

In the UK, Public Sector organisations are under ever-increasing pressure to reduce costs and do more with less. Local authorities are challenged to deliver an increasing range of services to their local community, whilst at the same time facing reductions in employee headcount and budgets. How to do more with less is a key challenge for these organisations.



What does this mean for Public Sector Organisations?

Doing *more with less* implies changing the way things are done – which in turn means innovating. Many service organisations outside of the public sector faced with similar challenges have highlighted self-service as an area where the more for less opportunity is tangible. Their employees and customers are increasingly used to accessing services from apps on phones, tablets and desktops – so these organisations are looking to cut down on internal bureaucracy and clunky processes by deploying intuitive, simple to use apps to streamline the delivery of services to their workforce and customers. Now is the time for public sector organisations to implement self-service.

How can I enable Self Service in my Organisation?

Two of the most common areas public sector organisations choose to deploy self-service to significant effect is in their Human Resources and Procurement functions.

Employee & Manager Self Service

There are several ways in which we can introduce Self Service to employees. The first option we have is to consider activating ESS (Employee Self Service) & MSS (Manager Self Service). This is functionality that sits within SAP HR, and allows the users to directly update SAP in relation to their personal information. ESS/MSS can be used in conjunction with Fiori/SAPUI5 applications which provides the user with a simplified user interface and allows for a more enjoyable user experience.

By activating Employee Self-Service, the organisation can benefit from:

- The employee having personalised access to their data and HR services on any device
- The employee having the ability to choose how and when they want to interact
- Automated processes which ultimately will reduce administrative costs, cycle time and error rates
- A reduction in HR costs per employee- by allowing the workforce direct access to their data and HR processes
- More available time within the HR team to focus on strategic initiatives that can contribute to business goals

The activation of Manager Self Service brings:

- Support for managers with the HR-related administrative and planning tasks – such as approving employee leave requests, updating the system with absences, access to the team calendar that resides in SAP
- Increased productivity within the HR team by setting up a foundation that requires HR teams to only handle exceptions and focus on value-generating tasks
- Increased Employee engagement - by providing access to streamlined HR and job-related information such as budget and project planning and talent management
- Reduction in HR cost per employee by empowering managers to efficiently manage teams with direct access to data and processes
- Reduction in cycle times and transactional costs with automated processes, data and workflows
- In the long term it allows the manager to carry out analysis, budgeting, recruitment, compensation, employee development and cost management process on any device

Self Service Procurement

Organisations are also implementing Self Service Procurement applications to take the burden off of centralised procurement teams. Anyone who uses SAP to create Purchase Requisitions at the moment, will admit that this system could be more intuitive and user friendly. More often than not, Purchase Requisitions will have to be corrected and/or involvement from the centralised procurement team will be required. As such, Absoft have worked with Public Sector organisations to create three template SAPUI5 apps which allow the user & manager:

1. Create a Shopping Cart for both goods and services
2. Approve/reject the Shopping Cart
3. Receiving goods and services

The applications have introduced:

- The ability for employees to easily create Purchase Requisitions (Shopping Carts) with improved data quality, quicker and more efficiently
- The ability for shopping carts to be approved “on the go” – The apps are accessible on mobile and tablet devices
- Streamlined procure-to-pay processes, across a paperless environment
- Controlled workflows and custom approvals to minimise the potential for fraud
- Increased compliance with procurement procedures
- An enhanced user experience (UX) which improves data quality
- Reduction in training costs and support effort

Summary

There are numerous options which can be taken in to consideration when looking at pushing the organisation towards adopting a “Self Service” mind-set. Absoft has a vast amount of experience in working with Public Sector organisations to establish a roadmap with a recommended strategy for adopting Self Service within the organisation.

With a well-planned and well executed Self Service strategy, a user-friendly Self Service application can not only help Public Sector organisations increase employee efficiency and productivity, streamlined internal processes and a reduction to administrative burdens, it can lead to improved Employee Engagement, which in turn will lead to increased staff retention – all of which helps towards our goal of becoming more efficient in a time where we are continuously battling budget cuts and cost saving initiatives!

Contact Toria Smith, Sales Manager at Absoft, to discuss further.

Tel: 01224 707088

Email: tsmith@absoft.co.uk

