

opentext™

Success story

Sacyr S.A.

Industry

• Engineering, Construction & Operations

Solution

• OpenText™ Content Suite

sacyr

Sacyr builds better employee documentation with OpenText

OpenText Content Suite delivers cost and resource savings, improving productivity for personnel managers

Results



Eliminated costs and complexity of paper record handling



Accelerated and simplified searching and reporting of employee information



Centralized digital employee files to provide secure, reliable record management



Streamlined core tasks through HR process automation, reducing time required from days to minutes

"We looked at the market for suitable solutions to meet our needs and performed an extensive evaluation on a number of solutions. OpenText Content Suite was the clear winner, being able to handle mixed paper and electronic environments, meeting our needs in all areas, especially their excellent track record and integration with SAP."

José Guillermo San Esteban
Project Manager
Sacyr

Sacyr S.A., headquartered in Madrid, Spain, is a major international group with operations in construction, housing, concession operations, property rental and services. The group's diverse operations include major civil engineering and construction projects, water treatment, energy, waste management and concession contracts including highways, airports, railways and hospitals. In 2013 the group's revenue exceeded €3 billion and they employed around 23,000 staff.

Sacyr has global operations spread over a wide geographical area and, consequently, their employee records were similarly dispersed. Numerous offices and storage facilities were being utilized, with no standardized storage format, meaning effective employee record management was complex. Additionally, when new contracts were awarded, document volumes peaked. For example, when Sacyr was awarded a concession contract for a hospital, onboarding the existing workforce created a large volume of necessary and important documents. Handling the challenges of managing large volumes of employee records and the surges in documentation, led Sacyr to commence an initiative to modernize and streamline their employee documentation processes.

Selecting the best solution to streamline and automate HR processes, with integration to SAP®

Central to their initiative was the digitization of all employee records, making the flow of documentation much more effective and efficient. Searching for and locating paper records had long been a drain on resources, so faster, more accurate searching was one of the key outcomes sought from a new solution.

"We wanted to ensure our personnel managers didn't spend time searching for an employee file or a specific document. By removing the paper record and providing a single, centralized digital employee file, we knew we could streamline our processes," said José Guillermo San Esteban, project manager at Sacyr.

When looking for a suitable solution to meet the needs of approximately 300 HR personnel, handling around 400,000 employee documents, security was front of mind.

As Sacyr used SAP as their enterprise finance system, they also wanted a solution that would integrate not only with SAP, but also with LOGA, their payroll solution.

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Establishing a project team with the expertise to deliver

Once the decision to go ahead and implement OpenText was made, Sacyr gathered the appropriate expertise from both within the organization and from external experts. With a large volume of paper employee documentation needing to be digitized, they engaged ADEA to scan and index employee files. These files would then be imported to the OpenText solution. They also brought on board IT and consulting service firm, Informática El Corte Inglés (IECISA), to assist with the implementation.

"Throughout the project we worked closely with the HR department to help ensure the solution met their needs and would be successful. Our own IT department also played a key role ensuring this complex project delivered," said San Esteban.

Following an initial two-month period, in which functional requirements were defined, the project took a total of 12 months to complete. Scanning of the paper employee records was carried out over a three-month period.

"The OpenText solution has provided us with a solid foundation from which to build for the future. We can onboard large numbers of employees quickly and efficiently, freeing up resources and making us more agile."

José Ángel Taranchel
HR Department Manager
Sacyr

“Since the OpenText solution went live in 2012, we have continuously refined and improved our processes. We have had to adapt to the changes required to enable new contracts to be established and the accompanying employee onboarding. The OpenText solution has provided the flexibility we need, in a controlled and secure environment,” said José Ángel Taranchel, HR Department manager at Sacyr.

An effective file plan helps streamline both the storage and retrieval of employee documentation

In order to meet the objectives of streamlining the capture, storage and retrieval of employee documentation, an effective file plan or classification plays a critical role. The OpenText solution has been designed to ensure that all users can easily and quickly identify where, within the organization structure, any particular document should be stored. Sacyr employee files can consist of up to 89 distinct document types, so being organized is important.

“The OpenText solution provides us with the uniformity and control to ensure that our staff can quickly and consistently store employee documentation. In doing so, this ensures that anyone with the appropriate security level can quickly and easily locate any employee document at a later date, further speeding up our HR processes,” added Taranchel.

In order to keep employee files up to date and complete, regular and daily transfers of payroll information are performed from Sacyr’s payroll system, LOGA. By doing so, personnel managers are able to access an up to date and complete picture for any employee.

“The interface developed by OpenText allows us nightly uploads of payroll data to the employee file management solution. In doing so, HR always have an up to date view, including details of staff time off and other absences,” said Taranchel.

OpenText solution benefits all locations and business units with improved reporting and security, greater process throughout and automation

Today, the OpenText solution serves over 180 Sacyr group companies, across more than 1,500 workplaces, covering numerous legal jurisdictions totaling over 600 different labor regulations. The OpenText solution provides customizable reports, which allows the HR department to both monitor and analyze personnel record-keeping with up-to-the-minute reporting, helping to ensure compliance with the plethora of regulations.

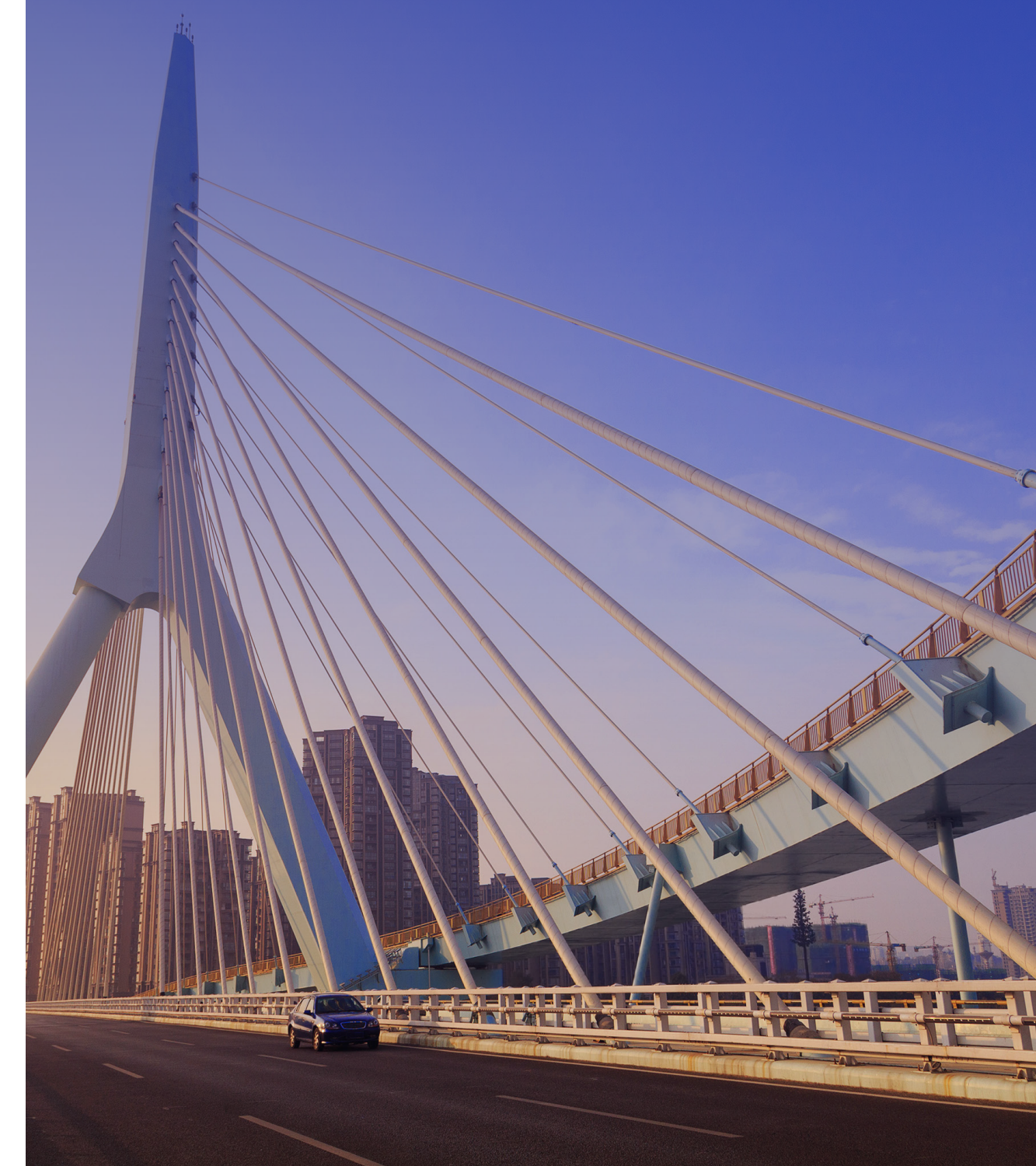
The solution also provides the necessary user security profiles that Sacyr sought, removing the security risks associated with physical document storage, uncontrolled copies and the risk of document loss and misfiling. User profiles ensure that only those with appropriate privileges are able to access sensitive and personal employee information.

Processing times have been greatly reduced, with core document management tasks, such as adding new documents, now taking just minutes to complete. The solution is able to automatically extract key metadata items; for example, employee tax identification numbers.

This ensures that documents are associated to the correct employee record. A number of these repetitive, core tasks, previously took days to complete and required significant resource.

“The OpenText solution has provided us with a solid foundation from which to build for the future. We can onboard large numbers of employees quickly and efficiently, freeing up resources and making us more agile,” said Taranchel.

Sacyr is now working on a project to digitize and upload all historic employee files during 2015. This will result in the volume of files being managed by OpenText growing significantly.



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](https://www.opentext.com).

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