

Implementation of Global SAP HCM

An Orane success story on
implementation at largest African Airlines



The Client

“The client is a flag carrier of an African country. During the past six and a half decade, it has become one of the continent’s leading carriers, unrivalled in Africa for efficiency and operational success, turning profits for almost all the years of its existence.”

The airline is wholly owned by country's government and later become a share company. The airline has been a member of International Air Transport Association since 1959 and of the African Airlines Association (AFRAA) since 1968. It is also a Star Alliance member. It is also one of the few profitable airlines in the Sub-Saharan region. The airline's cargo division was awarded *The African Cargo Airline of the Year*. In line with the African Airline vision 2025, the airline aims to be “the most competitive and leading aviation group in Africa by providing safe, market driven and customer focused passenger & cargo transport, aviation training, flight catering, MRO and ground services. Managing human capital efficiently was a major challenge to achieve this goal. To realize its goal, African Airline chooses our solution as a tool.



Client Situation: Key Challenges

To meet the needs of an adaptable workforce that is quick to change direction, HR professionals at client site need to think of themselves as strategic partners. They need a solution that supports them with providing better HR service at lower cost.

Following are the main challenges:-

- ❖ Lack of an updated geography-wise HR information system
- ❖ *Global payroll solution* required to cater different employee needs.
- ❖ Utilization of Talent to Align Company Goals.
- ❖ Empowering HR managers to manage organizational structuring and staffing plans in multiple dynamic scenarios.
- ❖ Need for *HR analytics* using performance measures for tracking functional efficiency. Alignment of work practices to policies and procedures to ensure consistent delivery of HR services to its stakeholders

Our Solutions



After an evaluation of the latest version of the SAP HCM software, the team took the opportunity to make the system more robust and productive. Since the start of the SAP HCM implementation program ORANE has played a strategic role with the organization:-

- ❖ Covered a diverse mix of *10,000 employees* spread across 48 locations Worldwide.

- ❖ Interfaces used for maintaining employee data for *Flight Crew, Expatriates and Ground Staff*
- ❖ Interface with third party tools for capturing and processing Medical data of employees
- ❖ Global payroll Solution for running 48 Country employee Payroll in a Single run
- ❖ Intrinsic *integration* with the HCM and FI-CO modules
- ❖ Process – centric, multi-tier workflows for all HR processes including ESS and MSS based services
- ❖ *Portal (EP 6.0)* enabling of HR transactions with standardized corporate branding
- ❖ ABAP, Workflow, Portal developments to cater to the proposed to-be design
- ❖ SAP best Practices implemented to Define Org Structure and HCM modules.
- ❖ Successful Delivery of integrated *Talent management Modules*

“Orane provided Global Payroll solution that covers employees with different category managed under one roof with multiple currencies that are located across the world.

Orane provided Talent Management Solution to align individual goals to Company goals, integrated solution for Talent Management to manage employee life cycle from Hiring to Retiring.

Orane provided Work Force Analytics Solution to analyze the workforce requirement, Cost planning, Employee Compensation, Balance Score Card and *Managers Dashboards*”

Business Benefits achieved

With SAP HCM deployed through business units and support services, employees at client site are benefitting from the ability to run standardized HR reports in real time, because all



Orane Capabilities

- ❖ Proven capabilities to provide SAP HCM solution with diversified expertise in airline industry, manufacturing industry and service industry.
- ❖ Team of expert HCM consultants with diversified roles and responsibilities, able to manage both onsite and offshore projects.

employee-related data now resides on the one platform. Decision making is easier. Cycle times for payroll processing, employee on boarding, and recruitment have all improved significantly. By providing online, real-time access, the company has successfully simplified the use of HR services. This has greatly reduced the dependency on the HR team to respond to HR inquiries. At the same time, employees report much-improved satisfaction levels with the HR services that they use. The HR organization now has a holistic view across the group and can now manage HR needs more effectively. The overall key benefit was the consistency among divisions and communities for managing performance, compensation policy decisions and development activities.

The client achieved the following business benefits through the SAP HCM implementation:-

- ❖ Efficient HR Operational system, cater to meet requirement of end users.
- ❖ Enterprise wide personal information availability on a real-time basis ensured by employee participation through ESS
- ❖ Improved corporate performance through alignment of workforce to corporate objectives, higher performance monitoring employing analytical indicators
- ❖ Optimal *staffing plans* in dynamic organizational structure scenarios, thereby improving talent utilization
- ❖ Improved employee appreciation of HR services through personalized ESS portals
- ❖ Streamlined HCM processes enabling employees of the HR function to focus on more value added core activities
- ❖ Process efficiency tracking through measures that dovetail into HR functional KPI's

Conclusion

Orane was able to provide SAP HCM solution with a blend of specialist expertise that ranged from HR process design to SAP technical skills for configuration and development. Using these competencies we were able to match the needs of African Airline to run "best in market" HCM processes globally. The solutions were always practical and used the SAP standard programs inventively without modifying them. Where necessary SAP was enhanced with custom solutions that, when interwoven with the standard SAP offering, provided a more complete solution that was cost effective, sustainable and more user-friendly.



About Orane

We understand the challenges of business well and therefore our solution are aimed at bringing out best from SAP in most cost effective manner, based on best practices prevailing in industry and our expertise, which we have gained from serving fortune 500 companies domestically and globally, giving our clients access to best in practices by joining hands with us. We are:-

- ❖ Focused SAP Services Company
- ❖ Strong implementation oriented focus as opposed to a pure play support proposition
- ❖ Strengths on core SAP ERP product in Aviation Engineering manufacturing, Real Estate and Wholesale Distribution vertical
- ❖ Business Benefits driven model for delivering improvements on key performance metrics
- ❖ Excellent Client references & Global footprint

“The best simplifications of complexities of a business are done by SAP, and the best simplification of implementations is done by ORANE”



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