



GLOBAL OUTSOURCING LEADER DEPLOYS SAP FOR WORLDWIDE HR MANAGEMENT

EDS, AN HP COMPANY

/// CASE STUDY



When EDS set out in search of a self service HR portal for employees, SAP delivered just that - helping the company cut payroll costs, standardize training processes and improve productivity around the world.

CLIENT PROFILE

www.eds.com

Since its creation in 1962, EDS has become a global leader in the technology services industry. With more than 137,000 employees in 65 countries worldwide, EDS continues to strive for new and innovative ways to improve business processes.

Industry: Manufacturing

Headquarters: Plano, Texas

Founded: 1962

Employees: More than 137,000

Business Needs Addressed:

Growth

Productivity

EDS wanted a single, standardized HR solution

With globalization on the rise, technology services leader EDS decided the time had come to synergize its human element across the company's worldwide operations. What EDS needed was a streamlined HR management solution that would enable HR and Payroll staff to collaborate more effectively, serve employees better and enhance administrative productivity.

Beginning with EDS Europe, Middle East and Africa (EMEA), the company set out in search of a solution that could deliver all of the above, all the while ensuring compliance and greater visibility into HR operations.

SAP delivered an Enterprise Self Service portal for HR management

EDS chose SAP's enterprise solution for its multilingual and currency capabilities and began the implementation with EDS EMEA. When that deployment exceeded all expectations, EDS shifted its focus to bringing the SAP solution to the rest of the countries in which it operates. Today, EDS' new Enterprise System (SAP) connects nearly 137,000 employees across 65 countries.

The monumental initiative involved migrating HR and Payroll automated functions from various legacy systems to the new EDS Enterprise System (ES), providing EDS with a single source for all payroll applications.

Additionally, EDS utilizes the SAP Payroll module to administer more than half of the company's employees, enabling employees to easily view paystubs and job code information, as well as update personal data and banking information. Today, EDS employees worldwide use the ES to record time, maintain their personal information and complete tasks related to everything from financial management and purchasing to personnel, organization maintenance and project setup.

Services featured

- Enterprise Application Implementation Services

The system is constantly updated to reflect change requests, system upgrades and the addition of new employees and contractors. What's more, standardized training processes, methods, and tools enable smooth, speedy knowledge transfer with a minimal learning curve for new hires. Training is available in multiple languages and delivered online using a combination of Web-based, lecture, and self-guided training solutions.

HR solution helped cut payroll costs and improve productivity

Today, EDS employees around the globe can complete critical day-to-day HR tasks in mere minutes with the new system. In addition, the solution both simplifies and standardizes training for new hires, ensuring a more knowledgeable and conscientious workforce.

From a strategic standpoint, the SAP solution has helped EDS' HR and Payroll staff transition from a reactive work mode to a proactive stance where process and technology improvements can be continually evaluated and integrated while reducing bureaucracy and costs.

Since the implementation, EDS' U.S. payroll department has been able to reduce payroll expenses and work more productively, adding real value to the company.

In addition, the solution has helped EDS EMEA substantially increase revenues without increasing staffing levels. In Canada, overtime payments have dropped 50 percent, while EDS' Best Shore® model has cut U.S. Finance and HR costs by more than half.

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