



## Process Tracking System for Human Resources (PTS-HR)

### Optimizing document-centric processes for SAP® Human Capital Management

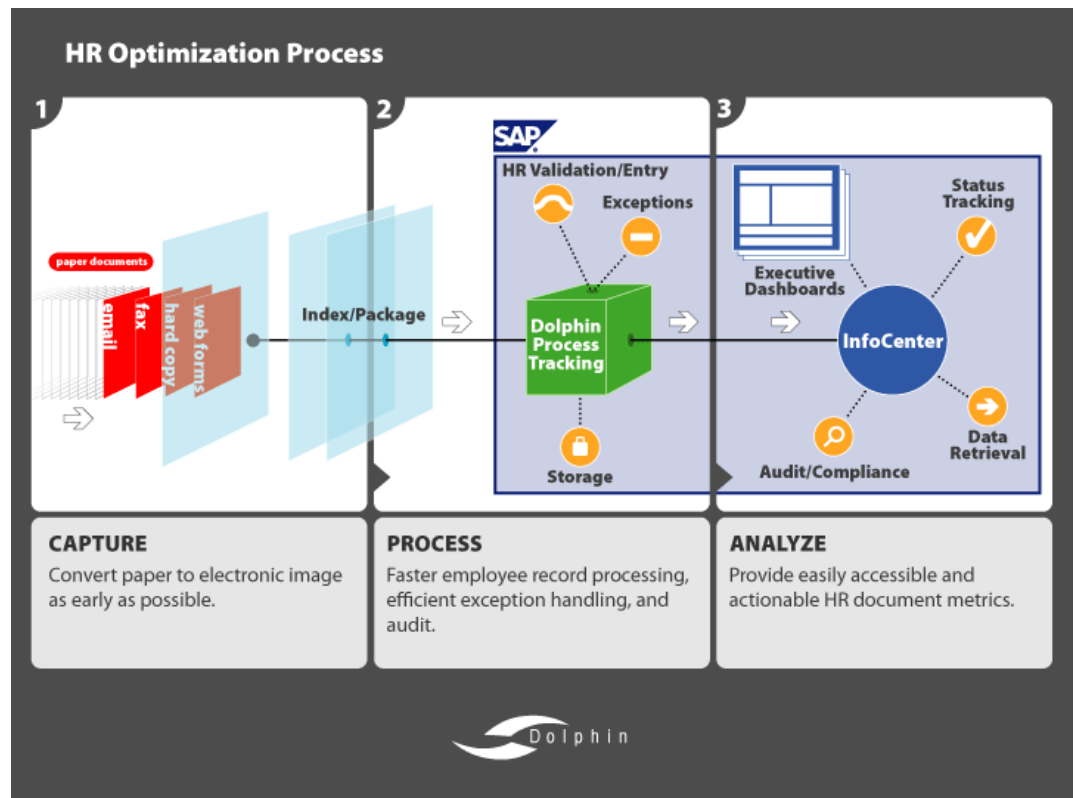
#### The Challenge

Human Resources is a document-driven process. Every new application, new hire, benefits update, employee evaluation, payroll change and performance assessment adds to the HR recordkeeping and tracking challenge. SAP Human Capital Management (HCM) is an excellent platform for employee and applicant and related records. But unless the documents are digitally captured and integrated into this process, activities remain manual and inefficient, lowering productivity and departmental response time, and can be vulnerable to costly errors.

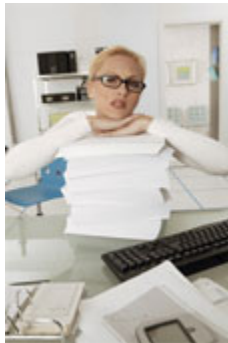
The key challenge is not only to electronically capture documents, but also to use electronic documents to drive SAP-HR processes. Doing so results in a consistent and controlled framework for managing those processes. It is equally important that documents are attached to the appropriate areas of the SAP employee or applicant record and stored securely.

Authorized users need to have the means to quickly and easily find the document and workflow history across info-types and employees with an option to batch extract the

documents. Each activity and change must be tracked to maintain a complete history and enable queries across a range of variables.



But even with process automation, there is no way to do Human Resources document management without humans. So when you're ready to streamline the SAP Human Capital Management (HCM) process, the objective is to be smart, flexible and adaptable. Many solutions attempt to force document management for the HR function into a rigid process that tightly controls every aspect of data entry and approvals. This often means that your team spends even more time working *around* exceptions to the rules.



## The Dolphin Solution

Dolphin is different. We address these challenges by taking a 'document centric' approach to HR process management. No matter how you want to design your HR workflow, Dolphin's Process Tracking System for Human Resources (PTS-HR) makes it easy to control how you track, manage and deal with the many documents that make up the employee record database.

- **A 'document centric' approach** that captures, indexes and tracks each document and employee record for fast online access by approved personnel.
- **Flexible, adaptable processes** that use the powerful SAP workflow engine you already own, but don't restrict you to an SAP-provided sample Workflows.
- **Integrated audit mechanisms**, that allows key HR personnel to attach draft documents to employee records only after they have been audited and approved—preventing errors and privacy breaches.
- **Visibility and tracking of employee records from receipt to completion**, so that once approved, documents can be accessed by the right people, whenever and wherever they are needed. Dolphin speeds and simplifies queries and retrieval.

## Working with SAP

Dolphin's PTS-HR delivers a rich environment to create solutions specific for any SAP Human Resources workflow. Standard features include:

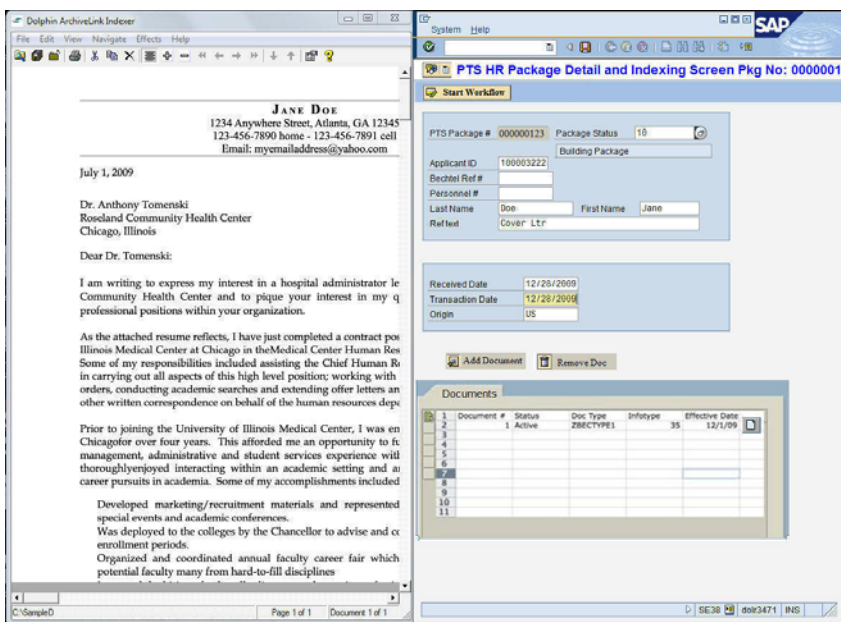
- **Process Tracking System**, which provides best practice SAP workflow, and makes each document and action accessible, trackable and auditable.
- **Document Navigator**, which simplifies and speeds record and document search queries.
- **Batch printing**, which makes it easy to identify and print or download a large set of records.
- **InfoCenter**, a dashboard view of records and process information based on what you want to view and track.

## The Dolphin Advantage

**Taking a document centric approach to managing** employee records and other HR documents delivers a number of tangible benefits to your business, including:

- **Reduced errors.** Integrated audit functions enable you to incorporate record auditing before a document is permanently attached to the employee's file in the SAP system. No lost documents or mystery transactions.

- **Instant access.** The process of locating and pulling requested employee documents can take hours; with Dolphin, it takes seconds. Once the documents are securely stored and linked to employee records, they are instantly accessible to any SAP user with proper authorizations. This helps reduce cost of HR operations by increasing user productivity.
- **Complete security.** Dolphin helps you set up full SAP authorizations as well as security within the PTS-HR system, so that the right people have access to the documents they are authorized to see.



Screen shot illustrates the indexing/packaging detail in PTS-HR

## The Dolphin Platform

Dolphin brings decades of experience optimizing SAP-based business processes through smart use of document centric workflows and content management technologies. Dolphin has developed unique expertise and technology that help companies make these processes work better and smarter.

PTS-HR is the latest in a suite of solutions built from the Dolphin technology platform. The platform consists of pre-configured applications that combined with deep SAP expertise and proven best practices, helping customers optimize business processes and information management in SAP ERP and BW systems.

**Company: Global multi-billion dollar engineering, construction, and project management corporation**

## Objective

To design and develop an SAP HCM/HR-centric document management workflow for both new employee onboarding and existing employee input/processing. All images from existing repositories and paper stored in one place; we were to enable queries and retrieval from within SAP (including the handling of older documents with no relation to SAP employee numbers). They also wanted to be able to see the annotations on the document images as often documents are treated as 'work in progress' until the related SAP employee record is posted.

## Solution

Dolphin's Process Tracking for Human Resources solution using the SAP Business Workflow engine was implemented and Document Navigator installed for batch printing or downloading from a single inside-of-SAP transaction.

## Results

- Ability to locate and retrieve any document early in the process
- Determine status of any document from receipt through completion
- Reduced process errors
- Eliminated the duplication of indexing up to 3 times
- Improved query response time with the ability to find, view, and bulk print/download any employee document from a single, inside of SAP transaction

Our solutions include:

- **Information Management:** Data Archiving, ILM, BW Archiving with Nearline Storage, System Consolidation and Legacy Decommissioning
- **Business Process Management:** Accounts Payable, Accounts Receivable, Order-to-Cash and Sales Order Management

## About Dolphin

Dolphin makes crucial business operations like data management, data archiving, accounts payable, accounts receivable and order management run better and smarter for organizations using SAP solutions. Focused on improving business performance through Information Lifecycle Management and Business Process Management, Dolphin produces the right solution for each customer, faster, through its unmatched experience in SAP technologies, and its proven best practices, tools and SAP add-on applications. Dolphin solutions improve business and IT performance, lower total cost of ownership and deliver high return on investment.

The company was founded in 1995 and has offices in Philadelphia, PA and San Jose, CA. Dolphin solutions are implemented across North America and around the world.

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