

# Accenture Quick Document Builder

A practical approach ensures fast implementation and rapid use of Accenture's correspondence solution

Large and medium-sized companies use many forms of personalized and standardized correspondence for their personnel which has to be developed, transmitted, and archived as efficiently as possible. Companies are looking

to provide targeted support for their documentation and correspondence management as part of the conversion and optimization of processes and ERP systems.



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"For many companies, efficiency in documentation and correspondence management mainly means deciding between in-house development and a standard application," says Christian Schäfer, a documentation management expert and head of the consulting team at Accenture Software for SAP Human Capital Management. He recognizes that the interaction between SAP and Microsoft Office, or other data and word processing applications, offers extensive functionality capable of creating standard letters or template and text module management. Many companies use these tools for their correspondence for as long as possible—sometimes even as the basis for their own development. Schäfer regards the process of maintaining and updating these correspondence solutions as extremely time-consuming—which puts pressure on specialists and IT departments. He also observes that the options for automation and integration with other applications are often very limited. "Many companies are unaware that their needs could be met by multi-faceted, high-performance, quickly-implemented and, above all, SAP Netweaver-based standard solutions, such as the Accenture Quick Document Builder (AQDB)," says Schäfer. "A lack of transparency and difficulties in comparing cost prevent other decision-makers from comparing in-house and standard solutions to make a sensible decision." License costs are usually easy to calculate, but it is often difficult to quantify the implementation and operational costs of a standard solution or the configuration costs for standardized and automated application scenarios and templates. The same applies to in-house development when it comes to the cost of maintaining and updating templates and content, as well as the application itself. It is essential that this calculation is included in the overall cost analysis.

### Improving performance in personnel

New standardized solutions aim to improve efficiency in activities where very little added value is produced at a relatively high cost. So, the Accenture Quick Document Builder focuses on

optimizing frequently recurring processes and tasks in document generation and storage. It also concentrates on maintaining templates that typically lead to a substantial improvement in performance in the personnel area. Complete integration with SAP combined with the pragmatic approach to implementation provided by Accenture, makes standard correspondence management software an alternative that allows companies to achieve fast and secure improvement.

### Initial setup after a brief planning phase

AQDB can be set up with clients in just a few days. Its focus is not just on SAP compatibility and the comprehensive standard functionality and high flexibility of the solution—there are other fundamental differences. "Whereas long planning and design phases precede many IT development and implementation projects, AQDB focuses on the earliest possible installation of the solution," says Schäfer. "This makes it possible to run through any additional steps as part of orientation and setup, on the live environment—with immediately usable results: even the initial application configuration and integrations are conducted in conjunction with the client's IT team and the first templates are created along with the future template managers. Installation, adjustment, and training are run in parallel so the system can be used more efficiently."

The Accenture solution makes it possible to effectively combine installation, configuration, and training because the features and user interfaces are similar to those of familiar applications—namely SAP and Microsoft Word. This means users who are familiar with SAP and Microsoft Word do not have to be trained in basics and can concentrate on specific functions and understanding the fundamental approach of the AQDB solution. That includes structuring templates and encapsulating text modules in a way that enables easy generation of variants of existing templates—or implementing integrated version checks to track changes to templates or text modules, documenting the change process and managing updates in a systematic manner. The Accenture solution also makes it possible to network with SAP-compatible content or records management, or digital personnel file solutions via SAP standard interfaces (SAP ArchiveLink, for example). This allows AQDB to recognize which templates and modules are required for a letter using personnel numbers and other key figures as well as rules regarding further processing or storage.

Setup of imprinted barcodes can make it easier to work with documents that require the recipient's signature. Scanning barcodes allows a workflow so they can be automatically assigned to the right transactions or stored in the appropriate place.



Edit template content with Microsoft Word

### Installation in only three days

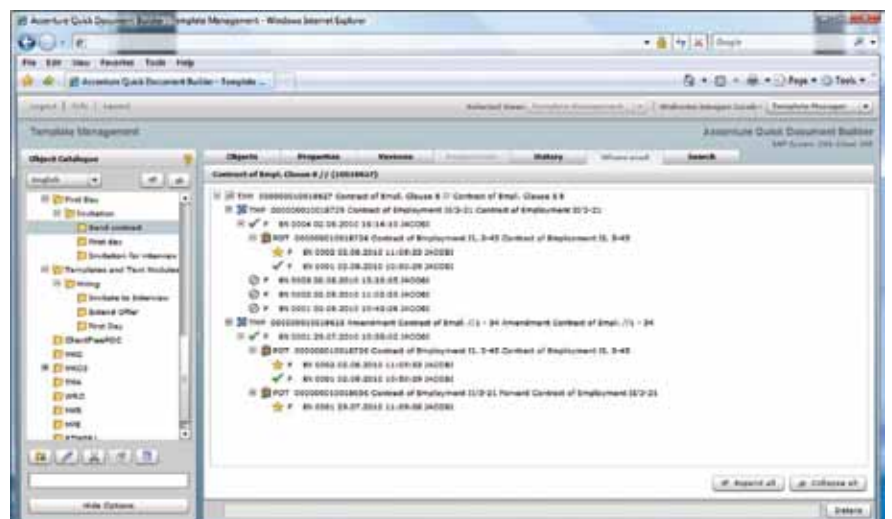
"Fast installation and basic setup is most likely when there is cooperation between all individuals involved from both personnel management and HR-IT," Christian Schäfer reports from his project experience. This refers to SAP administrators, authorization experts, Windows client administrators, and server administrators, as well as HR personnel who have current or future responsibility for template management. "Although AQDB is largely pre-configured, says Schäfer, questions still arise for around 20 percent of the settings (such as questions regarding the data fields required from client-specific information). The fastest way to resolve such questions has proven to be through formation of a collaborative project team including client and Accenture experts.

"It is also important to give the installation a clear focus," says Schäfer. AQDB has an extensive range of applications. In addition to creating standardized documents for multiple or individual employees, or generating applicants' correspondence in SAP E-Recruiting, it can also be used for document generation in various employee self-service scenarios (ESS). It can take on downstream functions, such as archiving generated documents into the digital personnel file. "To rapidly implement the solution it's important to be clear about what you want to use the solution for in the short term," says Schäfer.

### Helping clients become self-sufficient early on

At a minimum, a company must quickly have a confident and independent command of all applications. Knowledge transfer is an integral part of solution installation. To this end, project plans include a focus day for the HR-IT application managers, a workshop for template managers from HR, and a day for application developers. The template managers receive special instruction in structured document analysis covering a systematic

approach for setting up templates. The application developers' day prepares them for the few cases in which they can tailor AQDB to the specific requirements of the company. AQDB includes a number of pre-defined query rules as well as around 400 pre-configured infotype data fields from SAP ERP HCM personnel administration, and more than 200 SAP E-Recruiting data fields that can be linked and used in templates. It also offers complete flexibility through a customization wizard that allows you to easily configure other company-specific data fields and infotypes, or to set it up as a copy of existing infotype fields—or to react to requirements that go beyond SAP standards.



Template management for text modules

### The solution in action

At Bayerischer Rundfunk—one of the largest and the official broadcasting corporation of the Free State of Bavaria in Germany—the majority of templates were already converted and ready for use in AQDB just a few weeks after the project started. One of the main requirements was solution acceptance by personnel users. Additional requirements included activating document archiving, and links to other departments (remuneration management and time management).

This article relates to an interview conducted by Isabel Bommer, freelance journalist specializing in technology, Frankfurt.

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