



Tupperware enhances approval process efficiency using Microsoft Office SharePoint Server 2007

Overview

Country or region: Worldwide

Industry: Household goods and beauty products

Customer portrait

The Tupperware Group is one of the world's leading manufacturers of direct-marketed Tupperware and beauty products.

Background

Obtaining approvals and ensuring SOX compliance involved great effort for HR.

Solution

Tupperware Europe, Africa and Middle East has rolled out Microsoft® Office SharePoint® Server 2007 as a central platform for the automation of all HR approval processes.

Benefits

- Increased transparency and time savings in the approval process
- HR document confidentiality ensured at all times
- More efficient SOX compliance
- Digitalization of all HR documents

“This new solution has allowed us to speed up human resources processes, cut costs and increase transparency.”

Julia M. Unger, Human Resources Director, Tupperware Europe, Africa and Middle East

Tupperware Europe, Africa and Middle East (TEAM) was looking to speed up its human resources management (HR) processes and improve service quality. To achieve these objectives, Tupperware developed a proof of concept jointly with Microsoft Gold Certified Partner Lambert Consulting based on Office SharePoint Server 2007. The solution was a success. Automation yielded a tremendous acceleration in approval processes without compromising the protection of highly sensitive HR data. Tupperware benefits additionally through more efficient compliance with the Sarbanes-Oxley Act (SOX). All Tupperware companies throughout Europe are integrated into the existing solution, in which all HR decisions are approved electronically. Other IT departments within the Tupperware Brands Corporation have now expressed interest in the automated approval processes.



“This new solution saves us a tremendous amount of time. If I compose a document in Switzerland, for example, it first has to be reviewed by someone in Paris, then approved by someone in China. Now documents can be approved within one hour, and hard copies and shipping costs are eliminated.”

Julia M. Unger, Human Resources Director, Tupperware Europe, Africa and Middle East

Background

Tupperware was founded by chemist Earl S. Tupper in 1944. Today, the Tupperware Brands Corporation operates worldwide as a distributor of cosmetics and beauty products in addition to Tupperware products. Around one million independent dealers sell products developed, manufactured and distributed by the corporation's workforce of 12,300 employees. The sales system is based on a direct marketing strategy in which products are presented and sold in private settings.

Enhanced efficiency and service quality

At its 2006 annual HR meeting in Europe, the HR department of TEAM was looking for ways to enhance efficiency and service quality. “We wanted to eliminate superfluous time vampires,” said Ms. Unger. We found the most optimization potential to be in the areas of:

- HR decision approval processes
- Preparation of HR approvals in compliance with SOX
- Ensuring the protection of sensitive HR data

Approval processes

Human resources decisions concerning the hiring of new employees or midyear performance reviews require approval from hierarchically superior instances, which at Tupperware may be located in different countries. Prior to the introduction of Office SharePoint Server 2007, approvals were obtained by regular mail, taking a long time.

Sarbanes-Oxley Act

The Sarbanes-Oxley Act (SOX) is US legislation governing corporate reporting. As a publicly traded company in America, the Tupperware Brands Corporation is bound to SOX compliance, which among other things involves preparation and organizing HR approvals for auditors. This used to take a lot of effort prior to rollout of Office SharePoint Server 2007.

Sensitive data

HR departments are in charge of sensitive data including salary information and job interview protocols that may only be accessed by authorized personnel. Tupperware's key concern was to identify a technical solution ensuring data protection to the greatest possible extent.

TEAM rolled out Office SharePoint Server 2007 in the spring of 2007 as a centralized technical platform for HR management. The basic architecture was designed in collaboration with Lambert Consulting. The solution developed provides:

- An informational platform for local and global HR information
- Electronic storage of HR documents for all employees
- An automated approval process for HR decisions

Central feature: automated approval process

The approval process starts with opening of a new workflow on SharePoint. HR personnel requesting approval select the approval required and attach the electronic or scanned HR document. Employee functions are tracked in the Active Directory, ensuring that documents are always delivered to the right individuals. SharePoint notifies person-

“Rolling out Office SharePoint Server 2007 has been a continuing success story with us, as we are always finding new applications for SharePoint functionalities; it is an ongoing learning process helping us optimize our workflows.”

Julia M. Unger, Human Resources Director, Tupperware Europe, Africa and Middle East

nel responsible for issuing approval of the approval request, granting them access to the HR document. The approving individual then has the option to either approve or reject the document. If rejected, the document goes back to the requesting HR personnel, who must initiate a new approval process after having acted accordingly on approver instructions/comments as to document content. Requesting HR personnel are notified of approval status via automated e-mail.

Office SharePoint Server 2007 has allowed HR management to enhance efficiency and service quality substantially. “It is a success story. We have nearly fully obtained our objective, and the new solution is very popular within our organization,” said Ms. Unger.

Streamlined approval process

The new solution generates tremendous time savings throughout all stages of the approval process. Documents requiring approval by multiple individuals in different countries can be approved within a few hours. Human Resources is now also able to react flexibly to changes without expending major effort, as approval workflow is specifically by HR managers for each document and there are no attachment restrictions. Function tracking in Active Directory means that the right individual is contacted each time.

Confidentiality ensured

HR documents may only be viewed by personnel with approval authorization at the time of approval/rejection within the process. HR personnel may also have access to all documents administered via SharePoint in accordance with their hierarchical level.

Simplified compliance

The approval process in Office SharePoint Server 2007 ensures SOX compliance. Electronic signatures are legally valid, and versioning allows tracking of which individuals have edited a document and when. Additionally, auditors are given unrestricted access to this information, substantially reducing the internal effort required to put together and organize approvals.

Electronic storage for all employees

Another advantage is electronic storage of HR documents for all TEAM employees. Today, 600 staff members from our 27 European offices have converted over to fully digital administration using Office SharePoint Server 2007. In the near future, this number will increase to 1,500, or all of TEAM. Interest in the solution has been expressed from international offices, including America, leading to discussion of the potential for rolling out Office SharePoint Server 2007 for HR throughout the entire Tupperware Brands Corporation.

For more information

For more information on Tupperware visit:
www.tupperware.com

Tupperware Products Inc.
Gilles Thierry
Route du Jura 37
1700 Fribourg
Tel. 026 351 68 00
gillesthierry@tupperware.com

For more information on the referenced
partner visit:
www.lambertconsulting.ch

Lambert Consulting SARL
Christophe Lambert
Route de Lussy 29
1162 St-Prex
Tel. 021 806 37 16
clambert@lambertconsulting.ch

For more information on Microsoft Office
SharePoint Server 2007 visit:
www.microsoft.ch/sharepoint

Microsoft Switzerland
Gérald Marolf
Richtistrasse 3
8304 Wallisellen
Tel. 0848 224 488
gmarolf@microsoft.com

Software and services

- Products
 - Microsoft Office SharePoint Server 2007