AN INTRODUCTION TO ERP EIC

The SAP ERP Employee Interaction Center (EIC) is a centralized call center application that is a key part of SAP's shared services offering. It delivers employee information to your contact center agents and empowers them to capture the details of an interaction.

SAP supports multiple types of communication channels. Employees can contact the Employee Interaction Centre by phone, email, chat or web request (integrated with ESS).

You have already chosen SAP Human Capital Management. Implementing the Employee Interaction Center will allow you to get additional ROI for your overall investment as there are no additional licensing costs for the product.

INTEGRATION

The Employee Interaction Center with SAP ERP 6.0 delivers out-of-the-box integration so that an employee can contact an EIC Agent directly from ESS or MSS. The employee simply clicks on a link to initiate the request, which generates an automatic workflow to the EIC agent's inbox.

The Employee Interaction Center offers tight integration with HCM Processes and Forms. This allows an EIC agent to trigger or execute an HR process with pre-defined workflows, approval steps, and pre-populated data directly from the EIC application. For example, the process could be the birth of an employee's child.

The Employee Interaction Center can connect with *any* HR transaction or Web Application and make it available for agents on the navigation bar. With this functionality, EIC agents can access SAP transactions such as Maintain HR Master Data, an internal website, or a BI query.

EIC EXPERTS

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Dedicated to Providing

Comprehensive

Employee Interaction Center

Solutions

EIC Experts

OUR SERVICES

- EIC IMPLEMENTATIONS
- SAP HCM CONSULTING SERVICES
- SAP CRM CONSULTING SERVICES
- SUPPLEMENTAL SAP RESOURCING
- STRATEGY & PROJECT ASSESSMENT
- APPLICATION DEVELOPMENT
- UPGRADES & ENHANCEMENTS
- REMOTE SUPPORT
- SECURITY & BASIS SOLUTIONS

ABOUT OUR COMPANY

EIC Experts is a management and technology company that specializes in the design, implementation and support of the Employee Interaction Center module contained in SAP.

We have had the opportunity to partner with multiple clients and participate in more EIC implementations than any consulting company worldwide. EIC Experts is recognized as the leading provider of SAP EIC consulting services. Our extensive knowledge positions us as the safe choice for companies looking to implement this product.

When you partner with EIC Experts, you will reap the benefits of working with our experts who have comprehensive and in-depth experience with the Employee Interaction Center. As a result, we can help you get the most out of your HCM Shared Services investment.

OUR COMMITMENT

With our experience in the SAP marketplace and our reputation for exceeding client expectations, we have built a world class consulting organization.

Each of our certified consultants has over 10 years of consulting experience in SAP Human Capital Management (HCM) or Customer Relationship Management (CRM) and has participated in multiple Employee Interaction Center implementations.

Whether you need one consultant for a quick fix, or an entire project team, EIC Experts can deliver!

CONTACT US

For questions regarding our services, the benefits of EIC, or to schedule a complimentary demo, contact us by email at info@eicexperts.com or by calling us at +1(800) 680-9976 Ext.300.

IMPLEMENTATIONS & UPGRADES

We provide seamless implementations, efficient upgrades including Enhancement Packages, and on-time on-budget projects. Our company has a history of partnering with customers for success and we have multiple references available on request.

PROJECT ASSESSMENT

We provide a comprehensive and objective assessment for new Employee Interaction Center and Human Capital Management implementations.

REMOTE SUPPORT

We offer a safe alternative to risky off-shore services with our world-class functional and technical teams. Many of our clients use our remote offerings to reduce support costs while meeting their key project deliverables.