



Implementing Lawson Solutions at TIAA-CREF

The Fortune 100 financial services organization made a major transition from mainframe to client-server, using the Lawson® Human Resources Suite to create a Web-based system that eliminates paper, offers instant reporting and provides online access to personnel data on a secure basis to both managers and employees.

Business Situation

As the leading national provider of financial services and pensions for people employed in education and research in the United States, Teachers Insurance and Annuity Association College Retirement Equities Fund (TIAA-CREF) serves more than 2.9 million employees at more than 15,000 U.S. colleges, universities and related education and research institutions. Behind the scenes, 6,000 employees run the Fortune 100 company, which has a total of \$291 billion in managed assets.

Serving those employees is TIAA-CREF's Human Resources Information Management department, which is dedicated to ensuring that HR and payroll users are supplied the technology they need to do their jobs most effectively and efficiently.

"We looked for a replacement for our mainframe-based human resources/payroll system. Our goal was to upgrade processes in human resources and in payroll to eliminate paper, enhance ad hoc reporting and provide an easy way to view organizational information at any point in time," says Thomas A. Vayna, director, Human Resources Information Management, TIAA-CREF. "We also wanted to provide associates online inquiry and update capabilities with respect to their own personal data, such as tax withholdings, dependent, and emergency contact information."

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Managers would also benefit with an improved online ability to recommend and approve salary increases and performance awards, perform online compensation analyses and view total compensation history for associates within their reporting structures.

Solution

“After interviewing several of the industry’s leading software vendors and participating in demonstrations of TIAA-CREF-specific functions and processes, we chose Lawson — primarily for its superior Web-based capabilities and client-server application,” says Vayna. “The Lawson team also demonstrated the knowledge and enthusiasm we believed would be helpful as we pursued an aggressive implementation schedule.” “While the process of converting to the new Lawson system would be seamless to most associates, we knew the impact of the conversion would eventually affect everyone at TIAA-CREF,” says Vayna.

First, it would impact the nearly 120 core users in human resources and payroll. Six months later, with the introduction of Employee and Manager Self-Service, approximately 600 management associates would start using the Lawson system to initiate and process compensation actions via the corporate intranet. And finally, 6,000 associates would become responsible for updating — online — an expanding list of personal information items through Employee and Manager Self-Service previously entered by human resources and payroll.

Post implementation, managers and supervisors who had participated in the new, streamlined compensation process were presented with an on-line survey. Feedback was positive, with managers being particularly pleased that they no longer had to keep their own spreadsheets or manually update information.

“With the introduction of electronic pay stubs we’ve calculated a significant return on our Lawson investment in terms of time saved and reduced printing and distribution costs,” says Vayna. “In the meantime, we are discovering new ways Lawson can help us manage and automate our work processes.”

About TIAA-CREF

TIAA-CREF is one of the largest and most respected financial service providers in the world. The organization is widely recognized as a major voice for shareholder rights and improved corporate governance. In addition to providing pensions to the higher education and research community, the TIAA-CREF group of companies offers after-tax annuities, mutual funds, life and long-term care insurance and trust services to the general public.