EPI·USE LABS
value through innovation

SAP® HCM reporting at **Wales & West Utilities** warms up thanks to Query Manager

"Query Manager allows us to adapt our reports to a constantly changing environment"

About Wales & West Utilities

Wales & West Utilities Ltd., operate the gas distribution network of the National Transmission System in the Wales and South West England regions of the United Kingdom.
www.wwutilities.co.uk

Before Query Manager

Wales & West Utilities' SAP HCM reporting procedure was done with ABAP and was far from smooth. The process for getting the required report was protracted and drawn-out. This created challenges for the HR Team who had to manage time usage, costs, wastage, use of individual skills, etc.

To get a better idea of what the process entailed, Wales & West Utilities identified 8 steps that needed to be taken:

Step 1	Individuals / Teams submit a request for development to the Change Advisory Board (CAB)
Step 2	Requests get reviewed at the monthly CAB meetings
Step 3	The approved requests are then sent to contractors, who supply a written Impact Assessment.
Step 4	The Impact Assessments are reviewed at the next monthly CAB meeting where final go-ahead is given.
Step 5	SAP ABAP Development process – time comsuming, usually a number of days needed
Step 6	User roles have to be amended by security team
Step 7	Conduct User Acceptance Tests of the report and test the assigned roles
Step 8	Changes are moved to the Production server in the monthly transportation process.

Query Manger Benefits

- Able to handle a large reporting catalogue:
  - 200+ reports developed
  - 3000 reports run in last 12 months
- Adapts easily to a rapid and ever-changing environment
- Facilitates control over report distribution
- Less reliance on VLOOKUPs - more consistent reporting
- Freedom to experiment with ideas
- Excellent learning tool
- Fosters a "can do" attitude.

"The Vehicle Validation Report was up and running in our production environment in under 2 days! Impressive! Our ROI was immediate!"

The Business Case – the Vehicle Validation Report

The Business Case for purchasing Query Manager was based on development costs for a report intended to validate P11D information in the Company Car Infotype. The car information was compared to that in Travel Privileges and any inconsistencies were highlighted.

The quoted development time for this report to be developed as an ABAP, including Unit Testing and Delivery, was 28 days.

Some of the team at Wales & West Utilities had seen a recent demonstration of Query Manager and had realised its capabilities. It was clear that Query Manager was able to build the same report with a fraction of the effort at a comparable cost to the ABAP development cost. However, Query Manager was able to build all SAP HCM reports required by the business, and not just the Vehicle Validation Report.

Query Manager was purchased and part of the service included two days of on-site training. This proved invaluable, the training was thorough and gave the team members confidence to build and create their own reports.

As a result, the Vehicle Validation Report was up and running in under two days. Importantly, return on investment was immediate and the purchase was completely justified. That particular report is still used as part of the pre-P11D validation process.

How the process works at Wales & West Utilities today?

Reports are developed as required. This development is fast – many are completed within half an hour, but development is never more than half a day. After completion a user acceptance test of the report is conducted which determines if the requirements are met. After this, the report is added, firstly, to the Production server and then to the Query Manager User Group, upon which it becomes available to all users.

Why has Query Manager been a success at Wales & West Utilities?

- ROI recovered after finishing first report
- Comprehensive delivered report library
- Thorough induction and training
- Query Manager community forum is perfect for sharing ideas and tips and get help for problems
- Outstanding technical support system
- Data errors greatly reduced within weeks
- The right people receiving the right data at the right time

Conclusion

"Since we started using Query Manager we have built a massive collection of bespoke reports around the specific needs of our users and recipients."

The simple interface allows us to adapt our reports to a dynamic and constantly changing environment with minimum effort. With the freedom to experiment in an easy-to-use interface and quick delivery to a production environment, ideas quickly turn into reality, allowing Query Manager users to drive processes with insightful and useful reports.

The most prominent effect of Query Manger is much more streamlined and robust processes that revolve around HR data. Scheduled reports of programs are automatically and regularly distributed to the people who need them – the data being delivered using the various methods and formats available."

Catherine Curtis - Payroll Manager, Wales & West Utilities.

About EPI-USE Labs

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