Coca-Cola Beverages Vietnam streamlines HR reporting for speed and accuracy

EPI-USE Labs' Query Manager enhances HR reporting efficiency and accuracy for Coca-Cola Beverages Vietnam, improving decision-making and operational performance.

- Faster report generation
- Fewer manual errors
- Improved operational efficiency
- Costs saved
- Enhanced user experience

About Coca-Cola Beverages Vietnam

Coca-Cola Beverages Vietnam (CCBV) has been a driving force in Vietnam's consumer goods industry since 1994, delivering world-class products to millions of consumers nationwide. Committed to innovation, CCBV has continuously evolved, achieving significant milestones and establishing itself as a trusted brand.

With a strong focus on employee empowerment and digital transformation, CCBV has been certified as a "Great Place to Work™", reflecting a culture that prioritises people, partners, and community. In 2023, the company embarked on a mission to revolutionise its workplace by integrating AI and Robotic Process Automation (RPA) to streamline operations and enhance productivity. Additionally, it aimed to foster an immersive employee development platform through Web 3.0 AR/VR technologies.

The challenges: Complexity of HR reporting

Across its production facilities in Ho Chi Minh City, Da Nang and Hanoi, Coca-Cola Beverages Vietnam provides direct employment to about 4,000 workers. The company's extensive value chain multiplies this impact, supporting an estimated 6-8 times more indirect jobs throughout the local economy.

Despite its success, CCBV encountered several reporting challenges that impacted operational efficiency and decision-making:

- **Dependence on IT Teams and inefficient workflows:** The HR team lacked the ability to create or modify reports independently, leading to delays and bottlenecks in decision-making.
- **Manual effort and risk of errors:** Time wasted on manual processes, including data extraction and formatting, increasing the risk of inaccuracies in reports.
- **Time-consuming reporting processes:** Labour-intensive reporting slowed down the generation of actionable insights, delaying critical business decisions.

> " Within weeks, CCBV's reporting landscape underwent a transformation. This transformation underscores CCBV's commitment to innovation and operational excellence, further solidifying our position as a leader in the industry.

Quynh Pham (Ben), IT Strategy & Business Partnering Director, Coca-Cola Beverages Vietnam

Transformed reporting landscape at CCBV

To address these reporting challenges, EPI-USE Labs introduced Query Manager, a powerful tool designed to streamline the SAP reporting process. The impact was immediate and far-reaching:

- **Faster report generation:** Reports were generated faster, contributing to overall efficiency.
- **Fewer manual errors:** Manual errors were reduced significantly, further increasing accuracy and reliability.
- **Improved operational efficiency and cost saving:** Reduced dependency on IT team for reporting tasks, enhanced workflows and streamlined processes boosted productivity and performance.
- **Enhanced user experience:** The HR team gained direct access to SAP data, improving decision-making with instant access to reliable information and enabling faster responses to business needs.

> "
>
> EPI-USE Labs transformed our operations by making SAP data easy to access and use. Query Manager is user-friendly, saves us valuable time, and ensures we have accurate data at our fingertips. This tool has been a game-changer for driving efficiency and precision across our processes.
>
> ---
>
> Quynh Pham (Ben),
> IT Strategy & Business Partnering Director, Coca-Cola Beverages Vietnam

About EPI-USE Labs

As a global software solutions and managed services company, EPI-USE Labs helps you to maximise the performance, management and security of your SAP® and SAP SuccessFactors® systems. Our clients tell us every day how we have transformed their business operations.

Contact us to find out how we can help you solve your business challenges.

epiuselabs.com | info@labs.epiuse.com
EPI-USE Labs is a member of Group Elephant.