Agenda

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About the Speakers

LD Davis

- IT Lead, City of Houston
- 16 years Public Sector

David Tanner

- SAP Analyst, City of Houston
- 20+ years implementation, integration, and delivery

Vijay Devireddy

- Principal SAP Consultant – Phoenix Business Inc.
- 20+ years implementation/development of SAP business solutions

City of Houston

- **City of Houston: 4th largest city in the USA**
- **Population: 6.6M in the metro area**
- **Implemented SAP: 2006**
  - **FICO/PS/AM/MM/AP/AR/PY/HCM/GM**
  - **Utilizing ESS/MSS**
  - **Implemented Fieldglass: 2016**
- **The City of Houston employs over 23,000 citizens**
- **Contingent workforce of over 1000 within over 12 suppliers, operating from a 19.5 million dollar annual budget**

A Tale of Two Cities

- Houston ranked 5th for ***top riskiest*** metropolitan areas to live in the U.S.A, when it comes to natural disasters
- Hurricane season is June through November
- Hurricane Harvey estimated cost $125 billion (ranking 2nd in highest cost)

- **Decommission standalone access database**

- **Integrate SAP Master Data and Financials**

- **Revamp vendor business processes**

- **Implement real-time analysis and metrics**

- **Onboarding/offboarding efficiencies**

- **Eliminate manual, paper-intensive processes**

- **Empower business process owners**

Opportunities

Justification

- **Legacy system was outdated**

- **Spend and Resource Tracking**

- **Budget analytics and decision making**

- **Lead time for onboarding new workers**

- **Eliminate manual, paper-intensive processes**

Why Fieldglass?

- Vendor Management System (VMS)
- Functional processes to manage external contingent workforce and specialized talent pools
- Consumer-oriented User Interface (UI) and User Experience (UX)
- Scalable and easy
- Enterprise-wide visibility into what is being requested and fulfilled within COH
  - Workforce Headcount
  - Forecasting and Fulfillment
- Mobile Device Access

Project Guiding Principles

Enhance	• Enhance Business Process Efficiencies - on/off boarding
Identify Costs	• Identify Cost Saving Opportunities - Dashboard /Tracking
Payments Streamlining	• Streamline Vendor Payment and Reconciliation
Strengthen Relationships	• Strengthen Vendor Management and Relationships
Improve User Experience	• Improve Resource Allocation (onboarding/offboarding)

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Business Requirements

- **Leverage existing SAP Interface Architecture**

- **Utilize SSO/Single Sign-on**

- **Easy for Vendor and Temp Workers**

- **Utilize Fieldglass for BOTH Time and Expense sheets**

- **Integrate SAP AP & FICO (Cost Centers)**

Major Technical Design Considerations

- **Deliver an seamless End to End business process**
- **Utilize FICO/AP Interface Designs**
- **Enhance time coding**
- **Empower BOTH Internal Business Partners and Vendors**
- **Mitigate risks of Late payments**
- **Implement data analytics for better decision making**

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Design Solution – Fieldglass – SAP Integration

- **4 NEW Interfaces created**
- **SAP FICO integration**
- **SAP AP integration**
- **Timesheet Data Reconciliation**

Project Challenges

- **Data not centralized**

- **Reconciliation**

- **Fieldglass Timesheet History and Accounts**

  Payables in SAP

  - ➢ **Originals / Reversals / Revisions**
  - ➢ **Vendor (Supplier) Disbursements**

- **Data Analytics Reporting**

Delivered Solution

- **Happy Days**
  - **Business Partners, Internal Users**

- **Custom SAP Report**

  Queries
  - ❖ **FG # or SAP #**
  - ❖ **Date Processed in SAP**
  - ❖ **Business Area**
  - ❖ **Bill Type / (original/reversal/revision)**
  - ❖ **Query by Chargeback SAP#**
  - ❖ **FG Orig Invoice #**
  - ❖ **Worker Last Name / WE Date**
  - ❖ **Filename**

  Views
  - ❖ **Original/Reversal/Revisions**
  - ❖ **Errors w/Details**
  - ❖ **No Posted Invoices**
  - ❖ **Due in X Days**

Who benefits

HR Operations	**Vendor management**

City of Houston Hiring Manager	**Resource Requisitions**

Vendor	**ON / OFF Boarding** **Timesheet Approval (workflow)** **Invoicing is easier**

Temporary Employee	**Timesheets** **Expense** **Reconciliation**

The City	**Available Resources** **Operational / Forecasting** **Time of Disaster / Crisis**

Benefits following Implementation

- **Reconciliation**
  - **75% Reduction**
- **Dashboard Reporting**
  - **Holistic view of the City's workforce**
  - **Clear Targets and Spend**
  - **Forecasting Opportunities Allocated budget**
  - --- **Spend Transparency**
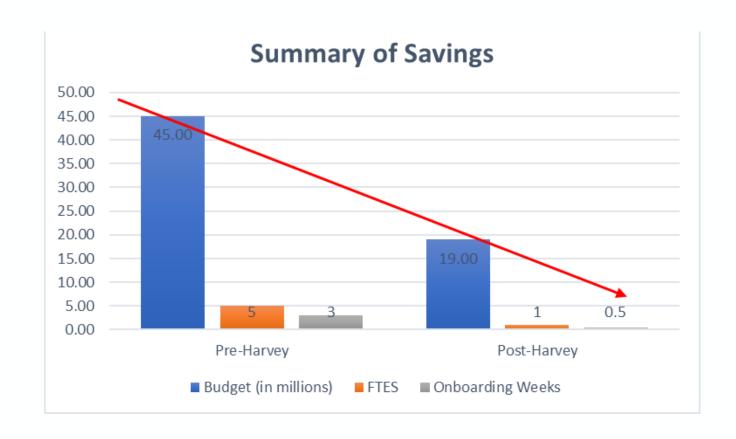 - -- **50% budget reduction from FY 16 to present**

Overall Savings Summary

- (Pre-Harvey) Spend allocation – labor intensive, gaps in accuracy
- (Post Harvey) Spend allocation- real-time, closed audit findings

Summary of Savings

Lessons Learned

- **Better Overall Project Planning**
- **Increased Stakeholder Engagement**
- **Detailed Understanding of Business Requirements**
- **Integration Issues between Fieldglass and SAP**
- **Test Planning**
  - **Data Identification**
  - **Test Preparation**
  - **Verification and Sign-offs**

- **FASTER > CHEAPER > BETTER**
- **Track of Actual Spend *throughout* disaster recovery process**
- **Grant Reporting**
- **Grant Sponsorship Compliance**
  - **Earlier Audit findings were corrected**
- **Data Accuracy**
- **Manual Reconciliation Eliminated**

Fieldglass + Hurricane Harvey

What's Next?

Questions?

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- For questions after this session, contact us at:
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