



Staffordshire County Council
joins a new era in SAP[®] HCM
reporting and discovers a unique
support community as well.

"We would recommend Query Manager to anyone using SAP HCM"



About Staffordshire County Council

As Staffordshire's largest employer, Staffordshire County Council:

- employs over 6,000 staff (21,500 including council schools).
- serves a population of over 830,000.
- is responsible for more than 400 schools.
- manages complex social services in urban and rural communities.
- maintains and develop an extensive road system.
- cares for some of the county's most important natural areas.

Staffordshire County Council, through its "Shared Services Centre" (SSC) provides a payroll and transactional HR service to its employees and partner organisations, using SAP as its core HCM system. As part of this function there is a need to produce a significant number of reports to meet business and legislative requirements.

staffordshire.gov.uk

Before Query Manager

Back in 2013 Shared Services Centre (SSC) was in need of a reporting tool to support (a) the legislative impact of RTI & Auto-enrolment (b) the set-up of new academy payrolls and (c) the automated delivery of contract letters. Key requirements were a facility to enable comprehensive reporting on all HR-related data held in SAP, accommodating the option for complex formulas, whilst allowing automated scheduling and distribution of reports in order to limit manual intervention.

The SSC realised that reporting on SAP HCM data was challenging. There were a number of SAP reporting options available, however each had their own imitations. These included:

- **Standard SAP Reports** – a variety of reports are provided by SAP, however these did not meet the diverse variety of report requests needed to be delivered by the SSC.
- **ABAP Reporting** – SSC regularly commission reports written in ABAP to support key business processes. This method suits reports that are not 'urgent' (needed today) and that are unlikely to change frequently. Increasingly reporting has more complex requirements and are ever-changing.
- **SAP Business Warehouse (BW)** – Reporting on all HR data within SAP using BW would involve a massive investment in ICT technical resources and would involve maintaining a copy of the entire SAP master data / tables. Developments often need to be linked to release management windows, delaying the creation of reports. An additional limiting factor is the inability for business report users to incorporate their own complex formulas within the reports. This limits user flexibility and necessitates the need to export and manipulation within Excel, thus limiting the options for automation. Also, the data is not delivered in real-time.
- **SAP 'Ad-Hoc Query'** – The vast diversity of reports, often required urgently, are created within the SSC using SAP's 'AD-Hoc Query' tool. This involves extracting data out of the secure environment of SAP, manipulating it within MS Excel or MS Access to produce a required output, and then distributing manually to specific users via the secure transfer process. Each time the report is requested, the entire process has to be repeated manually.

“Query Manager is used widely and has an active community of satisfied customers that use the product efficiently”.

Phil Cartledge | Manager, Payroll Control & Reporting | Staffordshire County Council

The combination of challenges caused the Shared Service Centre to consider different products to help with reporting. *“At the council, we have to follow a strict procurement process that involves analysing and evaluating products against an agreed scoring matrix. As part of this process we looked at different reporting products and Query Manager was selected”* explained Phil Cartledge, Manager, Shared Service Centre (Payroll Control and Reporting Team)

Why Query Manager?

Following discussions with other local Query Manager users, and viewing customer presentations at the SAP Users Group meetings, it quickly became evident that Query Manager was a trusted SAP HCM reporting solution for many organisations, in both public and private sectors.

Phil Cartledge elaborates, *“Not only were a significant number of local authorities using Query Manager, but they were willing to share their Query Manager reports with us too. This was a massive benefit! Coupled with a powerful reporting solution, the community set up by EPI-USE Labs for collaboration was a significant attraction to us.”*

Key driving forces for the business case were functionality, the potential for generating contract letters via Query Manager and the support of the RTI reconciliation process.

Implementation and Training

The SAP Basis team found the Query Manager installation very easy and straightforward.

User report training took place over two days and involved creating a range of reports that covered the different areas needing to be reported on. For example, some SAP Wagetype reports in standard and Crosstab format were created. Users then learnt how to incorporate system tables with options to display reports at summary or detailed level, as well as options to report on individual data fields as at different dates. The creation of these reports during training provided a set of template reports that formed a basis for ongoing development.

The Extended Services Package completes the picture

In addition, SSC opted for the Extended Services Package from EPI-USE Labs, which adds a lot of value. They view this as an ‘insurance certificate’ because their users gain confidence through easy accessibility to online training videos and are able to request remote report writing services for any complex reports.

“We would recommend Query Manager to anyone using SAP HCM. There is excellent support and functional capability and Query Manager is real value for money”

Phil Cartledge | Manager,
Payroll Control & Reporting |
Staffordshire County Council

Immediate Query Manager benefits

Following implementation and development of Query Manager, the Shared Service Centre are able to:

- Securely extract complex SAP HCM data to feed into mail merge routines, (e.g. Contract letter production).
- Output wagetype values across the page (i.e. via Crosstab) avoiding the need to extract large files and pivots in Excel – supporting for example RTI reconciliation
- Incorporate basic and/or complex calculations and expressions in reports - there is no need to manually manipulate in Excel.
- Schedule and distribute reports automatically to relevant recipients - this is done for pre- and post-payroll reports.
- Report on fields / tables that were otherwise unavailable within standard SAP User reporting tools. Contents of e.g. salary table values can be referenced in a report.

The Shared Service Centre’s favourite Query Manager benefits

- Provides a SAP reporting solution for users who require either basic or extremely complex reports.
- Mitigates reliance on specialist ABAP resources.
- Saves resources because it can create simple or complex reports which can then be scheduled to run and distributed automatically.
- Functionality within the product is continually being improved without incurring additional cost.
- Access to the Query Manager user community allows report and knowledge sharing.
- Excellent support network and consultancy services.

“Query Manager is a trusted, comprehensive SAP HCM reporting solution, offering value for money and also gave us the ability to look outwards and collaborate with colleagues in other UK businesses”.

Phil Cartledge | Manager,
Payroll Control & Reporting |
Staffordshire County Council

About Query Manager

Query Manager is a powerful and flexible reporting product that allows SAP HCM users to report on any combination of SAP HCM data, including:

- Employee Master Data (PA)
- Payroll, RTI and Time Results
- Organisational Management and Org Structures
- Personnel Development and Cost Planning data
- Recruitment Data (including eRecruitment)
- HCM Configuration Table
- Travel Management Data and Audit Trail Data
- Training and Development
- Workflow

Query Manager does not rely on Infosets (pre-defined data sources) and has complete access to all HCM data in any report you build. It supports any custom extensions made to standard Infotypes or cluster data, and you can use it even when you need access to custom data Infotypes and custom tables (Z tables). All this is at no extra cost. You just add the data tables/fields required via the drag and drop user-interface.

Included are over 100 ready-to-use reports covering all main areas of HCM reporting. These include headcount reporting, age profiles, length or service profile, payroll reporting/balancing and time management. On top of this, all Query Manager customers have access to the online Query Manager community, where they share ideas and learn from other Query Manager users.

If you would like more information on Query Manager and its role in solving your HCM reporting needs visit www.epiuselabs.com or contact sales@epiuselabs.com