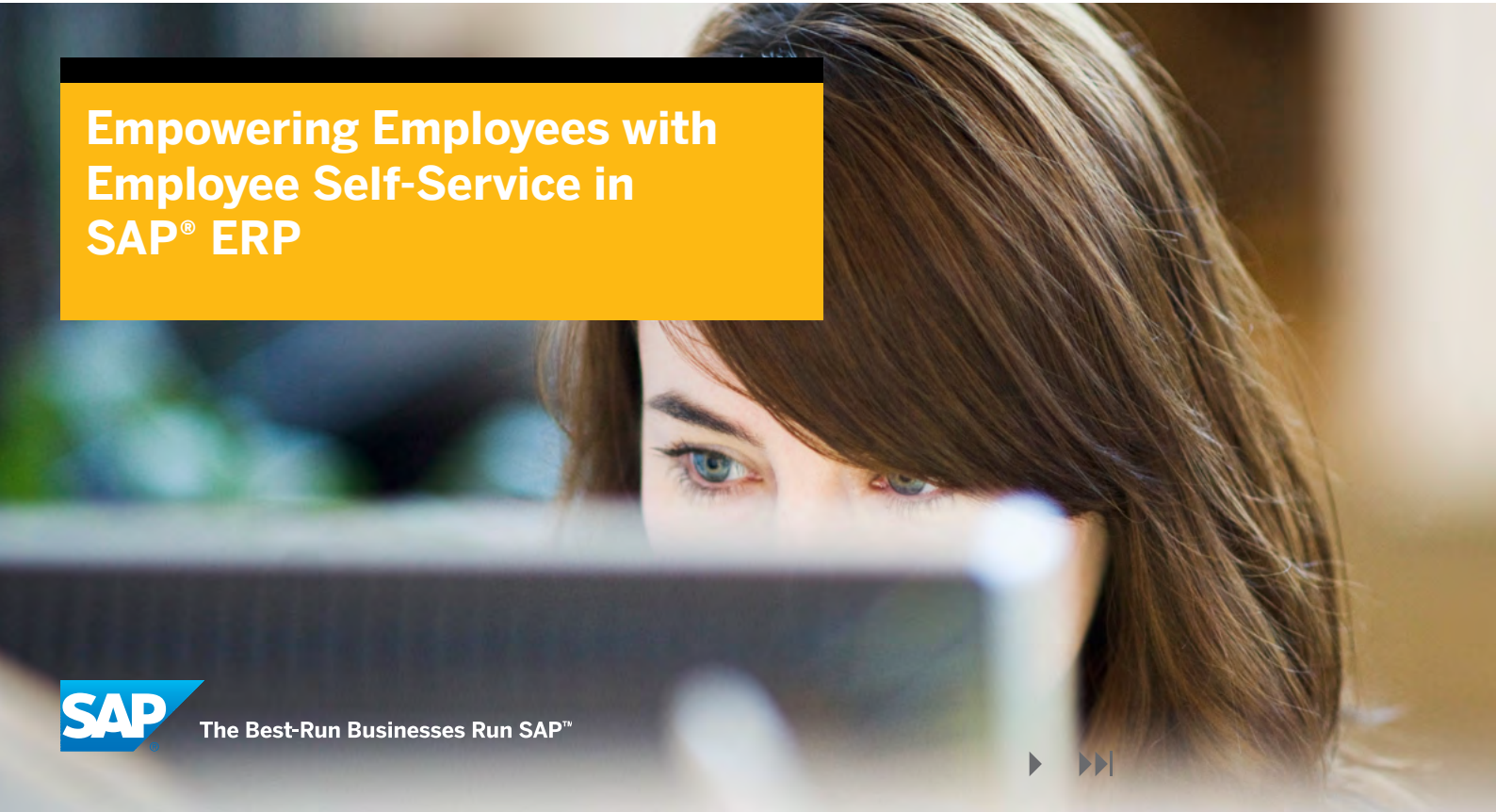
Empowering Employees with Employee Self-Service in SAP® ERP



The Best-Run Businesses Run SAP™

Allow employees to take more responsibility

Streamline HR processes and other routine tasks. With employee self-service in the SAP® ERP application, organizations can improve productivity by automating processes; reduce administrative costs, cycle time, and error rates; and realize a quick ROI.

Employee self-service gives employees worldwide personalized access to HR data, processes, and services. This empowers both employees and managers to take more responsibility for their jobs and development.

Automation boosts data accuracy by enabling employees to enter, display, and update any personal information, including bank information and emergency contacts. At their desktops or on mobile devices, employees can record hours worked, report travel expenses, request vacation or leave time, and receive workflow-driven approvals from their managers wherever they are. Viewing time, salary, and compensation statements online saves mailing costs while speeding communication. Requests for support for completing country-specific tax information can also be managed online.

Interactive forms can help guide employees through processes. After filling out a form, the employee sends it to the responsible manager. On approval, the form is included in the employee's online personnel file.

Provide direct access to HR services anywhere, anytime

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Powered by the SAP NetWeaver® technology platform, SAP ERP offers comprehensive employee self-service functionality. It incorporates a Web browser and support for voice and mobile devices, allowing direct access to internal and external business content, applications, and services anytime from anywhere.

What's more, SAP ERP supports multiple languages, currencies, and country-specific services, so your employees have access to localized job-related information and tools in every market you serve. The application can be used with the SAP NetWeaver Portal component or integrated with a third-party portal.

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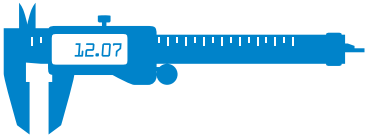
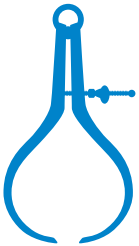


Employee self-service in SAP ERP gives employees the HR information, tools, and services they need to focus on the business at hand.

Provide direct access to HR services anywhere, anytime

Employee self-service is a keystone in your overall service offering to your workforce. Its intuitive user interface – which users can personalize to suit their individual needs and viewing preferences – gives users the information they need with the right level of support. Users can drill down to see more details when necessary and carry out the tasks they perform most frequently, such as recording time worked. For less frequent activities, like changing address or bank account details, they carry out the task by simply following the prompts provided. For more complex activities requiring a series of processing steps, you can set up guided instructions. Because the functionality is integrated with the SAP ERP Human Capital Management (SAP ERP HCM) solution, employees can view and update their skill data, manage their career and job planning activities, and apply online for new jobs. And because business processes are tightly integrated with SAP ERP HCM as well as with third-party portals, workers can purchase goods and services directly, which expedites the process.

Give employees access to their activities at the exact point in a business process where their contribution is required.



Improve the quality of the HR business contribution

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Employee self-service in SAP ERP delivers a versatile, Web-based method for cutting costs, enhancing employee satisfaction, and freeing HR staff to focus on strategic initiatives that help achieve business goals.

With SAP technology as a foundation, employee self-service allows you to reduce your total cost of ownership, because employees can complete their tasks faster and better. By automating and expanding the integration of HR processes, you accelerate transactions, improve process quality, and boost HR productivity, thus improving operational efficiency. Fully integrated HR data and processes can help ensure global and local compliance. Shorter cycle times, fewer transactional costs, and increased efficiency lead to greater ROI. With fewer administrative demands, HR staff can focus on strategic initiatives, which improves the quality of the HR business contribution. Because employees and managers have greater autonomy, improved support for collaboration, and direct access to information from their mobile devices, they are both more satisfied and more productive.

For the HR department, employee self-service plays a central part in the overall service offering for their main customers – employees and managers.

Summary
Employee self-service in the SAP® ERP application provides employees with the data and information they need to perform many everyday HR processes – without having to ask HR staff for help. By eliminating manual, fragmented processes and reducing administrative support requirements, you cut cycle times and cost, improve operational efficiency, and boost your ROI.

Objectives
- Standardize and automate manual, fragmented HR processes
- Lighten administrative load for HR departments
- Improve HR efficiency, productivity, process quality, and regulatory compliance without increasing budget outlays
- Standardize data maintenance to eliminate data quality issues

Solution
- Automated HR services, letting employees view and manage their personal information and tasks
- Streamlined workflow management, allowing employees to perform transactions such as approval requests
- Flexible user interface and integration of mobile devices

Benefits
- Fewer administrative demands, letting HR staff focus on strategic initiatives
- Reduced costs due to shorter cycle times and accelerated transactions
- Improved operational efficiency and process and data quality
- Higher employee satisfaction and productivity due to increased autonomy
- Lower total cost of ownership

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