

## Case Study: ESS (Employee Self Service) and MSS (Manager Self Service) implementation

### About the Client:

Deluxe Corporation, through its industry-leading businesses and brands, helps financial institutions and small businesses better manage, promote and grow their businesses. The Company uses direct marketing, distributors, and a North American sales force to provide a wide range of customized products and services, including personalized printed items (checks, forms, business cards, stationery, greeting cards, labels, and shipping/packaging supplies), promotional and merchandising materials, fraud prevention services, and customer retention programs. The Company also sells personalized checks and related accessories directly to consumers.

### Client Situation

This project was part of “Deluxe Financial Services” ongoing SAP initiative. CS Solutions was asked to assemble and structure the best resources available within a short notice to implement their complex Human Resources transactions from the web through SAP using latest technologies available at the time such as SAP-ITS (Internet Transaction Server) and WebStudio.

### Our Solution

CS Solutions SAP technical team created detailed design specs after studying Deluxe functional specs, created comprehensive HR transactions from these detailed specs (using Deluxe ABAP standards) developed online programs for tracking company property, PTO Balance, Time Accrual Transaction for updating user parameters and Time Sheet Entry Transaction for Updating CATS database. Many reports were developed to display absences, employee data etc. on the web using WebRFC.

New tools such as WebStudio and ITS were extensively used to transform the created HR transactions into web based transactions (i.e. website SAP HR applications). Our team also performed testing and documentation roles using lotus notes database.

Our ability to understand and develop complex transactions from the web through SAP and developing custom Internet application components was critical in completing this project successfully.

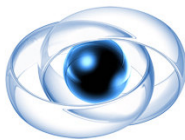
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### Key Challenges:

- Implementation of multi-tier solutions that will work with SAP backend and pass information to a web-based data consuming application was a major challenge
- The web-based custom application needed to address variety of technical issues such as throughput and TPS to ensure high-performance and fault tolerance solutions

### Benefits

- Easy to use front end and reporting tool
- Easy access to asset management reporting
- Automated reports that will ensure timely and actionable data delivery
- Customized solution that will address the specific issues of the business community
- Reduction in total cost of ownership



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