

# Higher-value employee services at a lower total cost

HR Transformation at Global Mining Company creates the environment for improved speed and adaptability

A global mining company, with 90 plants and 4,600 employees across Europe, North America, Asia, and Africa, is a leading global producer of lime, high calcium limestone, and dolomitic stone. Their global scope enables them to serve customers worldwide, delivering products in bulk, on pallets, in bags, or containers via road, rail, and sea.

The Human Resources (HR) department at this global mining company was tasked with developing and delivering services that have a productive impact on the workforce and the organization. Like many HR departments, the team struggled to manage the many documents employees accumulate throughout the employee lifecycle, from 'hire-to-retire'. HR personnel managed over 45 different document types for payroll alone. Working with paper documents to manage HR data was cumbersome, costly, and time-consuming. It was critically important to have HR information readily available because its analysis allows executives and HR personnel to make decisions quickly and perform tasks more easily. The company wanted to better utilize existing HR resources, eliminate the double entry of information, improve data accuracy, and focus on strategic objectives rather than transactional processing.

## HR Transformation with integrated solutions from OpenText and SAP®

To accomplish their HR transformational goals, the organization turned to integrated solutions from SAP and OpenText. Partnering with Exaserv® Inc., they chose OpenText Employee File Management for SAP Solutions (EFM) to replace their previous electronic document storage solution. EFM enables full end-to-end integration with the company's SAP ERP Human Capital Management (HCM) environment, providing direct links into SAP and leveraging SAP security. OpenText Employee File Management is designed to meet the requirements of a modern HR organization by providing the department with a complete solution: all printed documents from employees and job applicants, master data, and internal personnel documents are immediately available from the electronic personnel file.

## INDUSTRY

Chemicals

## CUSTOMER

Global mining company

## PARTNER

Exaserv Inc.

## CHALLENGES

- Managing paper documents throughout the employee lifecycle
- Costly, time-consuming administrative tasks
- Secure access to employee documents
- Moving HR to a more strategic role

## SOLUTION

- OpenText Employee File Management for SAP® Solutions

## BENEFITS

- Streamlined process for storing and viewing documents
- Faster turnaround on information
- Ability to utilize existing landscape for future business solutions
- Broader access for different business units
- Ability for HR to focus on strategic, value-added tasks

*Instead of personnel spending the majority of their time searching for information and manually creating and updating files, they now have a central place where employees, contractors, managers, and HR professionals can access and manage the information based on user defined rights and authorizations in the SAP HCM application.*

The global mining company now has access to all HR information in a central place, with the ability to provide secure access to documents and full-text search capabilities to make retrieval of documents efficient and convenient. OpenText Archiving is tightly aligned with SAP business processes and enables the ability to store documents, unstructured content, and any supporting documents related to HR business processes within a centralized repository. The retention management component enables the company to control the complete lifecycle of content objects by associating sophisticated retention and disposition rules with each content asset. These rules control if, and when, content can or must be deleted or archived on less costly storage media

Using a hierarchical folder structure designed for ease of use, the EFM solution enables HR personnel to quickly gain a clear overview of each employee'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. The company created a flexible folder structure tailored to their nomenclature with seven

master document folders. The system will utilize the current employee file structure by linking documents to the personnel number stored in SAP.

Using OpenText Enterprise Scan, HR personnel have a proven solution that enables them to scan and index low, medium, and high volumes of documents. The company has already had a very strong end-user adoption of the scanning solution.

Staff members can access their authorized files 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; ensuring employees can see only the contents of their own files and limiting access based on their legal right to see documents.

### **HR as a business partner**

The mining company wanted to maximize the performance of their workforce through alignment of HR activities and programs with the strategic direction and business needs of the organization. They wanted to bring added value to the business by actively participating in the strategic decision

making process and related business decisions. The EFM solution enables them to reduce the time and costs associated with administrative tasks and manual paperwork, by replacing them with an automated process integrated within SAP.

By gathering all employee information in a centralized archive integrated with their SAP HCM system, multiple people from all over the world can access this information simultaneously. Instead of personnel spending the majority of their time searching for information and manually creating and updating files, they now have a central place where employees, contractors, managers, and HR professionals can access and manage the information based on user-defined rights and authorizations in the SAP HCM application.

The implementation of OpenText EFM will help the company maximize the value of its workforce and help HR transition from an administrative role to a business strategy role. The partnership with OpenText, SAP, and Exaserv Inc., allows them to improve their HR processes that ultimately empower their greatest asset, a talented and passionate workforce. ■



Exaserv is a global consulting organization that provides strategic solutions, implementation services, application support, and specialized products for the SAP® ERP HCM market. Exaserv's certified SAP and SuccessFactors™ consultants manage all sizes of implementations and development projects using its proprietary methodology, SAP best practices, industry leading HCM knowledge and proven change management techniques.

[www.opentext.com](http://www.opentext.com) ■ [sales@opentext.com](mailto:sales@opentext.com) ■ 800 499 6544