ProSiebenSat.1
Media SE

Make it mobile: Employee and Manager Self-Services

More efficiency in the day-to-day tasks
of employees and managers

"We wanted a timesheet application that was simple enough to allow me to record times while riding my bike at 25 km/h... and Camelot came through!"

Oliver Veth
Head of SAP Coordination, ProSiebenSat.1 Media SE

Figure 2:
Services for employees and managers

AS-IS INTEGRATION

Address
Personnel file
Clock-in/clock-out corrections
Overtime (employee planned)
Overtime (employee management)
Bank details
My Documents (PM/IDP)
MyAcademy
Salary review
Performance management
Personnel cost planning tool
Vacation balances
Time balances
Return of company property
Top targets

MODIFICATION AND EXTENSION OF THE SAP FIORI STANDARD

Leave request
Time recording for external employees
Renumeration statement (My Paystubs)
Approval absences
Approval working times
Team calendar
My Inbox

NEW IMPLEMENTATIONS IN SAP FIORI

Child care allowance
Time recording employees
Time statement
Employment tax statement
Statement of DEÜV registration
Statement of employment
Earnings statement
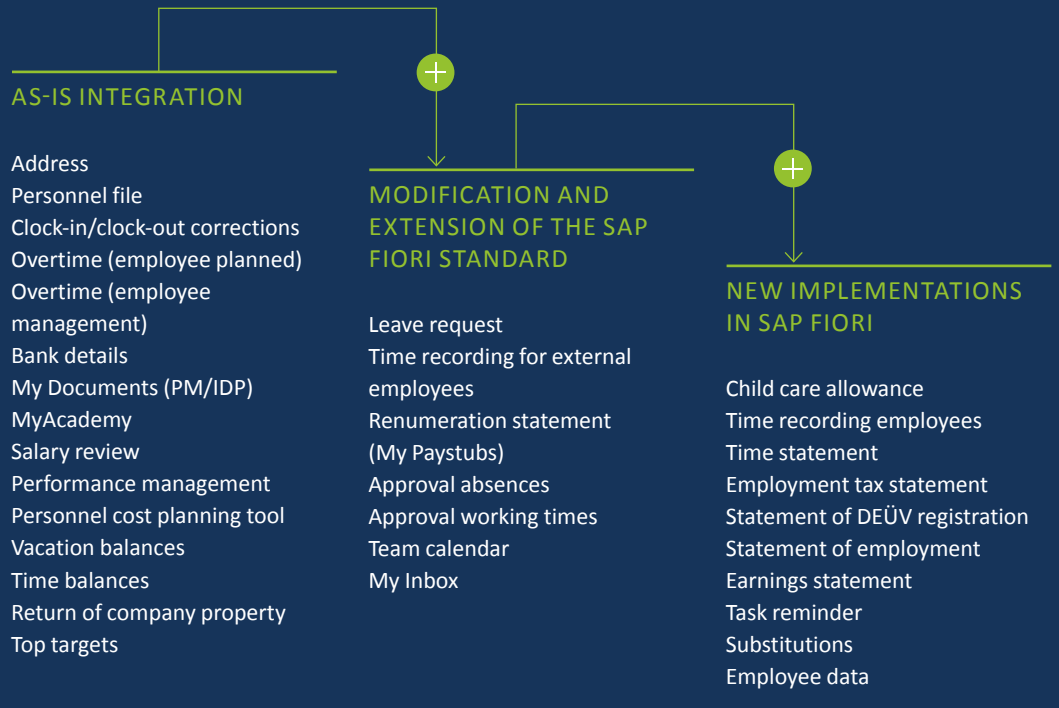Task reminder
Substitutions
Employee data

Figure 1:
Multi-device usage

The challenge

In 2010, the ProSiebenSat.1 Group decided to introduce its own HR portal based on SAP Enterprise Portal. The result was a reduction in paper-based work, which in turn led to more efficiency and the opportunity to integrate more services. But in today's digital age, there are a lot more challenges that need to be addressed. The key is to implement different channels and devices and provide them with real-time access to HR information as an efficient means to stay on top of these complex processes. It is, however, also crucial to ensure tight integration with other mobile-based solutions and to comply with the relevant security standards that govern access to confidential HR information in a mobile world.

The solution

With the introduction of SAP Fiori UX, ProsiebenSat.1 Media SE has completely reinvented the user experience that guides employees and managers through their daily work. Its simplified and modern user interface supports any device they use. With around 40 services for employees and managers, the SAP Fiori UX-based "HR Portal" serves as a central platform and access point. Each service can be accessed from the Fiori Launchpad and users log in using single sign-on via client certificates. The app is pushed to end users by the MobileIron EMM platform. Authorization roles are automatically assigned both in the SAP Backend and in Gateway in line with the rules defined in HR Org. Management. With all these optimizations in place, the Group was able to increase acceptance of the system and mobile usage.

DESIGN THINKING

The project had six main phases, throughout which the Camelot design thinking approach was consistently applied.

1 ANALYZE
2 UNDERSTAND
3 DESIGN
4 VALIDATE
5 IMPLEMENT
6 DEPLOY

The project

All existing services were evaluated. Each service was tracked, analyzed, and reported with regard to importance, utilization frequency, and implementation complexity. Services that were to be transferred to Fiori UX had to meet the following criteria:

They had to be either
- used frequently or
- highly important or
- easily transferable to Fiori UX.

These services were then taken on and over the course of several interviews and workshop sessions, potential user experience scenarios for each service were discussed. Each field, current process flows, and work behavior were discussed and optimized on a very granular level. Initial design concepts were created, validated, once again optimized, and finally approved and released for implementation. This led to
- less training because key users were involved in the validation of the mockups,
- less implementation effort because mockups could be re-used in the implementation,
- fewer change requests because the requirements were clearly stated before implementation

„Thanks to Camelot we were able to mobilize, digitalize, and speed up our HR core processes. Today we can provide our employees and managers mobile self-services for quick access to relevant information at anytime and anywhere. This simplified a lot our daily routine."
Ramona Risch
Manager HR, ProSiebenSat.1 Media SE

The result

REDUCED ADMINISTRATIVE OVERHEAD

INCREASED FLEXIBILITY

EASE OF USE

ProSiebenSat.1 is now able to access its core HR processes regardless of channel or device used. The barriers that used to complicate work for managers and employees are gone. Cycle times were reduced to a minimum, system acceptance was increased tremendously, system hardware reduced and no additional licensing costs were needed.

The system architecture is specifically designed to allow deep integration with existing systems and solutions. All systems interact flawlessly and ensure a seamless user experience for all.

The assignment function in HR Org. Management automatically govern the assignment of roles and tile visibility. Single sign-on is in place to eliminate the need for authentication, both for desktops and mobile devices. The services will be pushed centrally and automatically to the users managed device and are secured with PIN or Fingerprint/TouchID.

About

ProSiebenSat.1 Media SE

ProSiebenSat.1 Group is one of the largest independent media corporations in Europe. With the stations SAT.1, ProSieben, kabel eins, sixx, SAT.1 Gold, ProSieben MAXX and kabel eins Doku, they are number 1 in Germany both in the TV-advertising market and in the audience market. They reach over 42 million TV households every day in their TV markets Germany, Austria, and Switzerland.

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Camelot ITLab GmbH

Camelot ITLab is the leading SAP consultancy for digital Value Chain Management. With more than 20 years of consulting experience we lead our customers in their digital transformation.

Camelot ITLab is a member of the international Camelot Group with 1,600 employees worldwide. Camelot stands for customer orientation, innovations, highest quality and feasible end-to-end solutions

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