

CASE STUDY

FRENCH GENDARMERIE Moves SAP Human Resources into the Mobile Future

Improving the Mobile Experience
for 100,000 users

CHALLENGE:

**Outdated Technology Leaves Users
Offline and Out of Touch**

Headquartered in Paris and with more than 4,000 barracks across France and the French territories, the French Gendarmerie provides public safety for more than 60 million citizens and tourists.

With a large geographic area to cover and more than 100,000 staff, the organization needed a simple way to provide access to human resource applications. When they made the strategic decision to deploy smart phones to all of the gendarmes in France, the IT department began the transformation to move beyond the desktop.

The gendarmerie needed to simplify access to more than 150 HR applications for its SAP users, comprised of military personal and private citizens. An antiquated 20-year old HR portal was neither mobile enabled, nor designed responsively, which over time, led to a poor user experience and reduced productivity.

Technologically the organization needed to continue to use the existing instance of its SAP system. They also needed to easily sync the portal menu and the backend system, while avoiding the use of complex web services to access data. Plus, the gendarmerie needed to modernize the system quickly.

While development staff had a deep expertise in ABAP technology, they were inexperienced in mobile and web applications development.

“Initially, it was hard to envision the team’s transformation to be able to take this on,” said Major Jérémy Lauraire. “To support our need for speed in the search for a new solution, training for our 40+ developers needed to be easy.”

APPROACH:

**Equipping the Gendarmes with
New Convenient HR Capabilities**

The Neogend digital transformation strategy put mobile devices in every gendarme’s hands across France — named AGORHA.M (AGORHA MODERNIZED) — the project aimed to improve the user experience on the national SAP Human Resources portal with mobile capabilities and streamlined technology.

To begin, a few simple applications were prototyped, using a third-party open-source framework, and later SAP UI5 — both were successful. But when the internal developers saw how quick and easy it was to build a prototype with the Neptune Software, it decided to move forward with the low-code Fiori-based platform.

“We chose Neptune software for several reasons. The ability to use existing SAP infrastructure and ABAP capabilities was important, as was the easy integration with the ABAP backend,” said Major Jérémy Lauraire. “Knowing we could achieve our goals of better UX for the gendarmes and deliver fast applications quickly using the Neptune DX Platform was also important to us.”

“Plus, with Neptune it was clear that training would be easy. Asking developers to essentially move to a new job – learning web development – was huge for us. But with Neptune, there was only a small, easy-to-navigate learning curve. The platform was simple to use, it felt familiar to our ABAP-development team, and took a mere two days for training, which made developers happy.”

Once training was complete, it was time to prioritize which of the 150 applications would be “Neptunized” first. It targeted a core set of 25 applications, focusing on SAP Human Resources, personnel data management, along with time, leave, and travel management. Consulting with the super users and a UX specialist meant the team



could ensure the new portal would put the users first.

To make it simple, the team made large use of a customized SplitApp snippet and applied the SAP Fiori and Neptune best practice approach of building one app for one key functionality. Carefully merging and reducing the number of apps with similar functionality, meant data would remain easily accessible. And implementing role-based access to apps, meant they'd meet their unique needs.

RESULTS:

Vast Mobile Possibilities Support a Mission to Protect the Public

Users are happy with the app for managing personnel documents, which was the first to go live. And the organization now has upwards of 100 running in production. And because Neptune makes development so easy, some domains have been able to rework apps several times, based on user feedback.

“Our user base is enthusiastic about the new experience and all of the new functionality,” said M. Johann Lahitte. As we roll-out the additional applications later this summer, users are actively brainstorming with us to help us adjust the experience to be exactly what they want and need.”

Most recently, the organization is producing a new launchpad, using the Neptune Planet 8 platform. Several applications are currently being adapted for this new standard.



*Developers and IT alike have appreciated the easy transition. With Neptune, **the organization has streamlined both training and associated costs, simplified system administration, and eliminated the need to redevelop existing capabilities.***

– M. Johann Lahitte



“The vast possibilities we have with the “Neptunification” of our environment make us confident that users are going to love the new applications and that we made the right choice,” said M. Johann Lahitte.

“Through the Neptune DX Platform, we have a feature that enables in-house application evaluation — where users can evaluate the quality of the user experience and provide us with valuable feedback we can use to further enhance the system,” said Major Jérémy Lauraire.

“We think that this feature, as part of our three-prong approach to testing, will go a long way in ensuring that users accept and adopt solutions rapidly.”

And when the “Neptunization” is complete, it will be easy for police officers to access their HR data anywhere and anytime. And that will allow them to remain focussed on their core mission — protecting the public.

CUSTOMER INDUSTRY	Public Safety	NUMBER OF USERS	100,000
GEOGRAPHIC REACH	60M Citizens (France & French Territories)	SAP VERSION	SAP HCM
FUNCTIONALITY SCOPE	Mobile, Web & Desktop	IMPLEMENTATION TIME	Started in Sept. 2016 & will roll out by June 2017



About Neptune Software

Neptune Software is a global company with more than 550 customers and 2,000,000 end-users that is dedicated to empowering enterprise IT teams with a single digital experience toolset from which to drive fast, critical results. Neptune Software helps accelerate your enterprise application development projects and realize your digitalization strategies—all to increase employee satisfaction, productivity and business efficiencies. Neptune Software and its modern rapid application development platform (Neptune DX Platform) lets you overcome even the most daunting IT landscapes, in whatever way suits you, to quickly enable users with leading-edge apps that change the way they do business.

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