

# Query Manager solves SAP<sup>®</sup> HCM reporting for **Worcestershire County Council**

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## Overview of WCC

- Went live with SAP HCM in 2007
- 59 payroll areas with over 50 tax references
- 220 schools
- 31 Academy schools
- 44,500 staff
- 36,500 records paid by BACS
- 5,148 employees with multiple jobs (12 max)

### Key challenges

Quickly produce accurate reports on all SAP HCM data, in real-time and on demand, to meet WCC needs.

## Query Manager reports on all SAP HCM data sources

- Master Data (including custom Infotypes)
- Payroll (RTI & PAE) and Time Results
- FI Postings Data
- Personnel Development Data
- Recruitment Data
- Personnel Cost Planning (PKP/PCP)
- HR Configuration/Custom Tables
- Travel Management Data
- Audit Trail Data

When Worcestershire County Council (WCC) went live with SAP HCM, reporting was left to the last minute. The focus was on getting data correct and paying employees on time, as Di Archer, SAP Payroll Developments Officer, explains: *“We implemented SAP Payroll under time pressure, and the key emphasis initially was to pay all 36,000 employees correctly. The reporting was not seen as a high priority.”*

She continues, *“Once we had bedded in SAP HCM and payroll and looked at the standard operational reporting capabilities offered by SAP, it became apparent that there was a significant gap with respect to the internal business requirements.”*

Council departments and customers wanted to receive reports in SAP exactly as before from the legacy payroll system. The HR and Payroll team at WCC was left with an enormous challenge to meet these requirements. This challenge was compounded by many of these departments and bureaus, such as the schools, colleges and other customers, not even having access to SAP.

Six months after go-live, WCC were struggling with payroll issues which were taking several people many days to fix, for example: Payments made after Leaving; Schools with missing Internal Orders; Relief staff with no Cost Assignments; Employees with errors on the Position/Org Unit relationships; and Leavers who were being rehired rather than moved.

*“WCC wanted to run reports and identify the errors before payroll is run; this was our vision and we focused our efforts on getting a reporting product,”* states Archer.

To achieve their operational reporting requirements across all SAP HCM data sources, the only option left was ABAP programming. This was met with trepidation, as Neil Coleman, SAP Systems Analyst, explains: *“A total ABAP strategy would have been extremely time consuming, expensive and not scalable going forward. It was paramount for us to control our own reports across the HR stream, versus having to rely on an ABAP or external resource.”*

## Today with Query Manager

- WCC runs reports on a daily basis
- Bureau customers have access to run their own reports
- Management reports are published to the Portal
- Reports are scheduled and run periodically
- Currently developing reports for RTI and year-end tax reconciliation
- Letters for Pension Auto-Enrolment are run

## Some Key Reports (delivered through SAP GUI)

**Leavers report:** Links HR record with User Record. Scheduled to run weekly, then emailed. Used to lock SAP User Accounts.

**Pensions Report:** Run daily on HR leave action schedule, then emailed and mail merged with MS Word.

**Annual Leave Report:** Managers see summary of leave and remaining entitlement, which is useful towards end of leave year. Also used by central HR through SAP GUI as and when required.

**Payroll Reconciliation Report:** Excel output to email

## Query Manager – answering the SAP HCM reporting challenge

WCC were no strangers to EPI-USE, as EPI-USE had implemented their SAP HCM system and the council had also purchased Data Sync Manager, the solution from EPI-USE Labs for copying and scrambling SAP data. When Query Manager was recommended to the council, it quickly became clear that it was the ideal solution to cater for all operational reporting requirements across SAP HCM areas. It certainly did not disappoint: *“Just through seeing a demonstration of the solution, we realised it was exactly what we wanted and we were very keen to put Query Manager through its paces,”* Coleman enthuses.

## SAP HCM Reporting made easy!

With less than one day’s training the WCC HR and Payroll team was able to develop reports quickly and easily but more importantly, meet WCC’s reporting requirements. Coleman says that Query Manager is so flexible that his team could experiment through much iteration to ensure they delivered on the business’s exact reporting specification. Today WCC uses over 100 scheduled and regular reports created by the organisation.

One of the most powerful features of Query Manager is its comprehensive library of delivered reports spanning all facets of SAP HCM, including Workforce Management, Payroll, Time, Organisational Management, and Talent Development. *“These are great starting points, so of course we copied and modified the reports, or we just built reports from scratch. Query Manager enables us to react quickly to our customers within the council. Today a typical five-day ABAP report is written in half a day with Query Manager,”* says Coleman.

A big win for WCC is the ability to e-mail reports through Query Manager to certain managers, departments and central mailboxes. Archer finds this functionality invaluable: *“Query Manager enables us to securely e-mail specific HCM and payroll information to bureaus and the Academy schools within the council. All we do is select on*

## WCC - Query Manager SAP HCM reports in Manager Self-Service (MSS)

- Annual Leave Episodes
- All Absences
- Emergency Contact Details
- Establishment Inc. Vacancy
- Expense Claims
- Long- term Sickness
- Episodes of Sickness
- Five employees in 12 months/Three employees in 6 months
- Return-to-work Interviews
- Establishment Report
- Annual Leave
- Approaching 25 Years' of Service
- Employee Age Profile
- Employees nearing Retirement
- Employees by Activity
- New Starters
- Hour Changes
- Maternity Leave
- Salary Changes
- LG Service
- Temp Contract Expiry Dates
- Medical Note Expiries
- Sub-Leave Episodes
- Mileage Claims
- Additional Hours
- Recurring payments
- Ad-hoc Payments
- Temporary Allowances

*Payroll area and Query Manager does the rest. The time and cost savings are truly significant.” Before Query Manager the collection and distribution of this information would take two to three days, but now it is automated.*

For Dave Bessant, Financial Systems Manager, a big win is Query Manager’s ability to publish reports to the portal for Manager Self Service (MSS): *“We have over 130 managers accessing Query Manager reports through MSS per month and the feedback is extremely positive. The managers find this information vital, and of course Query Manager gives our HCM team great kudos within the council.”* He is pleased that it takes only five minutes to publish a report, without having to involve a portal consultant. WCC currently has 22 key MSS reports written by Query Manager.

Query Manager achieved its Return on Investment (ROI) within just 15 reports – a wonderful added bonus.

WCC is delighted with the standard of product support: *“It is impressive how quickly EPI-USE Labs support come back on the occasional tickets we log, and also how receptive they are to taking on board our ideas for future developments.”* Coleman expresses their willingness to collaborate with other users of Query Manager and share reports: *“Irrespective of industry sector, Query Manager is the perfect fit for any organisation using SAP HCM. Through our experience we have developed an excellent suite of reports, which we are extremely happy to share with new and existing customers.”*

If you would like more information on Query Manager and its role in solving your HCM reporting needs, visit [www.epiuselabs.com](http://www.epiuselabs.com) or contact [sales@epiuselabs.com](mailto:sales@epiuselabs.com)