

# Arch FLM at FirstEnergy

Arch



FirstEnergy, one of the United States' largest investor-owned electric systems with more than 15,000 employees, needed to find a new process to update employee information in SAP. The goal was to find a form-based process that used SAP edits and could update SAP, while providing automated approval and notification workflows.

## Organisational Complexity

A process had been attempted several years ago and was not successful due to the complexity of FirstEnergy's organizational structure and employee data. FirstEnergy was searching for a solution that could handle all the requirements of its complex set up. Five different products were reviewed and Arch's FLM tool was chosen.

FLM is a module for SAP that enables organisations to build e-forms processes and multi-UI processes using traditional and commonly available SAP skills.

FLM can accelerate and simplify the development of processing using SAP Interactive Forms by Adobe and can also be integrated with HTML5 forms, mobile apps, third-party forms systems and cloud-based solutions.

FLM is certified for SAP NetWeaver and Business Suite on HANA, and is an SAP-endorsed business solution.



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## Product Selection

Arch and its FLM tool were selected based on the following:

- Flexibility of the tool to encompass complex requirements
- Expertise of Arch personnel to assist on the project. Arch specializes in updating SAP via form technology.
- Ability to launch the forms from 'OrgPublisher'.
- Ease of use by end users, including local business units, management and supervision, human resource employees and HRIS staff.
- Ability to use FirstEnergy's in-house skills .
- SAP add-on and an SAP-certified Endorsed Business Solution for form development.
- Excellent customer references.

In addition to purchasing the FLM tool, Arch was contracted to assist with actual form development. FirstEnergy identified 10 forms to be developed for this project and Arch provided assistance during the forms blueprinting process. They were tasked with and completed the development of three of FirstEnergy's most complex forms (hire/rehire, transfer, and termination). Arch also provided the "generic" code to be used within all FirstEnergy forms and were able to deliver one additional form (create position).



## Fully Supported Solution

The contract arranged for Arch to train the FirstEnergy staff on the FLM tool so FirstEnergy's IT Department could develop the remaining forms with Arch's guidance. This ensured that FirstEnergy gained the knowledge necessary to continue leveraging the FLM tool for both change requirements and future projects.

To date, Arch has successfully completed their assigned forms and continues to guide FirstEnergy to complete their remaining forms.

Though a small company based in the UK, Arch's size and location was not a hindrance to the project. Issues found during the day by FirstEnergy staff in Akron, Ohio, were resolved by the next morning. Issue resolutions were timely through the use of instant meetings, emails and conference calls.

*"FirstEnergy have successfully implemented several complex HR processes using FLM from Arch. Throughout the project, Arch provided first-rate consulting and support. We are now rolling out the FLM solution to more HR processes and into several other business areas."*

**Mary Beth Schutter**  
**Director, Compensation and Retirement Programs**

## For More Information

Visit [www.arch-global.com](http://www.arch-global.com) to learn more about how FLM can help your organisation. Alternatively contact Arch at [contact@arch-global.com](mailto:contact@arch-global.com)

