

SAP Innovation Awards 2022

Entry Pitch Deck

Increasing employee engagement & improved operational efficiency
with strategic resource planning

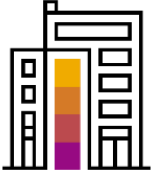
Facilities Management and Maintenance, LLC

PUBLIC



THE BEST RUN 

Company Information



Headquarters Lusail City, Qatar

Industry Facility Management

Web Site <https://fmm.com.qa/>

FMM is a leading Multi-Service Provider Company in the State of Qatar with more than 3,000 employees and providing a 5 star quality service. Thanks to their commitment and delivery, the perception of the quality in our client's facility improves and therefore this impact by improving their reputation. Our main client, Hamad International Airport, has consistently received awards for the past years for being the 'Best Airport in the Middle East' and the 'Best Airport in the World' by the Skytrax World Airport Awards. FMM takes pride for its contribution in cleaning with an excellent benchmarking for the airport industry.

FMM works to achieve its client's high standards in their key landmark facilities such as Msheireb Downtown Area, National Museum of Qatar, Museum of Islamic Art, Schlumberger Qatar, RKH Qitarat (Doha Metro) or Qatar Free Zones Authority.

Having the support of its local shareholder, Qatar Airways, FMM have developed capabilities to mobilize big teams in short periods of time, and the company enjoys a wide pool of talent with a vast range of expertise and nationalities.

At FMM, we believe that people are important and therefore, we are committed to ensure the safety and good welfare of our employees across all the communities where we operate.

Managing resources and projects efficiently

Facilities Management and Maintenance



Challenge

Legacy, non-scalable solutions for maintaining and managing resource and project details

Manual and error-prone processes with limited visibility

Lack of real-time intuitive dashboard of resource availability, project timelines & margins, billing and utilization information

High processing cost and huge amount of time spent on approval requests

Solution

End-to-end automated planning system integrated with SAP SuccessFactors, storing all the master information related to resources

A workflow management system to track various approvals related to budget planning, leave, leave cancellation, overtime planning and air ticket requests

Automated emails on the activities of approval workflows

Outcome

Real-time visibility of resources and project metrics leading to increased operational efficiency and staff productivity with cost savings and improvement in project billing and resource utilization

100% Automated and streamlined rule-based workflows

3x Operational efficiency and staff productivity

360° Resources and project metrics visibility



Seamless integration with SAP SuccessFactors Employee Central extended with Incture's Cherrywork Resource Management helped FMM bringing a more focused and holistic approach towards resource management.

-- FMM Team



Participating Partner Information



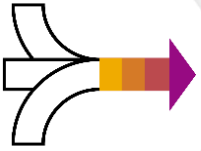
Incture

Incture has been delivering technology-enabled business innovation to SAP customers since 2006. Its intelligent digital applications and systems are delivering integrated hyper automation for SAP Customers. These digital applications integrate people, processes, data, systems to make work easy, and deliver a shift in business performance and people experiences. With offices in the US, Canada, India, Europe, Middle East, Southeast Asia and Australia, Incture has been instrumental in technology-enabled innovation for its customers across the world.

Incture has a successful partnership with Facilities Management & Maintenance Company, LLC (FMM), where it has been able to add value to FMM's technology and business investments by developing extensions using SAP technologies. This has helped connect FMM's processes, people and systems and create a digital ecosystem within the enterprise. Incture is helping FMM find innovative ways to generate a more detailed view of its resource and project management to identify opportunities for improvement.

Incture[®]

Business Challenges and Objectives



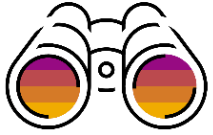
Business Challenges

- Legacy, non-scalable solutions for maintaining and managing resource and project details
- Manual and error-prone processes with limited visibility
- Lack of real-time intuitive dashboard of resource availability, project timelines & margins, billing and utilization information
- High processing cost and huge amount of time spent on approval requests

Project Objectives

- Seamless integration with SAP SuccessFactors
- Dynamic annual budget planner, overtime planner and air ticket request management
- Automated system to request and forecast resources
- Visibility to project schedules, automated workflows, and customized dashboards
- Alerts and notifications in case of triggered workflows
- Ability to forward tasks and manage substitution rules
- Dashboard and reports provide real-time visibility of resources availability, billing and utilization

Project or Use Case Details



Customer was looking for a system that enabled admins & users to perform certain tasks & approval workflows. The modules below are extensions proposed to be developed on SAP Business Technology Platform with the following features:

Modules & their Functions:

Projects:

- Add new projects
- Upload project related documents

Resources:

- Allocate resources to project
- Alert on over utilization of resource

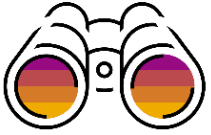
Daily scheduler:

- Pull HR Master & Leave data from SAP SuccessFactors into SAP HANA Cloud, SAP HANA database

Budget Per Position:

- Change of position in project
- Promotion of resources
- Push salary, position ,grade changes to SAP SuccessFactors Employee Central
- Alert when position is above position budget

Project or Use Case Details



Modules & their Functions:

Project Leave Planner

- Create annual leave plan per project
- Autosuggest resource names
- Fetch leave balance, joining info from SAP SuccessFactors
- Validation logic on maximum team leave per month per project
- Auto detect leave details in SAP SuccessFactors

Annual Budget Planning:

- View budget planning details per project manager/admin
- Update latest project details
- View number vacant positions for all projects

Executive Dashboard:

- Project Margin graph
- On bench graph
- Planned annual leaves graphs
- Skill set distribution graph
- Pie charts showing used and unused eligible tickets

Overtime:

- Create new overtime plan
- View Team overtime Calendar
- Edit overtime plan to update actual overtime availed

Air Ticket :

- View relevant personal & travel information details
- SAP SuccessFactors API call to pull relevant information from SAP SuccessFactors
- View Tasks for HR
- Validate ticket request details – Passport, Visa, QID

Reports:

- Multiple reports to download from UI

Admin screen:

- To control master data

Business Process Details



Process Before

- Resource skills & project mapping are available in an spreadsheets, not centralized and data not being synchronized
- Tasks & approval workflows are done on emails. Tracking audit trail missing on pending approvals & task management
- Budget allocation per resource requires manual work & calculation
- Air tickets are booked over phone calls or emails. Sometimes losing track of departure & arrival dates
- Manual efforts for creating large reports that includes complex calculations & creating dashboards

Process After

- Resource skills & project mapping are tracked in Resource Management Tool
- Approvals & Workflows using My Inbox (as part of SAP Fiori). Email notifications
- Resource allocation is automated based on availability of budget
- Air tickets are automated. Tickets are booked based on grades & reminders are sent to book tickets based on planned departure dates. Auto retrieval of visa & passport information
- Reports can be generated on demand & various dashboards

Benefits and Outcomes



Business or Social

- **Innovation in digital space to provide better user experience to employees & administrators** – Moving beyond obsolete way of work in current changing times where digital platforms are the new normal with best-in-class customer experience
- **Improved operations** along with enhanced user & leadership satisfaction.
- **Unlock the power of data** - Convert data into insights using advanced analytics aiding prioritization of service operations

IT*

SAP SuccessFactors Extension – Enhanced features built on SAP BTP and integrated with SAP SuccessFactors. Highly scalable to harness the power of SAP BTP

Data Lake – Centralized data repository for HR operations which can act as a single source for Analytics & Dashboards capable of integrating with Analytic Tools

Digital Integration Hub – Unified Integration and Orchestration Platform for accelerated connected experience in the digital ecosystem

Human Empowerment

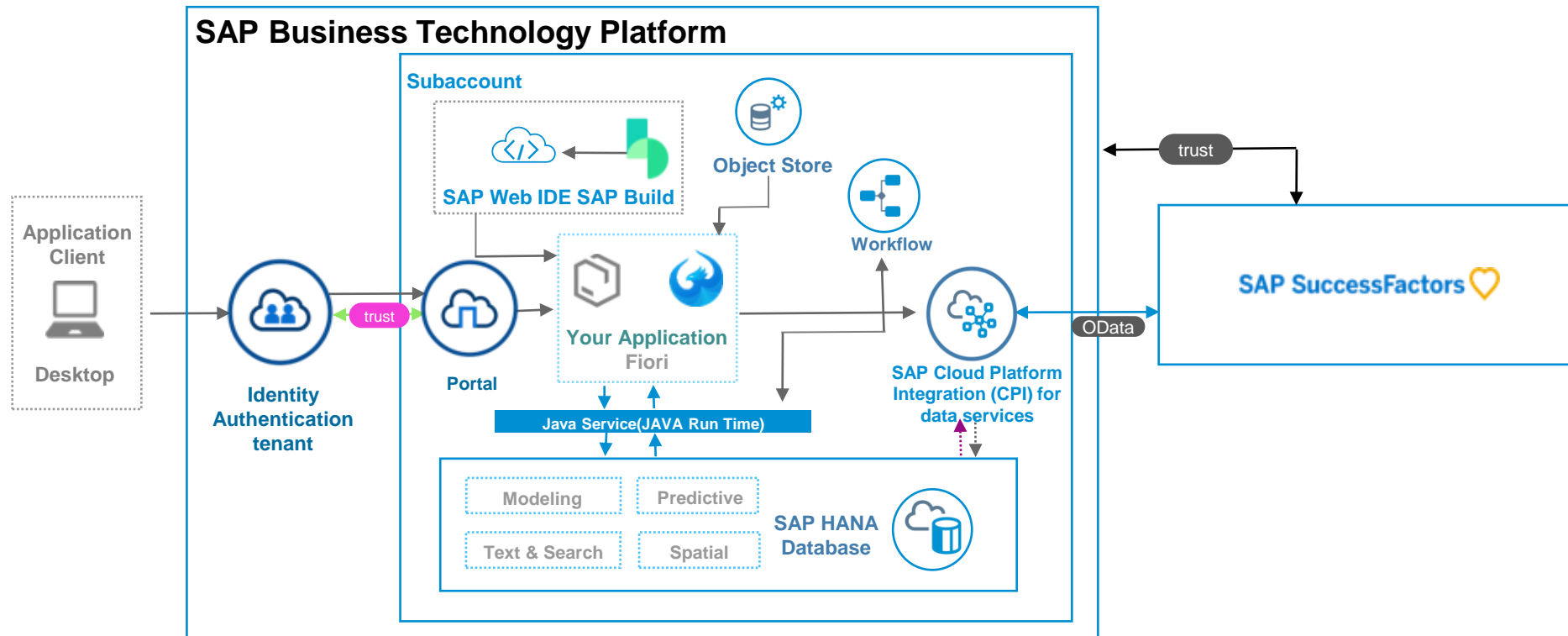
Driving high engagement levels – High level of engagement with existing users, automation & streamlining of task management, ensuring 24/7 visibility to the leadership

Simplified and transparent billing – Billing & utilization process of resources is simplified, automated, and enhanced with accurate information available on demand

Real-time insights – Management team can have real time insights about the project performance & availability of resource skills across the organization

Architecture

[Application Video](#)



Deployment Details 1 of 2



Deployment status POC

Date 15-Feb-21

Number of end users 3200

Number of customers 1

Transaction Volume NA

SAP® technologies used:

	SAP product	Primary product	Deployment status LIVE or POC [proof of concept]	Contribution to project
1	SAP SuccessFactors	<input checked="" type="radio"/>	POC	Primary solution for master data
2	SAP HANA, Java runtime, workflows, SAP Business Application Studio (BAS), Object store	<input type="radio"/>	POC	SAP BTP services to build Resource Management Tool extension
3				
4				
5				

Deployment Details 2 of 2



The following offerings from SAP Services and Support were utilized during the implementation or deployment phase

- SAP MaxAttention™
- SAP ActiveAttention™
- SAP Value Assurance
- SAP Advanced Deployment
- RISE with SAP for Industries
- Other:
- SAP Advisory Services
- SAP Customer Experience Solutions
- SAP Innovation Services
- SAP Innovative Business Solutions
- SAP Preferred Success
- SAP Enterprise Support
- SAP Solution Manager
- SAP Cloud ALM

Contribution to the project

Advanced Technologies (1 of 2)



The following **advanced technologies** were part of the project.

	Technology or use case	Product *	Contribution to project and how product used integrates with SAP products
1	Intelligent technologies		
	A) Machine learning or artificial intelligence Conversational AI, AI-based knowledge graph, AI Business Services, Robotic process automation		
	B) Blockchain		
	C) Internet of things		
2	Intelligent data management Multi-cloud and or hybrid deployment, data virtualization & governance, privacy compliance, cloud data lake service		

Advanced Technologies (2 of 2)



The following **advanced technologies** were part of the project.

	Technology or use case	Product *	Contribution to project and how product used integrates with SAP products
3	<p>Advanced cloud integration</p> <p>New business models using API's, Connecting business partner(s) with API's, Integration Advisor, Digital integration hub architecture, Event Mesh</p>		
4	<p>Advanced and augmented analytics</p> <p>Real-time and streaming analytics, spatial analytics, natural language processing, machine learning to identify trends, patterns, and outliers, predictive analytics and planning)</p>		
5	<p>Combined transactions and analytics on single data set</p> <p>Reduce data latency and footprint from dedicated data marts, data warehouses and data lakes (> 1TB)</p>		

Additional Information



[Application Video](#)