

Improvements with SAP

Business Area

Major Improvements and Business Value Achieved

Financial Management

- Improved process efficiencies through decentralization of transaction processing
- Reduced bank reconciliation time
- Improved visibility into revenue and expense detail information – grants receivable information available
- Streamlined accounts payable processing – reduced copying by 50%
- Improved cash management

Human Resources

- Improved flexibility of reporting – departments can produce their own reports
- Improved recruitment posting and hiring process
- Increased number of applications submitted online to 80%
- Reduced personnel request processing by 3-5 days
- Reduced paper usage due to availability of information online and real-time

Payroll

- Eliminated manual calculation of retroactive pay adjustments
- Increase ability to run off-cycle payroll
- Increased time available for payroll review due to remote time entry by employees
- Enhanced audit trail for changes made to transactions and employee master data
- Reduced need to print pay stubs by making them available online through Employee Self Service

Procurement

- Eliminated duplicate data entry (paper and system)
- Reduced cost of forms, printing and storage
- Reduced requisition to Purchase Order cycle time by 65% - 75%
- Reduced number of calls required to clarify requisitions
- Improved ability to track training time and mileage

Information Technology

- Reduced number of interfaces and systems maintained – over 20 separate standalone systems eliminated
- Improved real-time integration across applications – especially to the General Ledger
- Increased ad hoc reporting capabilities – end users can create reports with minimal technical support



Washoe County went live with SAP in 2003 and instituted a competency model based service center with 16 FTE's and an annual salary/benefit expenditure of \$1,505,169. The current staffing level of the service center is 8 FTE's and an annual salary/benefit expenditure of \$901,170. In spite of the considerable staff reductions over the past 11 years, the SAP team has implemented/enhanced several areas of the SAP platform over the past year.

One significant improvement was the upgrade from GRC (Governance, Risk, & Compliance) 5.2 to GRC 10.0. This was actually a new implementation since SAP did not support an upgrade from 5.2 to 10.0 because of the large gap between versions. In GRC 10.0, three cornerstone products–Access Control (AC), Process Control (PC), and Risk Management (RM)–are integrated, allowing for pervasive risk management across business processes and user access provisioning by improving key automated monitoring and risk reporting capabilities. The AC product simplifies the remediation and mitigation of segregation of duties (SoD) risk by integrating PC controls and functionality when managing and assigning compensating controls. AC also allows central management of Firefighter ID's throughout the SAP platform, streamlines the temporary super-user access log review process by adding workflow capabilities, and enables business concepts within the role design and provisioning process. The PC product simplifies and enhances the process to define and set up automated monitoring of controls and workflow alerts, including monitoring of transactional records and configuration changes.

We also simplified our annual review form and process via a re-engineering of SAP Performance Management (PM). PM is a more easily understood, faster, and more timely annual review process. Rather than not doing reviews, supervisors now use SAP-saving at least 2000 supervisory hours annually county-wide-while getting this important responsibility done.

