



"With Gimmel, we have accelerated our HR processes and lowered costs worldwide. This gives us back time and resources that can be applied to our mission of delivering humanitarian aid and developmental services to the children and mothers who so desperately need them."

Global NGO Improves HR with SAP and SharePoint

Industry

Non-Governmental Organization

Customer

Global Children's Aid Provider - A globally-managed United Nations program that provides long-term humanitarian and developmental assistance to children and mothers in developing countries.

Technologies Employed

Gimmel Records, Gimmel Link

Challenges

- Manage globally distributed workforce, with employees frequently shifting between countries and jurisdictions, consistently
- Quickly add temporary staff in order to meet crisis needs worldwide as they occur
- Eliminate the burden, constraints and cost associated with paper-based files

Results

- Enabled seamless employment movement from country to country with their e-paperwork following them
- Eliminated paper processing, dramatically lowering the costs of HR records management
- Enabled global, cloud-based access to HR documents, lowered IT costs, and allowed the sunsetting of a costly OpenText system



Background

This NGO delivers services anywhere in the world there is a need for humanitarian or developmental assistance to children and mothers. This mission involves managing the human resources needs of about 11,000 full time and up to 15,000 contingency workers.

In responding to a crisis like the Ebola epidemic in West Africa, the organization had to rapidly bring on contingency workers and transfer fulltime workers between countries and legal jurisdictions. With a decentralized HR organization and a paper based system, this caused long and unnecessary delays and negatively impacted the costs of delivering their services. The NGO needed to better manage their HR systems, provide better and faster access to documents and eliminate the need to support paper in their HR processes to help speed their delivery of service.

Solution

The NGO selected Gimmel to eliminate the inefficient and paper-based processes connected to their SAP HR and Account Payables (AP) applications over their incumbent OpenText platform. Their workforce operates in developing countries with modest infrastructures, so all access to employee records had to be browser-based for ease of use and universal access.

Gimmel Link enables all employee paperwork, including common HR documentation such as benefit enrolment paperwork or more unique ones such as letters of designation, to be stored in SharePoint and linked to SAP HR transactions. When an employee is transferred, the local HR department only needs to make changes to the now electronic documentation that can follow the employee to their next assignment anywhere in the world.

Gimmel Records also delivers the records management framework that allows the organization to meet industry standards for recordkeeping and extends and enhances the native records capabilities of SharePoint to meet organizational policy requirements.

Gimmel helps the organization ensure consistent metadata on HR files, so employee documents are properly classified and more easily managed and searched. It helps the organization assign proper security and access controls, ensuring search results are not only more accurate, but also secure worldwide.

One of the unique benefits of Gimmel is that other SAP applications such as invoice processing can be easily added to the platform after the most pressing challenge has been met.

Software and Services Used

Gimmel implemented a SAP and SharePoint based Employee Records and Accounts Payable (HR) system using:

- **Gimmel Link** to integrate SharePoint with Employee Records and Accounts Payable content in SAP®
- **Gimmel Records** to meet industry standards and extended requirements for record keeping in SharePoint
- Gimmel allows you to govern the SharePoint sites in the organization
- Third party capture tools to acquire documents
- Gimmel SharePoint Services to help deploy SharePoint based on best practices

Results

With Gimmel Link, paperwork now becomes available according to access controls to all SAP and SharePoint users in either interface based on their working preference. A key benefit of the electronic process is that when an employee is transferred, changes then follow the employee. Physical transfer of paperwork is no longer needed.

Gimmel helps ensure consistent metadata is applied to each employee record, so that employee documents are properly classified from the moment they are created. Gimmel Records implements a records management framework that allows the organization to meet industry standards and established internal policies.

This all implements on a flexible SAP-SharePoint platform that easily allows new solutions to be quickly brought on board when the need arises, further saving costs, driving efficiency, and accelerating the operation to serve those in need at the soonest possible moment.