

# Customer Success Story

Total E&P UK Limited



## SAP® Implementation Services

### Project motivation and requirements

Total E&P UK Limited is constantly seeking ways to improve its processes and achieve greater levels of operational efficiency. As part of this continuous improvement, the company elected to upgrade its legacy human resources (HR) system, to a solution that would provide scalability and integration with other business functions.

Whilst the legacy system was utilised as a repository for people records, it wasn't being used to manage key areas such as allowances tracking, training administration and headcount reporting, resulting in sub-optimal data extraction into and reporting from spreadsheets.

The replacement SAP® HR solution was built to capture the same level of detail as the legacy system while providing an up-to-date platform able to meet reporting and interface requirements, with additional potential for expansion of its capabilities in future.

### Absoft's involvement

Total first became an Absoft customer in 1993, and has subsequently engaged the company as its sole supplier of SAP solutions and support in Aberdeen. It is a relationship that has flourished over the years with Absoft continuing to provide a core part of the company's SAP support in the city.

In this case, following a formal tender process, Absoft was selected as Total's partner for the implementation of its new SAP HR solution, because of the company's track record of implementing SAP within the oil and gas industry.

### Customer background



Total was among the early adopters of SAP software, in 1993. Subsequent to implementing SAP in the UK, Total rolled out SAP to its upstream affiliates worldwide.

For many years Total has utilised the Plant Maintenance, Materials Management, Finance and Joint Venture Accounting modules in support of its business operations.

Subsequent to a successful upgrade to the latest version of the SAP software in 2011, Total continues to identify opportunities and implement functionality to further leverage its investment in SAP and streamline its business processes.



### The project - delivered on time and on budget

The scope of Absoft's remit covered co-design of the solution, followed by the build, testing and deployment of the solution. This allowed the in-house IT team to focus on migrating data from the legacy system into the new build SAP environment.

Absoft's extensive knowledge and experience of the operator's existing SAP system meant that its team of consultants were able to work closely alongside Total's in-house project group, ensuring the system implementation was completed on time and to budget.

Total's HR representative, says: "Our first priority was ensuring that the new system incorporated all of our processes and was fully configured for the data we were transferring from the legacy system."

"Absoft has a close working relationship with Total and fully understands the processes and requirements we have, and delivered to our specifications, providing excellent support throughout the project."

"Knowledge transfer and management was key to the success of this project. Absoft's consultancy team were excellent in providing comprehensive training and support to our own staff. This ensures our competency and capability as we go forward, while we also have access to the Absoft team for further support if required."

### Benefits – a faster, future proof system with improved reporting

Total's new SAP HR system is configured to handle personnel administration and organisational management tasks covering employees' personal information, benefits and entitlements.

As a result of the implementation Total is benefiting from the scalability and rich functionality of SAP, and has a system which can grow with the company's future strategic plans.

Total's HR representative explains: "At present, the SAP system includes the people management, training and event management modules, which provide greater functionality than the legacy system."

"We have already noticed an improvement in terms of the speed of the SAP system. It is undoubtedly faster and it has far greater capability for further development than the legacy package."

"We have the opportunity to add new modules in the knowledge that the system is already configured to suit our needs. We are already looking into developing the personnel cost planning module alongside our finance department colleagues, which is at an early stage."

### Other benefits the company is experiencing as a result of the implementation include:

- More accurate and effective workforce information due to the ability of the system to represent complex internal reporting relationships and capture the different data requirements of all types of staff including contractors and expatriates.
- Improved decision-making as a result of flexible reporting capabilities such as the ability to produce specific manpower reports, split by division or location, using the data stored by the system. There is also a powerful ad hoc query tool.
- Increased efficiency from a single source of data relating to training, personnel administration, compensation and benefits administration and all related employee records, which integrates with other areas of the business.

**Call Absoft on +44 (0)1224 707088 or visit [www.absoft.co.uk](http://www.absoft.co.uk) for more information.**

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