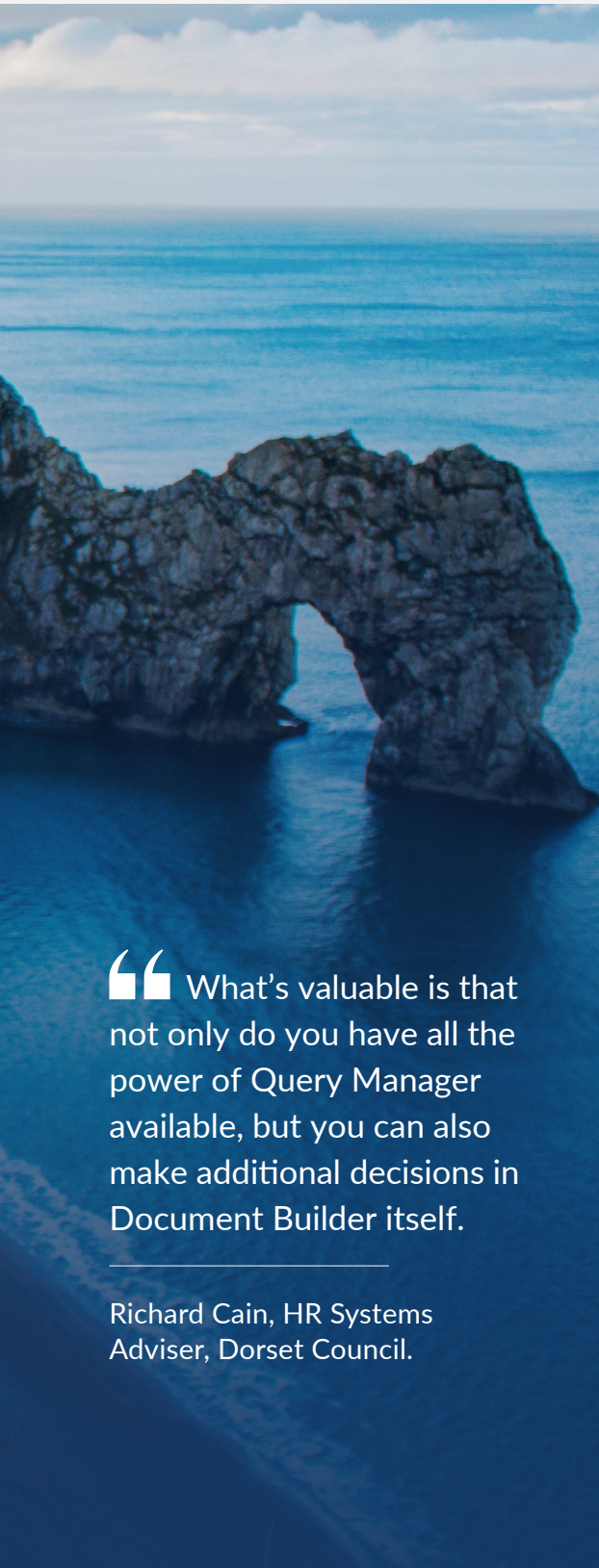# Document Builder streamlines SAP HCM processes at Dorset Council

"Taking Query Manager to a new level in HCM document production"

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>
> Richard Cain, HR Systems Adviser, Dorset Council.

About Dorset Council

Dorset Council is the unitary authority in Dorset in England. On 1 April 2019 East Dorset, North Dorset, Purbeck, West Dorset, Weymouth and Portland and Dorset County Council were replaced with this new entity. Dorset Council works in partnership with town and parish councils.

Dorset Council's responsibilities are vast and include schools, social care for the elderly and vulnerable, road maintenance, libraries and trading standards.

The new entity also took onboard the responsibilities of the councils previous councils which includes local planning, council housing, refuse collection, sports and leisure facilities, and street cleaning. Other responsibilities are economic development and regeneration, emergency planning, tourism promotion and coastal protection.

EPI-USE Labs' client Dorset Council was impressed with the functionality offered by Query Manager™, which enables the council to produce real-time HCM reports. They then invested in Document Builder to automate the production of their employee contracts.

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Document Builder allows Dorset Council to tailor employment contracts by selecting conditional paragraphs and pages

Document Builder: A worthwhile investment

The challenge: Complex employee contracts

Dorset Council's HR team spent a large amount of time grappling with complicated employee contracts and HR letters. Their employee contracts are complex documents tailored specifically to each individual, with a personalised cover letter and a number of different sections, which vary depending on the type of staff contract and the specific employee conditions.

The process used by the team was to extract relevant information from Infotype 906 in SAP, manipulate data in MS Excel, and then use a macro to copy and paste into MS Word – followed by manual adjustments as needed. This was a cumbersome, error-prone and time-consuming exercise.

The solution: Document Builder from EPI-USE Labs

As existing clients of EPI-USE Labs, Dorset Council was impressed with the functionality offered by Query Manager, which enables the council to produce real-time HCM reports. Using the existing Query Manager technology, Dorset Council decided to invest in Document Builder to automate the production of their employee contracts.

Document Builder has allowed Dorset Council to streamline their processes and save a considerable amount of time to reinvest into more valued-added services. It means they can negate the manual effort involved, and quickly and securely produce individualised contracts. They can create personalised cover letters and statements of particulars (hours of work, and other conditions of employment) in a table format, with different layout and headers as needed, based on the Query Manager report.

"The option of being able to select conditional paragraphs and conditional pages is a real game-changer for us," says Richard Cain, HR Systems Adviser at Dorset Council. "It means we can tailor the documents easily for a wide range of different employment conditions, and produce professional-looking letters and contracts. As we produce contracts for over 15,000 employees, this is a huge benefit.

"What's valuable is that not only do you have all the power of Query Manager available, but you can also make additional decisions in Document Builder itself. For example, you can make changes on the front screen when you use it, so if there is some data not available in an unusual scenario, you can override the templates."

The outcome: A worthwhile investment

"Overall we have been very happy with Document Builder; it was a very worthwhile investment for us, and we've had an overwhelmingly positive response from those using it," said Richard. "The new way of doing things is much, much quicker – we just enter a few details and run the report – and most of the information is in the system anyway. We can create different versions for different customers, and take out the manual work.

"At the moment we're just using it for employment contracts, but there are many other options such as variation letters and contracts for temporary staff. We're also hoping to use it for other complicated letters, for cases such as unpaid leave, and auto-enrolment pension letters. Once we have the basic letter template drafted, we can use it for a wide range of purposes.

"Document Builder itself is quite straightforward to use; we received a day's training from EPI-USE Labs which was excellent. Also, the subsequent follow-up support and help, from both the service consultant and the support team in quickly tailoring solutions for us, has been very impressive."

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.

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