

OpenText ECM Suite for SAP Solutions

Optimizing Employee Information Management for HR Excellence

Despite the explosion of electronic content and platforms, many HR organizations remain mired in paper-based employee documentation that is often stored in filing cabinets or brick and mortar facilities. Managing the records of an employee from hire to retire can be an administrative burden fraught with inefficiency and high costs.

And employee information isn't limited to physical, paper-based files; legacy data, web and portal content, and communications all demand valuable storage space—whether electronic or physical—and tedious administrative processes.

Given government mandates of record retention that can range from seven to 30 years, the need to retain content and easily access information is not only critical to ensuring premium HR service delivery but to also avoid litigation, penalties, and an overwhelming price tag for discovery costs.

Managing employee information is a core business process that requires integration into an Enterprise Content Management (ECM) strategy. A powerful transformation takes place in the productivity, operational efficiency, and overall reputation of the HR function when an ECM solution is leveraged.

Holistic content management drives productivity and cost savings

According to an HCI/OpenText survey, 90 percent of organizations say their documents are housed in paper files in one or more locations. In this environment, access to historical data is limited, if it exists at all, and can be a daunting, time-consuming task. Decentralized files leave the company open to potential for privacy loopholes and security issues.

Managing high volumes of employee files, documents, records, emails, portal and web content, and other media not only takes up valuable office and system space but can be highly expensive, requiring offsite storage. HR staff require immediate and secure access to all employee information in order to deliver adequate service or simply to do their job effectively. Many companies retain employee documents

BUSINESS CHALLENGES

- Lack of historical data
- Files paper-based, in multiple locations
- Compliance and legal risks
- Slow response time to manager and employee inquiries
- Cumbersome and disjointed employee communications process
- Inefficient maintenance of web content
- Stringent government regulations for retention and archiving of information

BUSINESS BENEFITS

- **Reduced inefficiencies, cost, and risk** from off-site or paper file storage of employee documents
- **Digitized paper-based files** allowing for effective capturing, processing, managing, and retaining processes
- **Archived data with a comprehensive records management strategy**, fostering agile service delivery, employee satisfaction, and process efficiencies
- **Consolidated IT systems** into one ECM platform, reducing training, administrative, and storage costs
- **Optimized HR shared services** by facilitating employee and manager self-service, improving first call resolution, and enabling quick search

much longer than legally required or even allowed and have inconsistent retention practices, as well.

With an end-to-end Employee Information Management solution, the same inquiry from an employee that may have required two days to resolve in a decentralized, paper-based environment can be answered almost immediately. In fact, the best companies boast a 4.5 minute call resolution and see a 62 percent process improvement in cycle time, which means they can direct more effort towards strategically-aligned projects.

Benefit from a one-platform ECM strategy

An added incentive for many organizations is the potential for significant cost-savings that consolidated IT systems and a one-platform strategy can deliver. When organizations move away from multiple or outdated systems, they benefit from reduced storage, training, and administrative costs.

Another challenge facing some businesses is their reliance on older enterprise applications, such as host systems or R/2. These systems are susceptible to risks and problems associated with aging, as well as complexity and decreasing knowledge about how to operate the aged application, which often requires extensive training costs. The Employee Information Management solutions offer a way to decommission legacy systems, ensure information and data is readily accessed via SAP systems, accelerate the decommissioning process, and meet regulatory requirements.

Maximize benefits with the SAP ECM business value solution for managing employee information

The OpenText Employee Information Management business value process for SAP solutions drives HR excellence by maximizing the suite of ECM products.

ECM for the reward and retain business value solution describes a collection of interrelated and integrated solutions that manage the entire lifecycle of employee information from creation and management to storage, distribution, archiving, and, ultimately, disposition of content—while ensuring that security policies are respected and regulatory compliance mandates are adhered to. Several ECM solutions can help improve the management of employee information from hire to retire, including document presentation, portal management, data archiving, and employee file management.

Holistic ECM roadmaps unite document and records management, email management, content archiving, web content, and other information governance capabilities to minimize organizational risk and cost while maximizing business insight and efficiency.

Key features of an OpenText ECM suite for SAP® Solutions – Employee Information Management:

- **Central repository for current digitized records** allows for first call resolution, access to non-SAP® content, quick search capabilities, and reduced storage costs
- **Secure access and audit trails** reduce exposure and risk to litigation/penalties, ensure adherence to one set of retention policies
- **Electronic communication templates** improve consistency in capturing information and facilitate employee self-service
- **360-degree view of employee information** via electronic employee folders allows easy, secure access to complete employee information for all ecosystem roles and long-term records management of files

“Organizations utilizing best-in-class ECM practices average 4.5 minutes in resolving HR calls, and a 62 percent process improvement in cycle time, which means they can spend more effort towards strategically-aligned initiatives.”



- **Web-based portal content management** ensures creation, management, and storage of portal content, providing self-service capabilities to employees while driving HR transparency ■

To learn more about the OpenText ECM suite for SAP Solutions – Employee Information Management., please call your OpenText representative or visit www.opentext.com/sap.

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