RIP ESS/MSS - Bringing MSS and ESS together with Fiori

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RIP ESS/MSS - Bringing MSS and ESS together with Fiori

Australia Post has a long running program to replace our SAP MSS and SAP ESS on premise portals with SAP Fiori applications. Through our journey we have inadvertently replicated one of our key current state issues for managers, team members and HR support teams by creating segmented entry points to access our HR Fiori applications.

Through this session we hope to share with you how our cross functional team have created a single portal by leveraging the Fiori Overview Page to bring together Manager Self Service, HR Support and Employee Self Service into one portal, which has enabled us to simplify the user experience and support models.

A little bit about Australia Post (Did You Know)

As Australia's leading logistics and integrated services business, we proudly support our customers to grow and communities to thrive; we challenge ourselves to create products that people value and trust, and we strive to always deliver great service and value to our customers and the community.

- 2.6 billion items delivered to more than 12.4 million delivery points
- 124 million parcels delivered carbon neutral since October 2019
- 720 million visits to our digital channels
- 227 million retail customers visits
- 4,320 post offices
- 5,001 street posting boxes
- 6,074 parcel lockers
- 3,536 electric delivery vehicles and electric assisted motor bikes
- Up to 20 planes chartered per day

- We directly employ a workforce of approximately 37,000 (including casual workforce) and engage an estimated 27,100 in our extended workforce.
- 148,000 small businesses supported with MyPost Business
- 3,700 drivers using route optimisation software
- Delivering to more than 200 countries, regions and territories
- 124 million parcels delivered carbon neutral since October 2019
- Self-generation of 5,939 Mwh from onsite solar

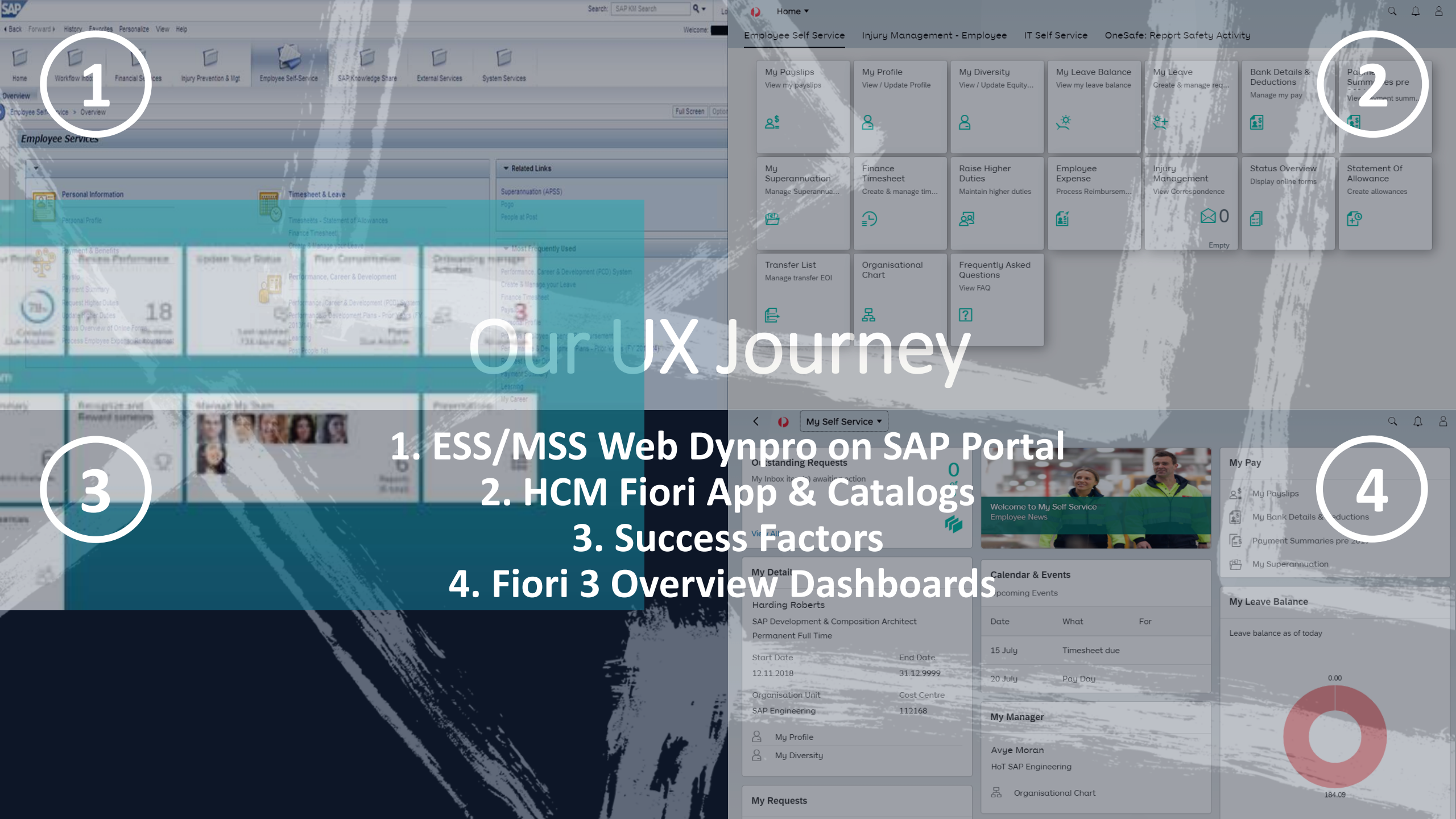
REFERENCE: Australia Post 2020/2021 Annual Report

TIES Values

Our purpose and values

We share a common goal - to connect people with each other and the world and help unlock opportunities for everyone. It's the reason we started 212 years ago. Our values are the ties that bind us together. By working as one team, we can deliver on our promises and achieve our goals.

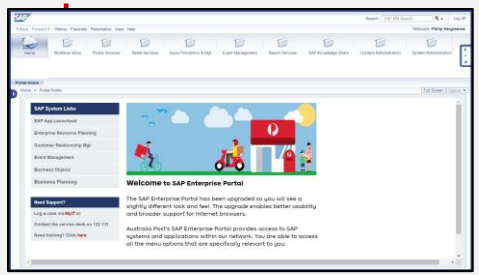
Trust	Inclusivity	Empowerment	Safety
Do the right thing	Respect everyone	Find a way	Be safe and well
T	I	E	S


1
2
3
4
Employee Self Service
Injury Management - Employee
IT Self Service
OneSafe: Report Safety Activity
My Payslips
My Profile
My Diversity
My Leave Balance
My Leave
Bank Details & Deductions
My Superannuation
Finance Timesheet
Raise Higher Duties
Employee Expense
Injury Management
Status Overview
Statement Of Allowance
Transfer List
Organisational Chart
Frequently Asked Questions
Our UX Journey
1. ESS/MSS Web Dynpro on SAP Portal
2. HCM Fiori App & Catalogs
3. Success Factors
4. Fiori 3 Overview Dashboards
My Self Service
Welcome to My Self Service
Employee News
My Pay
My Payslips
My Superannuation
My Leave Balance
Leave balance as of today
Calendar & Events
My Manager
Avye Moran
HoT SAP Engineering
Organisational Chart
My Requests

2010

MSS SAP Portal

ESS SAP Portal

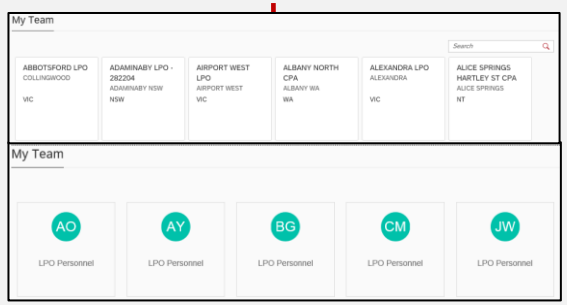


2016

ESS Replaced with Pay & Leave

2018

Light version of MSS Fiori for occupancy mgt for non employees

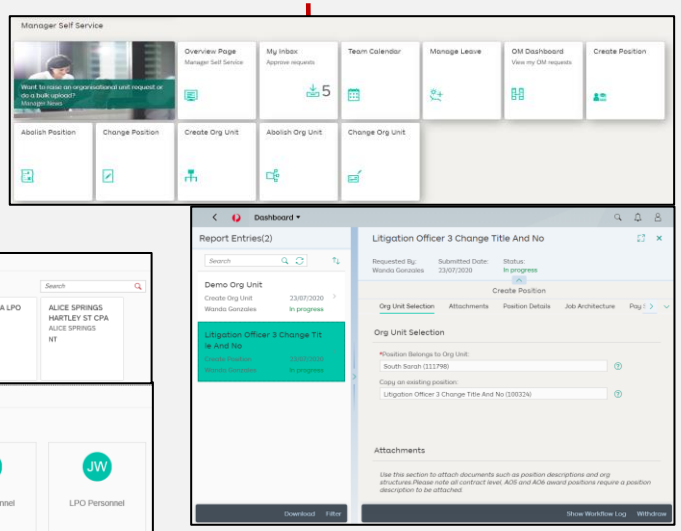


2018-19

Azure implemented

Feb 2020

Added OM position mgt to MSS Launchpad



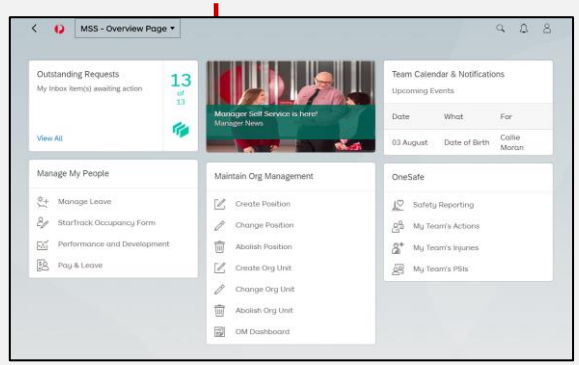
Mar 2020

Org Management Apps

June 2020

Fiori 3 Implemented

MSS, My Inbox, Team Calendar & Manage Leave



Sept 2020

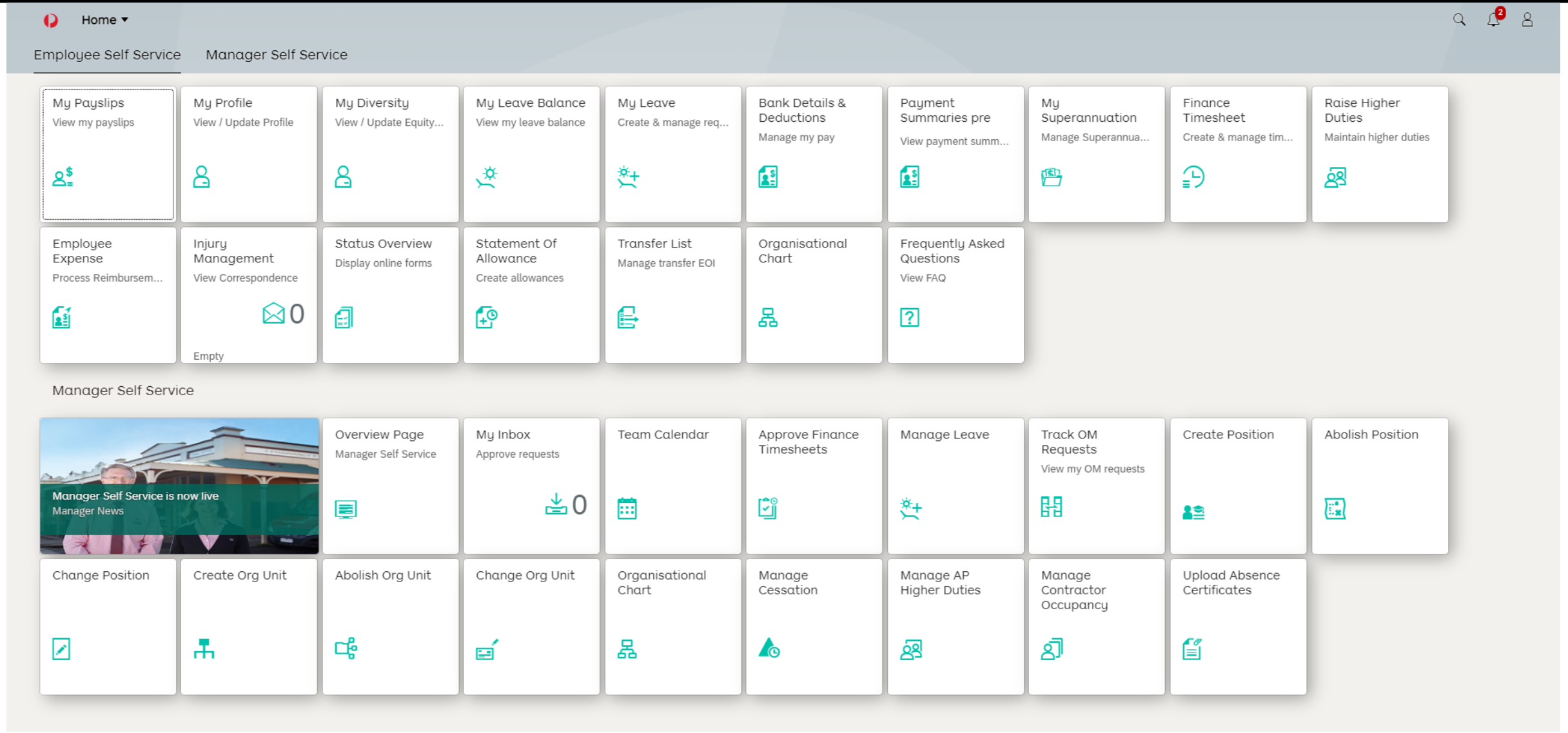
Added Org Chart

April 2021

Add Manage Cessation, Manage Higher Duties, Contractor Occupancy

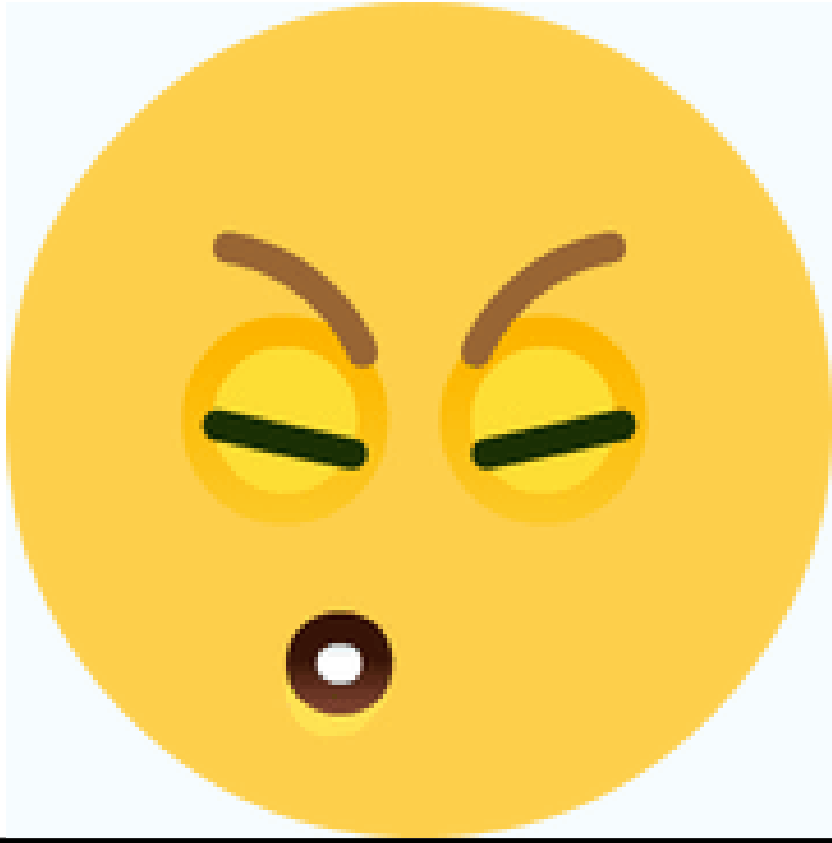
Problem - The Trap

We fell for it we replicated on prem in Fiori!	• Traditional build: different portals for each user type. *Employee Self Service, Manager Self Service, HR Support.* • What I am doing for who? • Which portal do I need? • Multiple users leads to duplication of portal tools as different users may access the same service.
How did we fall into this?	• Victims of our own success. As we started to migrate some apps from the on-prem portal we them built more quickly. • Taking one app at a time migrating it to its corresponding Fiori portal. • Focused on adding value fast and empowering our people through self-service.
What was the impact on our users?	• Now with so many apps there of lots of tiles and this is starting to take time to load. • As most of our workforce access via mobile devices finding what you need quickly involves a lot of scrolling. • Multiple places to access the same system. We inadvertently put barriers up to our self-service tools.



The problem with Role based "tab" thinking ...

In other words ….



Lightbulb Moment

Why do we need multiple portals?

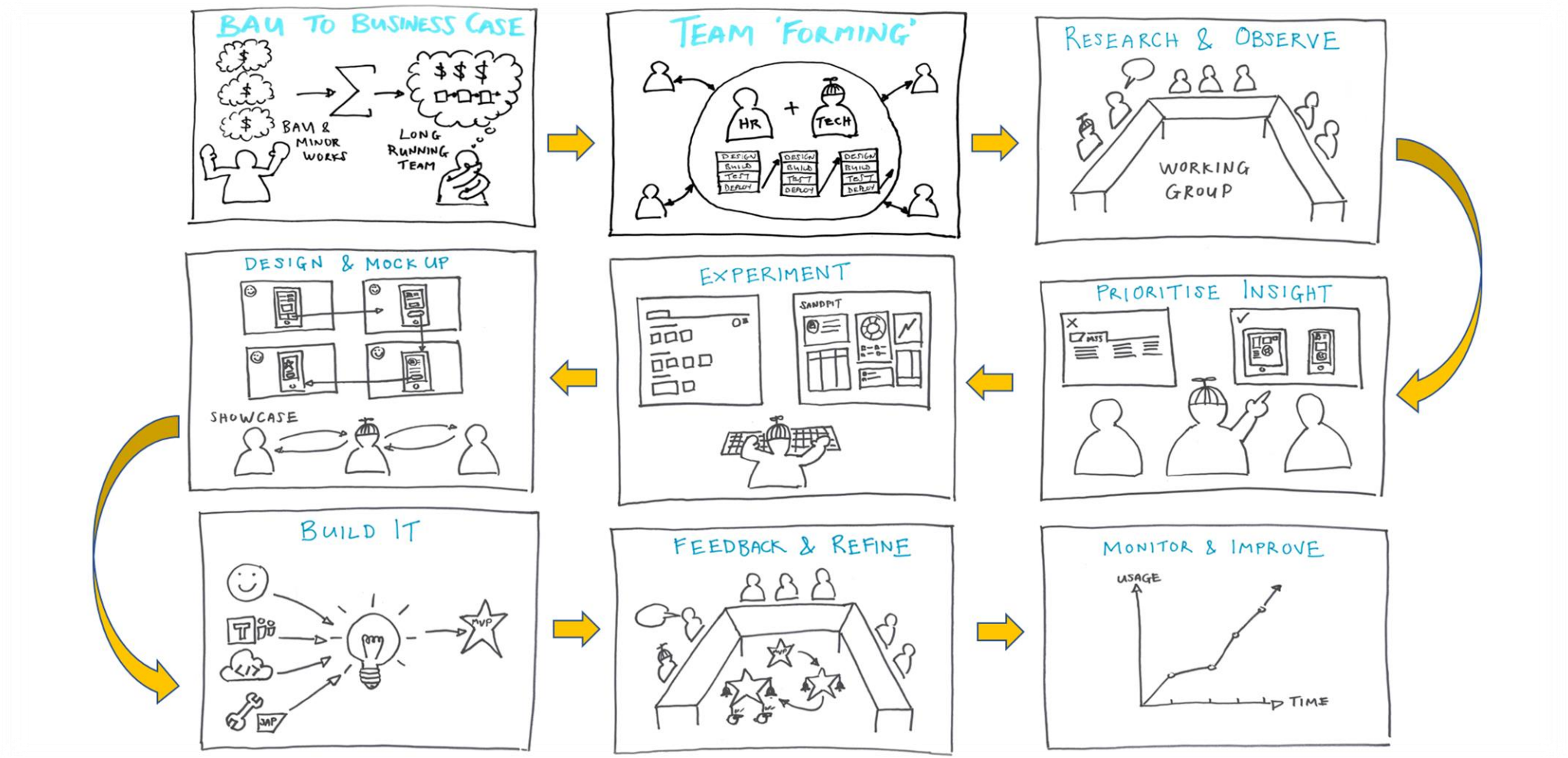
Can’t we just have one combined self-service portal?

We have all the Ingredients

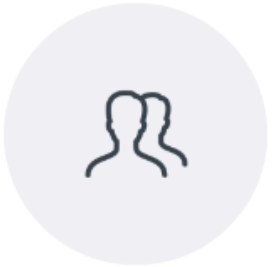
Solution Ingredients

- Cross Functional Teams
- Repeatable Proven Process for Delivery
- Mobile first
- Standard look & feel
- Consistent Design Themes
- Fiori 3
- Overview Pages
- Feedback Capture
- Role based revision
- Birthright roles
- Auto provision of access

Our Process in a Story Board



Fiori Design Guidelines



ROLE - BASED

Designed for you, your needs, and how you work

ADAPTIVE

Adapts to multiple use cases and devices

COHERENT

Provides one fluid, intuitive experience

SIMPLE

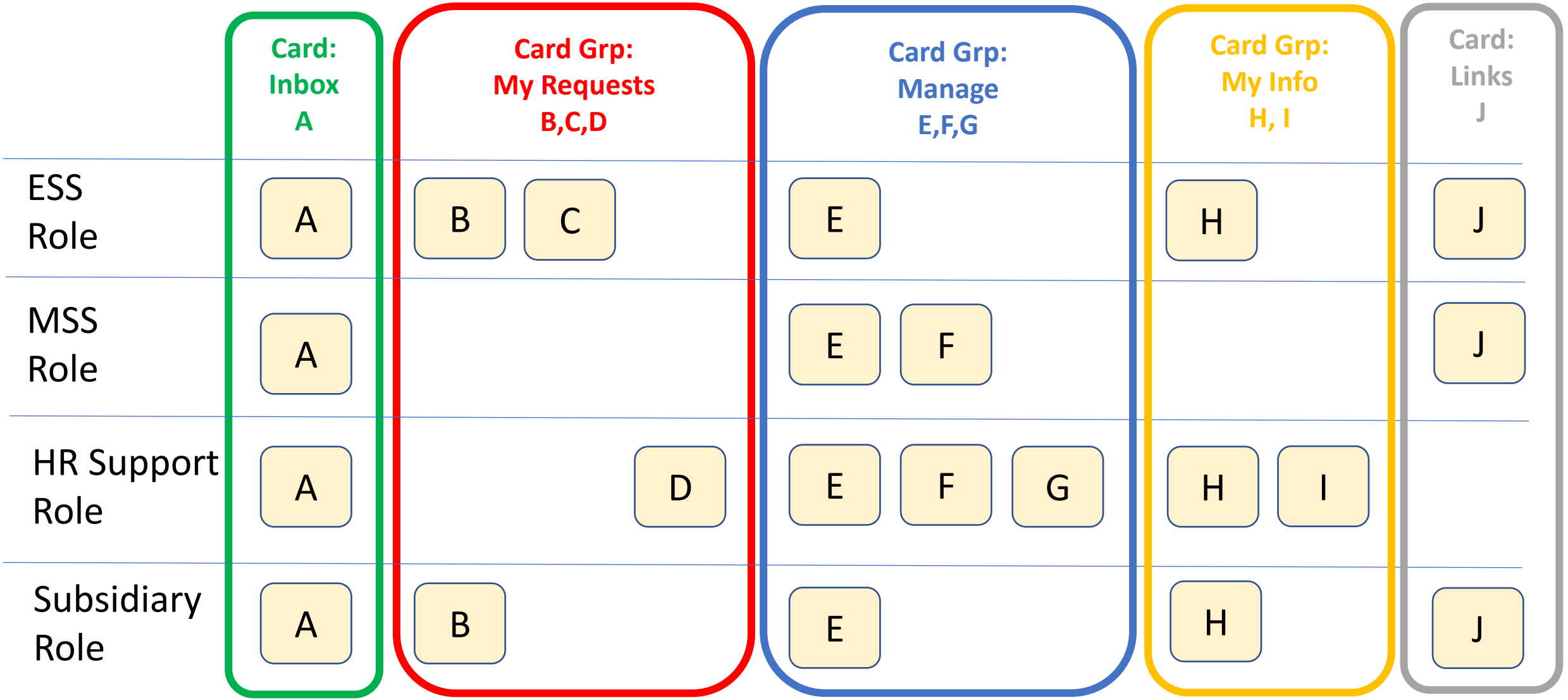
Includes only what is necessary

DELIGHTFUL

Makes an emotional connection

REFERENCE https://experience.sap.com/fiori-design/

Duplicate Tiles – We unify access links using functional Cards



Benefits

One portal	• Users only need to look for one portal. • Card view is a much better mobile experience. • Everything looks the same to a user. • Like applications grouped together. No duplicates tiles/links. • Apps built with a consistent look and feel.
Reduce costs	• The single portal means only one place to keep up to date. • Reusing security roles for each app saves costs. • Auto provisioning ensures speed of access and removes ticket handling costs. • Have a set of principles and reuse components wherever possible.
Enhanced Support Model	• One portal simplifies communication of knowledge articles for users and support teams at the application level. • Target knowledge by app reducing ticket handling times.

Key Learnings

Change Management	• You will be surprised (and mortified) how frequently and where the portal names (e.g. MSS, ESS, RMSS, TASS, HRSS) are referenced in knowledge, training and intranet content. • Changing all the how to guides, intranet references, IT knowledge has taken so much longer than anticipated.
Support Model	• How to help vs technical help. How to channel the calls to the right support teams. • Not replicating HR knowledge in our IT Service Desk/system that is available elsewhere. • Driving HR queries away from our IT teams. • Challenge of having 2 ticket management tools which do not talk to each other. HR in one and IT in another.
Technology	• Consistent look and feel using Fiori 3 user interface & themes. • Reuse of design components. • Much better mobile responsiveness. • Simplification of our various portal channels. • Keeping it simple.

Application Usage Statistics

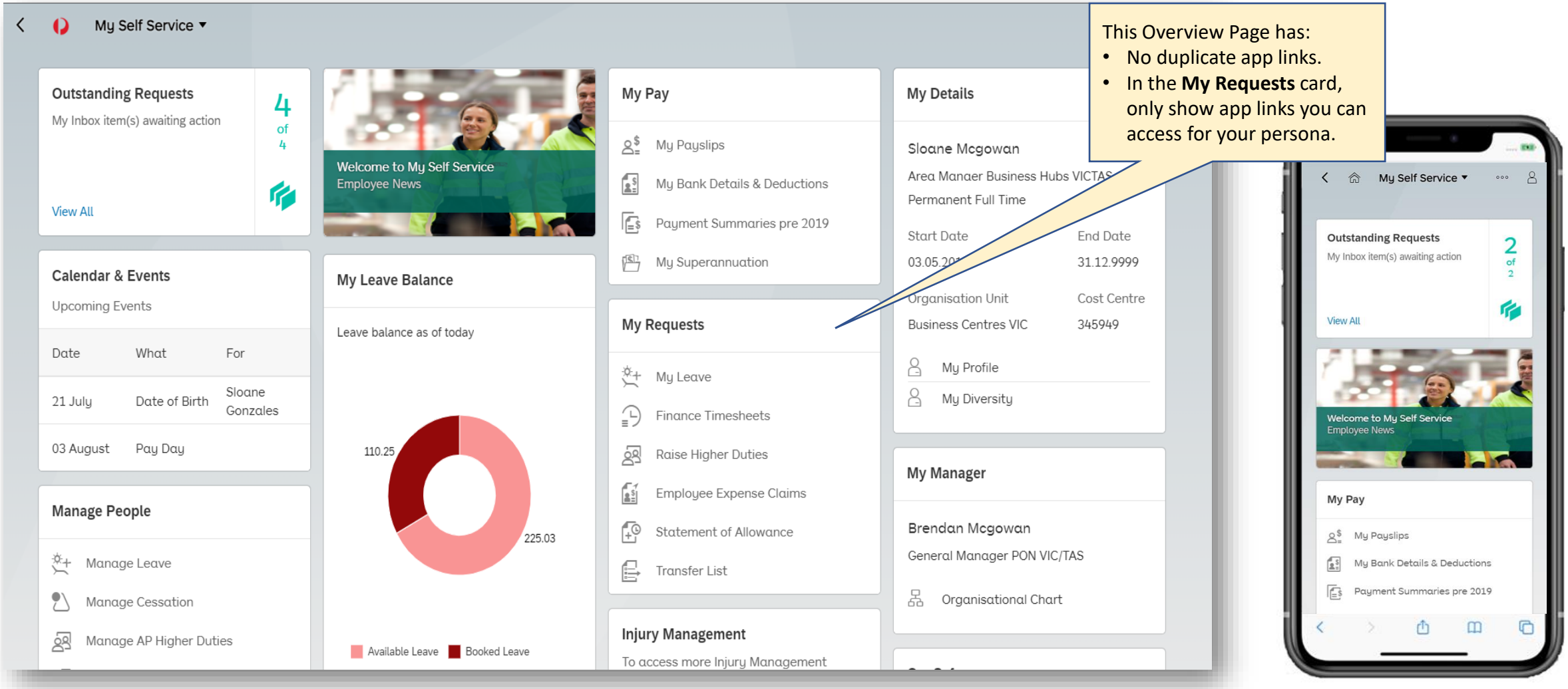
Top Apps by usage	Usage Count
Finance Timesheet	178,335
My Inbox	136,991
Statement Of Allowance	108,152
Organisational Chart	73,971
Bank Details & Deductions	66,877
MSS Overview Page	59,207
Change Position	44,967
HR Safety Report	36,975
Manage Leave	36,671
Employee Reimbursement	25,948
Create Position	20,411
Org Mgt Dashboard	18,702

Top Apps by usage	Usage Count
HR IM Tool	16,515
Equity & Diversity	13,713
Finance Timesheet mobile	10,648
Abolish Position	7,804
Change Org Unit	5,999
Manage Cessation	5,283
Create Org Unit	3,266
Abolish Org Unit	1,237
Manage Higher Duties	146
Incapacity Report	118
Rehabilitation Status	10

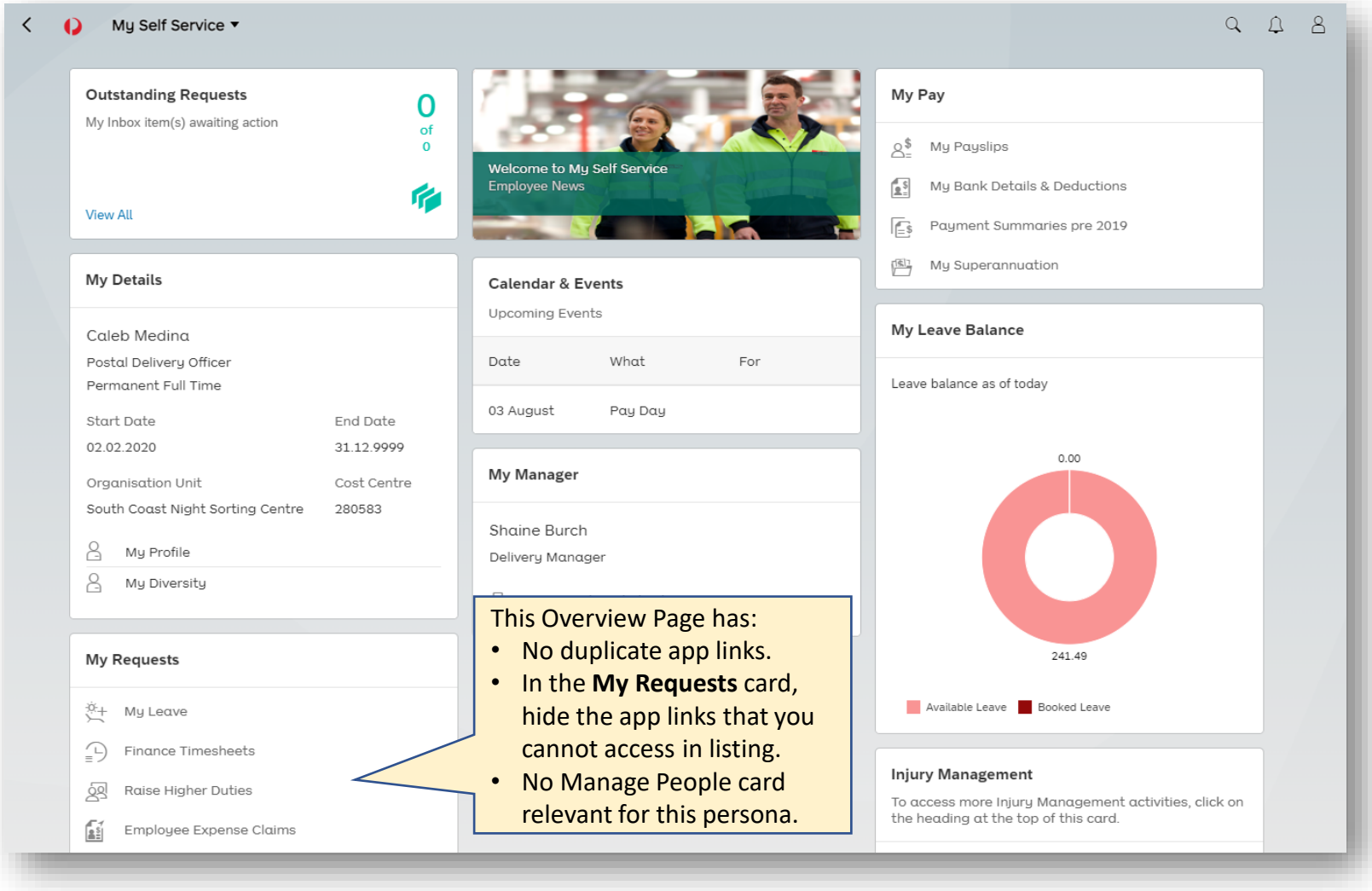
*** Live to date statistics up to May 2022**

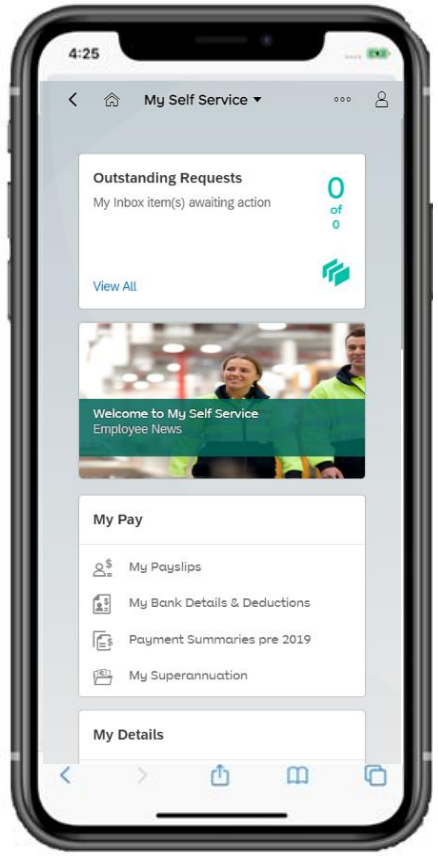
Over to you …
ask us anything!

Demo: My Self Service (Overview Page – manager & employee persona)

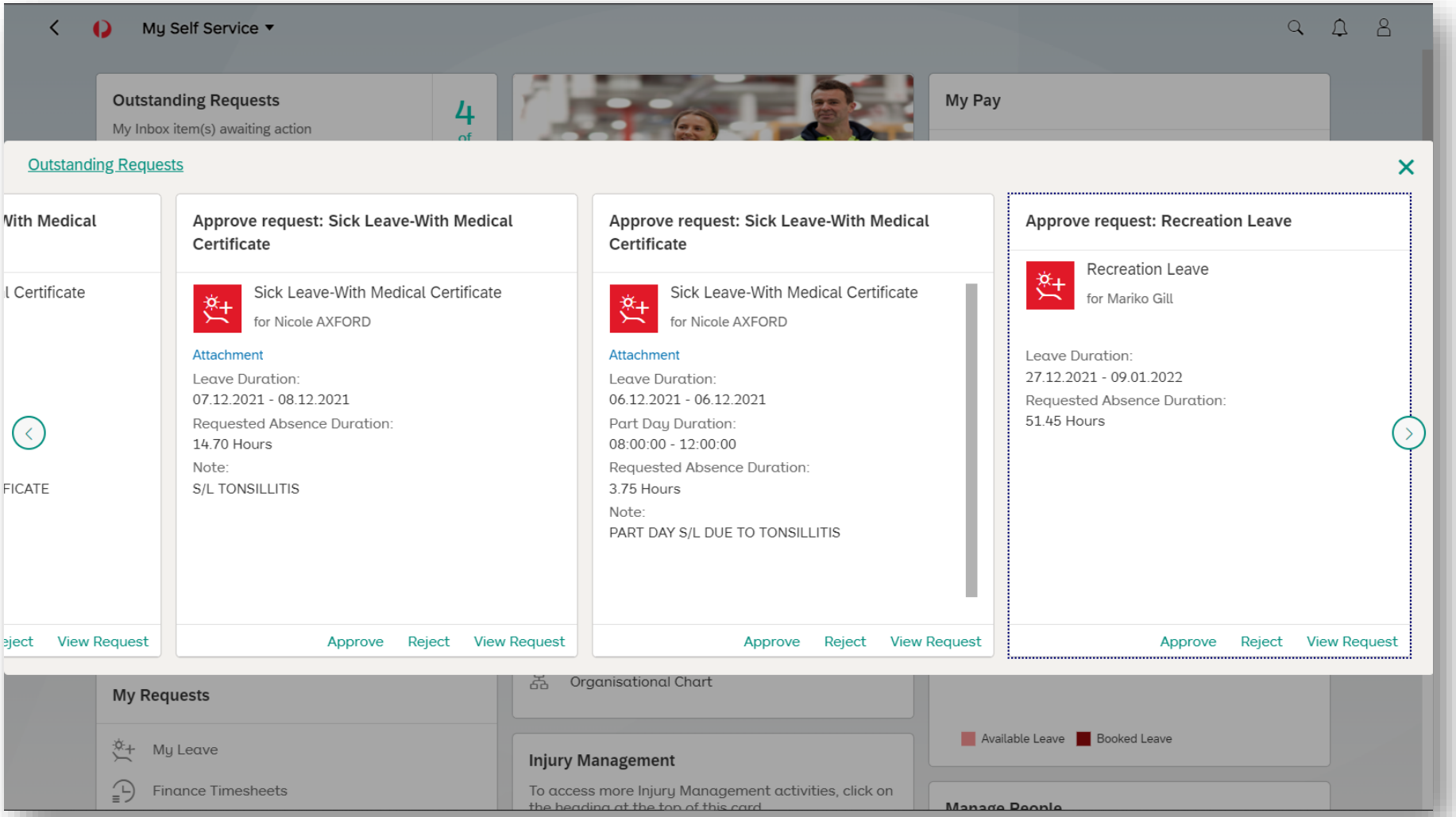


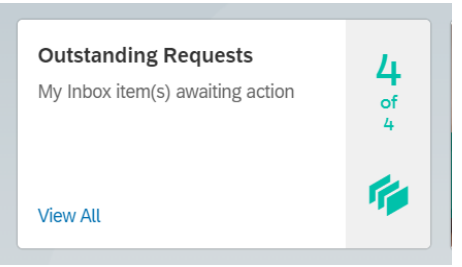
Demo: My Self Service (Overview Page – employee only persona)

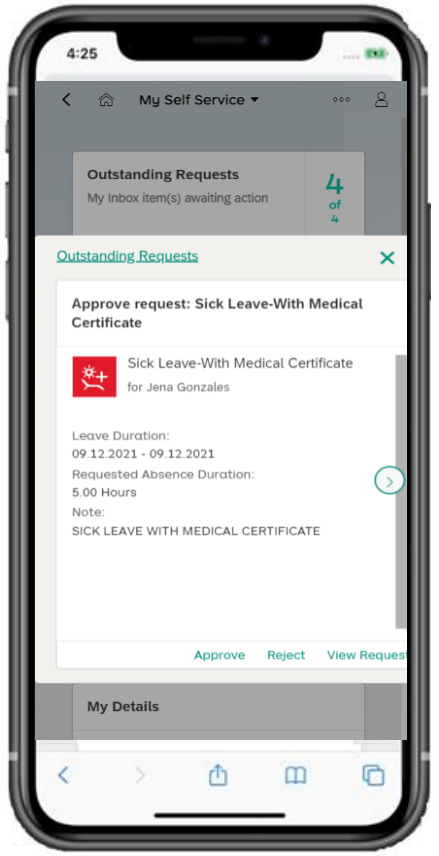




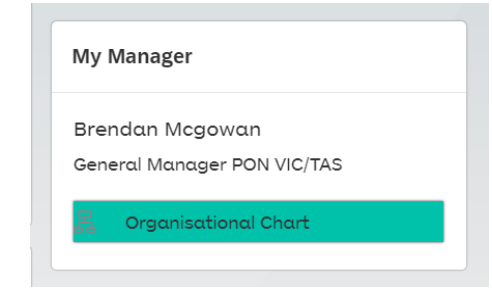
Demo: My Self Service (Outstanding Requests card action)

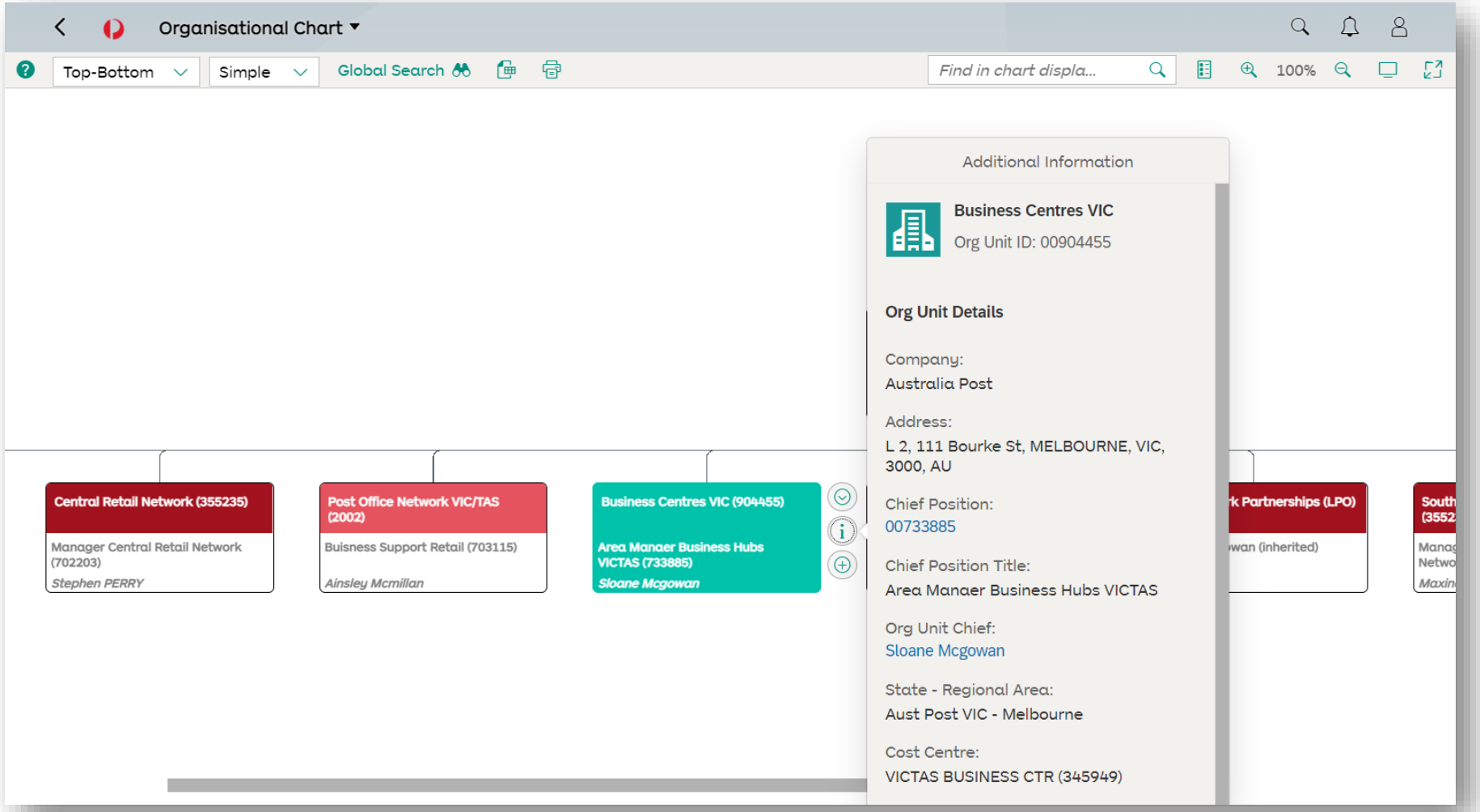


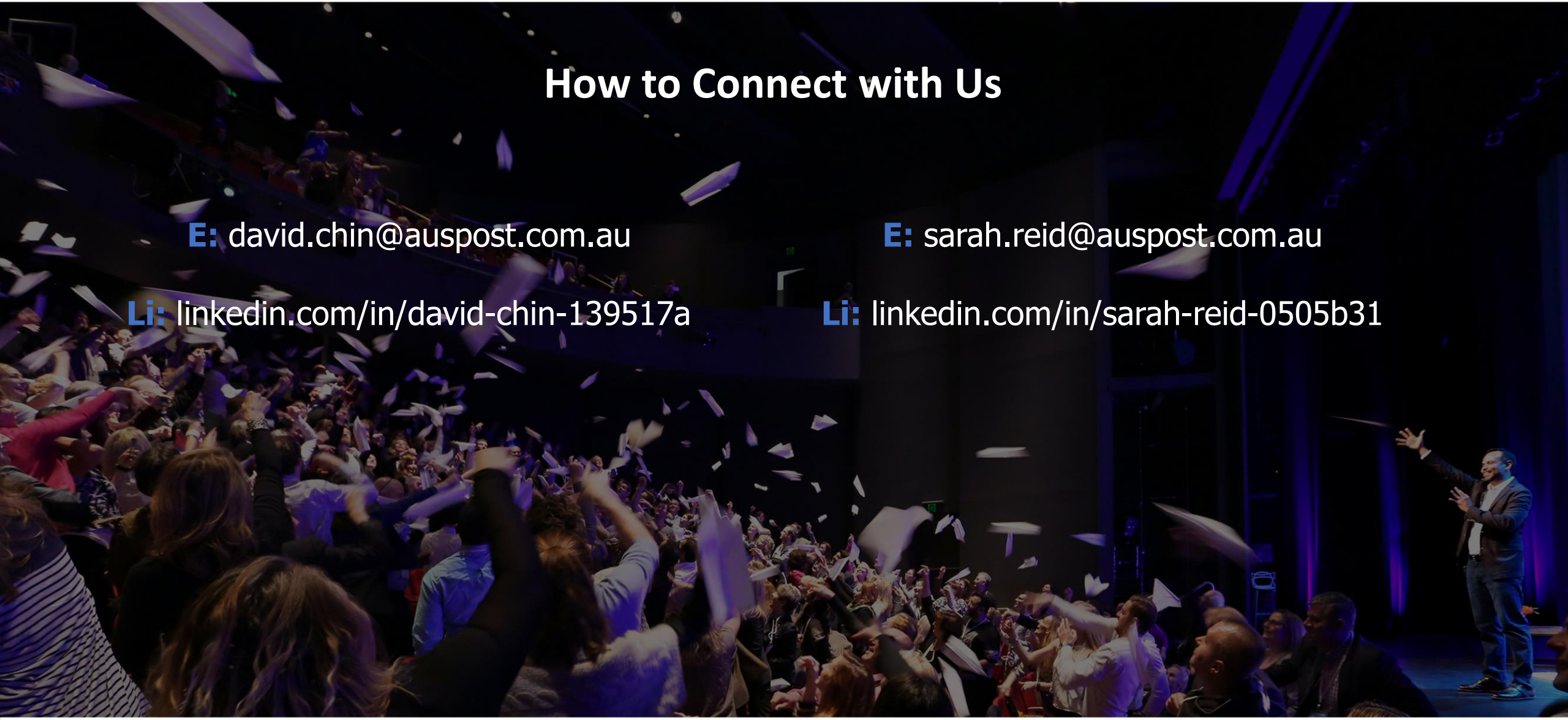




Demo My Self Service (Quick links card to Org Chart app)







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