

## C&A, Netherlands

«Productivity, measured across all the employees of C&A Netherlands, has increased as a result of this by 1%.»

Jeroen Snijders,  
Head of IT

[www.c-en-a.nl](http://www.c-en-a.nl)



### Time gained thanks to automated time recording in mySAP ERP HCM

C&A Netherlands is constantly looking for opportunities to rationalize its operating procedures and reduce overheads. Since the beginning of 2002, C&A has used mySAP ERP Human Capital Management (mySAP ERP HCM) to reduce administrative tasks in the company to a minimum. As a pioneer in its industry, C&A introduced a progressive time recording system in the course of 2004 that is linked with a mySAP ERP HCM system. C&A branches throughout Europe can now use the experiences to generate the same ROI.

C&A had long used the Time Managers Workplace in mySAP HCM, among others, for the planning of holidays and staff rosters and to determine working hours. The next step was the use of a standard planning table in SAP and the linking of this to an automated time

recording system without any additional programming effort. It was SAP who gave C&A the tip of approaching Kaba, which offers a certified sub-system for time recording. As Kaba and SAP have aligned their systems to one another, these can be linked to mySAP ERP HCM with minimum effort. Jeroen Snijders, Head of IT at C&A Netherlands: «With this system, employees only have to hold a small badge near to the device to book in or out.»

There are also numerous options for defining which data are transferred to the administration system. In the past, employees had to fill out lists by hand and branch managers sometimes spent up to 160 hours a year transferring attendance lists to the system - with the risk of typos and misunderstandings. At times, this led to discussions, which did not help the company's productivity.

# Success Story

## Integrate time management simply

Jeroen Snijders is delighted how simple it was for C&A to integrate the new time recording system into the mySAP ERP HCM system, which has been running since 2002.

«From a technical perspective, everything went perfect. During a test in a large Rotterdam branch, we posted a success immediately. This benefited us greatly, because to save overheads, we only have a small IT department. We would like to automate as much as possible with standard components and avoid having to program ourselves so that we can achieve an optimal result with minimum means.»

The IT department only had to adjust a few settings in accordance with its requirements in order to start the automatic transmission of data between badge readers and SAP. Snijders: «We were able to keep the implementation entirely in our own hands. Apart from the procurement of 150 time recording terminals, three man months and a few practice hours, we did not have to make any additional investments for adjustment. We had previously calculated that we could recover the costs within a year and we have more than succeeded in that.»

## Improved overview of costs

Snijders had expected resistance from the employees because they might feel that they were being monitored, but the opposite proved to be the case. «The system was enthusiastically received. The planning table is more transparent and operations are calmer at the company. Files and papers that used to lie around have now disappeared. Employees are now responsible for the

time recording themselves, so that there is no longer any discussions or doubts. Those who forget to book in know that it is their own fault. Change management or the training of end users was not necessary because everyone is already used to the SAP interface. Only branch managers had to make a mental leap. They now have to take changes into account beforehand, instead of changing things afterwards.» One secondary benefit is that the time recording terminals can record hours per department, for instance in the distributor center. Snijders: «This means that we can charge the hours worked directly per department and have better information about the cost level per activity. Such management information is well suited for comparing our performance with competitors or with C&A branches in other countries.» Snijders is very pleased with the results: «Productivity, measured across all the employees of C&A Netherlands, has increased as a result of this by 1%.»

The completion of the attendance lists is no longer necessary at all, and the time for manual entry of the data into SAP has been halved. This solution pays off in less than a year. Strengthened by this success, we would now like to enhance the SAP planning table with the data from our financial SAP module so that we can link the expected sales with the time recording of the employees. If a branch manager, for whatever reason, expects a deviation in sales, he or she can allow for more or fewer employees in the planning, taking account of holidays and staff rosters. We can then substantially increase the sales per employee.

