



## Duet Enterprise Powers Resource Management Workspace

**Solution:** Sick Leave follow up tool  
**Platform:** Windows, Microsoft SharePoint Server 2010, SAP Human Resources (SAP HR)  
**Solution Overview:** Sick Leave follow up tool using SAP HR, SharePoint Server 2010, and Duet Enterprise for SharePoint and SAP

**Partner Name:** Accenture/Avanade  
**Partner Website:** [www.accenture.com](http://www.accenture.com), [www.avanade.com](http://www.avanade.com)  
**Partner Size:** 230.000/11.000 employees  
**Country or Region:** Global  
**Industry:** Consulting

**Partner Profile:** Accenture is a global management consulting, technology services and outsourcing company, with approximately 236,000 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.

Avanade provides business technology services that connect insight, innovation, and expertise in Microsoft technologies to help customers realize results. Avanade’s services and solutions are designed to help organizations in all industries improve performance, productivity, and sales. Avanade, which is majority owned by Accenture, was founded in 2000 by Accenture and Microsoft Corporation, and serves customers in more than 20 countries.

“This solution enables our managers to follow up on their employee’s sick leaves with very limited help from the HR-department. In turn it will save the company money by avoiding having to pay fines to the social insurance company.”

Many companies in Norway are following an agreement called “integrerende arbeidsliv” (IA) which sets higher requirements to the Manager in following up employees that are on sick leave. SAP doesn’t come with a standard solution for this issue. Therefore, Accenture and Avanade put together this proof of concept in order to show that with the help of Duet Enterprise it is possible to combine the data stored in SAP, workflows in ESS/MSS and the power of SharePoint into one lean and quick to implement solution for this issue.

### Business Needs

Managers of companies following the IA-agreement in Norway need to get a tool that helps them to follow up on all their employees that are on sick leave.

To comply with the IA-agreement, there are many different follow up activities (the table on the right shows only a view of them). These activities could be all from simple manual steps like calling the employee to more complex ones like filling out specific forms to document

action items together with the employee to get him/her back to work earlier.

These forms need to be stored on a secure place once filled out and need to be sent to the Norwegian social



insurance. If the forms are sent too late the social insurance would fine the employer.

For Managers, it is often very difficult to remember all the different activities and when they need to be performed. In addition, they also need to find the right forms at the right time, which can be very difficult sometimes. Once finding the forms they need to fill them out with information that is often already stored in SAP and would cost even more time.

Therefore, there is a need to guide the Manager in an effective way through the process of following up sick leave, warning the Manager at the right time, leading him/her to the right document, giving him/her the right information and supporting him/her in filling out and storing the file on the right place.

## Solution

The solution that has been set up covers the following process:

- 1) An employee is reporting a sick leave – either without doctor's notice through ESS or with doctor's

notice which is entered by HR in the backend.

- 2) A job in SAP discovers when sick leaves have extended a certain number days.
- 3) Based on the results a workflow is sent to the manager's "to-do-list" on the portal with a description of the actions to be done and link to the right document if needed
- 4) When clicking on the link the document opens from the SharePoint and gets pre-filled with the data stored in SAP
- 5) Once the Manager and the employee have filled out the document it gets stored onto SharePoint.
- 6) The archive where the documents are stored follows the same data security profile that has been set up in SAP. This allows only access for the Managers and certain people in HR.
- 7) Once the document is set to finished, a workflow is sent from SharePoint that closes the task in SAP, and the workflow on the Manager's "to-do-list" on the portal disappears.

## Benefits

Managers don't need to be worried any longer that they forget about any required activity when an employee is on sick leave.

The tool saves a lot of time for both the Manager and the HR-organization. In addition, the risk for getting fined for not delivering documentation to the social insurance will be reduced to a minimum.

Security profiles set up in SAP can be "copied" to SharePoint which only gives people access to the documents that are allowed to see these documents. This is extremely important in this case as the information is highly sensitive.

With Duet Enterprise, it's possible to implement this solution in a very short time frame. In addition, it's very simple to adjust the solution so that it can integrate to third party archives like "public 360" as well as to Microsoft Outlook to send warnings or workflows to Microsoft Outlook instead of the Universal Worklist on MSS.