

# Correspondence Management at ABB

Anja Schertz (SAP Development, left) and Vera Scholz (SAP User Support, right) share their experiences of implementing Accenture Quick Document Builder



---

*High performance. Delivered.*

Users who choose to implement standard software evaluate more than just the price. It is also important that an application is easy to use, can be implemented immediately, and is easily tailored to a company's needs using its own resources, and at little additional cost. ABB decided to implement Accenture Quick Document Builder (AQDB) four years ago. Within just one month of its implementation in Human Resources Management, ABB was able to send standard mailings to employees. Here, two of ABB's HR IT experts talk about their experiences with the correspondence management solution.

"We know AQDB like the back of our hand," agree Anja Schertz and Vera Scholz from ABB. For the past three years, Anja and Vera have been responsible for technical support and for customizing AQDB, a SAP-integrated correspondence management solution, in ABB's central personnel service organization. During this time, they have fed into the system more than 400 document templates used by ABB as part of HR processes and employee correspondence.

It took three days to install and set up AQDB. In a matter of weeks, five template managers and about 50 HR administrators had been trained to create documents using AQDB. Training was conducted in-house, at no additional cost. As the system networks directly with SAP, it was possible to create and send a letter to the entire workforce in just a few hours, and archive it virtually immediately after implementation.

"Thanks to AQDB, everything is a lot faster," says Anja Schertz. "No one would work without it now," adds Vera Scholz. Experience shows that the complexity of a template usually dictates the speed with which documents that are personalized using data in the SAP system can be printed and archived. A variety of factors come into play, such as PC performance, whether there are many integrated text modules or data and rule queries, or whether large images and logos need to be loaded.

### Increased options fuel greater demands

The more adept users become at customizing sophisticated data fields (and with features such as Meta Data Repository (MDR) items) and using complex query logic ("rules"), the more comprehensive, automated document creation functions they require. ABB's needs have been extensive, ranging from templates for the Employee Share Acquisition Plan, user-defined data fields or concatenated infotypes: "AQDB has been able to meet each and every one of our needs."

AQDB can also be used to create personalized letters, a variety of standard letters, and diverse modular contracts, practically automatically. The two HR IT experts estimate they need about an hour to create a standard letter once the text has been drafted. They estimate that transferring a new employment contract to AQDB takes approximately two to three days,

and involves taking account of about seven or eight different factors (such as probationary period, company pension and company car).

"The standard version of AQDB contains a wide variety of functions, including a data wizard that enables you to customize settings and make enhancements; for example, when creating a new data field to query a wage type from SAP's HCM system. These functions in themselves are very powerful," says Vera Scholz. "If you have the required know-how, however, you can easily program additional customer and application-specific AQDB enhancements and user exits in ABAP, SAP's programming language ", adds Anja Schertz.

### What does the future hold?

This year, ABB upgraded to Version 2.1 of AQDB, which offers comprehensive new functions such as barcodes and integration with Employee Self Services. Now, ABB can review and release new template versions in the live system using both test and active real-time data. In addition, it uses a multi-step release process that can be scheduled to suit its needs. The two IT experts are already looking forward to the next browser-based version of AQDB, in which users will no longer have to install programs on a local PC when creating documents.

ABB ([www.abb.com](http://www.abb.com)) is one of the world's leading power and automation companies. It provides solutions for secure, energy-efficient generation, transmission and distribution of electricity, and for increasing productivity in industrial, commercial and utility operations. The ABB group operates in 100 countries around the globe with approximately 130,000 employees.

Translated from the article: "Korrespondenzmanagement bei ABB"

Originally released in: HR Performance Kongress Spezial (datakontext), September 2011

For further information contact: Venkatesh Seshadri, [venky.seshadri@accenture.com](mailto:venky.seshadri@accenture.com)

## About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 236,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US \$25.5 billion for the fiscal year ended Aug. 31, 2011.

Accenture Software combines deep technology acumen with industry knowledge to develop differentiated software products. It offers innovative software-based solutions to enable organizations to meet their business goals and achieve high performance. Its home page is [www.accenture.com/software](http://www.accenture.com/software).

Accenture Software for Human Capital Management helps companies to enhance the standard functionality of their SAP ERP software, to not only speed up implementation of the software, but also streamline and enhance the HR business processes themselves through standardization and automation.

For more information, visit:  
[www.accenture.com/hcmsoftware](http://www.accenture.com/hcmsoftware).

---

Copyright © 2011 Accenture  
All rights reserved.

Accenture, its logo, and  
High Performance Delivered  
are trademarks of Accenture.