



## FirstEnergy: Delivering complex HR form processes with Arch Varo\*

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.

After a thorough market review FirstEnergy selected Arch Varo as its SAP electronic forms solution, with which to deliver highly complex SAP HCM processes including joiners, movers and leavers.

FirstEnergy's use of Varo has subsequently extended beyond HR form processes: Varo is used for Facilities Management request processes, and is part of the standard internal toolkit available for any new process automation requirements.

*\*Formerly Arch FLM*

## Delivering complex HR form processes with Arch Varo

### Objectives

- Implement a solution that can handle complexity of data capture and form processing
- Simplify data entry by adding intelligent data capture business rules
- Deliver solution with fast performance
- Reduce cost through automatic SAP updates
- Deliver a flexible and scalable solution

### The Solution

Arch Varo was chosen based on:

- The flexibility to encompass complex requirements;
- Ability to launch the forms from 'OrgPublisher';
- Ease of use by end users;
- Ability to use existing in-house skills

### Results

- Complex end-to-end HR form processes delivered with automatic SAP updates
- End user delight with the user experience
- HTML forms with fast performance
- Reduced process costs
- A platform for process automation in SAP

FirstEnergy engaged Arch to train the FirstEnergy staff with the Arch solution in order that FirstEnergy's IT Department can develop the remaining forms with Arch's guidance.

This ensured that FirstEnergy gained the knowledge necessary to continue leveraging the solution for both changes to business requirements and future projects.



### Company

FirstEnergy

### Headquarters

Akron, Ohio, US

### Industry

Utilities

### Products & Services

Electricity generation, transmission and distribution

### Employees

15,500

### Revenue

\$15 billion

### Web Site

[www.firstenergycorp.com](http://www.firstenergycorp.com)



"FirstEnergy have successfully implemented several complex HR processes using [Varo] from Arch. We are now rolling out the solution to more HR processes and into several other business areas."

Mary Beth Schutter, Director, Compensation & Retirement Programs,  
FirstEnergy