

STANDARDIZATION OF TIME MANAGEMENT AT PHARMACEUTICAL AND CONSUMER GOODS MANUFACTURER

Complex implementation and operation of SAP time management solution successfully realized by SPS



Challenge	Solution	Benefit
<p>ONE</p> <p>standard solution for time management for several subsidiaries at different locations</p>	<p>Implementation and operation of SAP Time, ESS and MSS integrated with SAP Payroll by SPS</p>	 <p>Cross-market process standardization with reduction of HR effort and better service for employees and management</p>

Not only were different time management systems in use at the company’s various locations, but the company agreements also differed considerably. Outsourcing the operation of the time management solution to Swiss Post Solutions (SPS) – based on SAP Time, ESS and MSS directly integrated with SAP Payroll – benefits employees, management and HR. Thanks to simultaneous harmonization of regulations and processes, it is significantly easier to adhere to the strict compliance requirements of the global parent company.

As in many organizations that have grown – also through acquisitions – a wide variety of solutions were in use by the customer, an international pharmaceutical and consumer goods manufacturer. Attendances and absences or clock-in and clock-out times were previously documented differently in Excel or various standard systems. Interfaces to payroll accounting were only basically implemented in order to automatically determine salary supplements due to night work or overtime. Data, such as vacations, was entered manually into the central systems Workday or SAP Payroll. Due to the variety of company agreements, there was a lack of transparency and comparability across locations. There was an urgent need for action here. After two less successful attempts, the decision was made to commission SPS with the centralization and outsourcing of time management on the basis of SAP, as they had already been working together successfully in the area of SAP Payroll since 2012.

More than just a technology switch

One of the challenges of the project was the need to standardize

processes and agreements as much as possible. Each site had specific needs that had to be taken into account. IT, legal and HR departments were involved, works agreements were renegotiated, and a task force of all local works councils was convened. At the same time, the strict compliance requirements of the global parent company had to be implemented. This was only possible through extensive coordination and required a very agile approach on the part of SPS. Thus, at the customer’s request, the time frame for the organizationally demanding change management project (for subprojects, locations) was postponed by three months.

Top quality ensured in terms of professional, technological and regulatory aspects

The new framework company agreement with local extensions was implemented by SPS together with the project team in SAP. At first, time management was activated on Jan. 1, 2020, for nearly 1,000 employees at one location, and the vacation workflow was activated for another 3,000 employees. Since 1st of July, everyone is included in the new system.



We succeeded in standardizing the historically grown rules and regulations of the subsidiaries. The move to the central solution is the result of outstanding cooperation between our internal teams and SPS.



– Customer Statement from the EMEA Payroll Director

The EMEA Payroll Director credits the smooth rollout to the dedicated international project team: “Given the complexity of the organization and the effort required for cross-brand harmonization, this was an achievement to be proud of.”

To meet the high quality requirements, they set up a three-tier system landscape with a separate system client for pre-testing. A total of three months of testing took place before the go-live was approved. In operation, a monthly transport list meticulously documents which changes are to be transferred from the test system to the production system. Only after a review by SPS and the customer’s HR team are the changes accepted.

The regular ISAE 3402 audits that SPS undergoes are additionally evaluated by the customer to ensure compliance with the company group’s requirements.

Self-service with added value for everyone

Implementation, process harmonization and the smooth operation of the application inspire the customer’s management. But employees also benefit. In SAP ESS, all work time services are available at the push of a button. “Stamp times” such as work start, work end and break times are recorded directly, and statutory breaks are deducted automatically.

Time accounts with flextime and overtime are evaluated and go directly into payroll, as does the payment of bonuses. Vacation requests are sent to the supervisor via workflow and are only evaluated in the time account after approval. Contractual vacation entitlement is merged with quotas such as severely disabled or educational leave.

Every employee can check time sheets and absence quotas at any time. Managers have access to all evaluations for their own team in SAP MSS. They can check time sheets, evaluate balance and quota levels, and recognize bottlenecks due to absence at a glance. If the resting period is not observed or the permitted working time is exceeded, employees can be notified immediately.

“Everyone benefits from SAP Time Management: employees, management, the HR department and IT. SPS has once again proven to be a highly competent application provider,” concludes the project manager of the pharmaceutical and consumer goods manufacturer.

About the client

The customer is a global pharmaceutical and consumer products company headquartered in the US with more than 100,000 employees in numerous countries. The product range reaches almost every household and consumer at all stages of life.



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