mouse. This frees them up to devote their time to more important, value-added activities – all while saving paper as well as the time it takes to post messages.”

At the same time, supervisors enjoy greater transparency when it comes to keeping track of the attendance of their employee teams. Managers can run attendance reports, call up their



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Franz Kokoth, Human Resources Manager, Steiermärkische Krankenanstaltengesellschaft m.b.H.

employees' master data, and review their teams' scheduled vacations. Microsoft Outlook e-mail has also been integrated in SAP Business Workflow, creating a hub that can be accessed by anyone authorized to do so and saving time and money by freeing up managers to focus on more value-added activities.

Electronic Salary and Payment Reports

To complement the time management functionality, KAGes migrated its payment administration processes to SAP Employee Self-Service. Salary or payment records are now available in electronic form and can be called up individually at any time. Employees obtain their pay slips either in electronic form or as a

accessed directly through the SAP portal, with users able to easily navigate from one portal to the other. “Users only need to log in once and can then make use of all applications for which they have access rights,” comments Kokoth.

Minimal Training and High User Acceptance

The new interface is so easy to use that only minimal training is required. Even users who rarely log in to the system have no trouble learning how to use it. Kokoth remarks, “The user-friendliness is so high that the new solution has found great acceptance among all employees in administrative and clinical departments. The interface is well inte-

portal. As part of a release change in August 2007, all SAP Employee Self-Service processes were integrated into the new SAP portal at once. A total of 3,800 users were migrated to the new system overnight, and by the next morning, these users were running the new applications without any major problems.

In the first phase, the employees in the administration, business, and engineering departments were connected to the portal in SAP Employee Self-Service. The next step was a rollout for all medical staff. As Kokoth explains, “One factor that helped us to successfully reach our goal was the expert project team and our implementation partners, BF Technologies Inc., Consult/R GmbH, and SAP Consulting. We were impressed by their knowledge of the SAP software and their wealth of experience with regard to the product and the various personnel processes. This successful teamwork is what allowed us to stay on schedule and within budget for the project.”

Of the 16,000 KAGes employees, at least 12,000 will be given an SAP Employee Self-Service account in the future. By the second quarter of 2008, KAGes plans to implement the travel and expense management functionality in SAP Employee Self-Service. With automated travel expense recording, KAGes employees will be in a position to enter all of their travel requests and expense reports electronically – saving time and costs and freeing them up for more value-added activities.

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printout. KAGes has found that cutting down on paper consumption conserves raw materials and saves on costs.

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The central challenge in implementing SAP Employee Self-Service was integrating it into the existing intranet

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