

Puget Sound Energy (PSE), a Washington State public sector utility, improves employee relations and compliance for Unionized Workforce

Puget Sound Energy (PSE) is a Washington state-based energy utility providing electricity and gas to around 1 million customers.

PSE combined the power of SAP SuccessFactors solutions and Labor Relations Software by Sodales, an application extension built on SAP Cloud Platform, to enhance engagement with unionized workforce. This successful HR transformation is expected to reduce operational expenses and positively impact organizational integrity.

PSE manages two unions and their Labor Relations team wished to streamline the disciplinary actions, grievances and job-bidding processes based on union collective bargaining agreements.

PSE labor relations and job bidding processes were manual and highly error prone due to complex business rules related to their CBAs.



Providing electrical and natural gas power to

1.1M+
customers



3,000+
employees



Union environment
with two collective bargaining agreements



Challenges

PSE had negotiated contracts that govern pay and working conditions of the represented employees. Union represented jobs are, for the most part, filled by the most senior qualified bidder. These rules were mandated by the CBAs with complex logic/rules based on job classification, dates, posting time, union association, etc. In addition, the union multi-bid process made it more complex to manage the labor relations processes with unions. The multi-bid process was used to expedite the talent management processes when union members move into one or more open positions to create subsequent vacancies which must be filled. The multi-bidding process was extremely challenging because it required bidding on the position openings through contractual (CBA) qualifications and seniority status and location-based preferences.

Sodales Labor Relations Software – Extension For SAP HCM

- Analyze employee qualifications and their discipline history using union specific rules based on seniority by location, department, agreement etc.
- Ability to analyze the job bids based on text search analysis of job posting criteria and award the job bids based on union rules
- Fully integrated and real time CBA/policy rulebooks with a searchable engine
- Provides data, metrics & reports to enhance programs and enable regulatory compliance
- Tailored to business needs and industry specific requirements for utility

Solution Benefits

- Generate efficiency through automation with self-service tools and better user experience
- Allows for leadership and HR to increase focus on strategic, value-added initiatives
- Data governance structure with unified data across all platforms
- Automated and easier compliance reporting
- Automating a resource heavy and error prone process for Labor Relations/Union Job Bidding
- Streamline communication between unions, HR business partners and Labor Relations Teams
- Positively impact organizational integrity with transparent history and information tracking

75%

Improvement in the user experience

60%

Higher employee engagement by self-service tools

Company

Puget Sound Energy

Headquarters

USA

Industry

Public Sector Utility

Products and Services

Power / Natural gas

Employees

3,000+

Partner

Sodales Solutions Inc.

www.sodalessolutions.com