



IDEA GROUP PUBLISHING

701 E. Chocolate Avenue, Suite 200, Hershey PA 17033-1240, USA
Tel: 717/533-8845; Fax 717/533-8661; URL-<http://www.idea-group.com>

ITB10225

Chapter V

B2E SAP Portals: Employee Self-Service Case Study

Andrew Stein
Victoria University, Australia

Paul Hawking
Victoria University, Australia

David C. Wyld
Southeastern Louisiana University, USA

Abstract

The global ERP industry that blossomed in the 1990's automating back office operations has made moves to introduce a "second wave" of functionality in ERP systems. In 2002/3 there was an expanded focus on mysap.com, small to medium enterprises and the expansion into "second wave" products. Companies around the world are exploring various Internet business models to evaluate their business potential and risk implications and a number of companies have realised the relatively quick gains with low associated risks that can be achieved through the business-to-employee (B2E) model. Employee Self Service (ESS) is a solution based on this model that enables employee's access to the corporate human resource information system, and Australian companies are increasingly

implementing this solution. This chapter presents the findings of a research project that looks at the changing nature of Human Resources (HR) in modern organisations and the development of an HR ESS portal in a major Australian organisation.

Introduction

Companies around the world are exploring various Internet business models, mostly B2B and B2C, to evaluate their potential and business implications. A number of Australian companies have realised the relatively quick gains with low associated risks that can be achieved through the business-to-employee (B2E) model. Employee Self Service (ESS) is a solution based on the B2E model that enables employees' access to the corporate human resource information system. The global ERP industry, including the market leader SAP, blossomed in the 1990s, automating back office operations has made moves to introduce a "second wave" of functionality in ERP systems. These products were basically enhancements to the ERP software and included Business Information Warehouse (BW), Knowledge Warehouse (KW), Strategic Enterprise Management (SEM), Customer Relationship Management (CRM), Employee Self-Service (ESS) and Advanced Planner and Optimisation (APO). Table 1 presents SAP's Asia-Pacific implementations of some of the second wave products presented with user segment and key market identified.

The change in demand for the second wave products is shown in the purchase patterns for 2001 and 2002 (Bennett, 2002). In Australasia in 2001, Supply Chain Management (SCM) accounted for 15% and CRM for 20% of SAP

Table 1. Second wave implementations by year (Bennett, 2001).

Software	Implementations	User Segment	Key Market
CRM	70	>50	AU/NZ
e-Procurement	56	>50	AU/JP/SG
BW	263	1-20	AU/JP
APO	73	1-20	AU/NZ
ESS	33	>20	AU
Workplace	122	>20	AU/Korea

18 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: www.igi-global.com/chapter/b2e-sap-portals/25719

Related Content

Multi-Objective Artificial Bee Colony Algorithm for Multi-Echelon Supply Chain Optimization Problem: An Indian Case Study

Mayank Gupta, Anirban Kundu and Vipul Gupta (2017). *International Journal of Operations Research and Information Systems* (pp. 76-89).

www.irma-international.org/article/multi-objective-artificial-bee-colony-algorithm-for-multi-echelon-supply-chain-optimization-problem/188373

Managing Risk in Small and Medium Enterprises (SMEs) Supply Chains' Using Quality Function Deployment (QFD) Approach

Mohd. Nishat Faisal (2013). *International Journal of Operations Research and Information Systems* (pp. 64-83).

www.irma-international.org/article/managing-risk-small-medium-enterprises/76673

A Decision Support System for ERP Implementation in Small and Medium-Sized Enterprises

Mahmood Ali, Ying Xie and Joanna Cullinane (2013). *Sociotechnical Enterprise Information Systems Design and Integration* (pp. 97-121).

www.irma-international.org/chapter/decision-support-system-erp-implementation/75877

Always on Guard: How a Corporate Immune System Can Engage Full-Spectrum Risks – A Conceptual Framework to Re-Engineer Organizational Capability and Culture

Milyan (Mils) Hills (2018). *Always-On Enterprise Information Systems for Modern Organizations* (pp. 41-59).

www.irma-international.org/chapter/always-on-guard/192973

Photorealistic 3D Models and Interactive Learning Content for a Machine Elements E-Course

Petros Pistofidis, Pantelis N. Botsaris and Zacharias Giotsalitis (2021). *International Journal of Operations Research and Information Systems* (pp. 31-42).

www.irma-international.org/article/photorealistic-3d-models-and-interactive-learning-content-for-a-machine-elements-e-course/268352