



CASE STUDY SYSTEMS INTEGRATOR

Capgemini Nederland B.V.

Human Resources
Financials

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Henk Veerbeek
ITICS Operations Manager
Capgemini Nederland B.V.

Capgemini Nederland B.V. is part of the Capgemini Group, a global leader in consulting, technology, outsourcing, and local professional services with 115,000 employees in 30 countries.

When the human resources (HR) department at Capgemini Nederland B.V. decided to introduce an eHR solution for its 6,400 employees, the HR manager and ITICS team realised they would need an enterprise content management (ECM) suite to make electronic personnel files available via a web-based portal.

As part of the research process for such an ECM solution, managers contacted the HR department from Capgemini UK, which is using Perceptive Content from Perceptive Software to support centralisation of UK employee-related HR and payroll content in Scotland. As at Capgemini UK, Capgemini Nederland B.V. began offshoring its shared HR and payroll services to India in 2009, a process completed in 2011.

“During a visit of the HR department in the UK, Perceptive gave us a powerful demonstration of Perceptive Content functionality. Our colleagues were very positive about the product and the support of Perceptive Software during the implementation as well as the after-sales support,” says Henk Veerbeek, operations director ITICS Northern Europe.

Another determining factor was ease of use, administration and expansion. To provide rapid return on investment and long-term value, an ECM system must be flexible enough for use in multiple areas and intuitive enough for even the least tech-savvy employee to use. During this analysis, the user-friendliness of Perceptive Content stood out.

“A key user is empowered to do a lot more in Perceptive than in the competing products we looked at,” Veerbeek explains. “They can create new or make changes to existing e-forms and workflows easily without the need for a development team, and this was a big advantage for us.”

Collaborative project management

Capgemini Nederland decided that Perceptive Software would best meet the complex project specifications. “One of the best things about Perceptive Software is that they listen to their customers, and deliver the type of solutions that are needed,” Veerbeek says.

One of the keys to the success of the eHR project was tight integration between the SAP HR and Oracle Financials systems and the ECM suite. “Other ECM products required costly, programmatic interfaces with SAP HR and Oracle Financials, but Perceptive Content didn’t need that because of its seamless integration,” Veerbeek says. “That saved time and reduced our total cost of ownership.”

Secure, anywhere access to personnel files

Existing personnel files were scanned into Perceptive and new content is added as needed via decentralised scanning at Capgemini Nederland headquarters in Utrecht or at one of six other offices.

“With Perceptive, any of our 6,400 employees can access their complete personnel file from anywhere through our secure web portal, and HR managers can view all the files for their employees,” Veerbeek says. “This provides a great amount of convenience, and all users need is an internet connection.”

Such convenient access is also a benefit to HR team members. When relying on paperwork, reviewing an employee’s contract required a search through a file cabinet and numerous pages. If the contract was not there, there was more redundant manual effort. Perceptive Content has transformed this once time-consuming task.

“If an HR team member wants to review a contract while working in SAP, they just find the employee, click the Perceptive button on the Windows toolbar and it’s immediately displayed,” Veerbeek explains. “This level of integration is a huge benefit because it means all the documents are available without leaving the SAP screen.”

Perceptive Content also simplifies employee transfers. Staff members regularly transfer between practices, which traditionally involved posting a personnel folder to the new location.

“Sometimes an employee’s file would be lost or would arrive incomplete when there was a transfer,” Veerbeek says. “With Perceptive, the employee and the HR team at the new office have instant access to the full file, and there’s no delay or risk of document loss.”

Claudia Post, key user for Perceptive Content, adds that the ability to access documents quickly has delivered significant bottom-line results, as well.

“We estimated that in 10 years’ time, we will save about €7.1 million by using Perceptive,” she says.

To extend the positive impact, Capgemini Nederland B.V. is also implementing more workflow processes and e-forms technology. This will enable the company to eliminate the costs of paper forms, to implement e-forms workflow and use forms data to update financial, HR and other systems.

Speeding processes enterprise-wide

Perceptive Content will help meet broader operational objectives across the enterprise. Hans Reede, Projects Director - ITICS Northern Europe, says the enterprise-wide solution provides a single source for instant information, in which every document, document workflow and e-form across the organisation are managed. “When I need a consistent view, from an HR perspective, delivery perspective, or financial perspective, I can just look in Perceptive and there I have all the documents. If I need more information, I have a clear view from one system,” Reede says.

One area targeted for expansion is the Financial Shared Service Center (FSSC), where Perceptive Content will eliminate hours of labor for several hundred employees. An employee in any location will be able to quickly scan a time sheet into Perceptive. Time sheets will then be automatically linked to the appropriate invoices, and both documents linked to the Oracle financial records.

Through usability, scalability and a broad range of functionality, Perceptive Content is meeting Capgemini Nederland’s current enterprise content management needs and is poised to meet future ones as the company further extends the software to meet its vision.

Capgemini Nederland B.V.

Quick Stats

- Number of locations: 6
- Employees: 6,400
- Integration: SAP HR, Oracle Financials

The Challenges

- Find an ECM solution that can seamlessly integrate with SAP HR and Oracle Financials without programming
- Extend personnel folder access to employees in multiple locations as part of an eHR initiative
- Identify an ECM suite that can be applied across HR, financials and numerous other departments
- Eliminate delays for accessing contracts, time sheets and other key documents

The Results

- Tight integration enables users to retrieve records without leaving their Oracle and SAP screens
- 6,400 employees spread across the Netherlands have anytime access to their personnel records
- Perceptive Content is easily expanded without draining internal resources
- Financial and HR documents are just a click away, speeding month-end, employee transfers and other processes, which reduces storage needs

perceptivesoftware
from Lexmark

22701 West 68th Terrace
Shawnee, KS 66226
USA

tf +1 800 941 7460
tel +1 913 422 7525
fax +1 913 422 3820

Lexmark International Technology S.A.

Bâtiment ICC - Bloc A
20, route de Pré-Bois
Case postale 508
CH - 1215 Genève
Switzerland

tel +41 (0) 22 710 70 50
fax +41 (0) 22 710 70 51

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