

hp success story



hp education paves  
the way for human  
resource self-service at  
Cable & Wireless



Many companies have achieved substantial cost savings and efficiency gains through the implementation of human resources (HR) management systems. Some of these companies are now deriving additional benefits by rolling out HR self-service applications. One of these companies is Cable & Wireless, which recently implemented manager self-service as part of its SAP HR implementation.

Cable & Wireless is a major global telecommunications business, focused on the provision of high-performance Internet protocol (IP) and data services to business customers. With its corporate headquarters in London, the company had revenues of more than £5.9 billion last year. As a player in an extremely competitive industry area, it is constantly looking to streamline its internal operations.

“Self-service enables our line managers to carry out the full range of HR transactions on behalf of their team members,” said eHR project manager Ben Kemp. “This translates into reduced costs, more accurate information, and less reliance on HR resources.”

## essential ingredient

Cable & Wireless regarded training as an essential ingredient in ensuring the successful rollout of the SAP Manager's Desktop (MDT) to its 750 line managers in the UK. It developed its own online training material for managers' use. However, it was necessary to reinforce this material with an introductory training session. Resource limitations made it impossible to deliver this training internally, so Cable & Wireless looked for an external provider. It chose HP Education, whose services had been recommended.

"We wanted a trainer with the status and credibility to give our managers confidence in the new system," explained Kemp. "Our chosen supplier also had to be able to take responsibility for the entire programme. HP Education met these criteria and also had good facilities for setting up the training operation."

## people skills

HP set up a team of four trainers, who between them provided each Cable & Wireless manager with a 20-minute training session over the telephone. Additional trainers were involved during the first few weeks of the project. Managers were taught the basics of MDT as well as how to access the online training materials and report problems. The trainer also verified that each manager's desktop system was configured correctly.

Finally, claims Kemp, the maturity and competence of HP's trainers helped to sell the idea of self-service to the managers. This was important when dealing with people who were used to having everything handled by HR personnel, and whose cooperation was essential in order to ensure the integrity of the company's data.

According to Kemp, the training programme was extremely successful. HP's project manager played an important role in ensuring this success, providing the right resources at the right time. HP exceeded Cable & Wireless's target, which was to train 80 per cent of managers over a three-

## challenge

- **Optimise efficiency of internal operations for enhanced competitiveness**
- **Roll out HR self-service to 750 managers in the UK**
- **Implement training programme to support roll out and ensure acceptance of the new way of working**

## solution

- **Develop online training materials internally**
- **Reinforce materials with introductory training**
- **Engage hp Education to deliver 20-minute audio training session to each manager**

## results

- **With the aid of hp's strong project management capabilities, training was successfully delivered to 82 per cent of managers over a three-month period**
- **The competence and people skills of hp's trainers played a vital role in ensuring the acceptance of self-service**
- **Self-service translates into reduced costs, more accurate information, and less reliance on HR resources**

## why hp?

- **Recommendation of other companies**
- **Status and credibility to give managers confidence in the implemented solution**
- **Ability to take responsibility for entire training programme**
- **Good facilities to set up training operation**

month period. Feedback from the managers who had been trained was overwhelmingly positive.

"HP provided us with an able project manager and experienced trainers who were capable of handling any situation. Their people skills were vital to the success of the programme," concluded Kemp.

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## customer at a glance:



**industry sector:** Telecoms

**name:** Cable and Wireless plc

**headquarters:** London, UK

**annual revenues:** £5.9 billion (€9.4 billion approx.)

**URL:** [www.cw.com](http://www.cw.com)

## technology highlights:

- **SAP HR 4.6**
- **SAP Manager Desktop (MDT)**
- **Online training materials developed internally**
- **Audio training delivered by hp Education**

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*Ben Kemp, eHR project manager,  
Cable & Wireless*



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