


# HYBRID MANAGEMENT OF HR DOCUMENTS AT ENBW

EnBW's HR self-service portal: employees normally receive all HR documents digitally

Challenge	Solution	Benefits
<b>HR-related digital communications and document management</b> designed to ensure employee buy-in	 <b>Digital SPS employee mailbox</b> plus SPS print services	<b>100%</b> <b>automatic processing</b> of 18,000 documents a month ensures efficiency

Countless HR documents are generated each and every month for the approximate 14,000 employees who work at EnBW, such as their payslips and travel expense, social security and income tax statements as well as other documents that are sent out on an ad-hoc basis. However, switching to delivering these documents digitally not only involves significant cost savings but also ensures that the documents are delivered more reliably, streamlines and simplifies communications with the HR department and hence also increases employee satisfaction.

Not only were the costs involved in generating, printing and posting 18,000 documents a month considerable but the company was also keen to improve communications between employees and the HR department. What's more, the use of paper was outdated and not sustainable. As EnBW had set itself a target of achieving climate neutrality by 2035, it needed to make improvements.

First and foremost, EnBW needed its HR platform to be extremely secure and be implemented in accordance with the provisions of the GDPR. SPS's very high, proven security standards with a server site and all data handling in Germany meant that all of the security and data protection requirements also set out by EnBW's works council for the cloud-based HR portal could be met.

## Hybrid approach ensures flexibility

Since 2019, communications and documents have been sent out via the digital employee mailbox system, which is operated by SPS as an HR portal.

A hybrid solution was deployed for the transition period given that SPS, as an omni-channel service (OCS) provider, covers all communication channels. Now that the transition period has ended, all employees receive their HR documents in digital format only.

As such, EnBW's employees were gradually fully migrated over to the HR self-service portal. The default setting is for employees not to receive physical documents. By spring 2021, only 5% of employees were receiving their documents in hard-copy format whilst all the

others were receiving all their documents and information via the portal.

SPS's OCS solution enables all necessary documents to be generated in ERP systems and forwarded to SPS via an SFTP and then from there be issued to employees either as a PDF or in another format of their choosing based on their personal preferences.

The document management full-service provider boasts a wide range of optional channels for issuing documents and information. Employees can decide for themselves where to receive and store their documents – by email, directly within the portal or via the secure „IncaMail“ email system, iCloud, Dropbox, Google Drive or the Samsung Cloud. The sender states which channels are available to choose from.

#### **Flexibility and data protection ensure employee buy-in**

Every employee logs in with their user ID and password. Two-factor authentication is also available but it is up to individuals to decide whether or not to use it. Unregistered employees receive their activation code from the HR department which is used to register employees in the system – the only manual step that the HR department needs to go through.

Thanks to the responsive design, the portal can be used on PCs, tablets and smartphones, meaning that even employees working off-site, for example on installation tasks, can access their documents at any time.

All documentation is available in the portal at the click of a button, can be downloaded by employees in PDF or Zip format and, once downloaded, can be deleted or stored online.

#### **Improved direct communications**

Any queries regarding a document can be generated directly within the portal. As the portal states who in the HR department is responsible for the employee in question, the recipient's email address is automatically provided. All the relevant information for the query is automatically added by the system which makes life easier for the HR Advisor concerned as they don't even have to gather any of the documents needed to be able to answer the query. As such, responses to queries have been provided more quickly since the portal has been introduced. The OCS portal also features a messaging service via which information can be sent simultaneously to all users in real time, meaning that important information reaches everyone immediately.

#### **More time to focus on core activities**

The degree of automation involved in the portal, which was provided as a service and adapted by SPS in terms of processes and corporate design to suit EnBW, is huge. The data handling is 100% automated – no manual steps are required, from data transfer, document layout, and distribution right through to employee notifications. Even the printing process was highly automated by SPS and guarantees cost-effective implementation, from production right through to postal delivery.

The HR portal has automated monotonous tasks for EnBW, and the HR department has more time to focus on its core activities such as employee development, training, conflict management, recruitment, and application processes.

As such, digitalization is not only helping to reduce costs but is also helping to improve the service provided to employees in all HR-related areas.



#### **About EnBW Energie Baden-Württemberg AG**

EnBW Energie Baden-Württemberg AG is a publicly traded energy company headquartered in Karlsruhe, Germany. The company, which was founded in 1997, has around 24,000 employees making it one of the largest energy companies in Germany. Since 2013, it has evolved from a classic energy company into a strong partner for energy and infrastructure, focusing on renewable energies, electricity grids, telecommunications networks, e-mobility and smart, sustainable energy solutions for its customers.

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