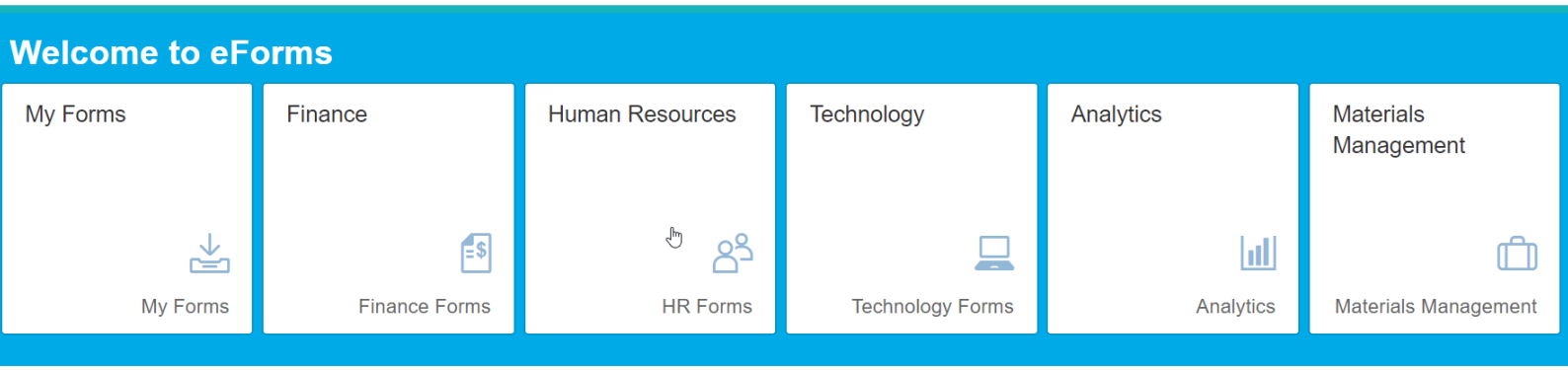
CASE STUDY
Client: NSW Government
Solution: HR eForms with Fiori



10 Digital eForms delivered huge savings and a self sufficient platform for 40 more.

NSW Government selected Fiori as their Digital eForms Processing Platform to drive efficiency and compliance.

MANUAL PAPER FORMS - RISKS AND COSTS

The use of manual forms, Emails with scanned attachments and centralized manual data input resulted in poor quality data, slow and inefficient processing and significant loss of personal and business productivity. Every manual handling of the back office checking and data entry had a fixed service cost.

SOLUTION CHALLENGE

The key challenge was to provide easy to use secure eForms that would be adopted by the employees and cater for the various government agencies and differing requirements. Two previous eForms initiatives had failed.

ENGAGEMENT DESCRIPTION

NSW government required the capability to build and deliver easy to use, secure electronic forms that deeply integrated to SAP. The ability to use the existing business rules built into their SAP ECC system was a key requirement. Additionally, they needed the ability to be self-sufficient in the support of the Forms solution.

Competition for the "Forms" processing technology came from both SalesForce and ServiceNow.

FINDING A SOLUTION PARTNER

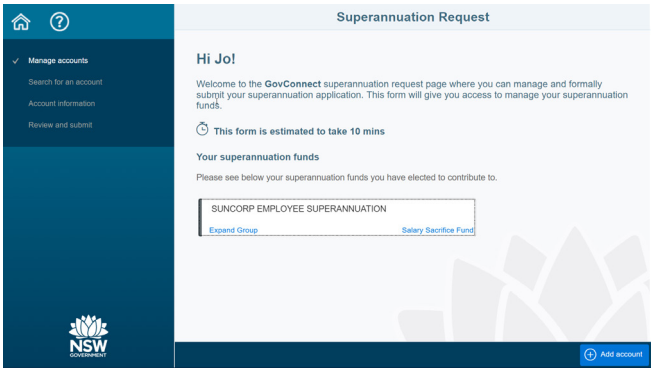
SAP naturally does not provide a Forms frame work. The Fiori Apps rely of the existing SAP data Model. NSW Government needed a solution and partner that could provide the capability with SAP to build and maintain a large number of eForms and be able to manage the support of these in a productive environment.

Additionally, they required a solution that could deliver eForms and scale at a reasonable cost. IQX AppBuilder for SAP Fiori was the perfect tooling to meet these requirements.

THE TOUGH STUFF

The complexity around the different business rules and required engagement with the different agencies was underestimated, but the solution was able to handle this complexity within each eForm preventing the build of multiple similar eForms per agency. Another challenge was the requirement to provide a different look and feel (not standard Fiori theming) to the eForms. This was handled via custom theming and CSS.

RESULTS

IQX delivered the first 10 eForms on a reliable and secure SAP based platform. Finally, a solution was adopted and successfully deployed and the perceptions of the user community changed. Now another 40 eForms are in the pipeline and these are being delivered internally highlighting the sustainability credentials of the IQX AppBuilder.

SAP Technology is now firmly embedded as the business eForms and Process solution.