

HCL

HR Transformation Enabled by SuccessFactors

An HCL customer success story



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The challenge

Limited functionality, poor processes, and a struggling program

Our customer, a leading global insurance company and integrated financial services provider, had initiated an HR transformation program enabled by SuccessFactors with another SI. However, the SI's initial implementations of a number of modules led to a series of critical business challenges.

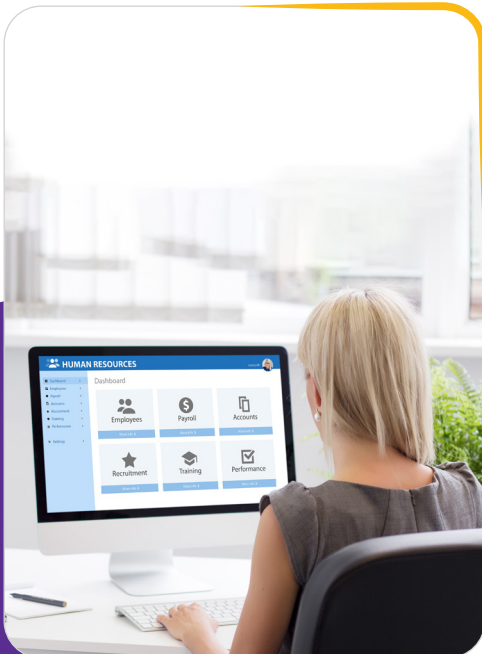
The original implementation of Employee Central went live with limited functionality, so that only employee transactional management was generally utilized. The documentation of HR processes in Configuration Workbook was also not correctly executed. Left with a combination of limited HR systems and inadequate HR processes, the business found itself with a high HR-personnel-to-employee ratio. With over **147,000 employees** worldwide, this contributed to large overheads.



HCL's solution

Automation, improved UX, and system and process optimization

To help ensure that the right HCM technology and HR processes were in place, HCL Technologies was nominated as the new IT partner for the HR transformation program. HCL was engaged to roll out a broad scope of SAP SuccessFactors (SF) modules to various operating entities (OEs) globally. These included:



Employee Central

Learning Management System

Performance & Goal Management

Succession & Development Management

Compensation

Variable pay

Recruiting

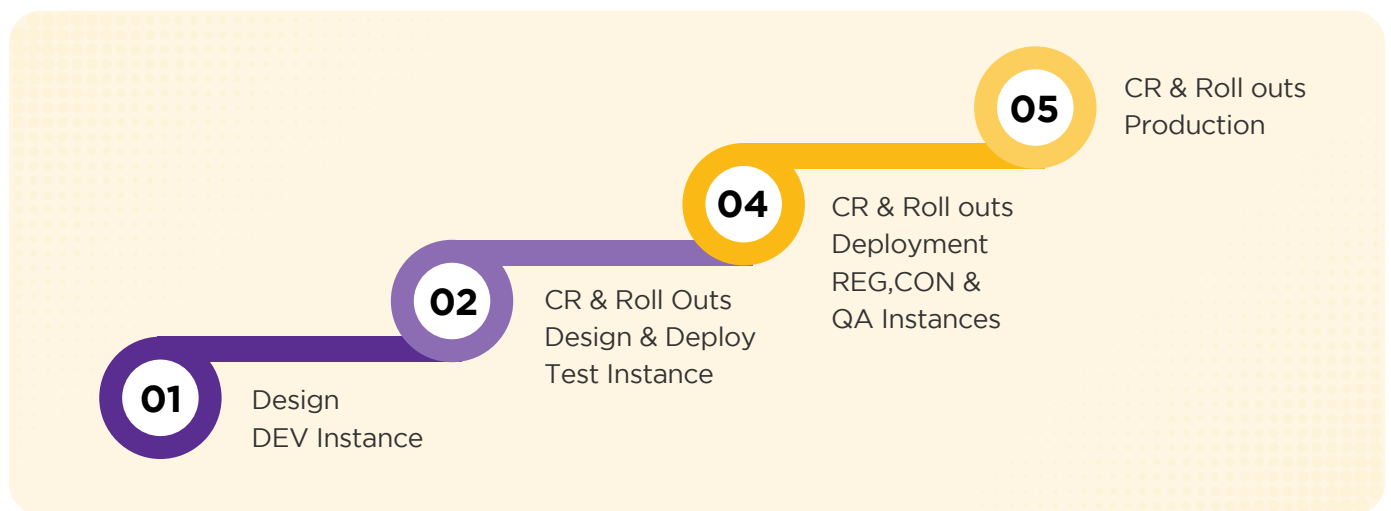
Onboarding

HCL faced challenging timelines to deliver the rollout of SAP SuccessFactors projects across entities in Europe, Asia and North America- a total of more than **25 countries**.

We first completed a detailed analysis of the existing system and Configuration Workbook, as well as of all functional and technical specifications. HCL then proposed (and then deployed) the following:

 <p>Improvements to Recruiting solution to improve user experience</p>	 <p>Automation in Employee Central for step-by-step progression, position-job sync, app alignment</p>
 <p>Process improvement in Employee Central for Workflows, merit increase, and manager termination</p>	 <p>System Improvements in Health Check Assessments and Workbook updates</p>

We then used our Instance Deployment Methodology for change requests (CRs) and rollouts to ensure that the project kept on track.

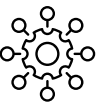





The result

Global standardization, reduced cost-to-serve, and improved satisfaction

By leveraging SAP SuccessFactors, HCL's team successfully fixed all issues and improved system performance, corrected HR processes, and made sure that the SAP SuccessFactors system configuration was in sync with the customer's HR processes.

Business benefits included

 <p>Standardization of processes across countries</p>	 <p>Enhanced employee/manager experience- Managers can report and make quick decisions on both employees and recruitment candidates more effectively</p>
 <p>Reduced cost-to-serve for most HR services</p>	 <p>Improved user satisfaction scores for new hires, applicants, employees, managers and third parties</p>

The HCL SuccessFactors team is also providing AMS services.

Learn more. Contact us at SAP@HCL.com.

About HCL

HCL is a SAP Global Strategic Services Partner with over 25 years' experience leading complex SAP transformation programs. Building on our strong legacy of SAP innovation, our 9,000+ SAP consulting strength- combined with HCL's leading Digital and Analytics practice, in-house Engineering Services, and IoT WoRKS™- mean that HCL is positioned to lead digital transformation across the complete portfolio of new SAP digital technologies.



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HCL Technologies (HCL) empowers global enterprises with technology for the next decade today. HCL's Mode 1-2-3 strategy, through its deep-domain industry expertise, customer-centricity and entrepreneurial culture of ideapreneurship™ enables businesses to transform into next-gen enterprises.

HCL offers its services and products through three lines of business - IT and Business Services (ITBS), Engineering and R&D Services (ERS), and Products & Platforms (P&P). ITBS enables global enterprises to transform their businesses through offerings in areas of Applications, Infrastructure, Digital Process Operations, and next generation digital transformation solutions. ERS offers engineering services and solutions in all aspects of product development and platform engineering while under P&P. HCL provides modernized software products to global clients for their technology and industry specific requirements. Through its cutting-edge co-innovation labs, global delivery capabilities, and broad global network, HCL delivers holistic services in various industry verticals, categorized under Financial Services, Manufacturing, Technology & Services, Telecom & Media, Retail & CPG, Life Sciences, and Healthcare and Public Services.

As a leading global technology company, HCL takes pride in its diversity, social responsibility, sustainability, and education initiatives. As of 12 months ending on March 31, 2021, HCL has a consolidated revenue of US\$ 10.17 billion and its 168,977 ideapreneurs operate out of 50 countries. For more information, visit www.hcltech.com

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