

Benefits of Infor's Human Capital Management Information System on Public Sector Enterprise

A Study on Government of Tanzania



Republic of Tanzania - An Overview

The Challenges

Technology Solution

Customization

Benefits



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ROI **\$2 Million**, in the first 2 months after implementation of Infor HCM against an investment of **\$1.9 Million** including cost of system upgrade, additional equipment and training, by removing **34,645** ghost employees from the system

- World Bank Study



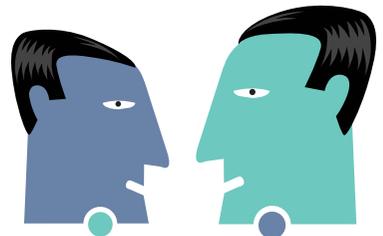
Republic of Tanzania - An Overview

The United Republic of Tanzania is located in Eastern Africa and was formed out of the union of two sovereign states namely Tanganyika and Zanzibar (From which its name was formed). Dar es Salaam is the commercial capital of Tanzania and because of its geographical and locational advantage, Dar es Salaam Port presents itself as the gateway into East and Central Africa. Furthermore, this renders Tanzania as a logical investment destination for investors.

The country enjoys political stability since attaining political independence in 1961. Tanzania has a vibrant national consultative process that cements national unity and social cohesiveness. The Government of Tanzania (GoT) has a total of **20 ministries** under which there are **230 departments**, which in turn administrate **30 regions** and **169 districts**.

The Challenges

As part of the nation's Development Vision 2025, there was a requirement to build the capacity of the public sector to enhance its accountability to the public. However, tracking public servants records was tedious. The records were maintained individually by several departments. Capturing, preserving, dissemination of relevant government records and archives was a huge challenge. In order to automate the process, Human Capital Management Information System (HCMIS) was implemented in 1995.





Then again, the legacy system was no longer relevant to the changing ecosystem. The major challenge was that previous vendor had discontinued its support for version 7, besides this, no workflow solution for approval process meant lot of paper work. In addition to that, the system supported a mere **50** concurrent users. It also lacked many salient features like, no control over ghost employee records, no flexible reports, no planning and budgeting module and much more. This made the system redundant and deemed ineffective.

Technology Solution

The GoT evaluated various solutions available in the market including SAP & PeopleSoft. After careful assessment GoT chose **Greeno** to implement Infor HCM based on their expertise in Infor HCM Consulting & Implementation and their innovative pricing by outcome model.

Benefits



600,000

The system handles records and payroll of over 600,000 employees.



100%

100% on-time salary disbursements.



1,034

Concurrent users.



2,000

Personnel Actions per day



40,000

Workunits Per Month



TSH 55 bn

Salary Arrears Cleared

Customization

In order to avoid data loss and corruption, the Implementation process had to be managed with lots of precision, this was the single biggest challenge for GoT, which was deftly handled by the Greeno team. On implementation of Infor HCM & Payroll, it wiped out all the major challenges GoT had faced for decades. Ghost employee records were tracked and eliminated, all approvals were automated, high degree of customizations were made available, intelligent & flexible reports were attainable, all paper work was now part of the work flow and managed electronically.

Due to certain specific needs and requirements of the GoT, **Greeno** made the following customisations to help them extract more value from the products

African Payroll
Document Attachments to employee records
Salary Arrear Automation
Microfinance
Employee Salary Budgeting (PE)
Workflow Solutions



Benefits



34,645

34,645 Ghost Employees Terminated, which led to huge savings.



95%

Level of accuracy of Public Service Profiles enhanced to 95% which was 60% in the year 2010



70%

Quality of implementation of five performance management and accountability tools enhanced to 70%



<30_{sec}

Average time taken to retrieve Public Servant's Records have been reduced to less than 30seconds which was about 12mins in 2008



Greeno is a IT solution provider specializing in Infor Products, Mobility Solutions and Web Products.

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