



Metropolitan Utilities District: Saving 12,000 Hours Annually Using SAP SuccessFactors® Solutions

Nearly one-third of the State of Nebraska counts on Metropolitan Utilities District (M.U.D.) for its safe drinking water and natural gas, and finding the right employees to safely run operations is critical to its success. SAP SuccessFactors® solutions simplify M.U.D.'s core human resources functions like performance reviews, compensation, and recruitment.





Executive overview

Company

Metropolitan Utilities District

Headquarters

Omaha, Nebraska

Industry

Utilities

Products and Services

Natural gas and drinking water

Employees

920

Revenue

US\$423 million

Web Site

www.mudomaha.com

BUSINESS TRANSFORMATION

Objectives

- Reduce operating expenses by implementing a simple, unified system
- Operate more efficiently with real-time reporting
- Improve customer satisfaction
- Automate workflows and reduce paperwork

Resolution

- Implement and integrate SAP SuccessFactors® solutions and the SAP Fiori® user experience with the existing SAP® ERP application, the SAP HCM Shared Service Framework rapid-deployment solution, and the SAP Customer Relationship Management application
- Establish pay-for-performance compensation tied to specific goals

Benefits

- Increased ability for HR employees to focus on strategic initiatives and business analysis rather than manual recruitment processes
- Provided visibility into individual performance, guiding training in areas where improvement is needed and leveraging areas of employee strength
- Simplified and streamlined performance appraisals for every employee

Read more ►

“SAP SuccessFactors solutions have transformed our business from a paper-based system to a digital environment. At the end of the day, that helps our customers.”

Raied Stanley, Vice President of Business Systems, Metropolitan Utilities District

1,200

Applicants per job processed online

12,000

Fewer hours of manual processing each year

Lower

IT maintenance costs

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Automating workflows to drive efficiencies

Founded in the early 1900s and based in Omaha, Nebraska, Metropolitan Utilities District (M.U.D.) is now the fifth-largest public gas utility in the United States. A metro population of 600,000 counts on M.U.D. for reliable and safe natural gas and drinking water.

M.U.D. depends on innovation to maintain safe environments for both its customers and employees, as well as to ensure regulatory compliance. Its highly trained workforce is crucial for smooth day-to-day operations.

Operational processes at M.U.D. were complex and largely manual, supported by a network of five legacy systems and countless spreadsheets. Normal rates

of attrition and the number of employees soon eligible for retirement told M.U.D. leadership that it would soon be losing key in-house talent, including those responsible for maintaining the outdated systems. The utility company was hard-pressed to find candidates with the necessary skill sets to help it continue as a leader in the industry, so M.U.D. determined it was critical to roll out a simplified HR suite of solutions that would integrate with its core SAP® ERP application.

During this same time, M.U.D. was focused on transforming its HR functions. Specifically, it was standardizing employee appraisals across the entire organization as well as implementing an end-to-end recruiting solution.



600,000

People rely on service from M.U.D.

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Simplifying the operation

In 2014 M.U.D. decided to replace its outdated legacy systems with a solution that would integrate with its existing infrastructure and simplify business operations. After considering all of its selection criteria, including reliability, scalability, performance, and support, M.U.D. chose the SAP SuccessFactors Performance & Goals, SAP SuccessFactors Recruiting, and SAP SuccessFactors Compensation solutions to elevate its core HR functions.

For the first time in the company's over-100-year history, every employee receives a standard performance appraisal. Now that it is a paperless process, performance appraisals no longer go unfinished or unscheduled. And since appraisals are easy to complete and submit, M.U.D. is better able to reward top performers, manage compensation more effectively, and optimize budgets.

M.U.D. employees enthusiastically adopted SAP SuccessFactors solutions, which feature a consumer-like user experience and have empowered M.U.D. employees to run simplified business processes from anywhere. Today, employees can remotely check and even retrieve their pay stubs.

"The implementation of SAP SuccessFactors solutions was fast and easy. Because it is a cloud-based solution, we were able to use it almost immediately and it met all of our needs very quickly."

Raied Stanley, Vice President of Business Systems, Metropolitan Utilities District



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Changing the game for employees and customers

SAP SuccessFactors Performance & Goals, SAP SuccessFactors Recruitment solutions, and SAP SuccessFactors Compensation have created a smooth performance management cycle for M.U.D. Along with improving employee engagement, SAP SuccessFactors solutions provide the M.U.D. HR department with greater visibility. It is now possible to track employee progress against cascaded goals, noting areas for improvement as well as points of strength that can be used for better business results. Plus, pay is awarded based on information pulled directly from performance reviews, creating a pay-for-performance model that has resonated with employees.

“We use knockout questions with SAP SuccessFactors solutions. 1,200 applicants are narrowed down to 10 almost instantly. We went from processing applications in three weeks down to five minutes.”

Raied Stanley, Vice President of Business Systems,
Metropolitan Utilities District

One

SAP system, down from
five legacy systems

5 minutes

To process job applicants,
down from 3 weeks



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Looking to the future with even better service

In January 2015 M.U.D. announced a pilot program for its technicians to begin home-based reporting. The company anticipates that the mobile workforce will result in more-efficient dispatching. It hopes that the new program will improve emergency response, which is crucial in the utilities industry. All of this will help M.U.D. continue to improve on what it already does well – serve the community – with even better business continuity.



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