



## myCommsCentre Value Proposition

IT investment provides companies with the opportunity to bring new technologies to their end users as well as organisation, and structure to their businesses. Specifically, the implementation of SAP ERP and Portal systems position companies with these benefits.

myCommsCentre is a Powered by SAP Netweaver certified solution which *leverages* this existing investment in the Portal space.

This white paper will highlight the value the solution brings to the end user as well as the business as a whole.

## What value does myCommsCentre deliver for the business?



- the solution gives business support teams the ability to target information at very specific groups of users in the business, *using existing user/employee groupings and existing infrastructure*. It delivers the business with the capability to get the right information to the right people at the right time.
- all information items that are accessed by end users are fully audited and reportable. The business gets important metrics back to see who is actually reading and accessing and actioning information that they target to users.
- the solution provides the business with the ability to actually poll opinion from the target audience - vital for continuous quality improvements on a whole range of business process and solution initiatives
- a controlled *transactional based system* for delivering targeted, audited information. Low cost of implementation and ownership
- targeted, relevant, information delivery is possible via the SAP Portal and also via email

myCommsCentre is a tool that the businesses can use to *draw more value out* of their existing SAP investments by delivering very high levels of relevance and quality for every end user and significant time and cost savings.

## **Example: Legal Compliance and Auditing**



myCommsCentre can form a key part of your Compliancy Control initiatives with its full auditing, response polling and instant reporting capability – allowing significant cost savings on the administrative burden.

A key requirement for compliance is ensuring that all relevant people in your enterprise are aware of their obligations. It is estimated that companies in the United States are spending up to **2.55% of their entire revenue<sup>1</sup>** – every year - on SOX compliance alone!

A large part of the cost is taken up with *formally recording* individual's commitments to abide by certain rules (e.g. Data Privacy Statements) or recording that individuals have been informed of the latest procedures (e.g. Health & Safety Risk reduction procedure updates)

myCommsCentre allows you to target Data Privacy Statements, procedures, policy updates, training and guidelines specifically at those who need to see them, and audit their acceptance and understanding of them – all automatically and transparently.

***This adds up to a very large cost saving.***

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<sup>1</sup> SEC Advisory Committee 2004

## What value does myCommsCentre deliver for the end user?



Most users receive an overload of information that is not relevant to them. This results in wasted time and more importantly a dis-engagement with the systems that deliver this information to them. A typical and common user expectation is that the information that they receive is unlikely to be relevant.

*myCommsCentre deals with this problem head-on.*

- the end user only ever receives information that is relevant to them based on their own real time user and employee groupings. If their groupings change then the information that they see also dynamically changes, without them needing to do any work.
- the quality of the user experience is hugely increased due to the high relevance of information that users receive
- users benefit from significant time savings as they do not need to qualify the relevance of information before they read it or process
- users are supported in being more productive
- users get the information they need - information that is useful and helpful
- users become more engaged in the Portal and trust the quality and relevance of the information that is being provided. They begin to view the Portal as a hub of information which is relevant to them.

**Tangible time savings *for every single user* translate to huge time and cost savings for the business as a whole.**

## Conclusion



- myCommsCentre maximizes your existing SAP investments *drawing more value out* for both the end user and the overall business.
- myCommsCentre offers significant cost reductions for your legal compliance strategy with its auditing and targeting capability.
- Enhanced engagement with all individuals in your organisation is achieved through targeting the right information to the right people at the right time.

For further information or a demonstration please contact us:

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