UPES: Optimizing HR Processes End to End with SAP® ERP Human Capital Management

Unique in India, the University of Petroleum and Energy Studies (UPES) grooms students as industry-ready management, engineering, and legal professionals for the energy sector. In the process of grooming its HR operations, the university implemented the SAP® ERP Human Capital Management solution and created a **unified, shared-service HR organization** that delivers strategic value.

Partner

StraVis

Executive overview

Organization
University of Petroleum and Energy Studies

Principal Locations
Dehradun, India

Industry
Higher education and research

Products and Services
Consulting, research, and degree programs

Employees
400

Revenue
INR 1.1 billion
(US$21.4 million)

Web Site
www.upes.ac.in

Partner
StraVis IT Solutions Pvt. Ltd.
www.stravissolutions.com

BUSINESS TRANSFORMATION

The organization's top objectives

- Consolidate diverse HR applications with one integrated system
- Reduce payroll processing time
- Minimize need for HR team to manage transactional HR requests

The resolution

- Deployed the SAP® ERP Human Capital Management solution for personnel administration, organizational management, and payroll services
- Integrated time management and employee and manager self-service
- Provided comprehensive training to accelerate HR employees' adoption of the software

The key benefits

- Integration of all HR-related functions and accurate reporting for improved decision making
- Reduced payroll processing time and dependency on HR team for routine HR matters
- Empowered workforce with uniform operational processes

Read more

"The move to a consolidated HR platform has generated higher levels of engagement with employees and empowered managers with a uniform and consistent view into key operational metrics and processes."

Dr. Ashish Bharadwaj, Chief Information Officer, University of Petroleum and Energy Studies

TOP BENEFITS ACHIEVED

56%
Reduction in payroll processing cycle time

100%
Cost savings from insourcing payroll services

42%
Time saving by eliminating manual processes

See more metrics

Click here or scan the QR code to watch the customer video

Executive overview

Organization objectives

Resolution

Business transformation

Future plans

Consolidating HR applications with one integrated system

Located in Dehradun, India, the University of Petroleum and Energy Studies (UPES) is unique in India and across Asia as a domain-specific university focusing on energy and allied industry sectors. The university aims to provide industry-ready management, engineering, and legal professionals at the graduate, postgraduate, and doctoral levels. More than 3,000 students have graduated from UPES since it was founded, and the university is now well recognized as a leading educational institution for students and corporations in energy and allied industry sectors.

The SAP® ERP application had supported UPES's business and financial processes for a number of years, and the university utilized the SAP Student Lifecycle Management application to manage students and their careers within the university. UPES was also running a number of HR applications including organizational management and personnel administration.

However, the payroll function at UPES was outsourced and required considerable manual processes to validate the data. Each payroll cycle was taking as many as 15–16 days each month. Without payroll integration, the university's personnel administration and organizational management functions lacked effectiveness. HR teams used multiple spreadsheets, which created inaccuracies and reporting challenges at the executive level.

With these ongoing challenges, UPES realized that it needed to fully centralize HR operations as well as automate transactional HR functions. Management also decided it was time to insource the payroll function. In consultation with implementation partner, StraVis IT Solutions Pvt. Ltd., UPES selected the SAP ERP Human Capital Management (SAP ERP HCM) solution.

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Improving HR services with an SAP solution

To begin the transformation, StraVis deployed a team of skilled technical and process consultants and developed two key road maps. The first tackled payroll integration and employee administration optimization, including time management and personnel development. The second focused on the delivery of employee self-service (ESS) and manager self-service (MSS) functionality. With strong commitment from the university's executive, who was in full agreement with both plans, the HR organization at UPES approved the two road maps to be implemented concurrently.

The StraVis team set about business process mapping and standardizing employment terms used in payroll services. They also cleansed data structures needed for self-service functionality and focused on user interface and process simplification.

Best-practice ESS and MSS functionality was configured. ESS functionality included the ability to submit leave requests, make travel requests, and view salary and taxation statements. MSS included workflow-based approvals, team overviews, and access to absence records and appraisal processes.

StraVis then integrated payroll services into SAP ERP HCM. This created a single source of employee data for both HR and payroll functions. Information from the various work locations is automatically consolidated for centralized management, and the data is validated for accuracy and completeness at the time of entry.

In addition, the StraVis team provided comprehensive training to accelerate HR employees' adoption of the software. Meanwhile, UPES team leaders made sure that employees at the university fully understood and leveraged the benefits of the HR improvements.

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Improving operational efficiency and reducing costs

In all, the SAP ERP HCM implementation was completed over just 16 weeks, which was accelerated by StraVis's expertise and experience in rapid SAP software deployments. UPES has now used the newly insourced payroll functionality for nine cycles of payroll processing.

"Since implementing the SAP ERP HCM application, we've improved operational efficiency and reduced costs. We can now focus on strategic HR development as the administrative work is now significantly reduced," says Jhulan Mukherjee, manager of human resources for UPES.

It now takes less than half the time to run the payroll cycle. Time management reporting is tightly integrated with the university's payroll system, which helps ensure data consistency. In just 14 months the university has achieved 100% return on its investment through costs savings delivered from insourcing the payroll function and by minimizing the need for HR resources to perform routine HR transactions.

KEY BENEFITS

56%
Reduction in payroll processing cycle time

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42%
Time saving by eliminating manual processes

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Implementing robust analytics and introducing mobile delivery

The HR organization at UPES is continuing to benefit from integrated HR and payroll data as well as enhanced levels of employee satisfaction. Looking to the future, the university will focus on implementing robust analytics and introduce mobile delivery. For example, while UPES currently reports on student performance and faculty achievements, these reports are not integrated. In the future, the university hopes to use SAP software to integrate reporting to gain further insights and drive decision making.

And like every organization the world over, UPES is looking to introduce mobile apps to enhance workforce productivity and help employees with faster, more-informed decision making.

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