

Query Manager™ – the best thing since sliced bread for **Warburtons** SAP® HCM reporting

“Securely access and distribute all SAP HCM reports quickly across the business”





Warburtons at a glance:

- Head office, 12 bakeries, and 13 depots,
- 4,500 employees.
- Runs two payrolls: weekly and monthly
- SAP HCM Go-live was 2002
- Upgraded to ECC 6.0 EhP2 in early 2007
- Modules: FI/CO, SD, MM, PM, HR, PY, QM, PP, WM, SRM

The Warburtons experience is shared by many global organisations, small and large, faced with the common challenge of managing their SAP HCM reporting. To find out more about EPI-USE Labs' solutions and services, please visit www.epiuse.com or contact us at info@labs.epiuse.com

Warburtons was founded in 1876 by Thomas and Ellen Warburton and is still a privately owned, family-run business that is actively managed by the fifth generation of Warburtons. As the largest baker in the UK with 12 bakeries, 13 depots and 4,500 employees, Warburtons has doubled in size in the last decade alone to become a £500 million-a-year business. Warburtons produce more than a quarter of all bakery products consumed in the UK.

Delivery is a crucial aspect of Warburtons service (18,500 retail customers per week) and to ensure this happens without a hitch, it operates very capable, powerful IT systems, including SAP® ERP.

Warburtons chose to enhance their SAP HCM implementation with EPI-USE Labs' Query Manager™. This solution would boost their SAP HCM reporting efficiency, allow speedy access to all SAP HCM data and meet the information needs of their business.

What Warburtons required

The business needed an easily deployable reporting solution that could quickly and securely access all SAP HCM information and automatically distribute it to the relevant Warburtons management for action.

The SAP operational reporting challenge

Warburtons went live with SAP HCM in 2002, implementing PA Master data, Payroll, Time and Organisational Management (PD). It was initially a 'vanilla' solution, but custom tables have been added over time.

The cumulative effect was ever-increasing complexity and demand on the monthly and weekly management reports.

... trying to report on live data across the SAP HCM module was becoming a challenge. This was due to key data residing in many different modules across the different SAP HCM logical databases.

Problem 1 - Inadequate SAP HCM reporting

SAP Ad Hoc Query and Wage Type Reporter, plus their custom reports, were not meeting Warburtons business demands. Reporting was manual and cumbersome. The business was getting the data it needed but was investing a lot of time in each cycle to extract and rework the data outside of SAP. This was costly and high risk and created a reliance on key personnel who had the technical knowledge to manipulate the reports. Key requirements, such as cross-module reporting across all SAP HCM data sources, could not be met.

Problem 2 - Excessive time wastage

The monthly manpower report showing employee headcount, FTE, salary and overtime on the same report, meant running two extracts (with Ad Hoc Query and Wage Type Reporter), joining the data on Excel, and then adding a calculation (FTE). Each time this information was needed, it would take more than 2 hours to produce the report and distribute it. This report alone would be run over 80 times a year an investment of over 160 hours per year just running and manipulating a single report.

Problem 3 - Weekly payroll reconciliation

The weekly payroll reconciliation would take 1 hour per bakery per week. Two payroll extracts plus a master data extract would be combined and calculations run to confirm that gross-to-net actuals versus budgeted/planned amounts were in order. For twelve bakeries this process took 1 ½ workdays per week or over 620 hours per year.

Problem 4 - External reliance - at a cost!

Getting custom ABAP reports written was expensive and required detailed testing and possible rework which, in some cases, led to slow delivery.

Problem 5 - Upgrade testing of SAP HCM reports

Every time an upgrade or enhancement pack was applied to the ERP system, regression testing was required, just to confirm whether custom reports were working.

Query Manager Reports:

HRBSM > 93

Payroll > 13

Pensions > 25

Reward > 35

Total active reports > 166

Benefits of Query Manager™

- Easy to install and use – up and running within an hour!
- No reliance on SAP standard reports or costly ABAP report writing – all reports are stored in a single place.
- Saves time.
- Streamlines reporting capability across all areas of SAP HCM, with easy access to all data sources.
- Able to react to changing business needs.
- Reports can be scheduled to run at specific times and dates and sent to the business automatically, with filtering.
- Intuitive, easy to use and backed up by excellent EPI-USE Labs support.

Solution 1 - Complete automated SAP HCM reporting
Query Manager has radically changed the SAP HCM reporting mechanics. All SAP HCM data can be accessed and many reporting combinations are possible across all data sources. Automation has been one of the biggest benefits for Warburtons, with scheduling and distribution of reports now just a 10-minute job on the 1st day of every month. Day-to-day reporting is 80% automated.

Selecting and formatting information is simply a matter of drag and drop custom infotypes are automatically available and custom tables are easy to add.

Solution 2 - Manpower reporting, quick and easy

The manpower report now takes 5 minutes to run and send, as opposed to 2 hours previously. It took only 30 minutes to create and is run when needed. This report is adjusted all the time – fields are added, different overtime types are included or car allowances are updated. Now it takes only 2 minutes to adjust and test and saves approximately 170 hours per year.

Solution 3 - Payroll time savings

The payroll reconciliation report, run per bakery every week, took about 2 hours to write on Query Manager. It takes just half an hour per week to run across all twelve bakeries, saving over 592 hours a year on this report alone.

Solution 4 - No external reports needed

No custom (Z) reports have been needed since Query Manager was installed. Business support analysts write the reports directly so there are no more cumbersome specs and long delays waiting for developers to become available. The business gets what it wants when it needs it. Query Manager has made the management of exception reporting much easier as missing data can be identified and displayed quickly.

Solution 5 - Query Manager is upgrade proof

Query Manager automatically updates the Queries and alerts Warburtons if there is an error, which the EPI-USE Labs support team resolves.

What has also impressed Warburtons has been the support from the EPI-USE Labs experts, who have been unfailingly prompt and willing to assist when any questions are raised.

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