EUROPEAN CENTRAL BANK
EUROSYSTEM

SAP ESS/MSS Case Study

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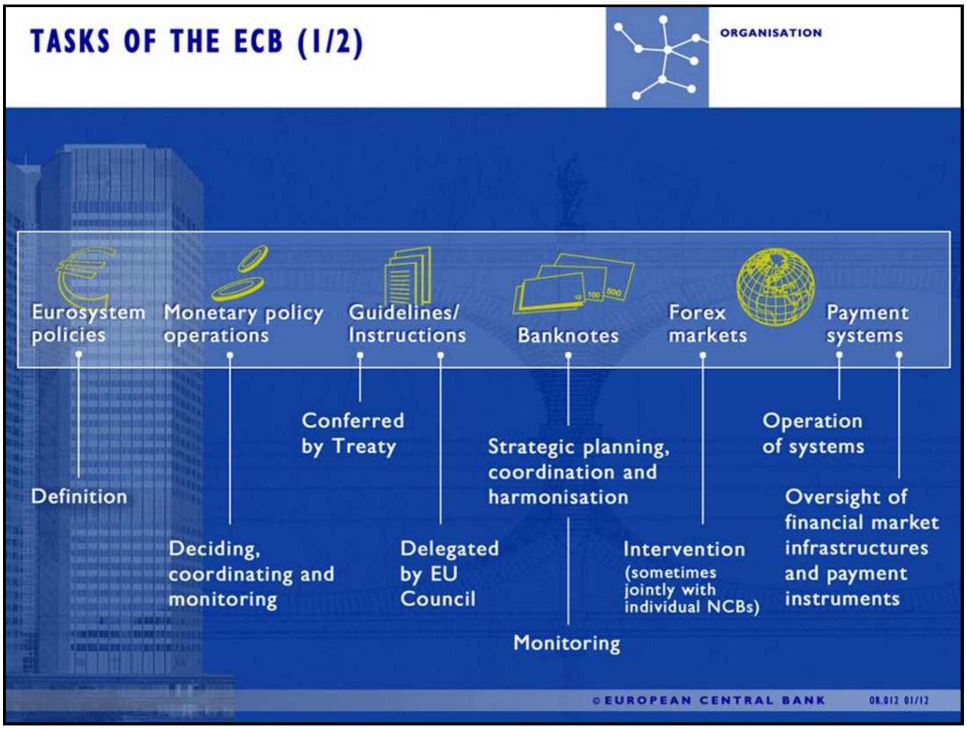
PRICE STABILITY – OBJECTIVE OF THE EUROSYSTEM

MONETARY POLICY

Article 127 of the Treaty on the Functioning of the European Union:

"1. The primary objective of the ESCB [Eurosystem] shall be to maintain price stability.

Without prejudice to the objective of price stability, the ESCB [Eurosystem] shall support the general economic policies in the Union with a view to contributing to the achievement of the objectives of the Union as laid down in Article 3 of the Treaty on European Union."


TASKS OF THE ECB (1/2)
ORGANISATION
Eurosystem policies
Monetary policy operations
Guidelines/ Instructions
Banknotes
Forex markets
Payment systems
Definition
Deciding, coordinating and monitoring
Conferred by Treaty
Delegated by EU Council
Strategic planning, coordination and harmonisation
Monitoring
Intervention (sometimes jointly with individual NCBs)
Operation of systems
Oversight of financial market infrastructures and payment instruments
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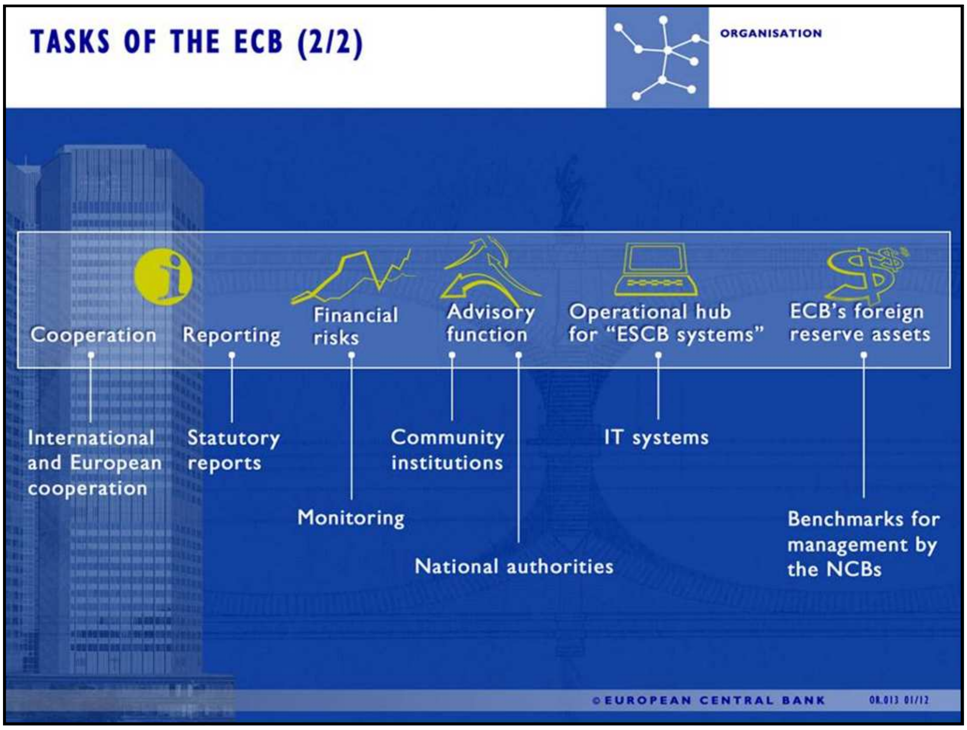
TASKS OF THE ECB (2/2)
ORGANISATION
Cooperation
Reporting
Financial risks
Advisory function
Operational hub for "ESCB systems"
ECB's foreign reserve assets
International and European cooperation
Statutory reports
Monitoring
Community institutions
National authorities
IT systems
Benchmarks for management by the NCBs
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Implementation ESS MSS

- Following ESS scenarios are in place:
  - Online payslip
  - Leave request/ teleworking request
  - Overtime claim / time statement
  - Learning Portal
  - Appraisal
  - Pension scheme benefit statement / choose voluntary contribution scheme
  - Personal Data (Pers.details, addresses, bank information)

Implementation ESS MSS

- Following MSS scenarios are in place:
  - General Information (team calendar, personal data, absences)
  - People Management reports (position plan, report on non-standard working hours, Absences, absence ratio, training requests and attendances training duration, age and years of service)
  - Annual Salary and Bonus review (Compensation Information, Compensation planning)
  - Appraisal and Staff Development (appraisal status, training activities

Implementation ESS MSS

- Why did we go for ESS and MSS
  - Streamlining Processes (less paper, less manual printing, enveloping, distributing, loosing/searching paper)
  - Improve information flow (Managers and staff have information at hand whenever they need them)
  - Improve reporting possibilities (data is now available on e. g. trainings booked or cancelled, etc.)
  - Improve response time through monitoring (daily reporting on completion rate for appraisals during appraisal period)
  - Transparency (staff can maintain/display own data)

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Implementation ESS MSS

- Which technology do we use:
  - Implementation in 2007/2008 (before EHP5): Mainly standard SAP ESS/MSS scenarios (except Personal data, which is customer-specific WebDynpro development)
  - Plan to upgrade to EHP5/6 with change of technology which will make amendments more easy

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Implementation ESS MSS

- Acceptance / Experience
  - Users are forced to use ESS/MSS (no processing of paper requests from day one)
  - Reduction of routine work (staff savings)
  - In general very positive about leave request and possibility to have up-to-date information at hand
  - Users ask for improvement of usability/user friendliness (too many clicks)
  - Limitation to tailor-make portal pages (before EHP5)
  - On manager side, some use MSS and reports available extensively while others don't

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Online payslip

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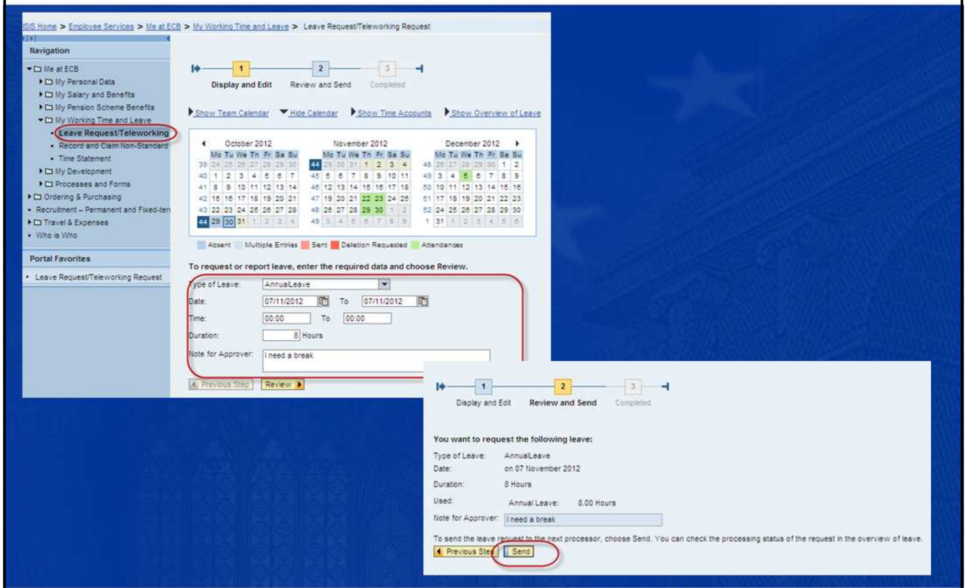
Leave request - Employee



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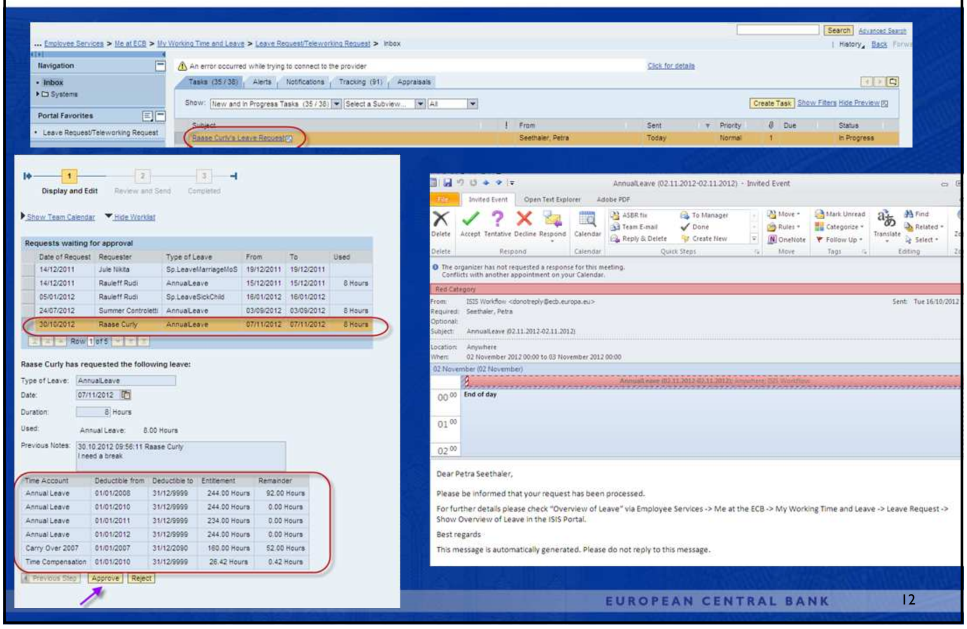
Leave request - Manager



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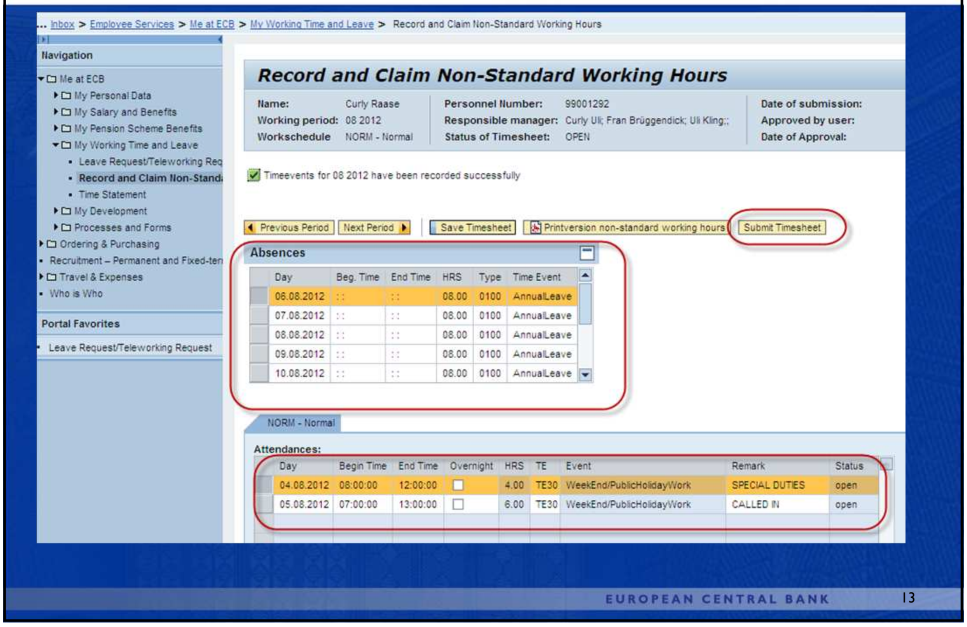
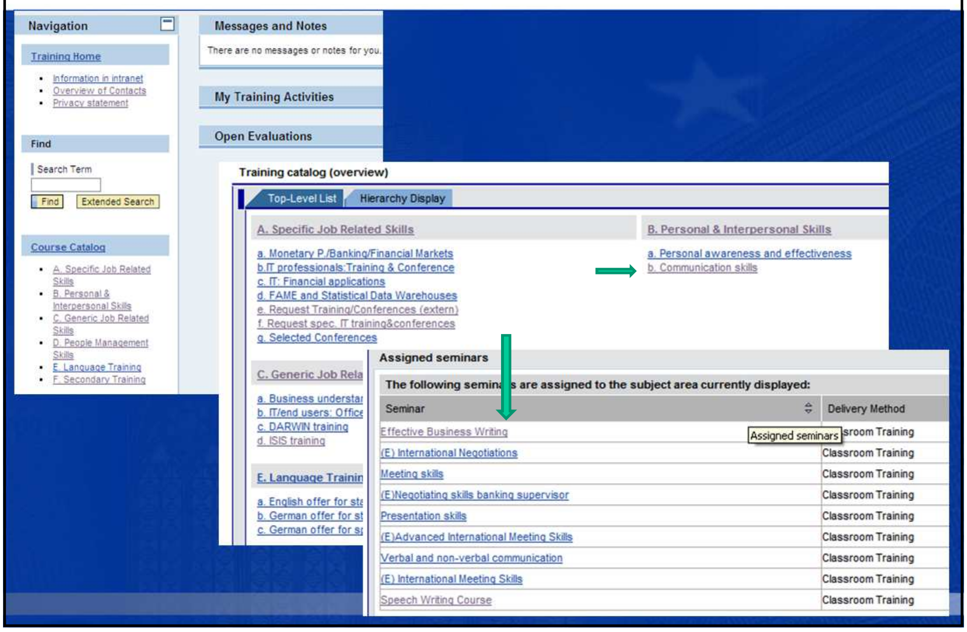
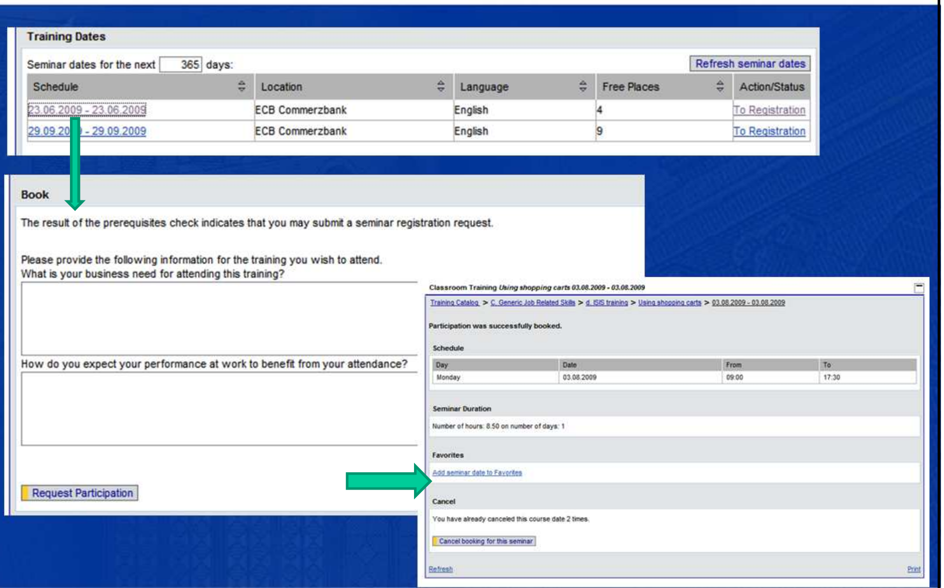
Overtime



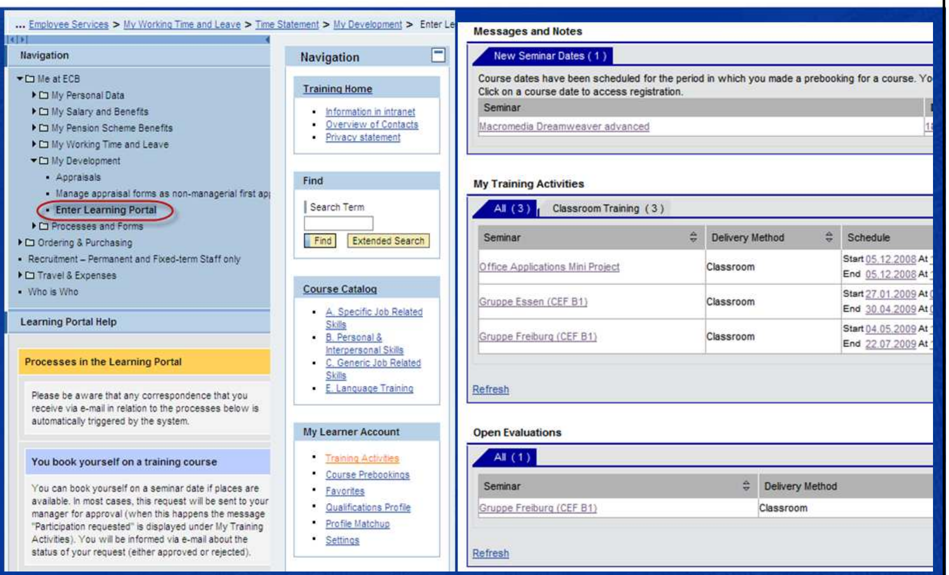
Learning Solution



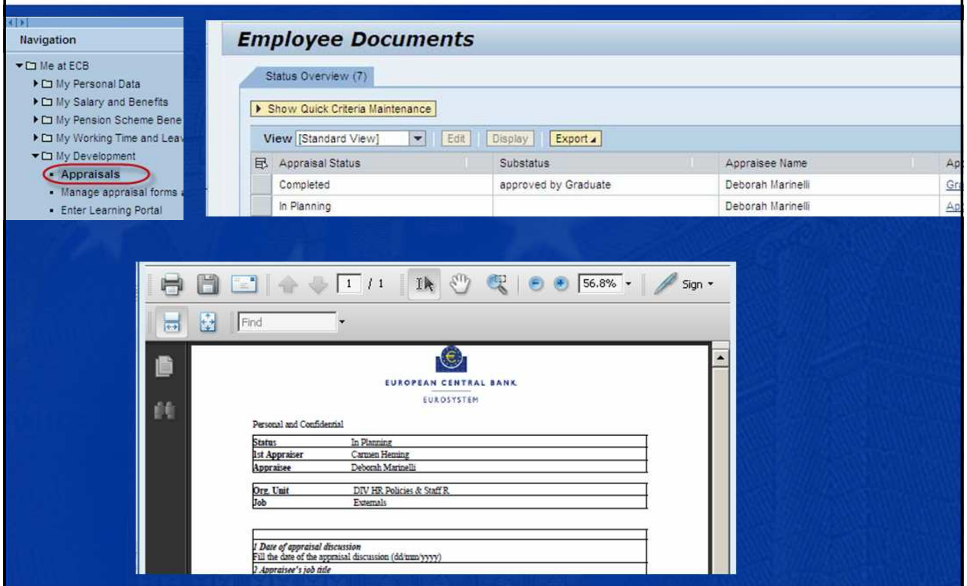
Learning Solution



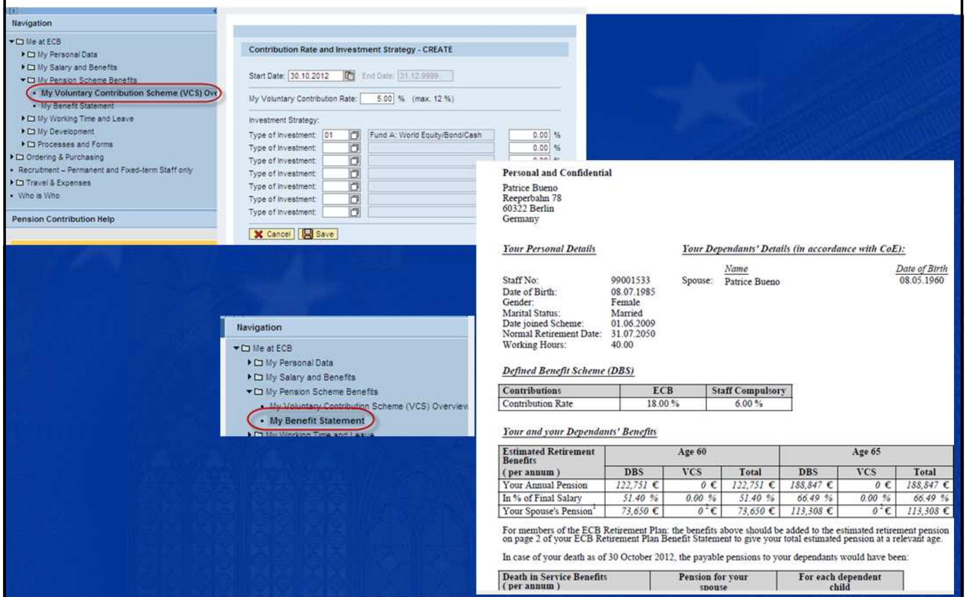
Learning Solution



Appraisal



Pension Scheme



Personal Data