

Deutsche Telekom AG

Personnel departments at Deutsche Telekom AG work more efficiently thanks to forms and document processes enabled by Adobe® PDF



Deutsche Telekom AG

www.telekom.de

Industry

Telecommunications

Challenges

- Streamline completion and management of a large volume of HR forms
- Increase efficiency of personnel resources

Solution

- Streamlined employee administration
- Automated data capture

Deutsche Telekom AG is using Adobe LiveCycle® ES solutions to improve completing, managing, and processing HR forms for tens of thousands of employees in Germany.

Results

- Reduced the workload of approximately 2,000 HR personnel and saved time in the mail room
- Accelerated processing by creating more than 1,000 standardized documents
- Integrated front-end processes with key enterprise systems

Systems at a glance

- Adobe LiveCycle ES (Enterprise Suite). Components used include:
 Adobe LiveCycle Forms ES
 Adobe LiveCycle Reader Extensions ES
 Adobe LiveCycle Barcoded Forms ES

Hidden potential realized from production and management of forms

With approximately 140,000 employees in Germany alone, Deutsche Telekom AG (DTAG) deals with a high degree of administration to effectively manage its personnel activities. Particularly affected by this huge volume of paperwork is the HR Shared Services Telekom department. When HR Shared Services Telekom was created to handle administrative personnel matters, more than 3,000 different documents and forms were in use—from employee transcripts to documents tracking years-of-service anniversaries, all the way to applications for child benefits. Needless to say, there was plenty of paperwork to be dealt with daily.

Previously, personnel departments at DTAG created the forms they needed. As a result, a huge number of forms versions emerged over the years, without uniform style or structure. To develop more efficient forms and document processes, DTAG Human Resources decided to consolidate these documents and introduce a central management system, while it was creating the HR Shared Services Telekom. This would help ensure optimal use of personnel resources. At the same time, processing requests would become more efficient for company employees, as well as for HR team members managing the requests. In addition, because all forms and documents would be available via a centralized system, managers expected to see a reduction in errors.

Wanted: flexible forms processing solution

In search of a suitable solution, Rainer Hahn, leader of IT management at DTAG's HR Shared Services, and his colleagues had a single goal. "We wanted easy-to-use forms that would be accepted by users," says Hahn. Because the Adobe solution is based on the well-known Portable Document Format (PDF), and can be easily expanded and integrated into the existing DTAG system, the decision was in favor of Adobe. "After we decided on Adobe, we quickly had the first pilot project implemented," explains Hahn. Initially, 50 documents were put through the paces by users and their feedback was used for the full HR Shared Services rollout.

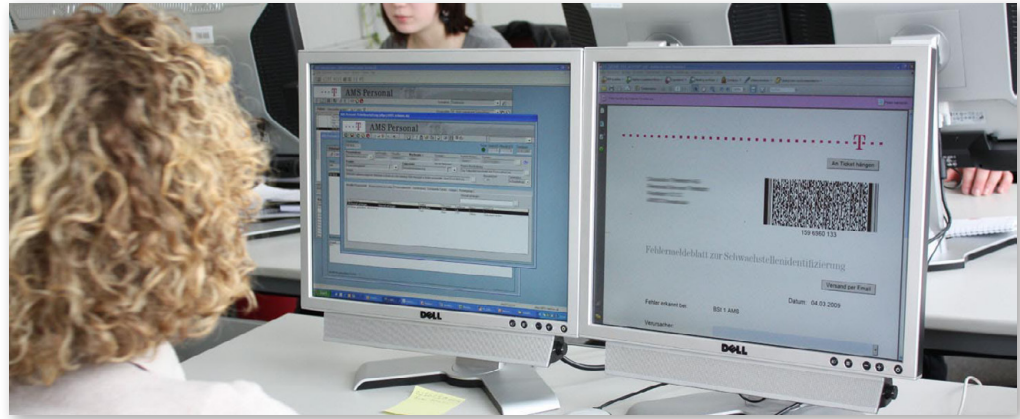
Individual documents in just a few clicks

Today employees and customers of HR Shared Services Telekom use the document and forms tool for numerous processes. Through the system, they make standard forms available for employee reviews, as well as other activities, via a database. The executive team can select which evaluation should be assigned, and the system automatically provides wording options that can be selected with a simple mouse click.

Then an employee's personal development plan, which also resides in the database, is added and the complete evaluation is delivered in PDF. In a single step a document is created that is suitable for archiving in an electronic personnel file. The centralized system not only saves time in completing evaluations and other employee-focused activities but also provides a uniform style.

"Documents such as contracts, letters of promotion, and evaluations predominantly consist of standard text blocks," explains Hahn. "It was important for us to find a solution that provided sample templates stored in a central database that could be utilized in a flexible manner. With Adobe, this is easily accomplished. Documents are always up to date and reduce work for end users."

Thanks to Adobe LiveCycle ES and PDF forms with 2D barcodes, the need to manually enter data from forms is a thing of the past for Deutsche Telekom AG. The barcode on each PDF document contains a variety of data that is automatically applied to and processed by the back-end systems when the form is scanned.



"It was a stroke of luck to work with Adobe. The Adobe team was always cooperative, helpful, and flexible—I have seldom experienced such good service and support."

Rainer Hahn
Leader IT management,
HR Shared Services,
Deutsche Telekom AG

Intelligent forms

The application developed for the HR Shared Services Telekom team is a workflow system called AMS Personnel. It collects data from SAP systems and the databases and acts as a data hub for all personnel requests. Employees can access the workflow system through a web interface and request application forms in PDF. Employees log in with their passwords and select the required form. The Adobe solution retrieves the personnel data from the back-end systems and automatically populates the form. An employee then adds the missing information, prints and signs the form, and mails it to the central HR department. When a completed PDF form is printed, a barcode is automatically created on the form which can then be scanned when the form arrives in the company's mailroom. The bar code contains information about the type of form and the the applicant, as well as all relevant data that the employee initially entered on the form. Based on the data on the form, the application is routed to the appropriate manager.

A solution with potential: flexible and cost-effective

The Adobe LiveCycle ES solution is at the center of efficient document and form processes for DTAG. "The Adobe solutions enable us to use JavaScript to develop forms with real intelligence," explains Hahn. "When a specific entry is made, the subsequent fields in the form adapt automatically. Impossible entries are automatically excluded. With Adobe technology, these applications can be easily extended."

The advantage is that the whole process is very flexible. "We are now able to quickly and immediately implement new ideas," says Hahn. "Not only are new applications operational in a short time, but also the development—unlike with our other systems—can be done without great expense. Only the costs of our own resources apply." Even though the deployment is not yet complete, Hahn already has the next goal in sight. "The introduction of digital signatures would further simplify our processes and archiving."

Based on his experience, Hahn is convinced that he will also receive great advice for the next project. "It was a stroke of luck to work with Adobe. The Adobe team was always cooperative, helpful, and flexible. I have seldom experienced such good service and support."

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