



Learn how a global  
automotive parts exporter  
streamlined HR processes  
leveraging Epicor HCM and  
EpicPay

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A RIC CASE STUDY



# Client

A leading global automotive parts exporter based out of the United Arab Emirates. The company operates throughout the UAE, Jordan and Belgium with 13 vehicle showrooms and 8 parts retail centers. With fully equipped service and refurbishment centers, the company provides remedies which bridge the gap in new vehicle parts and accessories supply by developing customized automotive supply solutions.

# Business Challenges

Having expanding their services to new markets, the company wanted to integrate their HR functions. They were looking for a HR system that would help them to cut costs, streamline and standardize business processes for their company globally.

Prior to our intervention, the company had the following challenges:



Manual processes created silos of information with a limited capability to track, measure and analyze. This became extremely difficult to derive key metrics in order to support the organization's aggressive growth targets.



Lack of an automated system which can improve data accuracy and productivity.



They had a manual and paper based system for managing leaves and requests which made the process extremely exhausting for the employees and HR.



Inefficient way of maintaining personal employee information with excel sheets.



It was difficult to track the work done by the employees and collating time.



Payroll processing was time consuming and error prone.



Poor organizational compliance that put the business in serious risk

## Top challenges for CHROs

48%

Globally dispersed teams

37%

Training and Development

36%

Hiring top talent

35%

Compensation management

32%

Timesheets and leave

39%

Measuring employee

27%

Measuring organizational success based on employees (Employee ROI)

23%

Succession planning



# Salient features and functionalities

We leveraged Epicor HCM version 5.10 and EpicPay to tightly integrate recruitment, core HR, time and attendance, leave management, performance, training and EpicPay (Payroll processing)

Epicor HCM provides the broadest flexibility that implements HCM solutions in the most appropriate way for any business. Epicor HCM can be deployed according to any business requirement without compromising on functionality.

According to RheinBrücke's certified Epicor HCM consultants, the four pillars of HR management are recruitment, training and development, performance management and compensation management. Integration of these four pillars would be ideal for the smooth functioning of HR business processes.



## Core HR

- Global Employee Records
- Absence Tracking
- Benefits Administration
- Recruitment Management
- Salary Admin and Planning
- Competency Administration
- Manager Self Service
- Reporting and Analysis
- Configuration Tools



## Time and attendance monitoring

- Track hours worked
- Integrated to Absence Tracking
- Submit and Approve hours online
- Manage overtime rules, department, and project allocations



## Performance Management

- Goal Management
- Configurable appraisal documents
- 360 Reviews
- Employee self-appraisal



## Training and Development

- Manage courses, sessions, costs, enrolment, and completion integrated to goals to encourage completion

We integrated EpicPay, our very own payroll solution with the above Epicor HCM modules to help the company to get better results.

EpicPay is the ideal solution for organizations using EPICOR 10 and above with functionalities that enable you to handle payroll processing with ease.

## EpicPay Highlights



Error free and quick payroll processing



Effective Grade Configuration and maintenance of employee data.



Exclusively tailored and customized in accordance with the requirements of middle-eastern countries.



Fluid workflow hierarchy to suit your needs.



Exclusive internal timesheet reporting for easy employee attendance maintenance.



Employee self service enables employees to view and maintain their payroll data

# Solution Advantage

RheinBrücke implemented Epicor HCM 5.10, a fortified HCM system that enabled the company to unite HR functions with strategic business initiatives and targets.

The perks of the streamlined HR processes:



Integrated recruitment, core HR, time and attendance, leave management, performance, training and EpicPay (payroll processing)



Enhanced the company's ability to respond to constantly changing business dynamics.



Smoothened inter-company operations.



Business users were easily able to access historical data.



Developed and Implemented Organization Chart functionality to give the HR and the top management a bird's eye view of the organization's structure.



Automated approvals and email alerts.



Improved reporting capabilities that facilitated better decision-making



Enabled employee self-service through change management. Employees can access personal information, compensation benefits, payroll and etc.

# Workflow Overview

## Hire to Retire Workflow in Epicor HCM



### Recruitment

- Manpower Budgeting
- Resource Request
- Approval workflow
- Post the Request - Internal and/or External
- Candidate Application
- Screen/Shortlist Candidates
- Review Resumes
- Conduct Interview
- Enter an Offer
- Send Candidates Emails/Letters
- Hire Candidate Screen/Shortlist Candidates



### Employee Information

- Onboarding Checklist
- Employee Information
- Employee Induction
- Employee History
- Employee Property History



### Benefits

- Employee Pay history
- Dependant Details
- Benefit Enrollment
- Life Events
- Salary planning



### Absence and Time off

- Absence Enrollment
- Run Absence Accrual
- Forecast Absence Balance
- Time Off Calendar
- Time Entry
- Holiday Calendar



### Employee Development

- Qualification and Skills History
- Training Calendar
- Create and Schedule Classes
- Training History
- Skills Search



### Performance

- Corporate Goals
- Employee Goals
- Schedule Goal payout
- Performance Review Questions
- Enter a Note/Record Disciplinary Action
- Configure performance Review Type
- Generate Performance Review
- Conduct Performance Review
- Print Performance review



### Employee Workflows

- Enter Personnel Action
- Employee Separation Training History

# Potential Impact

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Cut HR operational costs by one-third and significantly improved productivity across three geographies of the company.



Reduced maintenance costs by half by eliminating redundant manual processes and procedures.



Replaced **90%** of the paper forms used by the HR department.



After integrating EpicPay with Epicor HCM the productivity of the company increased by **800%**.

## Testimonial

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Employee satisfaction is very important to us. Keeping in line with the same we initiated the search for a comprehensive HR automation tool that could address the needs of our employees and enable us to meet our business targets with ease. RheinBrücke's Epicor HCM implementation streamlined our HR operations from hire to retirement in a seamless manner. We are glad to have a futuristic HR platform.

*- Compensation and benefits Manager of the company*



# About RheinBrücke IT consulting

RheinBrücke focuses on offering consulting technology and outsourcing solutions and services that enable clients to stay competitive and achieve quick growth and profitability. With operational headquarters in Cologne, Germany, the company has a strong focus on the SME Market, with a deep understanding of what it takes for SMEs to succeed. RheinBrücke helps clients adapt to a changing marketplace by ensuring their IT ecosystems are relevant, efficient and perfectly tuned.

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