Vodafone

Enhancing Enterprise Mobility

High performance. Delivered.

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Overview

As one of the world's largest mobile communications businesses, being a leader in enterprise mobility is a priority for Vodafone. With more than 400 million customers around the world, operations in more than 30 countries and network partnerships in over 50 more, Vodafone is renowned for technology innovation that empowers the user—and wanted to embed that vision within its own organisation.

Business Challenge

With EVO—Vodafone's new global SAP ERP system—delivering advanced capabilities across finance, HR and supply chain, the company was keen to ensure that its employees could make use of the new system as easily as possible. While employees in their private lives are used to using their mobile devices to carry out a whole range of activities, accessing services and information on the move, a corporate environment makes it more challenging to deliver the same degree of mobility. Most employees do not have to access the system on a daily basis, so making it easy for them to carry out routine processes would help to drive greater process compliance and improve efficiency. Vodafone decided that rolling out mobile applications was the best way to achieve that goal. They turned to Accenture to help develop and implement applications (apps) and the supporting architecture based on SAP's Sybase Unwired Platform that would deliver the speed, simplicity and trust that are the hallmarks of Vodafone's approach to mobility.

How Accenture Helped

Accenture acted as the end-to-end system integrator for three new HR apps, covering everything from architecture design to installing the landscape. We worked with SAP and Vodafone to modify the apps in order to meet Vodafone's specific requirements, operating the complete environment for Vodafone and eventually managing the operational transition to Vodafone's internal service centre.

Vodafone identified three new applications that would help to drive greater employee productivity by providing simple and user-friendly ways to execute routine administrative tasks on the go. The applications were based on SAP pre-packaged apps, with Accenture modifying each one to meet Vodafone's specific requirements.

The first was SAP Leave Request, an app with which employees can check their leave balance and make requests for vacation as well as being able to check the team calendar. This application enables employees to check their annual leave status and make requests right from their mobile device. Requests are automatically routed to the relevant approver, and because each team member can see their colleagues leave status from within the app, they can easily plan their time off around others' availability.

SAP Timesheet, the second app, enables employees to manage and submit their timesheets from their mobile device. This not only improves overall compliance for submitting timesheets, the accuracy and quality of information is also increased as employees can quickly record their hours on the go, whenever they have a few minutes to spare. And not only do employees gain valuable time back, management also benefits from more accurate and up to date information that enables them to analyse employee engagement and productivity more effectively.

Recording and submitting receipts for expenses can be a time consuming and frustrating task. Mislaid receipts cause problems for both employees and employer, leaving one or both out of pocket. SAP Travel Receipt Capture allows employees to simply take a photograph of every receipt they incur using a smartphone camera and then upload them to the ERP system for processing. The app's usability means employees save considerable time that they would otherwise have to devote to saving, sorting and scanning receipts. By being able to immediately capture and send a receipt, the chances of losing them are reduced considerably. And less time spent after a business trip managing expenses means more time devoted to productive work, particularly for field employees such as sales people who are out with their customers. Avoiding the need to physically visit an office to carry out this administration saves much time and expense, and many local markets have legislation with allows and endorses paperless transactions.

The apps were rolled out across the major mobile operating systems—and this availability across a range of operating systems, platforms and devices is a complex proposition. In response, the Accenture team needed to coordinate a range of capabilities and skills, including development and testing to ensure that the needs of each platform could be successfully met to provide a consistent 'native' user experience regardless of which device or operating system version is used.

Managing the software lifecycle also requires a smart approach to ensure a balance between the needs of end-users with the risks and challenges of the organisation. The decision was taken to set up an internal app store for Vodafone employees so that they can browse and download the apps that are relevant to them. The apps themselves were prepopulated with Vodafone-specific information in order to make them as user friendly as possible and to minimise any barriers to adoption.

High Performance Delivered

To ensure success, Accenture coordinated teams across onsite, nearshore and offshore location to ensure the optimal mix of specialised resources was always available. The Accenture team comprised all the relevant skills sets required for delivery from beginning to end, providing end-to-end capabilities from project management, mobile application delivery including design and testing through to application support and service management.
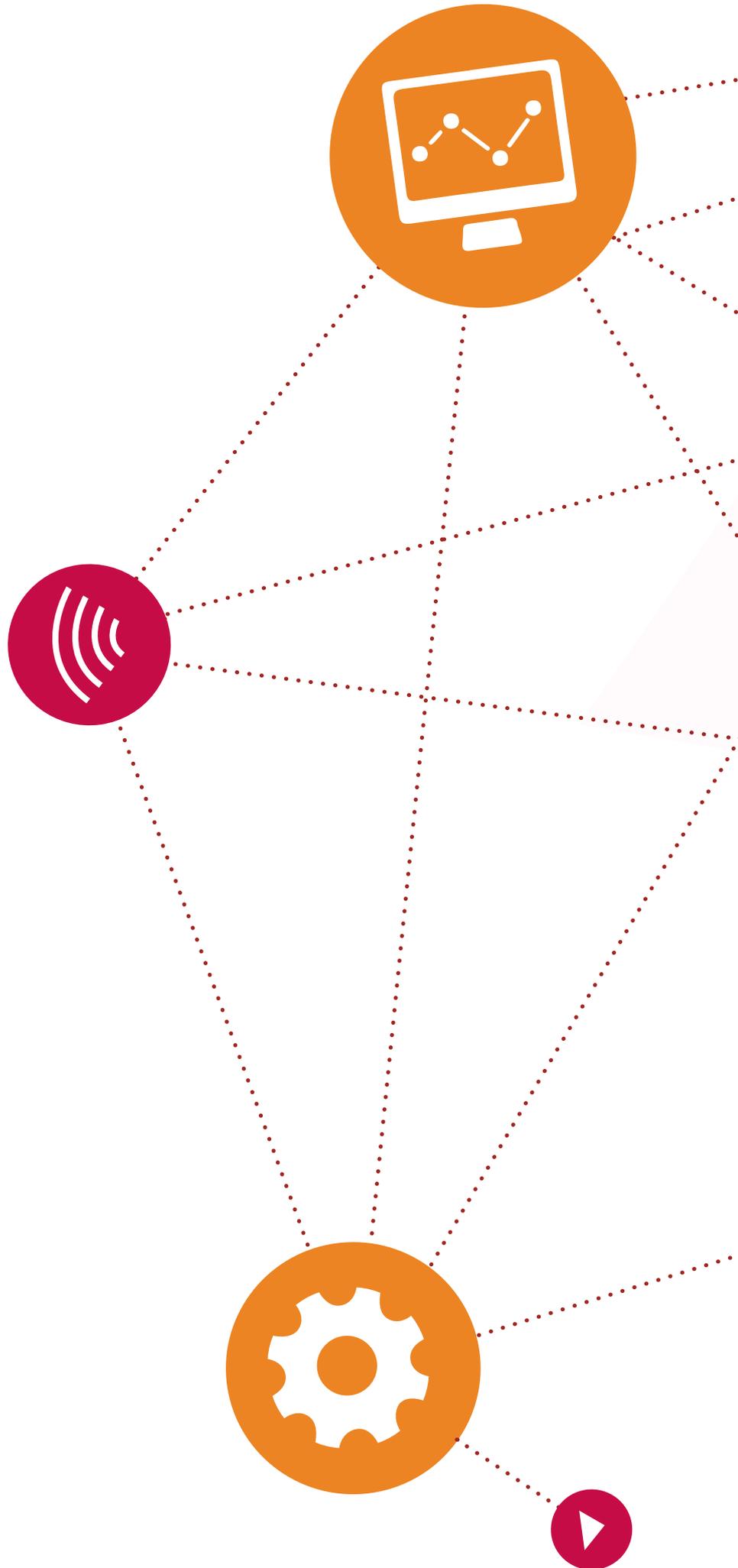
By creating new ways for its employees to manage their day-to-day activities, Vodafone is demonstrating its commitment to leading the way in enterprise mobility. The integration of mobile apps with its new global ERP system, EVO, is the largest deployment of SAP's Sybase Unwired Platform to date and enhances Vodafone's reputation as a first-mover in exploring the possibilities of mobility in business. That commitment to innovation is already reaping rewards. Just one of the applications—SAP Travel Receipt Capture—has reduced the time to file travel expenses by two-thirds, releasing valuable productive time back to the business.

The success of the apps among the 13,000 Vodafone users that are already using them is paving the way for larger rollouts in the future. But it has also created a platform for future mobile innovation that will see Vodafone consolidating its position as a visionary leader in this space. There are plans for extending mobility with apps for the finance and CRM areas, with Accenture working alongside Vodafone to harness the power of mobility and overcome the challenges to wider implementation.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with approximately 289,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US$28.6 billion for the fiscal year ended Aug. 31, 2013. Its home page is www.accenture.com.