**Taking HR Service Delivery into the cloud**

# The customer chose to integrate a state-of-the-art HR cloud solution which resulted in a more secure and rapid deployment of all employee files - lowering risk and improving HR processes. The HCM Consultant Group accompanied the complete project in all phases with planning, risk management and roll out execution.

# The customer

The customer is an international company with its headquarter in Stuttgart, Germany, and has branches located in 17 countries worldwide. The company's core focus is on building technology and plant construction. One specialization is clean room technology for the semiconductor, biopharmaceutical, and life science industries. The company employs over 5,000 people worldwide and has an annual turnover of 3.9 billion euros (2019).

# The task

The main objective of the project was the consolidation of various software and data storage solutions with a special focus on compliance in the HR area. Due to the large number of different organizations spread over several countries, new central cloud solutions were introduced which made the working field of HR safer, faster, and more transparent.

# The approach

To implement the requirements for compliance, data security and availability, several new software solutions were introduced. A compliance-side focus was, among other things, legal retention periods for employees' personnel files.

Before the implementation of the project, most of HR's personnel files were stored on internal SharePoint servers or in SAP Inpuncto. The storage solutions used varied from country to country, so that there was no uniform approach. In some countries, most of the documents were kept in paper form. Due to this complex storage system of the personnel documents in the individual countries, it was hardly possible for HR to destroy the existing documents on time after a retention period had expired.

In order to optimize the entire document management process across HR departments, the 'People-Doc' cloud software was introduced. This solution enables the secure and easy storage of personnel files and creates a high level of overall transparency due to the constant possibility of document inspection by employees and HR.

After the technical implementation of the new cloud solution, most of the project consisted of migrating the existing personnel files from the decentralized legacy systems. Different technical methods were chosen depending on the number of documents and the type of legacy system. In total, the software was rolled out in 17 different countries for over 20 organizations in a total of 8 project waves.

# How HCM supported the customer

During the project, HCM's support consisted of project management for the introduction of the new software solutions and the execution of numerous data migrations. Over the entire duration of the project, a total of over 200,000 documents from various legacy systems were transferred to the new cloud solution. During this time, the focus was on the communication with HR and IT to ensure an integral project flow. All project stakeholders were supported, and the project status was regularly communicated to the program management. The project risks were raised and aligned during this process.

# Added value for the customer

By consolidating the document storage with PeopleDoc, a comprehensive cloud solution could be established for the customer, which meets the highest security and compliance requirements. The HR workflow has been significantly improved, as all relevant documents can be found and accessed very quickly in the cloud. Documents that are no longer assigned to a retention period are automatically removed from the system. This ensures compliance with the legal retention periods for documents and reduces manual reviews by HR employees.

The HCM Consultant Group made a significant contribution to the success of the project with the following results:

* Applicable custom global template design and roll-out
* Streamlined document migration process
* Best practice functional configuration of Employee File Management and master data in place
* Reliable and functional data cleansing, historical data and document migration concept
* Successful roll out of the software solution in all 17 countries