

## SAP Customer Success Story Utilities

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Sue Orr, Manager, Payroll, TECO Energy



### AT A GLANCE

#### Company Name

TECO Energy  
USA  
[www.tecoenergy.com](http://www.tecoenergy.com)

#### Industry

Energy production and distribution

#### Key Challenges

- Consolidate diverse HR data from different companies
- Empower employees to manage some of their own HR data
- Streamline HR payroll processes

#### Implementation Partners

- SAP® Consulting, part of SAP Customer Services Network
- Deloitte Consulting

#### Solution and Services

- mySAP™ ERP Human Capital Management
- SAP Employee Self-Service

#### Implementation Highlights

- Completed project in nine months using ASAP methodology
- Benefited from upper management support
- Dedicated project team located on one site for project

#### Key Benefits

- Improved accuracy and efficiency in many areas, especially payroll
- Consolidated benefits process
- Easier access to information for employees and managers

## TECO ENERGY

### TECO ENERGY USES mySAP™ ERP HUMAN CAPITAL MANAGEMENT TO FLEXIBLY MANAGE THE NEEDS OF MULTIPLE COMPANIES

TECO Energy, Inc. has approximately 20 companies under its wing engaged in energy-related activities such as electric utility operation, natural gas distribution, and bulk transfer. The company's largest subsidiary, Tampa Electric Co., serves more than 552,000 customers in west central Florida. TECO Energy uses the mySAP™ ERP Human Capital Management (mySAP ERP HCM) solution to consolidate information across the multiple entities for payroll, organizational management, benefits enrolment, employee self-service, recruitment, training, and management reporting.

“We were processing payroll for multiple companies, each with different HR systems,” says Sue Orr, payroll manager. “We had a jumble of different systems and it was difficult to get consolidated information from them. We wanted to move to a totally integrated environment for payroll and HR.”

### **STREAMLINING HR ADMINISTRATIVE TASKS**

Streamlining HR business processes is critical in today's competitive marketplace, where HR is assuming an increasingly important role in helping organizations manage and redeploy workforces and quickly incorporate new hires. "The trend for HR departments is to focus on employee development and workforce-management strategies," says Clint Childress, vice president of human resources. "One way to do this would be to increase the headcount of the HR department. A better alternative is to implement a technology solution that allows you to streamline your business processes and enables your employees to participate in the management of accurate employee data. mySAP ERP HCM is our foundation for improving the efficiency of our administrative tasks so the HR department can focus on more strategic activities."

"In the past, the difficulties and cost of managing multiple payroll and benefits structures limited our ability to tailor these programs to meet the needs of varying business units" says Orr. "With our new companies and new businesses, we see changes every day in terms of different pay structures and benefits. For example, we have people working in different businesses in different states with different holiday calendars. We have to be flexible enough to account for all these benefit structures within a single, integrated HR system."

### **FAST IMPLEMENTATION, QUICK RESULTS**

TECO Energy implemented mySAP ERP HCM quickly, completing the project in only nine months. "We established an accelerated time frame so we would be live in time for our open enrollment period," says Debi Pridgen, supervisor, HRIS. "We used the SAP ASAP implementation methodology to move quickly through the project. We also had consultants from SAP and Deloitte as our implementation partners. Critical success factors included upper management support and a dedicated and empowered team located at a separate site to focus on the project." TECO Energy began to realize the benefits of the implementation almost immediately.

"We have definitely improved accuracy and efficiency in many areas," Orr says. "In payroll, we were performing processes three or four times because we had to gather information from different companies on different systems. We had to upload information from the various systems and work through multiple interfaces. Now we have a single process that can account for each of the companies."

Adds Pridgen, "mySAP ERP HCM has enabled us to consolidate the benefits function. Prior to implementing the system, we were getting lists from the companies in varying formats. Now, with all the information in one system, we can run a single, consolidated status report for pension administrators. We no longer have to chase down information."

### **EASY ONLINE ACCESS FOR MANAGERS**

TECO Energy managers appreciate that capability. “Before mySAP ERP HCM, our managers did not have access to their own information on employees, other than what they maintained themselves in separate systems,” Orr says. “These managers had to call someone in HR or payroll to gather the information for them or generate a report. We are now providing our managers with online access to employee information around training, recruitment, and personnel file data like emergency contact information, and time management reports.”

It’s all part of an effort at TECO Energy to provide managers and employees with more information and responsibility for executing their jobs. “mySAP ERP HCM has allowed us to push responsibility and accountability down to the field,” Pridgen says. “At the employee level, our people use SAP® Employee Self-Service to maintain their own personal information online. They can enter their own time, open enroll in benefits, and sign up for training courses without having to go to someone and fill out a form.”

The SAP Employee Self-Service portion of the implementation touches approximately 5,000 employees at TECO Energy. This enables employees – even if they entered their time in one of the company’s multiple work-management systems – to access their time records through a single, uniform interface.

### **PLANS TO STREAMLINE OTHER PROCESSES**

“From an HR standpoint, our goal was to use mySAP ERP HCM to lay a foundation of consistent business processes,” Pridgen says. “Now that we have the tool in place, we can begin to examine all

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of our business processes to look for ways to streamline them and make them more efficient.” This will strengthen TECO Energy’s competitive stance in its industry.

“We are able to access and move information to make decisions in a much timelier fashion,” says Pam Kallio, manager of corporate systems. “This is probably the biggest benefit of the implementation – the fact that we have positioned ourselves more strategically within the changing market and deregulatory environment of the utilities industry.”

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