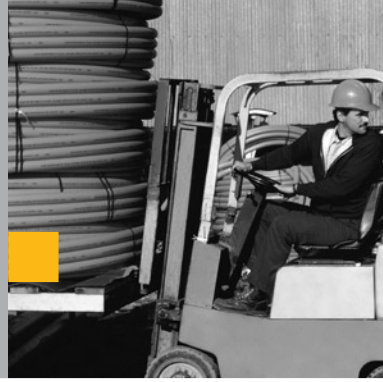


SAP Customer Success Story - Utilities Sector



“To build a world-class energy utility company, we want to empower and retain our best talents. With an integrated SAP Human Capital Management system, we can now streamline end-to-end HR processes to improve productivity, provide more responsive employee service and increase efficiency in the HR department.”

Ms Lynn Loh, Head of Human Resource and Administration, Singapore Power.

AT A GLANCE

Summary

Singapore Power, one of the largest corporations in Singapore, and a leading energy utility company in Asia Pacific, was supporting its employees from an array of separate HR systems. To ensure that it is able to manage its human resources efficiently and effectively, the company implemented an integrated HCM system.

Website

www.singaporepower.com.sg

Key Challenges

- HR functions were operating on disparate systems
- Time-consuming manual processes
- Multiple entries of the same data into separate systems

Project Objectives

- Enable workforce-related decisions using real-time information
- Plan, monitor, and optimise human resource strategies
- Support and integrate all talent management processes so as to attract, hire, and retain staff
- Provide scalability to support the company's future growth
- Allow the HR department to provide strategic value-added services to their staff versus being occupied with transactional activities

Solutions and Services

- SAP ERP Human Capital Management including Organisation Management, Personnel Administration, Personnel Development, Time Management, Benefits and Payroll, Performance Management, Travel Management, e-Recruiting and Learning Solution
- Employee Self Service based on SAP NetWeaver® - SAP Enterprise Portal, SAP Composite Application Framework and WebDynpro

Why SAP Solution

- Rich functionality and technical fit
- Features a fully integrated HCM system

Key Benefits

- Greater information transparency
- Higher data accuracy
- Scalable system that will grow with the company
- Improved efficiency

SINGAPORE POWER

Empowering staff with new efficiency

Singapore is on a fast growth track, and there is much the island state can look forward to given the exciting array of initiatives aimed at propelling its economy even further. The only dampener, however, may be the shortage of talent.

In a rapidly tightening labour market, the battle among employers to hire and retain skilled workers is getting increasingly competitive. Although an attractive pay package is critical, the companies that attract and keep the right talent are those that invest resources in developing their staff's career and in offering work-life policies.

Singapore Power (SP) is one such forward-thinking company. It provides electricity and gas transmission and distribution services, and marketing support services to more than a million customers. Its vision is to provide reliable and efficient energy utility services to enhance the economy and quality of life.

A People-oriented Organisation

SP recognises that to meet the business challenges of today and tomorrow, it has to maximise the potential of its workforce, enabling efficiency and swift response to changing global and local regulations. This requires transforming traditional human resource (HR) functions into a comprehensive human capital management (HCM) programme—one that integrates employee processes and knowledge with business strategies and talent management.

This will then enable the organisation to attract the right people, develop and leverage their talents in line with corporate objectives and retain top performers.

As one of the largest corporations in Singapore with assets of S\$18.3 billion, SP Group has 2,700 staff in four business units: Singapore Power Holdings, SP Services, SP PowerGrid, and PowerGas. With such a large staff strength to manage, SP needed a single, integrated HCM solution to improve workforce potential and support the company's future growth.

However, the company had been using an array of customised in-house HR systems since its inception in 1995, and they were unable to scale up and help fulfil SP's HCM objectives.

"We wanted an integrated system, one that will help us grow into the future and adopt best business practices. SAP Human Capital Management solution seemed the best fit," said Ms Choo Shiao Bing, Deputy Director, Human Resource Planning, Singapore Power.

Separate Systems

Prior to the SAP implementation, SP was using a number of systems which were developed in-house. As the company's needs grew, separate modules like training management and leave application were added. However, the lack of integration between these modules made it increasingly difficult to maintain. In addition, to generate certain reports, they had to rely on IT staff to extract relevant data.

Best Choice, Perfect Fit

SP evaluated a number of solutions and eventually selected the SAP Human Capital Management solution.

Key reasons for the choice include the solution's rich functionality and technical fit of the solution, and the fact that SP was already a SAP ERP user.

"We examined SAP against its peers and we liked their integrated platform approach. As Singapore Power is already a SAP ERP user, it made sense to take advantage of the seamless integration between the HCM system and the rest of the SAP platform," explained Ms Choo.

The HCM system was implemented in two phases, which took about a year to deploy. Phase One was for the core HCM modules and went live on 3 January 2007. Phase Two, started towards the end of Phase One, and included the e-Recruitment and Learning Solution module which went live on 1 March 2007.

The Learning Solution Module provides a single platform for the organisation to support its staff's learning and development needs. The employees are able to select their learning activities, and learn a course at their own pace and time.

It also helped that SAP was able to directly support SP during the implementation to ensure the project's success of the project.

"SAP consultants were supportive and responsive during the implementation and the project was completed on time," said Ms Choo.

Empowering Staff

In November 2006, SP leveraged the SAP Enterprise Portal solution to set up its intranet corporate portal, which allows the company to communicate with its staff. Employee self-service of HR services are also available via this platform.

"We didn't want the SAP system to be used by only the HR team. We wanted a system that the employees could access and to manage their work processes too," said Ms Choo.

Besides applying for leave and training sessions, staff can also update their particulars, claim allowances such as transport and mileage, and do their appraisals—all online. Administrative paperwork has been reduced.

Employees are now able to view their payslips online, and no longer have to wait for the hardcopy to be sent to them

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And though it is taking some time for SP's staff to get used to the new system, many are discovering its 'powerful' features.

For example, in the previous standalone performance appraisal system, information from the appraisal system cannot be generated and combined in the same HRMS report but has to be typed in manually.

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Ms Choo Shiao Bing, Deputy Director, Human Resource Planning, Singapore Power.

With the new system, relevant information can be easily generated and extracted. “It's only been six months since we implemented both phases,” said Ms Choo. “As we use more of the functions and information in the new system, we look forward to improving the operating efficiency in HR .”

