

Capgemini Consulting enables digitizing of HEMA's HR transactions processing

Less paperwork, lower costs and more focus on running a proper store.

The situation

Like many large retail organizations, HEMA Netherlands faces thousands of HR transactions per year. This requires a large overhead for its processing. HEMA asked Capgemini Consulting to analyze the current process, and assist in making it lean and cost-efficient.

The solution

During its analysis, Capgemini Consulting quickly identified the benefits of replacing HEMA's existing paper-and-mail-based process for HR transactions, with a digital counterpart. Manager Self-Service was enabled by making use of the newest available SAP technologies, such as SAP portal and Adobe Forms. This solution has enabled store managers and other personnel to process HR transactions through digital forms directly from any computer, negating the need for a central HR administrator.

The result

The project has brought about noteworthy improvements such as:

- a dramatic shortening of the processing time for all HR transactions;
- a significant decrease in number of errors during the processing of HR transactions;
- a considerable increase in user satisfaction.

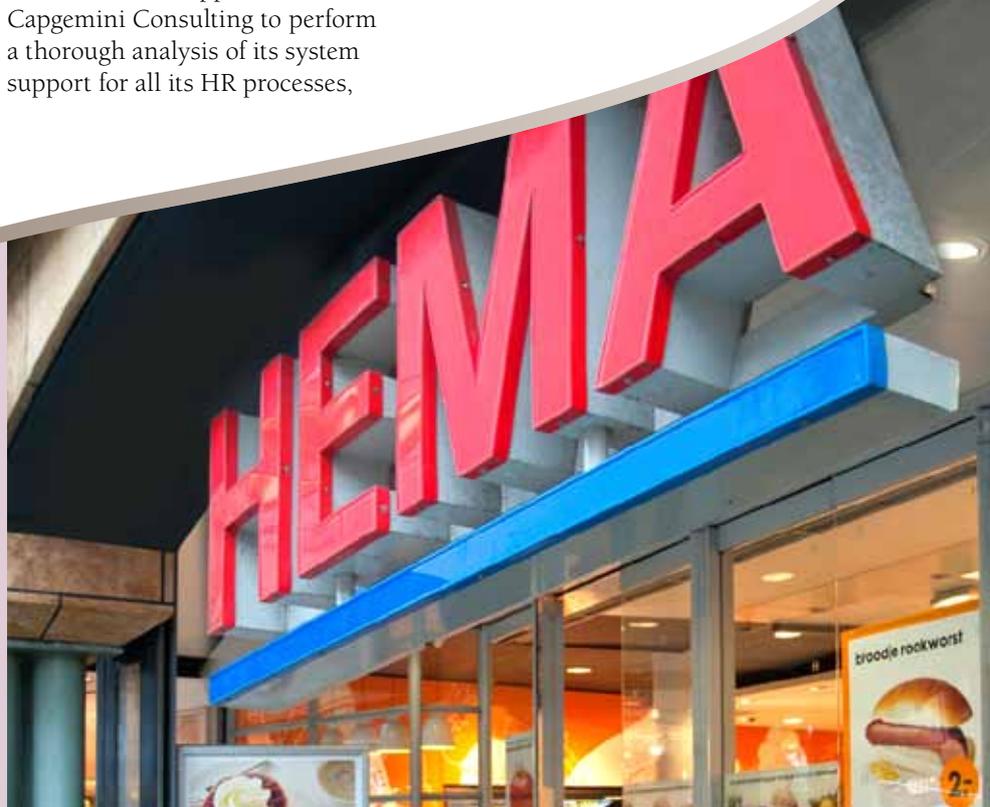
Through these improvements, HEMA was able to significantly reduce the workload for its central HR administration. At the same time, store managers can now spend less time on paperwork, and focus more on running a proper store.

How HEMA and Capgemini Consulting worked together

In 2009, HEMA approached Capgemini Consulting to perform a thorough analysis of its system support for all its HR processes,

identifying opportunities for improvement wherever possible. This resulted in an automation plan, where the digitization of HEMA's HR transactions was listed as a top priority. At the very outset of the actual project, Capgemini Consulting employed its Collaborative Business Experience model. Capgemini Consulting worked closely with HEMA to develop a solution that 'ticked all the boxes' for all those involved.

HEMA and Capgemini Consulting chose a setup in which HEMA's existing portal was used as the means for decentralized distribution. At the same time a new technology for the digitized forms: SAP Interactive



Forms by Adobe, was also introduced. By making use of the well-known PDF format for the actual forms, and by actively seeking end-user input on the design of the forms, HEMA and Capgemini Consulting were able to reach a very high degree of end-user satisfaction.

Through the use of a phased and incremental rollout, Capgemini Consulting is able to constantly increase product performance and usability. Feedback from early adopters was also used to bring about continuous improvements.

Why HEMA chose Capgemini Consulting

Capgemini Consulting is HEMA's partner in automation, especially in the area of HR. Capgemini has been actively involved in the development and improvement of HEMA's systems since 1998. Furthermore, as Capgemini Consulting had performed similar researches on automation for V&D and Bijenkorf, these companies provided HEMA with positive references on the Capgemini Consulting way of working.



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