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 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.
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.
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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