EPI·USE® LABS
value through innovation

SAP® HCM Reporting soars at
**Zürich Airport**

*"Query Manager should be, in my opinion, part of the standard SAP HR solution."*

## Zurich Airport's Reporting challenges

- Error-prone and time-consuming – continual need to edit reports
- S-reference-Reporting in Excel
- Expensive ABAP reports with disappointing results

## Implementation highlights

- Rapid installation - less than a day
- Immediate use – no customising necessary
- SAP Authorisations are transferred - uses default permissions

## Customer benefits

- Great time savings
- Flexibility when generating reports
- Custom ABAP reports no longer necessary
- Self-service reports for HR Manager
- Less pressure on IT, e.g. elimination of Infoset customising

# FLUGHAFEN ZÜRICH

## Flughafen Zürich AG

Zurich Airport AG is a listed company that operates in a mixed economy and on behalf of the federal government. It is the most important traffic and meeting hub for Switzerland.

The airport employs about 1600 people across four business segments and focuses on their core tasks, namely, airport operator at home and abroad, operator of commercial centres, performance-orientated management and on the development of real estate in Zurich.

Zurich Airport's business strategy and its SAP implementation is based on three facets, namely, economy, environment and society. This approach has enabled the airport to be competitive and credible and maintain sustainable growth. The airport operates under the constant pressures of capacity, complexity and noise.

## Before Query Manager™

The SAP HCM landscape forms part of the SAP ERP landscape and includes personnel administration, payroll, time and organisational management. Additionally further subsystems such as user management, corporate intranet, mission planning tools, and more are integrated in the system landscape. In the personnel area, there was no defined standard for the preparation of reports from the SAP HCM system.

The use of SAP Adhoc Query and the associated "S-reference reporting" in Excel were used to evaluate data from the SAP HCM system.

To achieve this, data from Adhoc Query, Wage Type Reporter and SAP standard reports with accounting records were used. This cumbersome and time-consuming matrix of functions was linked with each other in Excel and with other records. Sometimes special reports were programmed in ABAP.

## Time saving potential of Query Manager

- HCM Managers can create own reports – outside help not necessary
- No more Infoset customising – previously wasted two days per Infoset extension
- Custom ABAP reports rarely necessary - saved at least five days' effort and cost per ABAP Report
- Eliminate reworking reports
- Reports now centrally managed with Query Manager.

## Problems with their existing SAP HCM Reporting

Previous reporting without using Query Manager was very complex and error-prone. Up to mid-2013 the non-standard "S-reference Reporting" solution used required very good Excel skills and a high degree of thoroughness. However, when implementing complex SAP HR reports it is extremely time-consuming and open to error due to the repeated change requests during report creation. To distribute the workload across multiple employees or even a self-service scenario was only a fantasy. On the other hand the work load was central to only a few employees who had the relevant knowledge.

There were other limitations, such as the ability to analyse cluster data or Null values via SAP standard. To add to this, expensive programmed ABAP Reports delivered disappointing results. This very often led to costly rework and often meant that some evaluations could simply not be done.

## More possibilities with less work

Query Manager comes with a list of useful delivered reports and brings much greater flexibility to operational reporting. It's very easy to link cluster data with master data and data from Organisational Management. Unrecognized fields (null values) can be shown by adding a simple 'check mark'. With SAP Ad Hoc Query this was very complicated or not possible at all.

Because data no longer needed to be pulled into Excel, Zurich Airport began to ask HR Managers for key reports, as self-service tools were now available (public reports). In addition, it was now possible to rapidly create ad hoc reports, ad hoc calculations or ad hoc statistics and so comply with specific requests. Query Manager brought greater flexibility and efficiency.

Orders for custom reports programmed in ABAP are rarely necessary now and Zurich Airport can now use their resources more effectively for different projects.

## Service and support

Query Manager was implemented quickly in a few simple steps and the EPI-USE Labs team supported Zurich Airport with two days of training. After training the employees were ready to start and, after just a few weeks, the majority of reports were created in Query Manager. The relief of employees was palpable.

*"What I appreciate very much is the rapid, non-bureaucratic, uncomplicated assistance from the EPI-USE Labs team. If we run into problems we are able to obtain the solution from the support team, which is fantastic and so unlike SAP..."*

## Next steps

The Zurich Airport expects to integrate in the second half of 2014 with the ESS/MSS portal. The main objective is to use Query Manager for as many of these scenarios as possible.

*"We have by no means exhausted the potential of Query Manager. Our Query Manager reports are ever-expanding and our preferred means of creating HCM reports."* Anton Mayr, Head of Payroll | Zurich Airport

## About EPI-USE Labs

Our passion at EPI-USE Labs is to innovate and create products and services to boost the performance and management of SAP landscapes and data. To do this we employ highly-skilled individuals whose technical know-how and experience is capable of making our goal a reality. Over the last thirty years hundreds of companies across the globe have discovered the difference our solutions make to their day-to-day operations. Our solutions are primarily aimed at Client and Data Copying, Reporting, Variance analysis, Time, Payroll and Tax.

To find out more about EPI-USE Labs' solutions and services, please visit **www.epiuselabs.com** or contact us at **info@labs.epiuse.com**