

Sanyo Succeeds with Automation Centre's Personnel Tracker

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THE CHALLENGE

Sanyo North America, located in San Diego, California, serves as the North American regional corporate headquarters for its parent companies, Sanyo Sales and Marketing Company and Sanyo Electric Trading Company. Sanyo North America, founded in 1961, oversees and supports the efforts of Sanyo-affiliated businesses throughout the United States and Canada and provides an extensive roster of shared services. One of those services is a Human Resources (HR) program. The development of this service was particularly challenging because Sanyo wanted to use the system to track information on more than 1,500 employees across 19 subsidiaries in the U.S. and Canada. The company tried using paper lists, but as Patrick Graupp, Sanyo North America's HR administrator, quickly learned, "Those lists can never be kept up-to-date in an organization of this size."

Sanyo North America determined that it needed a standalone, online employee directory. Graupp had very specific requirements for the directory he wanted to deploy. First, it was critical that the directory run alongside Lotus Notes, since Notes is deployed throughout Sanyo North America's U.S. and Canada facilities and Sanyo's employees and IT staff are familiar with the program. Second, Graupp wanted employees to be able to update their personal data online, which would help keep the directory information fresh. And third, the directory needed to be cost-effective and easy to deploy.

With Automation Centre's Personnel Tracker, Sanyo North America has an easily utilized employee directory that spans its 19 locations in the U.S. and Canada and is also accessible via the Internet and the World Wide Web

The screenshot shows the e-ProMag.com website interface. At the top, there's a search bar and navigation links. The main content area features an article titled "Sanyo Succeeds with Automation Centre's Personnel Tracker". The article text is partially visible, matching the text in the main body of the page. To the right of the article is an "Article Info" box with details like Article ID, publication name, and date. Below the article is a "The Challenge" section. The website also has various sidebars with navigation and subscription information.

SOLUTION

Sanyo North America decided to install Automation Centre's TrackerSuite for HR's Personnel Tracker application. The Lotus Notes-based application lets a company keep track of crucial employee data, such as names, addresses, and phone numbers. It also includes other functions — such as smart routing of time cards, expense report preparation, team development, and asset management — that help simplify and accelerate business operations.

By working with Automation Centre, Sanyo North America seamlessly integrated Personnel Tracker into its existing Notes infrastructure. "I was never able to get an up-to-date directory of phone extensions for our organization," Graupp says. "With Personnel Tracker, I now have quick access to an employee directory that has relevant names, locations, and phone numbers."

Because the application rides alongside the Lotus platform, Personnel Tracker's user interface is equivalent to an e-mail interface. Because it's intuitive and easy to use, employees can easily search for co-workers or quickly update their own personal data. In addition, the HR tab in Personnel Tracker gives HR personnel a place to



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store and access useful reports and views of HR documents, head counts, and evaluations. "On top of everything else, Personnel Tracker was very affordable and easy to implement," Graupp says.

Today, Sanyo North America staff members use Personnel Tracker as their primary resource for information on all company employees.

BENEFITS REALIZED

When looking for a solution to meet Sanyo's needs, Graupp had looked at competing solutions, but the business benefits of Personnel Tracker — including its tight integration with Lotus Notes — convinced him to choose Automation Centre's application. Since Sanyo North America already had a Lotus Notes administrator, the company was able to roll out the application quickly, without the need for extensive training or customization. "It was really easy for them to pick up on," Graupp says.

Another key benefit was the sharp reduction in paperwork. "It's working out very well," Graupp says. "We were able to eliminate a lot of paper." Thankfully, the days when Sanyo's staff had to compile, print, and distribute employee directories are long gone, as are the days when a Sanyo North America employee had to thumb through a dog-eared directory only to discover that it was now out-of-date. The self-service capability of Personnel Tracker gives employees the ability to update their personnel data as soon as they change office location or phone extension. The bottom line is that Sanyo has achieved more effective employee communication.

With Automation Centre's Personnel Tracker, Sanyo North America has an easily utilized employee directory that spans its 19 locations in the U.S. and Canada and is also accessible via the Internet and the World Wide Web. The result is a comprehensive employee file that's available online, in a single location. It also includes key reporting features, such as birthdays, vacation time, salary levels, EEOC Reports, benefits, and more.

THE NEXT STEP

Sanyo North America has also successfully deployed Automation Centre's Purchase Tracker in its San Diego headquarters, and plans are in the works to roll out Purchase Tracker across all locations in the U.S. and Canada.

The company uses Purchase Tracker for requesting, recording, and monitoring company purchases. Employees can make purchase requests from any Notes client, whether in the office or out in the field. Purchase Tracker automates the purchase request cycle, from submission through approval and accounting. It includes an approved list of vendors and their available supplies and prices.

The Personnel Tracker and Purchase Tracker products complement each other nicely, with Personnel Tracker's employee list serving as the backbone. An employee simply opens a purchase order

and fills it out. Purchase Tracker then automatically e-mails the request to his or her boss for approval. "We used to have to walk paper around, but now nobody has to leave their desk," Graupp says. ♦

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