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Case Study

Automating HR without obstacles

Company Profile

In 1971 the company started with the distribution of Toyota vehicles in Germany. Initially, sales were handled by an independent importer. Three years later, the Toyota Motor Corporation took over the company as its subsidiary. In 2005, the Toyota Germany GmbH and eleven other European Toyota importers were merged in an umbrella cooperation called Toyota Motor Europe. The headquarters is in Brussels.

Challenges

- Digitalisation and automation of on- and off-boarding processes for employees
- High protection of personal data
- Interface to existing software for Toyota's master data maintenance
- Self-services for employees, e.g. to provide employer certificates in a quick and uncomplicated way

Solution

- Creation of new HR processes and self-services via Microsoft Power Platform
- Additional firewall for increased IT-security
- Control and monitoring of users via Azure Multi-Factor Authentication (MFA)

Benefits

- Human Resources benefits from the simplification of its administrative tasks and uses its time resources more efficiently
- No-code solutions enable the IT department to make adjustments independently
- Employees receive necessary employer certificates with just a few clicks
- Solutions fit perfectly into Toyota's existing IT architecture

Technologies

Azure

Power Platform

Toyota Motor Europe, a multinational company and one of the largest car manufacturers in the world, works with the leading HR system for master data maintenance. The German subsidiary has adopted this system, too. In order to further simplify its HR processes and automate them as much as possible, Toyota Germany decided to work with novaCapta to add useful flows and self-services for their employees.

Everything on board

When a new employee is hired, HR managers ask themselves: Does the new employee benefit from flexible working hours? Is the new employee entitled to a company car? When will fuel cards, keys and business IT such as company laptops and mobile phones be required? In order to make it easier for the HR department to welcome new employees, it is now possible to digitally record all organisational efforts of the onboarding process. HR managers can view and edit all employee-specific conditions and outstanding tasks. In addition to onboarding, relocations, holiday requests, deployment and resignations can be recorded in the system, too. All HR processes were developed with the Microsoft Power Platform. All important employee information can be transferred via an interface to the company's master data system and is therefore always synchronised on a daily basis.

Self-services: win-win for employees and the HR department

There are many different types of employee certificates. For HR departments, they usually mean effort. Thanks to the new self-services for employees, Toyota Germany benefits twice: Firstly, the HR department receives fewer requests and can therefore use its time more efficiently. Secondly, employees can obtain the necessary employer certificates with just a few clicks. These self-services were all developed with Microsoft Power Platform, too.

Protection for personal data

The HR department is not only obliged to protect employee information from third parties, it is its most important concern to handle digital data professionally and confidentially. For this reason, the security aspect of the project was given a high priority, which was achieved with an additional firewall and profound configuration settings in Azure. Security and access policies can be controlled and documented via the configuration settings. This service from M365 not only simplifies administration by the IT team, but also ensures that employees can intuitively get along with the system. To make access by unwanted third parties as difficult as possible, Toyota Germany trusts in Azure Multi-Factor Authentication (MFA). This process prompts the respective user to carry out a 2F-identification procedure during the login process, e.g. by entering a code on the smartphone or by fingerprint scan.

> **„With novaCapta, companies gain an IT partner, who thinks alongside them, introduces new ideas and implements them reliably."**

Peter-Pascal Meik – Manager Digital Innovation & Projects, Toyota Deutschland

„Yokoten" – invent something good

With the help of the Microsoft Power Platform, Toyota Germany has succeeded in automating regular recurring processes. The effort for both onboarding and offboarding processes has been significantly reduced and an improved overview of the equipment of all employees has been established. The IT department gains efficiency, too, because it can adapt the new processes quickly and easily, as the Power Platform works without code-based solutions. The term „yokoten" comes from Toyota philosophy and means that experience about what works and what doesn't should be passed on. Perhaps the new processes will soon be applied to the other Toyota importers of the European umbrella company. For Toyota Germany, the digitalisation and automation of its own HR processes continues with recording different laptop types and serial numbers in the system.

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