



Arch

Customer References



## Barnsley Council: Easier, simpler processes

Barnsley Metropolitan Borough Council is a local government organisation in Yorkshire, England, responsible for the provision of council services to around 250,000 residents in the town of Barnsley and the surrounding area. The key services include waste removal, recycling, planning, education, housing, roads and social care.

As part of the Council's 'Digital First' approach, it has implemented Stelo to deliver a range of custom SAP Fiori apps. This forms part of a strategic deployment of SAP Fiori to deliver process efficiencies, mobilisation and simplification.

Barnsley Council worked with Arch for the delivery of the first Stelo app and, following a successful initial project, is planning to expand its use of SAP Fiori with Stelo, using its in-house team together with ongoing support from Arch.

## Easier, simpler processes

### Objectives

- Digital transformation of key HR processes
- Process re-design to remove manual steps
- Process simplification to deliver better UX
- Establish a standard approach for SAP Fiori

### The Solution

Through the introduction of SAP Fiori and Stelo, non-office-based employees have been able to complete important tasks remotely without making a special trip to the office. This has led to an improvement in data quality because the data collection is faster, so the system is more accurate.

The new Absence Report app gives managers the ability to report on various types of absence, and updates the SAP HCM system. The previous solution required managers to submit forms weekly

### Results

- Rationalisation of tools via Fiori LaunchPad
- Time savings due to event-driven design
- Huge improvement in user experience
- Confidence to increase the use of Stelo and Fiori

but the new process is more efficient, providing time savings for every line manager in the council.

Barnsley Council plans to extend the use of Stelo to more HR processes and other functional areas, such as SRM and Purchasing.

“We really enjoy working with Arch. The Arch team played a significant role in guiding the solution design.” said Liam Clark , ICT Specialist, Barnsley Council. “With Arch we have a two-way relationship based on mutual respect and knowledge sharing.”



### Company

Barnsley Council

### Headquarters

Barnsley, UK

### Industry

Local Government

### Products & Services

Education, social care, housing, transportation, environmental management

### Employees

5,000

### Revenue

£152 million

### Web Site

[www.barnsley.gov.uk](http://www.barnsley.gov.uk)



“Stelo makes Fiori apps easier to build and easier to maintain. We are looking forwards to using Stelo for many more Fiori apps.”  
Chantele Smith, ICT Manager, Barnsley Council



## Serco: Driving HR processes online and improving the employee experience with Varo\*

Serco is one of the world's leading service companies. Since it was founded more than 50 years ago, it has delivered a broad range of services through its people, supported by effective processes, technology and skilled management.

Serco implemented Varo in 2012 as part of a wider implementation of SAP HCM. Seamlessly integrated with SAP, PDF e-forms were used to manage a variety of end-to-end HR processes. Serco continued to extend their use of e-forms globally until 2015, when a wider initiative to drive even more processes online was sponsored by the board.

Building on the successful foundations of the original solution, a new suite of e-forms was launched for Serco UK. Existing business processes were refreshed and new, complex event-driven processes were added to the portfolio. This initiative also provided an opportunity to give users the experience they expect in a leading edge interface. This meant a variety of improvements, including a move away from a PDF to an HTML user interface.

\*Formerly Arch FLM

## Process Automation & UX Simplification

### Objectives

- Ensure all HR form processes are available online
- Improve user experience and performance

### The Solution

Varo provides a core platform that meets all of Serco's SAP e-forms needs. Intelligent workflow, dynamic user views and automated SAP updates simplify the user interaction with complex business processes.

But this solution isn't just for today. The e-forms can be easily transformed into Fiori Apps in the future. Features such as data pre-population, workflow and SAP updates will simply just work, so development efforts can be focused entirely on the user experience.

### Results

- All target e-form processes now available online
- New user-centric HTML template adopted
- Step improvement in performance

An entire suite of HTML e-forms is now available to staff. Pay and hours changes, secondments and return from maternity leave are just some of the end-to-end processes managed entirely online.

Costs have been driven down in a variety of ways, everything from users being able to submit data more quickly, to reduced manual interaction with HR Shared Services, with forms now updating SAP automatically wherever possible.

"The launch of new e-forms on our manager portal was a major step forward for the company in driving self-service and delivering the benefits outlined within our business case." said David Fox, HR Director. "We have had great feedback from the business and excellent take-up of people using the new solution."



### Company

Serco Group Plc

### Headquarters

Hook, UK

### Industry

Public and private sector outsourced services

### Products & Services

Services focused on five key sectors: defence; justice & immigration; transport; health; citizen services

### Employees

100,000+

### Revenue

£3,914 million

### Web Site

[www.serco.com](http://www.serco.com)



"Technology and processes are core to our ethos around delivering quality services. With Varo we can be confident that our employee and manager self-service processes are absolutely streamlined and that we've kept pace with the latest that technology has to offer.

Gerald West, Value Realisation Manager, Serco



Image courtesy of ponsulak at freedigitalphotos.net

## Transforming SAP Communication with Arch Floe

Buckinghamshire County Council (BCC) is an organisation with approximately 15,000 employees serving a population of over half a million residents. The Council provides a wide range of services to residents including education, healthcare, transport and environmental management.

BCC has undertaken to improve SAP output communication across the entire organisation, using Floe and Arch's product suite.

"Floe is brilliant" said Carol Howe, SAP Analyst at BCC. "Our e-mails now look very professional, which was easily achieved in-house without any specialised training. Once you get started, you can create a new e-mail template in just a few days. We plan to convert all of our e-mails to Floe"

Floe is available by easy subscription for unlimited use. Every organisation running SAP can derive benefit from Floe in both their internal and external e-mail communication.

# Customer Success Story | Buckinghamshire County Council

The following form has been approved and is now awaiting your action to create a new post or multiple posts.

To open this form to view the post details, please click on the link provided below.

If you can process the request, please complete the following steps:

- 1: Create the post(s) in SAP based on the information within the form.
- 2: Enter each individual post number into the section "Post Numbers" within the form.
- 3: Add any comments if required in the comments section.
- 4: When finished go to the Action dropdown field at the bottom of the form and select Update.
- 5: Click on the Ok button to complete.

If you are unable to process the request, please complete the following steps:

- 1: Add any comments if required in the comments section.
- 2: Go to the Action dropdown field at the bottom of the form and select On-Hold.
- 3: Click on the send button to end.

The form status will change to "On Hold" and a new e-mail with a link to the form in the new status will be sent to you. When you are ready to process the form please use the link in the new mail.

[Click to launch this form](#)

SAP e-mail output before Floe



## Buckinghamshire County Council Vacancy Approval Form

**Form Number:** 1000011926  
**Initiator:** Mr FG Smith  
**Portfolio:** Business Serv Plus - Consultancy

**Date:** 29.01.2016  
**Time:** 12:16:01

**Action:** This vacancy form has been approved and is now awaiting your action to create a new post or multiple posts.

To open this form to view the post details, please click on the link provided below:

[Click to launch this form](#)

**If you can process the request, please complete the following steps:**

1. Create the post(s) in SAP based on the information within the form.
2. Enter each individual post number into the section "Post Numbers" within the form.
3. Add any comments if required in the comments section.
4. When finished go to the Action dropdown field at the bottom of the form and select Update.
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**If you are unable to process the request, please complete the following steps:**

1. Add any comments if required in the comments section.
2. Go to the Action dropdown field at the bottom of the form and select On-Hold.
3. Click on the send button to end.

The form status will change to "On Hold" and a new e-mail with a link to the form in the new status will be sent to you. When you are ready to process the form please use the link in the new mail.

*SAP Payroll is one of many services provided by Business Services Plus*



SAP e-mail output with Floe

"Floe gives us an easy way to create professional e-mail output from SAP. It has been an instant success and I would happily recommend it to any organisation looking to ensure that their SAP-generated e-mail content looks professional and contemporary."  
Adrian Clarke, SAP Lead, Buckinghamshire County Council





Image courtesy of digidreamgrafix at freedigitalphotos.net

## Amey: Improving data transparency and accuracy with Varo\*

Amey is an infrastructure and services organisation serving both the public and private sector, with clients in the aviation, defence, education, rail and highways industries.

Many processes at Amey involve field workers working on infrastructure projects such as highway maintenance, with remote communications and sporadic connectivity.

Amey has implemented Varo and other solutions from Arch to enable key business processes for the management of such projects, providing faster, better data and a step-change in their ability to control and allocate resources.

The user experience has been vastly improved, and processes automated, leading to a reduction in administration costs.

\*Formerly Arch FLM

## Improving data transparency and accuracy

### Objectives

- Daily data collection from a wide range of locations
- Meet tight deadlines for data collection and processing
- Provide a user-friendly solution for users and managers, for data capture and approval
- Efficiency and accurate updates to SAP ECC and SAP BI

### The Solution

Varo provides Amey with the platform on which to deliver the customised SAP processes for data collection, routing, approvals and posting into SAP. The system also generates automatic reminder e-mails when work is not actioned quickly.

### Results

- Reduction in administration costs
- Increase in data quality due to automatic validation checks
- Integration with 3<sup>rd</sup> party electronic timekeeping system
- Faster, more accurate reporting with greater granularity

Amey has implemented e-forms with the Arch solution in many different parts of the organisation to support a wide variety of business processes.

Amey is continuing to expand its use of Arch's product suite, with Aquiller, for the generation of SAP HCM correspondence, and Floe for enhanced SAP e-mail output.



**Company**  
Amey

**Headquarters**  
Oxford, UK

**Industry**  
Public Services

**Products & Services**  
Transportation, railways, highways, utilities, waste management

**Employees**  
21,000

**Revenue**  
£2.17 billion

**Web Site**  
[www.amey.co.uk](http://www.amey.co.uk)

  
VARO

  
AQUILLER

  
FLOE

“The new processes give the business much better visibility of data and better audit with less duplication. The end user has a very easy-to-use experience.”

Stephen Butler, SAP Delivery Manager, Amey



## FirstEnergy: Delivering complex HR form processes with Arch Varo\*

FirstEnergy, one of the United States' largest investor-owned electric systems with more than 15,000 employees, needed to find a new process to update employee information in SAP. The goal was to find a form-based process that used SAP edits and could update SAP, while providing automated approval and notification workflows.

After a thorough market review FirstEnergy selected Arch Varo as its SAP electronic forms solution, with which to deliver highly complex SAP HCM processes including joiners, movers and leavers.

FirstEnergy's use of Varo has subsequently extended beyond HR form processes: Varo is used for Facilities Management request processes, and is part of the standard internal toolkit available for any new process automation requirements.

*\*Formerly Arch FLM*

## Delivering complex HR form processes with Arch Varo

### Objectives

- Implement a solution that can handle complexity of data capture and form processing
- Simplify data entry by adding intelligent data capture business rules
- Deliver solution with fast performance
- Reduce cost through automatic SAP updates
- Deliver a flexible and scalable solution

### The Solution

Arch Varo was chosen based on:

- The flexibility to encompass complex requirements;
- Ability to launch the forms from 'OrgPublisher';
- Ease of use by end users;
- Ability to use existing in-house skills

### Results

- Complex end-to-end HR form processes delivered with automatic SAP updates
- End user delight with the user experience
- HTML forms with fast performance
- Reduced process costs
- A platform for process automation in SAP

FirstEnergy engaged Arch to train the FirstEnergy staff with the Arch solution in order that FirstEnergy's IT Department can develop the remaining forms with Arch's guidance.

This ensured that FirstEnergy gained the knowledge necessary to continue leveraging the solution for both changes to business requirements and future projects.



**Company**  
FirstEnergy

**Headquarters**  
Akron, Ohio, US

**Industry**  
Utilities

**Products & Services**  
Electricity generation, transmission and distribution

**Employees**  
15,500

**Revenue**  
\$15 billion

**Web Site**  
[www.firstenergycorp.com](http://www.firstenergycorp.com)



"FirstEnergy have successfully implemented several complex HR processes using [Varo] from Arch. We are now rolling out the solution to more HR processes and into several other business areas."

Mary Beth Schutter, Director, Compensation & Retirement Programs,  
FirstEnergy



## Anglian Water Services: Reducing service engineer cycle times from 2 days to 10 minutes with Arch Varo\*

Anglian Water (AWS) is one of the largest water and wastewater companies in England and Wales. It supplies water to more than six million domestic and business customers and provides almost 1.1 billion litres every single day.

AWS implemented Arch Varo to completely transform its field service survey and work tracking processes. The aim was to gain transparency across job lifecycles, reduce the need for re-keying of data, cut down on the costs associated with errors in survey data, optimise field and scheduling efficiency, and streamline the payment procedures.

Engineers use mobile devices to capture data, which is routed to back-office staff and automatically updates core SAP systems. This enables work to be prioritised more easily and completed more quickly, helping AWS meet challenging service level targets.

\*Formerly Arch FLM

## Reducing service engineer cycle times from 2 days to 10 minutes

### Objectives

- Increase survey form response time
- Simplify data entry by combining forms to reduce the number of different form types
- Reduce costs associated with manual processes
- Eliminate inefficient processing steps
- Improve form data quality

### The Solution

Arch Varo was chosen because of the flexibility and tools provided to deliver high quality forms to users at any given points in a form lifecycle and to manage updates to SAP at various stages in that lifecycle.

Implementing Varo has significantly contributed towards the saving goals achieved.

### Results

- Form cycle time reduced from 2 days to 10 minutes!
- 80% reduction in the number of form types
- Reduced process costs
- A more engaging user experience
- Improved data quality

One benefit has been a great improvement in the accuracy of traffic management applications, and a reduction in the time that roads have been closed or temporary traffic lights put in place. So the benefits of the solution extend to local communities.

This automated process also radically cut down the amount of errors made and reduced the time it takes to identify and correct them.



### Company

Anglian Water Services

### Headquarters

Huntingdon, UK

### Industry

Water Services

### Products & Services

Drinking water  
Wastewater handling

### Employees

4,000

### Revenue

£1.24 billion

### Web Site

[www.anglianwater.co.uk](http://www.anglianwater.co.uk)



“We now have a fully automated, visible, streamlined, fast e-forms process fully integrated with SAP for both our AWS Personnel and Contractors.”

Amy Duffield, Information Services Project Manager, AWS



## Salford Council: Transforming Shared Services

Salford City Council is the local authority of the City of Salford, in Greater Manchester, England. It provides the majority of local government services in Salford, including social care, education and housing.

The Council has adopted Arch's platform for the delivery of eform solutions for payroll and HR processes, in order to automate and streamline business processes and to support the council's creating capacity programme to reduce people resources.

Working closely with Arch, the Council has been able to define and implement new, flexible processes, with intelligent and engaging forms and email communication.

The solution includes dynamic branding, automatic contract monitoring, and many complex rules for data collection, validation and updates to the core SAP system.

## Delivering Enhanced, Efficient Processes

### Objectives

- Automation of manual processes
- Reduced reliance on expert users
- Easier data entry for managers
- Support for multiple organisations

### The Solution

The council has implemented Varo for the delivery of SAP eform processes, and Floe for engaging SAP emails. The initial set of forms processes includes changes to working time, contract extensions and leavers. In the past these processes involved a very high degree of manual effort, both for managers and for the payroll administration team. With the new solution there is an enormous reduction of the manual effort, and built-in rules to ensure that the forms are completed with consistent and valid data.

### Results

- Faster, more efficient processes
- Enormous reduction of manual effort
- Intuitive, intelligent user experience
- Better informed user community

The solution has been rolled out to external organisations such as schools, which have different branding requirements.

The system checks for contracts about to expire and automatically triggers the necessary form process and line manager notifications.

“The Arch platform provides a complete solution, encompassing every user touch-point.” said Rachael Boardman, SAP Applications & Resource Manager. “With Arch we have been able to address even the most complex of our requirements.”



### Company

Salford City Council

### Headquarters

Salford, UK

### Industry

Local Government

### Products & Services

Education, social care, housing, transportation, environmental management

### Employees

10,000

### Revenue

£230 million

### Web Site

[www.salford.gov.uk](http://www.salford.gov.uk)



“Arch has helped us deliver super processes, and happier users.”  
Beverley Raine, Principal Systems Developer, Salford City Council

## Buckinghamshire County Council: Intelligent Data Capture from Schools

Buckinghamshire County Council (BCC) is a large organisation serving a population of just under half a million residents. The Council provides a wide range of services to residents including education, healthcare, transport and environmental management.

BCC makes wide use of Arch's solutions for capturing key business data across a variety of business processes. It has driven particular benefits for communication between the council and schools, such as for the collection of supply teacher timesheet information, feeding SAP Payroll.

BCC uses Varo\* to support many SAP HCM form processes, and has realised significant cost savings through the automation of previously manual processes.

\*Formerly Arch FLM



Image courtesy of ambro at freedigitalphotos.net

## Improving data transparency and accuracy

### Objectives

- Eliminate inefficiencies of manual form processing
- Reduce cost of processing paper forms
- Enable auditing and monitoring of forms processing

### The Solution

With Varo:

- Form processes such as routing can easily be designed and managed
- Electronic forms provide an easy and intuitive user experience
- Administration tools allow easy monitoring of form catalogue
- There is real-time integration with SAP

### Results

- Optimised processing of employee payroll
- More prompt staff payment
- Full form process auditing
- Reduced time and cost of form processing
- Implemented long-term form management platform and strategy

The e-forms solution was first designed to replace the paper forms involved in processing schools' supply teacher payments.

Since the initial project, BCC has implemented e-forms with the Arch solution in many different parts of the organisation to support a wide variety of business processes.

BCC is continuing to expand its use of Varo, and introduce Floe for enhanced SAP e-mail output.



### Company

Buckinghamshire County Council

### Headquarters

Aylesbury, UK

### Industry

Local Government

### Products & Services

Education, social services, healthcare, transportation, environmental management

### Employees

21,500

### Revenue

£345 million

### Web Site

[www.buckscc.gov.uk](http://www.buckscc.gov.uk)



"In addition to the features we anticipated from the solution, [Varo] provided more out-of-the-box tools to allow us to get the most out of our e-forms."

David Firth, SAP Service Manager, Buckinghamshire County Council



"The e-forms have been introduced really efficiently and have been adopted quickly"  
*Chris Dale, Head of Employee Services, EDF Energy*



"A very powerful way to help us extend the use of intuitive forms capabilities and SAP software to multiple environments and devices."  
*Christian Hauser, Technical Operations Manager, TfL*



"A great way to collect data in a format ready for updating SAP"  
*Tom Bell, Head of Social Strategy, NGN*



"A fast way to develop forms within our SAP environment"  
*Jenny Sener, ICT Shared Services Director, OCS*