

opentext™

Success story

Johnsonville Sausage

Industry

- Consumer Packaged Goods

Solutions

- OpenText™ Employee File Management for SAP® Solutions
- OpenText™ Extended ECM for SAP® Solutions



Johnsonville cooks up a digital transformation with OpenText and SAP

No. 1 American sausage brand creates a more efficient HR department using OpenText Suite for SAP Solutions

Results



Quick, easy access to electronic files leads to significant time savings



Ability to easily manage potential audit requests



Reduced expenses by eliminating paper file storage



Seamless integration between OpenText and SAP

"Before we had OpenText Employee File Management for SAP Solutions, our HR employees spent too much of their time on administrative tasks. Digitizing all of our employee files and making them easily accessible has freed up their time to focus on other aspects of their job like our open enrollment."

Glenn Dieball
System Administrator
Johnsonville Sausage



Founded in 1945 in a small-town butcher shop in Wisconsin, Johnsonville Sausage has become one of the world's leading sausage producers and the leading brand of sausage in the United States. A family-owned company with approximately 1,600 employees, Johnsonville sausages are sold in all 50 states and in 40 countries around the world.

Background

Johnsonville's tremendous success has been guided by a company culture called 'The Johnsonville Way,' where employees are seen as 'members' of the company and are tasked with developing their own talents and achieving personal growth. Johnsonville believes that by realizing their own potential, members will in turn help the company succeed. Johnsonville owner and retired CEO Ralph Stayer is known for saying, **"Some companies use their people to build a business. At Johnsonville, we use the business to build our people."** To serve its valued members in the most efficient, productive and timely manner, Johnsonville digitized its paper-based employee files using OpenText Suite for SAP.

Challenges

While the key to making delicious sausages may be a time-honored family recipe, Johnsonville knew that the traditional way of managing its employee files was overdue for a change. The Human Resources department, called 'Member Services,' was keeping paper files, such as medical, 401K and performance review documents, in filing cabinets in multiple locations. **"We had a huge mess of employee files in a huge room with a locked door,"** said Glenn Dieball, System Administrator at Johnsonville. **"Inside it, were really long cabinets filled with paper files. If Member Services was asked for an employee file, it would take a long time to find it."**

Not only were routine document-related requests time-consuming, the paper-based processes increased the risk of misfiled documents and records management errors. Dieball explained, **"In the case of an audit, we would have had a really tough time finding the required documents, so employee file management was definitely on the radar because of that risk."** To help Member Services more efficiently manage employee files, Johnsonville's goal was to digitize its paper files with a solution that would provide electronic storage and management of scanned-in employee documents.

Solution

Accessible digital employee files designed for SAP

Johnsonville was using SAP for its business applications and had implemented OpenText™ Content Suite Platform and OpenText™ Archiving for SAP® Solutions as the foundation for its information management and governance applications. As a result, the team did not have to look very far for a solution that would meet its needs and integrate with its existing systems. Johnsonville selected OpenText Suite for SAP and key solutions from its integrated portfolio of applications designed to run with SAP. The suite includes OpenText™ Employee File Management for SAP® Solutions, a product that streamlines employee file management with integrated digital personnel files and OpenText™ Extended ECM for SAP® Solutions, an enterprise content management solution.

Dieball said choosing OpenText was easy, since it is the leading partner in the management of enterprise information within the context of business processes with SAP. **"We went with OpenText because we are a SAP shop. The OpenText solutions integrated very well into our product and with OpenText, I get good support. Any time that I have issues they are on top of it, ready to help."**



"OpenText Employee File Management gives us the ability to stay ahead of an audit because we know we have all the documents they need and can easily pull them up from our system."

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Implementation

Committed to high quality in everything it does, the Johnsonville team focused on achieving a smooth and successful deployment of the OpenText solution. Dieball described the process, ***“When we first started Employee File Management, our teams had gotten together and we did a lot of pre-work for the project. Since we had our blueprint session of what we needed to do, we were able to finish a lot of the work early. We were able to implement Employee File Management within four months. And it went flawlessly.”***

Now Member Services has a complete digital record for every employee, displayed in a clearly organized folder structure, which it can access with the click of a mouse. The solution allows multiple document types to be imaged and linked to a SAP Member record within SAP HCM (Human Capital Management). Additionally, with the Extended ECM solution, the documents are stored in Content Suite and OpenText™ Records Management rules are applied to them. Dieball explained, ***“Because our employee files are managed by the Records Management module in Content Suite, we are definitely in a better place in case of an audit. Using Records Management, we have four different record retention periods on our documents. So now that those are applied, we don’t have to worry about anything.”***

Benefits

The Member Services department at Johnsonville realized immediate benefits from the solution, from time and cost savings to reduced risk and greater efficiency.

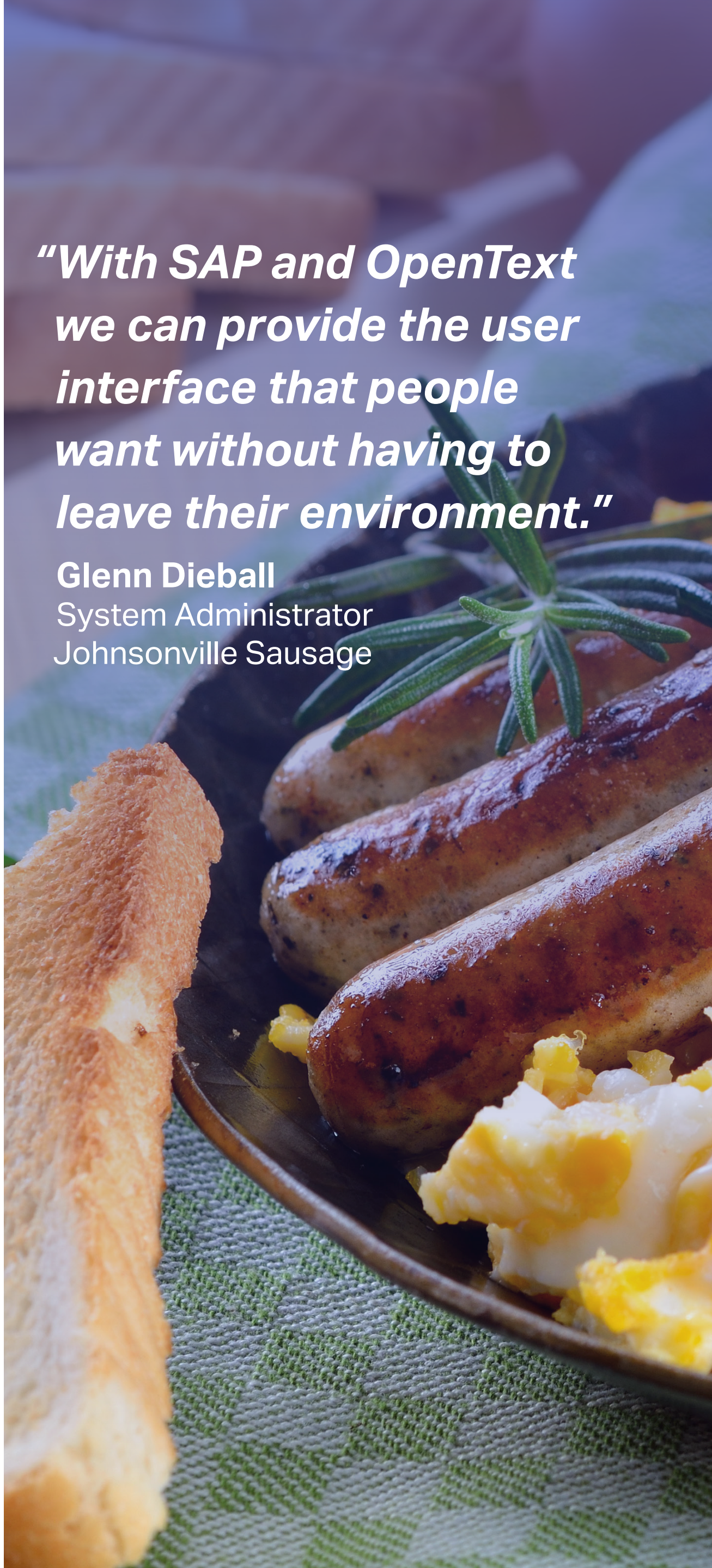
Efficiency gains with electronic file access

The new solution allows Member Services personnel to quickly find and share employee documents without leaving their desks. All documents are immediately available from the electronic files, which allows them to quickly perform HR activities and processes. ***“Before the new solution, I had heard a horror story about one of the Member Services people trying to find a document that took them more than an hour and now they would be able to find that within a few minutes,”*** said Dieball.

Instant access to files has led to positive reviews from the Member Services team. Dieball said, ***“They really like that they’re able to find the documents quickly and they’re really happy with the fact they can store documents very quickly too. They can take it from their IBM® Notes® and store it right into the system or they can take a physical document and have it scanned in within just a matter of minutes. So they love the ability to recall something very quickly without leaving their desk.”***

Greater HR staff satisfaction

By automating routine document-related inquiries, the solution gives Member Services staff the time to focus on other more strategic responsibilities. ***“Before we had OpenText Employee File Management for SAP Solutions, our HR employees spent too much of their time on administrative tasks. Digitizing all of our employee files and making them easily accessible has freed up their time to focus on other aspects of their job, like our open enrollment,”*** said Dieball. Additionally, because of the effectiveness of electronically storing and enabling easy access to employee files, Johnsonville is now able to allow employees to occasionally work from home.



“With SAP and OpenText we can provide the user interface that people want without having to leave their environment.”

Glenn Dieball
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Transforming HR activities from administrative to strategic is a key benefit in a company where employees strive for continuous improvement. ***“I think there is a general sense of satisfaction now that they don’t have to deal with the paper files anymore,”*** said Dieball. ***“I think there is also a greater sense of satisfaction that when they do things company-wide, like open enrollment, they’re able to ingest the documents very quickly and it’s not so manual.”***

Reduced operational costs by eliminating paper

Now that employee files are kept and managed electronically, Johnsonville has seen cost savings from the reduction in paper usage and the newly available space formerly taken up by file cabinets. Dieball described an additional savings from reduced paper storage, ***“One of the great things about OpenText Employee File Management is that it reduces the expenses that we have for old employee files. Instead of sending them off to a place like Iron Mountain to keep those files, we can now have them digitized and get rid of them when we’re done. We get a bill for all the documents that we send out there and I know that we were able to reduce the number of files that we send by almost half,”*** said Dieball. The ultimate plan is to scan all the documents stored off site so that the company can eliminate all off-site storage costs.

Minimized risk through improved data integrity and availability

Because the solution delivers compliant, accessible digital workforce records, Member Services can now provide better security for sensitive documents and comply with legal requirements for document retention and deletion. ***“OpenText Employee File Management gives us the ability to stay ahead of an audit because we know we have all the documents they need and can easily pull them up from our system,”*** said Dieball.

The solution also supports disaster recovery efforts since the team can quickly restore access to archived electronic documents. ***“Now, instead of keeping all those files on-site in a room where there is risk, they are digitized and backed up,”*** said Dieball.

Integration with SAP applications

Since the new solution is fully integrated with SAP, Member Services can view an employee file without leaving the SAP environment. ***“With SAP and OpenText we can provide the user interface that people want without having to leave their environment,”*** said Dieball. ***“They can use the document storage for the unstructured data and SAP for the structured data and whatever environment they’re using, we can integrate. I view OpenText as important as SAP because you have the unstructured data and then you have the structured data. Finding a way to integrate them is very difficult, but SAP has such a good partnership with OpenText that everything seems to work well.”***

Plans

Vision for digital transformation

With the initial deployment of the Employee File Management solution complete, the team plans to get all locations onboard and digitized. Johnsonville’s digital vision extends beyond employee files, as the team is looking to get a lot of their physical documents digitized.

While a complete digital strategy offers many benefits, one of the greatest advantages for this unique company is that it supports The Johnsonville Way. ***“Instead of using people to build the company, we use the company to build people,”*** said Dieball. ***“Every time we do a project for OpenText or for SAP, our employees get to grow. We get a chance to learn. We get to help build the company by building ourselves. It’s a great environment to be in.”***



About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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