



## Business Challenge

Our Customer is one of the Top Engineering Services Company in India.

The IT landscape of the Organization was bizarre because there were many Business Units collectively working together in the Organization and each Business Units had their own evolution history and hence individual processes , applications and metrics gathered.

To say a few challenges

- None of the teams in the Organization including HR , knew the exact Employee count for the day as the HR ERP (which was SAP) was owned by Corporate HR which caters to many companies of the parent company . Every month a HR report comes from the Corporate office informing the Employee details of the Company. That report was referred throughout the month by all the Business Units as the man power metrics. Further, each Business unit had their own applications which relied on this monthly HR report from Corporate. Obviously there were so many errors, gaps, surprises and

Operations team was heavily impacted. On a personal relationship only, they can get immediate data from corporate office during critical situations.

- There was no common Employee portal available for the Employees to understand the Company Organization, various Business units, departments, policies, procedures etc..
- Similarly there is no facility available to capture the changing skill set details of the Employees

These difficulties made the Senior Management to take an initiative to bring in common standards and common information across the Business Units. This was a multi-fold project.

The need was to synchronize the Employee data in Corporate SAP into all the downstream applications of all Business Units to bring consistency and uniformity and to gather Skill details

## **Our Solution**

Teple team had been involved in the whole process. They built wrapper applications around SAP to pull data from SAP and feed to all relevant applications.

During this activity, extensive study was made to understand the relevant SAP tables and records and the data type and record organization difference with the downstream applications and build Adapters for each integration points

There was also BI Dashboard build to understand the Employee count till BU level every day , new joinees, Resigned employees, information change of Employees , across the various applications and there by ensure the information is consistent across the Organization.

Earlier it was never possible to tell at any time the correct Employee count of the day by any team unless they get the data from the Corporate HR who owned the SAP.

An Asp. NET web based application was developed to capture the Skill sets of the Employees with Skills collected over year wise and BU wise are created.

Employee portal based on Sharepoint 2012 was developed with various Sharepoint customizations and the portal is now catering to the needs of 10,000 Employees.

## **Features**

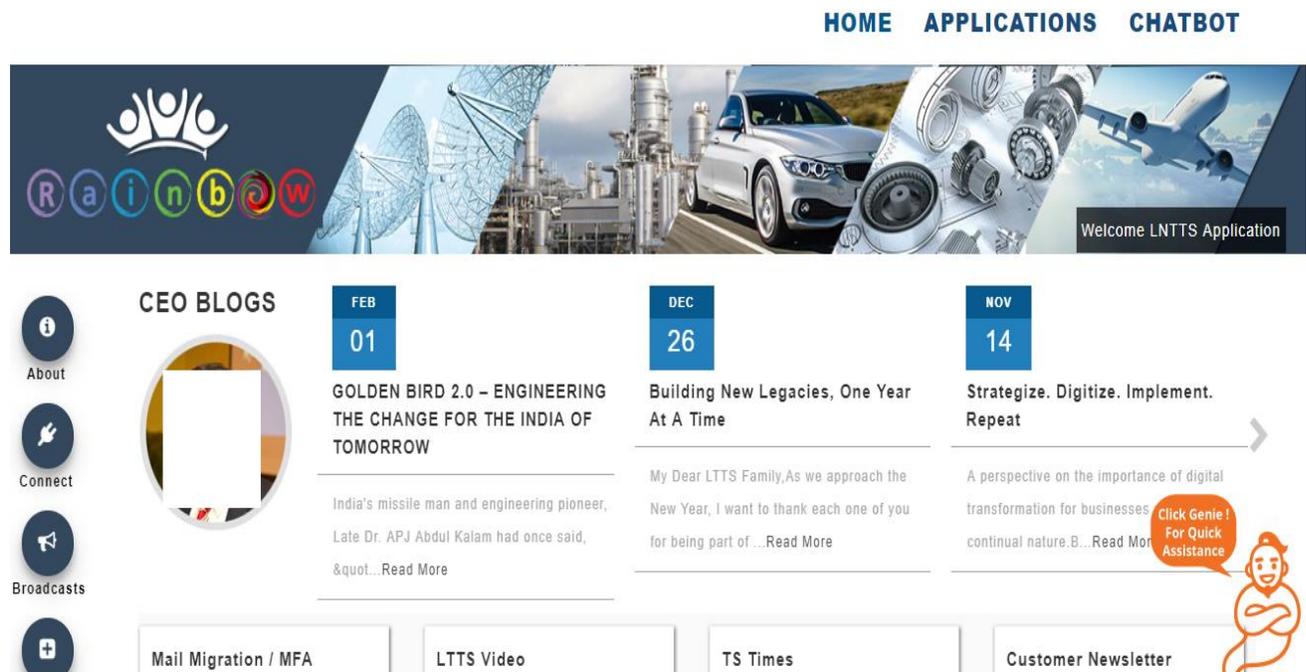
SAP data was pulled and kept in a common gateway application that fed the downstream application

A BI dashboard was built on top of this application.

The Skill Matrix application is a web based application showing the Employee his current BU and skills relevant to his BU and the skills acquired by him so far. Skills were categorized as Tool Skills, Domain Skills and Programming Skills, Employees can provide the expertise level while updating their skills

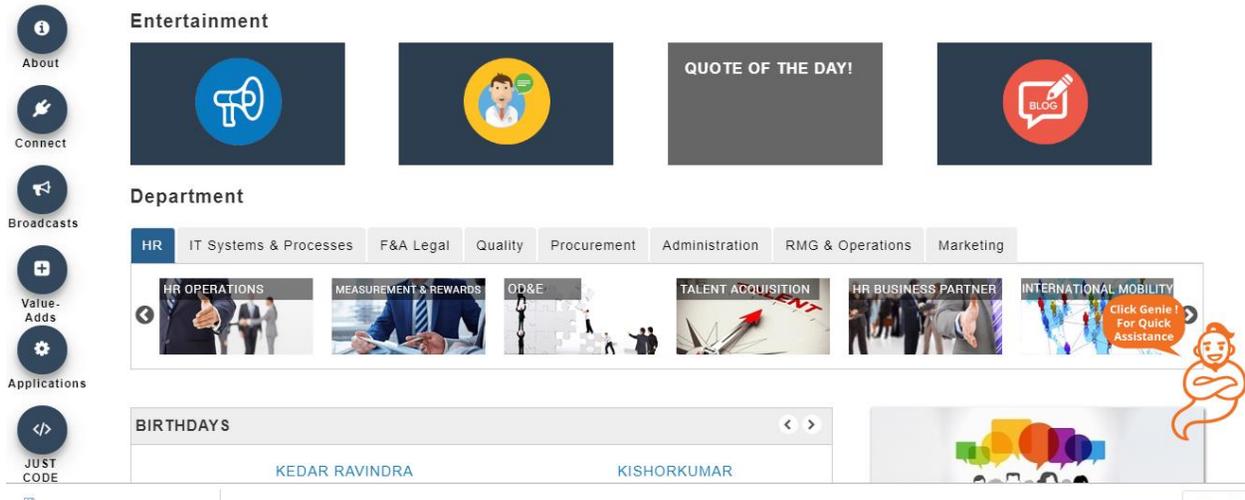
Since all these applications were integrated via the BI Dashboard, Operations team can now search for any skillset, the list of Employees with given Skillset along with personal details and Project details and his expertise level.

The Employee portal based on Sharepoint 2012 was completely customized and had a very pleasing Look and Feel with all data automated. We ensured most of the data are automatically coming from DB and not static



For example,

- List of Employees with birthday today being taken automatically from Employee Database
- List of new Joinees being taken automatically from Employee Database
- All Department contacts are taken automatically from Employee database so that the list is always dynamic.



- Feedback being collected and given feedback being displayed
- Various Applications of the different BU are shown in a single place and User can log into them in a single sign-on mode.
- Current month issue of different BU is taken automatically from Database and shown
- For every web page, there was a corresponding Admin page to upload content



## Benefits

- Operation time to search for a resource with a specific skill set was reduced from few weeks' time to seconds
- Project recruitment cost came down as resources with right skills are moved between BU and Projects and amount of new recruitment came down as Employees with required skill set and project details are available in seconds
- New Job opportunities and Project rotation helped better Employee satisfaction
- All policies , procedures, forms of various department in one place helped Department Helpdesk tickets volume to come down
- Employees are well equipped with all information in any process
- Information about resources were more accurate than past and hence Operations team could manage Resource requests better