

STREAMLINE HR TASKS WITH CENTRALIZED DOCUMENT ACCESS

SAP® EMPLOYEE FILE MANAGEMENT BY OPEN TEXT

The SAP® Employee File Management application by Open Text simplifies the management of all worker-related documents – both print and electronic – and makes master data immediately available from digital files. This streamlining enables personnel activities and processes to be performed quickly and easily.



HR organizations are under constant pressure to process high volumes of transactions accurately and in compliance with complex requirements for data retention and security. At the same time, companies use a wide variety of HR and related forms to fill out employee records over the lifecycle of a worker's engagement with a company. Whether you are dealing with contractors or full-time staff, your HR department is expected to maintain and produce this documentation at a moment's notice – whether electronic or paper records.

Managing this complexity becomes more challenging with mergers and acquisitions. If your organization is combining HR departments, with one having relied on paper documents, your staff needs to spend extra time searching through files and folders that might be located in disparate offices or in off-site storage. Sorting, scanning, and filing incoming paperwork and cross-checking printed data with employee records stored in the SAP® ERP Human Capital Management (SAP ERP HCM) solution adds to the administrative overhead of HR. The process gets even more complicated when employee files must be sent from one location to another – a time-consuming, error-prone process that increases the risk of regulatory noncompliance.

To address these challenges while maintaining high service and compliance levels, you need a complete solution for managing all personnel-related documents. With the SAP Employee File Management application by Open Text,

you can create a complete digital record of all these documents and organize them for instant accessibility and searching. Now you can access all printed and electronic documents related to employees, retirees, contractors, and job applicants – as well as master data from SAP ERP HCM – from digital files. Thus HR staff can perform administrative activities more quickly and easily.

A Complete Digital Record for Every Employee

With SAP Employee File Management, your HR master data and statements, as well as all original worker-related paper documents, are centralized and displayed in SAP ERP HCM in a clearly organized folder structure. Labor-intensive searching through electronic transaction histories or paper files is no longer necessary, because you can instantly search and access exactly what you need, when you need it. This enables HR staff to process personnel tasks faster with fewer errors – and spend more time on activities that add more strategic value to your organization.

SAP Employee File Management also helps shared-services organizations deliver high-quality HR services for large numbers of employees at reduced time and cost. Because employee files are centralized for all workers, you can consolidate and centralize HR staff and enable them to service all geographic locations, thereby reducing both HR headcount and other costs.

Transform HR by Focusing on Strategic Activities

SAP Employee File Management can help you transform your HR department from one that is primarily administrative into one that is primarily strategic. Instead of spending the majority of their time on labor-intensive administrative tasks, HR staff can use the software to optimize and automate these activities. This frees them to focus more of their time

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and effort on recruitment, skills development, and serving as a more productive resource for the operational areas they support.

Instantly Find Documents with an Intuitive Folder Structure

SAP Employee File Management is designed to meet the requirements of modern HR management. Using a hierarchical folder structure designed for ease of use, the software enables your HR staff to quickly gain a clear overview of each worker's records. Using the name or assigned number of an employee, contractor, or retiree, they can rapidly retrieve all of the relevant information and documents they need.

Regardless of whether you are searching for master data, statement data, or original documents, a simple mouse click is all that's needed to instantly display and access all employee records in a single view.

Enable Simultaneous Access to Digital Records from Anywhere

In a global HR organization, it's important for local and corporate HR departments to have access to consistent personnel data and documents. Too often, records are created and stored locally, leading to redundant or inconsistent data and risky, expensive, and time-consuming transfers of paper files from location to location.

SAP Employee File Management enables you to grant secure, parallel access to all worker files from anywhere in the world. Because authorized users can instantly access what they need, whenever and wherever they need it, the software eliminates the need for cumbersome transfers of paper files between office locations. Security is based on the authorizations of the users defined in your SAP ERP HCM application.

Maximize Efficiency via Direct Links to SAP ERP HCM

To maximize operational efficiency in your HR department, each digital employee file is tightly linked to transactions managed by SAP ERP HCM, which enables you to manage and link data and documents at the same time – all within a single application. SAP Employee File Management provides a direct link to related HCM info types.

This allows HR users to jump directly to a corresponding transaction in SAP ERP HCM, where they can view, change, or create data records associated with a person. Maintenance and updates of HR master data (for example, when an employee is promoted or transferred) can be completed quickly.

Capture Documents Multiple Ways

SAP Employee File Management offers different ways to store incoming documents as part of the personnel record. Scanning is a component of SAP Employee File Management that provides a proven solution for scanning and indexing low, medium, and high document volumes, scaling from hundreds to many thousands of documents per day. For example, paper-based documents can be scanned and linked manually to the right personnel file. Users can select a fax or an e-mail in Microsoft Outlook or Lotus Notes and link that e-mail or an attachment to a personnel file. And if the initial document load (for example, scanning the existing paper-based personnel files) is done by a scanning service provider, the scanned documents can be imported using a mass import function.

Search Through Documents Quickly Using Thumbnails

The browser-based interface of SAP Employee File Management enables you to intuitively search through employee documents. Thumbnails of the complete personnel file facilitate faster, simplified navigation, as they allow you to digitally “skim” through an actual paper file without ever leaving the familiar environment of SAP ERP HCM.

Enable Self-Service and Shared-Services Models

You can use SAP Employee File Management in the familiar SAP GUI or the SAP NetWeaver® Portal component, while staff can access files for which they are authorized via the employee self-service and manager self-service portals in the SAP ERP application. Using a guest access feature, each employee can easily access his or her online file for a restricted time period via the Web, and managers can see their employees' files. Employees can see only the contents of their own files and have limited access based on their legal right to see the documents.

Leveraging these functions, SAP Employee File Management is ideal for self-service scenarios, which free HR staff from time-intensive, routine inquiries from both their colleagues and management. It's also optimal for HR shared-services models, where compliance with service-level agreements (SLAs) is critical. The software makes it easier to comply with SLAs in shared-services environments by enabling HR staff members to find everything they need quickly and process service requests more quickly and efficiently.

Optimize Storage, Archiving, and Data Protection

To support the digitization of large archives of paper personnel files, SAP Employee File Management provides a mass import interface to which third-party scanning providers can connect. With digitization of paper files, you can be confident that all content is automatically archived and attached

to the employee master record in SAP ERP HCM under the correct context. All documents handled in the system are permanently stored in a secure, long-term archive.

Because sensitive personnel data must be treated with great discretion, the software also provides dependable data protection based on the authorization standard in SAP ERP HCM. This helps ensure that only authorized staff can access employee files.

Enable Secure Content Archiving and Retention Management

SAP Employee File Management includes an archiving solution that supports the secure, long-term storage of all HR documents and data in a standard, widely used, and accepted format (such as TIFF or Adobe PDF). Storing files digitally eliminates the need for a physical storage place. And tight security controls enable you to comply with privacy regulations.

Manage Document Retention

Now you can centrally define and manage the retention of archived documents according to corporate policies and retention laws. You can define retention periods for each type of document and proactively find and delete content accordingly. You can override expiration dates for business-critical documents (such as those related to a legal case) to prevent deletion.

Support Disaster Recovery

With SAP Employee File Management, you can completely restore access to archived documents in case your archive



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server hardware has a major breakdown or is destroyed. Your content is protected from natural disasters such as fire or flooding, and HR documents can be archived at geographically dispersed storage locations to ensure that they remain available – even in the event that one archive is destroyed.

For More Information

Are you ready to get out from under the paper documents and cumbersome administrative processes bogging down your department and driving up costs? Now you can – with SAP Employee File Management. To learn more, contact your SAP representative or visit www.sap.com/solutions/solutionextensions.

Summary

HR organizations need to provide highly efficient, accurate service and maintain impeccable employee files for complex global workforces. The SAP® Employee File Management application by Open Text supports delivery of high-quality HR services by supporting the integration, storage, retrieval, and archiving of all paper and electronic documents related to members of your workforce.

Business Challenges

- Management of large volumes of paper and electronic records
- Compliance with document retention and deletion regulations in global workforces
- Demand for delivery of high-quality, accurate HR services at a low cost

Key Features

- **Paper and digital file consolidation** – Collect, digitize, and centralize all employee documents and master data; use scanning and image capture functions to eliminate paper files
- **Search** – Use intuitive folder structures and thumbnails to find documents quickly; jump directly from digital document records into transactions supported by the SAP ERP Human Capital Management solution
- **Employee self-service and shared-services support** – Provide employees and managers with secure access to relevant files
- **Process automation** – Integrate workflow for complex review and approval processes and routine document-related inquiries
- **Archiving** – Securely archive employee documents in accordance with legal regulations

Business Benefits

- **Faster HR processes** by providing HR staff with a complete view of all employee documents
- **Higher service levels** through improved compliance with service-level agreements
- **Flexibility to support global HR processes** by giving all office locations parallel, Web-based access to digital employee records
- **Reduced operational costs** by automating administrative activities and eliminating paper archives
- **Lower training costs and higher employee satisfaction** within the HR department by automating routine document-related inquiries
- **Minimized risk** through improved data integrity and availability

For More Information

For more information, contact your SAP sales representative or visit www.sap.com/solutions/solutionextensions.

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