



Sacramento County: Creating a One-Stop Shop for HR Information, Automated for Self-Service

The County of Sacramento, California, wanted to improve employee satisfaction and efficiency while saving costs for taxpayers, so it implemented the employee self-service and manager self-service functionality in the SAP® ERP application. By **automating its human capital management processes**, Sacramento County is achieving handsome success on all fronts.

Executive overview

Organization

Sacramento County

Headquarters

Sacramento, California

Industry

Public sector

Products and Services

Public services

Employees

11,691

Budget

US\$3.5 billion

Web Site

www.saccounty.net

BUSINESS TRANSFORMATION

The organization’s top objectives:

- Provide a single portal for all personnel functions for employees and managers
- Replace paper forms and manual data entry with automated electronic communication
- Save costs while speeding up personnel processes

The resolution:

- Implemented employee self-service and manager self-service functionality in the SAP® ERP application
- Reengineered personnel processes to take advantage of the new functionality
- Automated many operations previously conducted manually by HR

The key benefits:

- Reduced errors, processing time, and paper consumption by automating entry of employee data
- Saved time, costs, and paper through automation of payment advice and time entry processes
- Gave managers better insight into employees and the ability to run their own reports

Read more ▶

TOP BENEFITS ACHIEVED

95%

Reduction in time-sheet errors

45.6%

Cost reduction in changing addresses and contacts

38.3%

Cost reduction in printing payment advices

See more metrics ▶

“One of the beauties of our new solution is all the functionality for error checking and prevention that SAP has implemented. That’s saving us a lot of time and rework.”

Catherine Mitchell, Personnel System Manager, Sacramento County



Executive overview

Organization objectives

Resolution

Business transformation

Future plans

Taking control of human capital management

Situated in the middle of California's lush central valley, Sacramento County is home to the state capital and the 1.4 million people who live in and around it. Sacramento County government's 11,691 employees provide these residents with a full range of public services.

Since 1998 Sacramento County has been using SAP® software to run its operations including finance, controlling, materials management, and plant management and has become one of SAP's largest local government customers in the United States. Since first deploying SAP solutions, the organization also used the human capital management functionality of the SAP ERP application, but it recently upgraded to the software's employee self-service (ESS) and manager self-service (MSS) functionality.

The ESS and MSS adoption was driven by Sacramento County's desire to make personnel administration easier for employees, their managers, and the HR staff. "We wanted to eliminate manual data entry, speed up processing, reduce the use of paper forms, cut down on errors and rework, and increase the accuracy of our records," says Catherine Mitchell, personnel system manager for Sacramento County. "We also wanted to provide employees with more control over their data and their managers with the ability to instantly run their own reports on their staffs."

"I'll go a step further," adds Rami Zakaria, Sacramento County's CIO. "We wanted to create a single location, a portal, where all employees and their managers can efficiently accomplish any personnel-related task. We aren't there yet, but we are delighted with the progress we've made and optimistic that our ultimate goal is in sight."



Executive overview

Organization objectives

Resolution

Business transformation

Future plans

Optimizing processes for ESS and MSS

Sacramento County implemented ESS and MSS largely with its own resources. The department of personnel services joined forces with IT to jointly plan the best way to conduct HR processes using their new solutions. Among the many processes they significantly improved are time entry; printing of payment advices; and making changes to addresses, tax information, and emergency contacts. It was a challenging implementation, especially since training and change management had to be conducted for so many people. “Nonetheless, we held to schedule and budget throughout the project,” says Zakaria. “We had outstanding synergy in the team. As a result, the new solution is enjoying widespread acceptance from our employees.”

The ESS-MSS solution allows employees to take ownership of their personnel records when something like an address change occurs, since they enter their modifications directly into SAP ERP. No longer do they have to fill out paper forms, nor do HR people have to reenter the data on those forms – saving time for the employee and especially for HR. The changes are recorded instantly, not days or weeks later, and there are no transcription errors.

Pay advices (notifications of direct deposit) and paychecks are handled just as efficiently. In the past, 14,000 of these documents were printed every pay period. HR had to manually pick up, sort, and deliver them to employees at various locations. Instead, employees can now view, print, or e-mail them with no HR involvement.

The goal is to eliminate the manual processes for printing, sorting, and distribution of time sheets. Instead, employees record their own data online. This makes it easy for finance and auditors to monitor costs and compliance.



Executive overview

Organization objectives

Resolution

Business transformation

Future plans

Saving costs and time throughout the organization

Managers are also benefitting. Time approval is now a quick online task for them, not paper based. They can automatically designate a substitute for time approval in their absence. They can run their own reports on their employees' leave balances, overtime earned, compensatory-time-off expiration dates, absences and attendances, salaries, and much more – and see the results instantly. “Our managers tell us they have more information on their people than ever and are better able to manage their budgets,” says David Villanueva, the internal services agency administrator.

Every department is saving money due to added efficiency. HR is saving especially because it used to be saddled with so much paperwork, data entry tasks, and report creation duties that are now automated. Costs for printers, paper, postage, and transportation are way down as well, as are the fees Sacramento County pays to its third-party payroll bureau. IT support costs are also lower.

KEY BENEFITS

95%

Reduction in time-sheet errors

38.3%

Cost reduction in printing payment advices

15%

Cost reduction in making tax changes

45.6%

Cost reduction in changing addresses and contacts

19.4%

Cost reduction in printing time sheets



Executive overview

Organization objectives

Resolution

Business transformation

Future plans

Closing in on the one-stop shop goal

With 5,285 employees currently on board, Sacramento County is about half way through its rollout, which it expects to complete in the next several months. It is planning many large-scale enhancements starting shortly afterward. Benefit enrollment will go online. Leave requests and W-2 form management will be automated. Access from home will be supported. HR forms for hiring, termination, and transfer will go onto the portal. A planned upgrade to the next version of the software will open even more enhancement avenues.

“One of our biggest goals for next year is to eliminate paper time sheets completely,” concludes Villanueva. “That will produce savings a lot bigger than what we’ve realized to date, which is an amount we’re already quite proud of. And it will be a big step toward the ultimate end we foresee: a truly one-stop resource for all personnel matters.”

