

Toronto Transit Commission works with IBM and SAP to digitize payroll, finance and HR

New platform will provide intelligent insights to all employees and managers

TORONTO, January 30, 2019 – SAP Canada, a subsidiary of SAP SE (NYSE: SAP), and IBM (NYSE: IBM) today announce the transformation of the Toronto Transit Commission's (TTC) internal payroll, finance and HR processes, providing the public sector organization with a modern, digitally advanced solution.

The Toronto Transit Commission has more than 15,000 employees and runs the most heavily-used urban mass transit system in Canada. The new MyTTC web portal, built on SAP SuccessFactors HR software and with the expertise of IBM Services, digitizes HR service delivery and provides personalized experiences for the TTC's employees.

Through the MyTTC website, managers and employees can look up human resources and payroll information, view and update personal information, initiate leave requests, review and approve requests, run reports, and more. It provides greatly improved efficiency over the previous manual, paper-based processes.

SAP SuccessFactors AskHR, which IBM configured to run on SAP Hybris C4C platform, is being used to run the TTC's new HR ticketing inquiry system, with SAP Knowledge Central by MindTouch serving as a knowledge repository. With SAP SuccessFactors AskHR self-service capability, employees also have access to information anytime, anywhere.

With this wide-ranging IBM-implemented SAP solution, the TTC has taken a major step towards modernization of the TTC internally. The software has enabled the organization to standardize, streamline and automate many of what were previously complex, manually supported processes. It has also added a new level of user-friendliness across the organization, acting as a foundation for a new era of people, process and technology working together.

The SAP and IBM implementation is part of the TTC's ongoing strategy to put simple, easy-to-use HR capabilities into the hands of employees and managers, develop seamless systems and processes, help employees access the right information at the right time so they can make the right decisions, and remove administrative burdens so employees can spend more time focusing on customers.

"When it comes to Human Resources systems and any circumstances where people's private information is involved, it is critical for the technology to be efficient and stable," said Dave McCann, Canadian Public Sector Leader, IBM Services. "This project brought together the strength and capabilities of IBM and SAP to create a solution that will make a real difference to the 15,000 employees of the TTC."

"The TTC is setting a leading example with a digital modernization environment that transforms its financial systems and brings employee and payroll data together into a centralized platform," said Andy Canham, President, SAP Canada. "This project enables easier financial stewardship across all transit services, enables employees to succeed, provides self-service functions and creates a key foundation for long-term innovation."

TTC has also implemented SAP S/4HANA Finance to digitize financial planning, core accounting, financial close, and what-if analysis. The solution, deployed on the SAP intelligent enterprise platform HANA, provides a foundation to introduce Machine Learning and Artificial Intelligence tools to help the TTC improve financial stewardship of its people, assets and service offerings. SAP's modern, easy-to-use, self-serve reporting tools will ensure accurate financial information is available as it happens across all mobile devices.

Among the other benefits of moving to SAP S/4HANA Finance are improved corporate governance , auditor transparency, automation of repetitive finance functions, and unified auditable TTC-wide information that can be combined with both structured and unstructured data across the TTC. The newly-introduced SAP platform also paves the way to a multi-model transportation service that provides personalized recommendations for riders.

SAP SuccessFactors Recruiting and Onboarding enables sourcing, engaging and hiring of the best talent by adding intelligence to every step of recruiting, as well as making onboarding a strategic part of talent management by empowering new hires and internal transfers to contribute to corporate goals quickly.

The TTC is a public transport agency that owns and operates four rapid transit lines with 75 stations, more than 149 bus routes, and 11 streetcar lines in Toronto.

Headquartered in Toronto, Ontario and operating in the Canadian market since 1989, SAP Canada serves more than 14,000 customers and employs more than 3,200 people across Canada. The company has research and development labs in Montreal, Toronto, Waterloo and Vancouver.

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