

University of Florida ePAF™ ROI Analysis

With over 70,000 personnel actions annually, the decision to go paperless was an easy one for the University of Florida. Their initial approach to automating this paper-intensive process was to allow department users to directly update Job Data in PeopleSoft. The resulting combination of a complex HRMS (PeopleSoft) and inexperienced users was nothing short of crushing. Error rates skyrocketed to 68%, creating even more work than the old paper processes. User satisfaction was at an all-time low.



As the University was preparing to revert to paper, they were introduced to Gideon Taylor and GT eForms™. The results that followed their implementation of ePAF™ are the subject of the following ROI analysis.

One year after implementation, the University conducted an internal ROI (Return on Investment) Analysis on GT eForms™ and ePAF™. The purpose of the University's study was to measure the actual impact of the project in terms of financial savings as well as improved processes. The following is a brief summary of the results of this study:

The advantages of the new system have been remarkable. By implementing ePAF™ the University accomplished the following in one year:

- **Realized a savings of over \$342,000 (\$627,386.76 after 22 months)**
- **Reduced data entry time by 75%**
- **Decreased the payroll error rate from 68% to 1%**
- **Improved the turn-around time of completed human resource transactions by 72%**
- **Increased productivity of staff entering and processing by 47%**
- **Reduced HR administrative transactional work load by 75%**

The University of Florida ePAF™ team won a State of Florida Davis Productivity Award and was nominated for the National CUPA-RH SunGard Award.

Other Study Results

Improved Form Efficiency – The electronic Personnel Action Forms that replaced the current practices are shorter, generally only 1-3 pages compared to the previous 12.

Reduced Cycle Time – From origination to execution, ePAF™ has significantly reduced cycle time. It is not uncommon to see an ePAF approved and executed in less than 24 hours.

Increased Productivity – Central HR offices can now spend time reviewing the validity of human resources actions.

Simplified Accessibility – Departmental administrators, approvers, and HR Office users all have instant access to form status, history, and pending approvals.

Reduced Training – The time needed for end-user training was significantly reduced, from 11 hours to only 3 hours. In addition, the need for paper documentation to complete personnel transactions has been eliminated. Previously, a departmental administrator needed a 41-page guide to employment actions, a hiring matrix, a time and labor matrix, and numerous instructional guides just to complete a personnel action.

Improved Resource Efficiency – With increased efficiency, departmental administrators are available to perform other duties for the University.

Improved Security – ePAF™ gives the ability to require training to receive ePAF security access. This allowed the University to ensure users were trained in ePAF™ and HR policies and procedures.

Reduced Error Rate – The University saw a dramatic reduction in payroll errors caused by inaccurate date entry. The error rate for departmental administrators was reduced from 68% to less than 1%.

Simplified Entry Procedures – ePAF™ simplified the data entry procedures for HR transactions. Departments can now hire, edit existing jobs, change employment status, submit leave cash-outs, and enter additional pay with more accuracy and efficiency. Multiple transactions can be processed with one ePAF form.

Implemented Intuitive Form Types – As fields are entered, information is limited within the data entry fields to only applicable choices, thus, reducing the possibility of errors and making the administrator's job much easier.

Created Choice-Based Displays – The step-based navigation of GT eForms™ unfolds naturally to collect only pertinent data.

Implemented Form Automation – ePAFs automatically move through the approval process to the next level approver.

Built Email Notification – The ePAF™ system generates email notifications. This includes notifications for next approvers, confirmation of form submissions, and approval and executions to the originator. Emails contain direct links to perform tasks or view data.

Created Seamless Integration – Once approved by central HR, ePAFs flow automatically into the HR system and automatically enter data that previously had to be manually entered by departmental administrators.

Employee Comments

"Having been here for the launch of HRMS and all the training and matrices that went along with it, ePAF™ is a dream-come-true!"

"ePAF™ has made HR transactions incredibly easy, especially when hiring brand new employee."

"ePAF™ is great! It reduced my workload significantly!"

■ GIDEON TAYLOR

“What a difference ePAF™ makes.”

“It is so easy. Why didn't HR do it sooner?”

“I just can't say enough good things about the system. It really made a difference in the stress levels of staff and payroll error rates in the academic departments.”

The overall benefits enjoyed from ePAF™ are unprecedented. The satisfaction of end users has increased dramatically.

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ePAF™ simplified the data entry procedures. Departments can now hire, edit existing jobs, change employment status, submit leave cash-outs, and enter additional pay with more accuracy and efficiency. Central HR offices can spend time reviewing the validity of human resources transactions instead of HRMS logic and codes.

**- Melissa Curry, Associate Director, Recruitment and Staffing
University of Florida**