A SuccessFactors
**Full-Suite Implementation**

HCM Consultant Group
we manage people

# The Project

Our customer is a globally operating company with over 30 legal entities in 18 countries. This diverse global presence also comes with a unique set of challenges. Varying cultures, personalities, and perspectives led to inconsistencies in handling processes, resulting in different approaches to HR Leadership and the absence of a uniform platform. Because of this, the company was missing reporting capabilities across the group, making it difficult to extract, analyze and report people data such as headcount, FTE, and turnover volumes – information critical for organisational control. To address these challenges, a unified HR System Landscape was introduced - a single global software instance with employee & manager self-service capabilities (ESS and MSS) designed to support best-practice business processes:

- The foundation of the implementation was to roll out SAP SuccessFactors Employee Central for managing employee core data of all business units
- Several additional SAP SuccessFactors Talent Suite modules were implemented, including Recruiting, Onboarding, Learning, Performance and Goals, Succession and Development, Compensation.
- On a global level, available to all countries, PeopleDoc was introduced - an intelligent cloud filing system to host the personnel files for all employees across the group.

In collaboration with our partner company *Nagarro*, we closely supported the customer during the global and local introduction of these software modules in the workstreams Project Management, SuccessFactors System Architecture, Business and System Support, Data Migration, Software Testing, and Change & Communication.

# How HCM Supported The Customer

**Project Management**
The team supported the customer's project management activities, including the strategic planning and monitoring of timelines and milestones, resource allocation, risk mitigation and budget controlling. Acting as the interface between the project sponsor, the internal stakeholders, the software service provider, and the local HR responsible, the team strongly fostered collaboration among the stakeholders and ensured the project's quality standards.

**SuccessFactors System Architecture**
The workstream established a cohesive and unified HR Core system with Employee and Manager Self-Service functionalities (ESS and MSS). Additionally, they seamlessly integrated all SuccessFactors Talent Modules into the system, enabling the customer to run global talent processes efficiently, supported by real-time reporting and trend analysis capabilities, which provide valuable insights into critical HR metrics.

**Business and System Support**

Through a thorough analysis of the client's HR operations, the project team provided expert guidance on optimising HR business processes using SuccessFactors. They identified opportunities to streamline workflows, enhance efficiency, and improve overall HR effectiveness.

The project involved workshops and consultations with key stakeholders to gather requirements and align SuccessFactors with the client's unique HR needs. The team then provided strategic recommendations on configuring SuccessFactors modules to align with best practices and industry standards.

**Data Migration**

In the Data Migration workstream, the team supported the customer with exporting the core and compensation data from the legacy systems. It worked with the raw data and additional transformations to prepare the data for import into Employee Central. With the expertise in handling diverse data requirements, the team was also able to deal with complex setups and data sets of specific countries.

**Software-Testing**

The team meticulously tested the SuccessFactors Suite on global and country-specific levels for all 18 countries involved. In addition to developing the test cases, the team orchestrated essential test phases, including data migration testing, iteration testing and user acceptance testing. Coordinating with 40 local testers worldwide, the team overcame challenges such as short timeframes per country by running test phases in parallel for multiple countries and providing vital support to local HR during testing.

**Change & Communication**

A comprehensive change approach was developed to support the customer in managing change effectively, creating and coordinating the distribution of Go-Live communication and transformation material for all countries. Based on best practice approaches and proven change management methods (e.g., change impact analysis), the team ensured seamless alignment and successful change management.

**PeopleDoc**

Implementing PeopleDoc as a cloud-based personnel file for all employees presented unique challenges, particularly concerning document retention in compliance with local legal requirements. The team adeptly streamlined various local legal approaches, following best practices and legal advice to ensure a smooth implementation of the PeopleDoc solution.

# Added Value For The Customer

The successful implementation of Employee Central, several talent modules and PeopleDoc brought significant value to the customer and transformed their HR landscape in the following ways:

- **Streamlined HR Processes:** With the unified HR-core system, the company achieved standardised and efficient HR processes across global operations, better aligning with strategic objectives.
- **Enhanced Collaboration:** The new system landscape facilitated improved collaboration among business units, fostering knowledge sharing and best practice adoption.
- **Transparency and Data Accessibility:** The implemented solution offered enhanced data transparency, providing real-time insights into critical HR metrics such as headcount, FTE, and turnover volumes. Managers and employees gained self-service capabilities, empowering them to access relevant information at their fingertips.
- **Improved Reporting Capabilities:** With a robust reporting framework, the company achieved seamless cross-corporate reporting, enabling data-driven decision-making at all levels of the organisation.
- **Global Standardization:** The successful implementation of the HR Suite introduced a standardised approach to HR processes and practices globally, creating a cohesive experience for all employees and supporting the company's efforts in cultivating a strong employer brand.

In conclusion, the successful implementation of SAP SuccessFactors marked a milestone in the company's journey of weaving tradition with innovation. Enhanced efficiency, collaboration, and data-driven decision-making formed the basis of the successful Go-Lives for more than 30 Legal Entities in 18 countries within 18 months. This sets the stage for a dynamic future strengthened by the power of a unified HR ecosystem.