

SAP SuccessFactors

SAP
SuccessFactors
Customer Success
Collection



SAP SuccessFactors

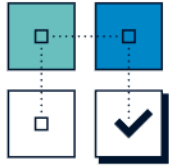
Customer Success Collection

Watch the video

[6 Reasons Why Customers Love SAP SuccessFactors HCM](#)



Hear firsthand from our customers on the top six reasons they love SAP SuccessFactors HCM – global HR and payroll, powerful skills foundation, open cloud platform, enterprise-wide integration and insights, unrivaled AI, and a trusted partnership. Learn how these strengths are helping organizations across the globe to drive people and business success.



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Core HR and Payroll



ASICS

Explore ASICS' journey with SAP.

ASICS is a pioneer in high-performance sportswear, with deep roots in its “Sound Mind, Sound Body” philosophy. When the iconic brand refocused from athletic pros to everybody everywhere, the HR organization had a pivotal role in this ambitious global mission. The company used SAP SuccessFactors solutions to turn its fragmented, siloed HR systems into a technology win.

Kobe, Japan

Industry: Consumer products | Retail

Employees: 10,000

Revenue: USD3.3 billion



Featured Products and Services

SAP SuccessFactors Employee Central, SAP SuccessFactors Recruiting, SAP SuccessFactors Learning, SAP Preferred Success

740

Retail staff empowered to use their own mobile devices for on-demand training

1

Standardized system for HR processes across regions, including training and recruiting

Challenges and Opportunities

- Security offered by RISE with SAP S/4HANA Cloud Private Edition, which is included with the administration of its own suggested security layers
- Automated monitoring and control without relying on third parties for administration thanks to SAP-managed incident management
- User licensing optimization with full-use equivalent, which allows for more flexible management of users and roles in the system

Why SAP SuccessFactors

- Innovation constraints
- Lack of collaboration & capability to scale

After: Value-Driven Results

- Enhanced HR Efficiency: SAP SuccessFactors significantly elevated HR efficiency and employee engagement by centralizing systems globally.
- Standardized Competency Framework: A standardized global competency framework empowered employees to manage their career paths with clarity.
- Streamlined Recruitment: Recruitment processes were streamlined and automated, embedding evaluation criteria and introducing mobile training apps for deskless workers.

“ Before SAP SuccessFactors, our team struggled to engage in meaningful business discussions outside our team. It was tough to get accurate data about headcount or anything else. Now we can present real-time data from our HR dashboards and deliver relevant insights on a variety of topics. It’s helping to elevate HR’s profile in the organization.

Yuri Nakajima, Deputy General Manager, Human Resources Department, ASICS Corporation



 [Read the Full Story](#)

Atturra

Revolutionising employee engagement and growth with a scalable HR solution.

As Australia's leading advisory and IT solutions provider, Atturra Limited knows what it takes to embrace innovation and help businesses go beyond what's possible. Thanks to SAP SuccessFactors solutions, Atturra is now elevating its employee experience and helping its business grow sustainably with modern HR solutions.

Sydney, Australia
Industry: Professional services
Employees: >1,000
Revenue: USD118M



Featured Products and Services

SAP SuccessFactors Employee Central, SAP SuccessFactors Performance & Goals, SAP SuccessFactors Learning, SAP SuccessFactors Recruiting, SAP SuccessFactors Onboarding

78%

increase in accuracy of employee and organisational HR data

49%

decrease in the time managers spend on administrative HR tasks

15%

reduction in staff turnover with an enhanced UX and engagement

Challenges and Opportunities

- Atturra faced challenges in determining whether to adopt new practices or adapt existing ones. Processes were scattered and heavily manual, which significantly slowed down day-to-day operations.
- Atturra needed to streamline its HR functions to reduce time-consuming administrative tasks and deliver more growth opportunities for its team.
- The need for an integrated HR solution that would support its ambitious long-term growth targets and enhance the user experience.

Why SAP SuccessFactors

- SAP SuccessFactors seen as the gold standard in capability of scaling and evolving with the business.
- Its comprehensive, industry-standard functionality including SAP SuccessFactors Employee Central, Onboarding, Learning, Performance & Goals, and Recruiting.

After: Value-Driven Results

- The implementation marked a transformative shift in Atturra's approach to not only human resource management but also the whole human experience.
- Transitioned from manual, labour-intensive processes to automated, efficient lifecycle management
- A rejuvenation of outdated HR systems, empowered employees to contribute more efficiently to their roles and the company's objectives, and allowed the company to focus on value-driven results.

“ SAP SuccessFactors solutions help ensure we continue to evolve sustainably, constantly improving our output so that we're always on the right track.
David Dekker, Chief Operating Officer, Atturra Limited

atturra

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Bank Islam

Banking on an HR transformation in the cloud to underpin a dynamic workplace where employees reach their potential.

A pioneer and leader of Islamic banking in Southeast Asia, Bank Islam Malaysia Berhad transformed core HR, payroll, and talent management processes in the cloud using SAP SuccessFactors solutions. In doing so, the bank boosted HR efficiency, refined talent acquisition, empowered continuous learning, strengthened HR compliance, and enabled data-driven decisions.

Kuala Lumpur, Malaysia

Industry: Banking

Employees: ~5,700



Featured Products and Services

SAP SuccessFactors Employee Central (HCM Evolution), SAP SuccessFactors Employee Central Payroll (HCM Evolution), SAP SuccessFactors Recruiting, SAP SuccessFactors Performance & Goals, SAP SuccessFactors Learning

98%

time-savings improvement in
performance management processes

94%

more efficient talent
acquisition process

100%

digitized candidate
experience in recruiting

Challenges and Opportunities

- Outdated on-premise HR system led to inefficient, manual HR processes, limiting operational efficiency and compliance
- Lack of integration and limited self-service tools hindered employee autonomy
- Paper-based recruiting and performance management practices were time-consuming and error-prone

Why SAP SuccessFactors

- Its comprehensive cloud-based HR suite, designed to streamline processes and enhance mobile-friendly, user-centric tools
- Data-driven decision-making with advanced analytics
- Digitalization of key HR processes, including recruiting, performance management, employee learning
- SAP SuccessFactors Employee Central Payroll enables accurate, localized, and retroactive payroll processing, enabling compliance and adherence to local laws and regulations

After: Value-Driven Results

- Achieved significant time savings and improved efficiency in HR tasks such as payroll, recruiting, and performance management
- Automated paper-based processes, improving accuracy and freeing up resources for strategic activities
- Boosted employee engagement with self-service tools and digital learning modules, supporting flexible work arrangements

“ In our employee-centric organization, SAP SuccessFactors solutions provide an HR experience consistent with a dynamic workplace, with modern processes, digital recruiting, learning and performance experiences, self-service tools, and support for hybrid work. We also benefit from a secure cloud-based environment that adheres to strong IT security policies.

Nurdiyana (Dianne) Abdul Razak, Head of Shared Services and Industrial Relations, Bank Islam Malaysia Berhad

BANK ISLAM

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BRF

Explore BRF's journey with SAP.

BRF S.A. relies on more than 90,000 workers to meet the world's growing food needs. To reach those staffing levels, the company must be an employer of choice and get new hires onboarded quickly. BRF chose SAP SuccessFactors solutions to streamline and automate the talent management process and make it accessible and inclusive for its large and diverse workforce.

São Paulo, Brazil

Industry: Agribusiness | Consumer products

Employees: >90,000

Revenue: BRL\$53.8 billion (US\$10.7 billion)



Featured Products and Services

SAP SuccessFactors Employee Central (HCM Evolution), SAP SuccessFactors Employee Central Payroll (HCM Evolution), SAP SuccessFactors Learning, SAP SuccessFactors Performance & Goals, SAP SuccessFactors Succession & Development, SAP SuccessFactors Compensation

75%

Reduction in time to digital admission

800,000

Pages of paper saved per year through document digitalization

90%

User satisfaction with the digital admission platform

Challenges and Opportunities

- Streamline and standardize HR processes for more than 90,000 employees working around the globe
- Create a more inclusive work environment, especially for plant workers who don't have access to desktops
- Store all employee data in one place and provide real-time self-service access to those who need it

Why SAP SuccessFactors

- SAP SuccessFactors HCM to digitally transform global talent management, including the SAP SuccessFactors Employee Central solution and the SAP Payroll Processing application to standardize and integrate HR operations and data worldwide
- Multilanguage capabilities and mobile self-service access to support employees in more than 120 countries
- Digital access to online training courses with the SAP SuccessFactors Learning solution

After: Value-Driven Results

- One cloud HR solution for employees, including access in five languages, creating a better, more inclusive experience, from recruiting and compensation to learning and career development
- Nearly 2,000 training courses now available online, making them easier and more convenient to access
- More than 2 million completed trainings
- Payroll data and processes available across five plants and counting, enabling access with a smartphone

“ SAP SuccessFactors solutions are driving our digital people management strategy by enabling intelligent HR that empowers our employees through self-service access to real-time information. Plus, all data and processes are fully traceable and auditable, helping us continually improve the employee experience.

Leonardo Koerich, IT Manager, BRF S.A.



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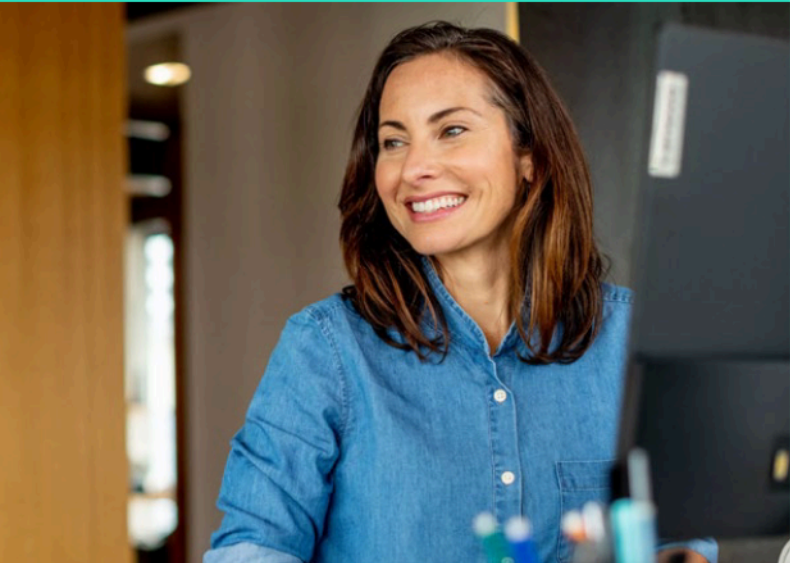
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Brightspeed

Adopting a total workforce management strategy with SAP SuccessFactors and SAP Fieldglass solutions.

Committed to bringing more connectivity to rural America, Brightspeed LLC is building infrastructure to provide millions of homes with fast, reliable Internet. Urgently needing to integrate 3,300 employees and thousands of contractors into its HR management systems, it adopted SAP SuccessFactors and SAP Fieldglass solutions, enabling enhanced agility with a total workforce management strategy.

Charlotte, North Carolina
Industry: Telecommunications
Employees: >4,000
Revenue: US\$1.5 billion



Featured Products and Services

SAP SuccessFactors Employee Central, SAP SuccessFactors Learning, SAP SuccessFactors Performance & Goals, SAP Fieldglass, SAP S/4HANA Cloud Private Edition, SAP Time and Attendance Management by WorkForce Software, Future: SAP SuccessFactors Career and Talent Development

9 months

To integrate 3,300 divested employees into new HR systems.

1

Solution to manage thousands of contractors.

Challenges and Opportunities

- Divestiture leading to an influx of employees and contractors and a hard deadline to disengage workers from the parent company
- Simplification of onboarding and workflows by transitioning to SAP solutions used by parent company
- Provision of essential compliance as well as fiber and technical training for workers enterprise wide

Why SAP SuccessFactors

- Total workforce management support of employees and contractors, engaging

learning experiences, and data analytics for decision-making offered by SAP SuccessFactors and SAP Fieldglass solutions

- Integration with SAP Cloud ERP Private capabilities, aligning cost center project activities and work breakdown elements and time tracking, interfacing captured project costs with the advanced ERP
- PwC's immersive approach to total workforce management, guiding the implementation and integration of SAP solutions for employee and contingent workforce management with the advanced ERP

After: Value-Driven Results

- Gained visibility across both its internal and external workforce to better respond to workforce shifts
- Improved transparency, allowing cost analysis reporting for rich insights into internal versus external staffing costs to the business
- Enhanced learning by providing readily available materials and trainings for employees and external workers, with a digital audit trail for compliance purposes

“ Using SAP SuccessFactors and SAP Fieldglass solutions, our team of just 10 people supports a total workforce of more than 4,000 employees and thousands of contractors. This setup lets us train contractors on our fiber technology and supports completion of compliance training.

Greg Williams, Director of HR Information Systems, Brightspeed LLC



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Brussels Airport Company

Explore Brussels Airport Company's journey with SAP.

Brussels Airport Company is building the airport of tomorrow in the "heart of Europe." At the core of its own operations is an integrated IT landscape based on standardization and best practices. That landscape is fueled by SAP S/4HANA Cloud Public Edition and the SAP Analytics Cloud, SAP SuccessFactors, SAP Ariba, and SAP Concur solutions.

Brussels, Belgium

Industry: Travel and transportation

Employees: 1,200

Revenue: €593.6 million



Featured Products and Services

SAP SuccessFactors Employee Central, SAP S/4HANA Cloud Public Edition, SAP Analytics Cloud, SAP Concur, SAP Ariba

4 Months

To already see efficiency gains and results

Challenges and Opportunities

- Outdated and highly customized ERP system, creating inefficiencies and a high maintenance burden
- User frustration created by cumbersome paper-based processes
- Lack of support for new opportunities and an ambition to become one of the best airports in Europe

Why SAP SuccessFactors

- SAP S/4HANA Cloud Public Edition, enabling smooth data flows and providing a robust backbone for support services to support growth and diversification

- Intuitive integration with SAP Analytics Cloud, SAP Ariba, SAP Concur, and SAP SuccessFactors solutions, promoting standardized best practices and greater transparency
- SAP Integration Suite, connecting cloud and enterprise applications with diverse software
- SAP Enable Now solution, helping communicate change and train users delaware, offering a proven track record, solution knowledge, and change management expertise

After: Value-Driven Results

- Increased efficiency thanks to optimized, automated, and connected processes
- Better-quality data and insights, letting finance teams become valuable business partners
- Improved employee experience with integrated HR solutions, from recruiting to departure

“ Our ‘Shift 2027’ corporate strategy is focused on three pillars: better performance, diversification, and sustainability. SAP solutions, including SAP S/4HANA Cloud Public Edition, are key enablers of this strategy, helping us simplify processes and work more efficiently across the value chain. Davy Vreys, CFO, Brussels Airport Company NV/SA



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BT Group

Delivering an enhanced, connected colleague experience.

BT Group aims to be the world's most trusted connector of people, devices, and machines. To support this ambition and deliver a modernized, connected colleague experience, the company implemented SAP SuccessFactors HCM. Delivering on the moments that matter to colleagues is now a reality.

London, United Kingdom

Industry: Telecommunications

Employees: 100,000 employees and 30,000 contractors

Revenue: €24 billion



Featured Products and Services

SAP SuccessFactors HCM, SAP S/4HANA Cloud Private Edition, SAP Business Technology Platform, Qualtrics Employee Experience, SAP Fieldglass Contingent Workforce Management, SAP SuccessFactors Document Management Core by OpenText, SAP Preferred Success

80

Global HR processes, down from 200 processes

1 million

Colleague productivity hours saved per year

Challenges and Opportunities

- Numerous and inconsistent HR processes and a reliance on HR teams to manually conduct administrative activities in managing the colleague lifecycle
- 30-plus legacy IT systems that were complex, fragmented, and expensive to maintain or update
- Desire to attract and retain top talent by improving workplace attractiveness

Why SAP SuccessFactors

- SAP SuccessFactors HCM suite to create a unified HR platform, “My HR,” enabling a digital experience for colleagues
- Integration of the suite with SAP S/4HANA Cloud Private Edition
- Qualtrics Employee Experience to create several employee experience surveys
- SAP MaxAttention and SAP Preferred Success services and Accenture for technical guidance

After: Value-Driven Results

- Allowed colleagues, managers, and HR teams to undertake HR lifecycle activities intuitively, efficiently, and flexibly – anytime, anywhere, with one master data source
- Simplified and modernized HR systems and processes, resulting in improved IT efficiency
- Provided instant access to reports, allowing HR teams and managers to focus on value-added activities
- Improved all stages of the colleague lifecycle experience, with an expected decrease in attrition and increase in engagement and satisfaction
- Achieved a robust change management effort working with BT Group colleagues, SAP, and Accenture easier, saving BRF nearly 20,000 hours each year
- Digitalization of sensitive employee documents and data, keeping them safer and more secure

“ We’re changing the way HR gets done. By putting our colleagues in the driver’s seat – whether for lifecycle moments or navigating their careers – we’re bringing to life our ‘simple, personal, brilliant’ values for everyone. SAP SuccessFactors solutions are a big part of this, so it’s an exciting future.

Elaine Bergin, Director of Colleague Experience and Delivery, BT Group



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Cintas Corporation

Embarking on a digital transformation to stay agile in the face of supply chain and market changes.

Cintas Corporation, an American company specializing in professional services equipment and safety courses, prides itself on its diverse product and services portfolio and customer satisfaction. But as its competitors continued to modernize, it revolutionized its rental division's business model with a targeted selection of SAP solutions.

Mason, Ohio

Industry: Professional services

Employees: 44,000

Revenue: US\$9.94 billion



Featured Products and Services

SAP Business Technology Platform, SAP SuccessFactors Employee Central, SAP SuccessFactors Employee Central Payroll, SAP SuccessFactors Learning, SAP SuccessFactors Succession & Development, SAP Commerce Cloud

97%

Increase in efficiency

25%

Reduction in energy use

Challenges and Opportunities

- On-premise, legacy data analysis architecture, impeding real-time data collection and inhibiting data-driven decision-making
- Siloed HR software, limiting managerial control, upskilling opportunities, and employee growth

Why SAP SuccessFactors

- SAP Commerce Cloud solution to create a complimentary customer platform called “myCintas” that allows customers to transact and interact with Cintas in real-time
- SAP SuccessFactors solutions for access to integrated, AI-driven learning opportunities, enabling managers to identify top performers while helping employees work on areas of improvement and individual career goals
- SAP Business Technology Platform (SAP BTP) to provide a centralized solution foundation, collecting division-wide data on a single platform for real-time analysis and more-informed business decisions

- Ability to create a custom driver reporting app and a customer catalog platform, enabling greater data transparency for customers and employees

After: Value-Driven Results

- Improved data collection, analysis, and visibility, increasing employee and customer satisfaction thanks to quicker workflows and processes
- Established a convenient reporting app for delivery drivers and an online products and services catalog for customers, improving transaction speeds

“ We’re driven to set the standard for our industry and push that bar even higher by making our customer, employee, and partner experiences easier, more accessible, and transparent – and above all, exciting and new. We have achieved this with our portfolio of SAP solutions.

Matthew Hough, Vice President and CIO, Cintas Corporation



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City of Saskatoon

Making the City a great place to live, work, and play.

The City Council and Administration of Saskatoon, a city in Canada's Saskatchewan province, delivers a strategic plan every five years to make it an even better place for its residents to live. Included in the portfolio of projects was a drive for business transformation to enable smoother administration of the City and, in turn, improved interactions with its residents.

Saskatoon, Saskatchewan
Industry: Public sector
Employees: 3,850
Revenue: US\$651,600



Featured Products and Services

SAP SuccessFactors Employee Central, SAP SuccessFactors Recruiting, SAP Time and Attendance Management application by WorkForce Software, Sodales for Enterprise Health, Safety, and Employee Relations, SAP S/4HANA

>50%

Improved efficiency in health and safety processes

94%

Of reported incidents completed within six months

Challenges and Opportunities

- Desire for business transformation to enable smoother City administration and improved interactions with residents, standardized HR processes, and best practices in incident management
- Need to integrate multiple processes and systems used by different business units

Why SAP SuccessFactors

- SAP S/4HANA Finance solution to integrate payroll and accounting processes; SAP SuccessFactors solutions, including the SAP SuccessFactors Employee Central solution; and the SAP Time and Attendance Management application by WorkForce Software to harmonize HR activity
- Sodales for Enterprise Health, Safety, and Employee Relations by Sodales Solutions Inc., an SAP endorsed app in the industry cloud portfolio focusing on modules for enterprise health and safety (incident management, disability, claims) and labor relations (grievance and discipline)

After: Value-Driven Results

- Achieved standardized, clear, and centralized health and safety processes across business units, with accurate data and scope for managing processes such as run reports for the leadership team
- Delivered an integrated, intuitive platform for employees to submit incidents, take corrective action, and engage in follow-up tasks, and for City stakeholders to interact in a single place
- Delivered significant time savings, enabling more-informed decision-making and improved reporting
- Helped promote employee engagement and enhance the overall employee experience

“ The Sodales app has helped us in saving time. With everything in one dashboard, it's easier and cleaner for a supervisor to view and act on an incident. And our Health and Safety team can get involved as quickly as required.

Manreet Kaur Nehal, SAP Human Capital Management (Sustainment) Lead, City of Saskatoon



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Edgewell Personal Care

How Edgewell Personal Care is cultivating agility and joy through a data-driven HR foundation.

Edgewell Personal Care is transforming HR to support 7,000 global teammates and “win the shelf” in a competitive market. It transitioned from on-premises legacy systems to an integrated SAP cloud landscape and established a rigorous data steward program. It now has 96% accurate data—a strong foundation for a future driven by predictive insights and AI.

Shelton, Connecticut

Industry: Consumer Products

Employees: 7,000+

Revenue: \$2.2B



Featured Products and Services

SAP SuccessFactors Employee Central (HCM Evolution), SAP SuccessFactors Employee Central Payroll (HCM Evolution), SAP Cloud ERP, SAP Concur, Future: Joule

96%

data accuracy achieved through HR Data Steward program, up from 29% baseline

>80%

accuracy in predicting employee turnover risk within the first 11 months

Challenges and Opportunities

- Establishing an independent HR system following the 2015 spinoff from Energizer Holdings to support a people-first culture for 7,000+ teammates.
- Addressing critical data integrity issues where accuracy plummeted to a 29% baseline and 2,700 recurring system errors blocked reliable workforce insights.
- Overcoming fragmented, siloed processes and a lack of centralized data ownership to regain the agility needed to “win the shelf” for more than 25 iconic brands, including Schick, Hawaiian Tropic, and Banana Boat.

Why SAP SuccessFactors

- Transitioned from on-premises legacy systems to a modern cloud environment to establish a unified, scalable HR foundation post-spinoff.
- Selected SAP SuccessFactors HCM for its configurability and proven ability to support complex global employment laws and compliance across 50 countries.
- Committed to an integrated cloud landscape with SAP SuccessFactors HCM, SAP Cloud ERP solutions, and SAP Concur solutions to create a continuous flow of people data across HR, Finance, and Travel.

After: Value-Driven Results

- Achieved and sustained 96% data accuracy through an in-house HR Data Steward program, shifting accountability to those who know the data best.
- Established the “Joyful Journey” program to personalize the first-year experience, using predictive analytics built on an SAP data foundation to identify teammates at risk of leaving within their first 11 months with over 80% accuracy.
- Empowered managers with reliable data to hold proactive “stay conversations,” fostering a joyful culture that translates directly to consumer satisfaction.

“With clean data, we can be predictive. We can understand what’s impacting our teammates and have stay conversations to help them have more joy, which then translates to our consumers.”
Colin Emery, Global Director, HR Systems, Edgewell Personal Care



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Government of Ras Al Khaimah

Building a digital society with innovative online and mobile public services.

The Government of Ras Al Khaimah (RAK Government) in the United Arab Emirates is transforming society with innovative online and mobile public services. It wanted to deliver a similar experience to its government employees with a mobile-ready, cloud-based digital system. SAP SuccessFactors HCM allows RAK Government to do this.

Ras Al Khaimah, United Arab Emirates
Industry: Public sector
Employees: 3,200
Revenue: EUR1.07B (2020)



Featured Products and Services

SAP SuccessFactors Employee Central (HCM Evolution), SAP SuccessFactors Employee Central Service Center, SAP SuccessFactors Recruiting, SAP SuccessFactors Workforce Analytics, SAP Preferred Success

2

Hours to develop reports, down from 24 hours

87%

Of employees finding the digital system easy to use

100%

Paperless, fully automated HR department

80

Self-service options in the SAP SuccessFactors Mobile app

Challenges and Opportunities

- Digitalize and automate HR in line with the government's wider digital transformation program for the Ras Al Khaimah society and the "We the UAE 2031" vision
- Enable around-the-clock remote access to HR for 19 government departments
- Enhance the employee experience with modern, mobile work practices

Why SAP SuccessFactors

- SAP SuccessFactors HCM, offering HR solutions that cover the employee lifecycle from hire to retire and improving transparency and the employee experience
- Expert support, expertise, and guidance provided by the expanded edition of SAP Preferred Success plan for SAP SuccessFactors HCM

After: Value-Driven Results

- Replaced the on-premise SAP ERP Human Capital Management solution with the cloud-based SAP SuccessFactors Employee Central solution

- Empowered employees with anytime, anywhere access to self-service HR data and services
- Enabled executives to track KPIs, improving workforce monitoring and data-driven decision-making
- Automated recruitment and hiring processes, making it faster to fill positions, and provided talent insights, making it easier to identify high-potential employees for senior roles
- Delivered engaging online learning and video training, encouraging employees to develop their skills

“ Our investment in SAP SuccessFactors solutions allows us to provide our employees with a user-friendly digital interface, enabling them to conveniently access and track all necessary procedures. This capability helps ensure consistent, high-quality service delivery.

Shaikha Ali Saif Al Hebsi, Deputy Manager, Department of Human Resources, Government of Ras Al Khaimah

حكومة رأس الخيمة
Government of Ras Al Khaimah

دائرة الموارد البشرية
Department of Human Resources



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Hospital Sírío-Libanês

Making integrated IT systems the beating heart of a technology-forward organization.

For more than a century, Hospital Sírío-Libanês has been a beacon of innovation in Brazil and beyond. That tradition is set to continue thanks to a new IT landscape based on SAP S/4HANA Cloud Private Edition, SAP SuccessFactors and SAP Ariba solutions, SAP Business Technology Platform, and SAP's industry cloud.

São Paulo, Brazil
Industry: Healthcare
Employees: 9,900



Featured Products and Services

SAP SuccessFactors Employee Central, SAP SuccessFactors Recruiting, SAP SuccessFactors Onboarding, SAP S/4HANA Cloud Private Edition, SAP Analytics Cloud, SAP Business Technology Platform, SAP Ariba, and SAP Business Network Commerce Automation solutions

13

Fewer days to close
vacant positions

2

Days cut from monthly
financial closing cycle

Challenges and Opportunities

- Lack of IT integration, hindering compliance, control, traceability, and real-time information flows
- High volume of manual work, as well as bottlenecks in accounting and financial closing processes
- Cumbersome, siloed HR processes and a lack of support for attracting, managing, and nurturing talent

Why SAP SuccessFactors

- SAP S/4HANA Cloud Private Edition and SAP Business Technology Platform (SAP BTP), supporting best practices and innovation in an integrated IT environment underpinned by next-generation ERP
- SAP SuccessFactors solutions, facilitating one unified HR platform, and SAP Ariba and SAP Business Network Commerce Automation solutions, aiding end-to-end prospecting-to-payment processes
- Comprehensive road map, robust security and auditing, smooth integration, and real-time processing

- EY ifb, offering deep experience in the hospital segment, expertise in digital healthcare, and knowledge of SAP software, as well as contributing to industry cloud solutions for the healthcare industry

After: Value-Driven Results

- Accurate, accessible data and intuitive analytics and reporting for smart and agile decision-making
- Efficient, optimized processes based on best standards, increasing productivity
- Modern, connected people management; reduced HR risk; and healthcare-compliant processes

“ Our transformation based on SAP S/4HANA Cloud Private Edition has had a profound effect, improving processes and aiding decision-making. We know SAP software will continue to support us as we translate technological innovation into outstanding patient care for the next century to come.

Ailton Bomfim Brandão Junior, CIO, Hospital Sírío-Libanês



SÍRIO-LIBANÊS

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Klosterfrau Group

Revolutionizing HR with innovative SAP SuccessFactors solutions in a regulated industry.

A lack of integration between core HR systems meant that HR teams at Klosterfrau Group spent an inordinate amount of time on administrative tasks. To address this, the healthcare and well-being company deployed SAP SuccessFactors HCM, automating reporting and improving global HR transparency while meeting increasingly complex compliance requirements.

Cologne, Germany

Industry: Life Sciences and Healthcare

Employees: 1,700

Revenue: €530 million



Featured Products and Services

SAP SuccessFactors Employee Central, SAP SuccessFactors Employee Central Payroll, SAP SuccessFactors Performance & Goals, SAP SuccessFactors Succession & Development, SAP SuccessFactors Compensation, SAP SuccessFactors Recruiting

2

Hours for reporting that used to take one week

Zero

Payroll integration issues in Germany

Challenges and Opportunities

- Rising administrative burden associated with increasing HR compliance requirements
- Need to centralize and standardize HR processes across more than 30 different locations worldwide
- Cloud migration strategy for the HR IT infrastructure as part of a company-wide digitalization initiative
- Challenges connecting its previous cloud-based HR solution with business applications and third-party payroll software, with a desire to digitalize and harmonize processes across its 30-plus sites worldwide

Why SAP SuccessFactors

- Smooth and rapid deployment of SAP SuccessFactors HCM, including SAP SuccessFactors Employee Central and SAP SuccessFactors Employee Central Payroll solutions (in Germany only)
- Expert guidance and implementation support from SAP and SAP partner Strada
- Predelivered, ready-to-go integrations of SAP SuccessFactors HCM with other SAP and third-party software

After: Value-Driven Results

- Increased data robustness and transparency through standardized HR processes across Klosterfrau's global operations
- More agile, better-informed decisions based on accurate, up-to-date workforce information
- Enhanced HR reputation as a company-wide trailblazer for innovation
- Management of increasing compliance requirements without the need to recruit more staff
- More time for staff to spend on strategic planning rather than focusing on manual administrative tasks

“ SAP SuccessFactors HCM is really helping HR lead the way with digitalization in our company, enabling us to harmonize and standardize our processes and be more transparent, agile, and efficient.

Dr. Jaana Saarteinen-Erben, CHRO and Managing Director, Klosterfrau Group



 [Read the Full Story](#)

Knorr-Bremse

Enhancing operational efficiency with a cloud-based solution to streamline HR processes.

As a global market leader in braking systems and safety-critical subsystems for rail and commercial vehicles, Knorr-Bremse AG wanted a cloud-based solution to modernize and improve its HR processes. It looked to SAP SuccessFactors solutions to unify employee experiences and optimize recruitment efforts.

Munich, Germany

Industry: Automotive | Industrial manufacturing

Employees: 33,000

Revenue: €7.9 billion



Featured Products and Services

SAP SuccessFactors Employee Central (HCM Evolution), SAP SuccessFactors Recruiting

>100

Locations supported
by a single HR solution

Fewer

Clicks during the job application process,
leading to better candidate experiences

Challenges and Opportunities

- Disparate HR systems and manual processes being used to manage 33,000 employees working across more than 30 countries in 14 languages
- No common model, making global decision-making difficult and diverting time from value-added activities
- Heavy manual workload in collecting data and inadequate support for management and employees

Why SAP SuccessFactors

- Ability of SAP SuccessFactors solutions to link with the company's existing on-premise SAP solutions for a smooth payroll process and reduced project risk
- SAP SuccessFactors Employee Central solution, enabling extensive functionality such as uniform self-service scenarios for employees and managers
- Flexible integration of the core HR option for SAP SuccessFactors Employee Central with existing on-premise solutions for improved payroll and time management
- SAP SuccessFactors Recruiting solution to improve the transparency within recruitment and global governance by

guiding HR staff in where and how to search for candidates

After: Value-Driven Results

- Ability to deliver the same experience and standard for every employee in every country
- Improved evaluation of data, revealing job application numbers and employer-attractiveness standing
- Reliable metrics around gender, age, and ethnicity to help achieve diversity and inclusion goals
- Creation of a modern company profile that is vital in attracting, finding, and retaining good candidates

“ We went from individual HR systems to one unified solution for more than 100 locations. With SAP SuccessFactors solutions, we've preserved individual features while centralizing HR globally, improving transparency and employee experiences.

Markus Helle, HR Transformation Program Manager, Knorr-Bremse AG



 [Read the Full Story](#)

Liberty Latin America

Linking employee data across diverse locations with SAP SuccessFactors solutions and SAP S/4HANA Cloud Public Edition.

Liberty Latin America helps people in some of the world's remotest areas to connect. By integrating the SAP SuccessFactors Employee Central solution and SAP S/4HANA Cloud Public Edition, the communications company has linked its own dispersed workforce, enhancing HR processes, accelerating reporting, and helping keep a unique corporate culture alive.

Latin America

Industry: Telecommunications

Employees: 10,600



Featured Products and Services

SAP SuccessFactors Employee Central, SAP S/4HANA Cloud Public Edition, SAP Concur

2–3

Minutes to create headcount reports, down from 15 days

1

Day to allow new employees to submit expenses, down from 2 to 3 months

Challenges and Opportunities

- Multiple regional acquisitions leading to a patchwork of around 15 different ERP systems and 7 HR information systems, impeding company integration, reducing efficiency, and creating manual work
- Inability of new employees to access expense management software needed for regional travel
- Lack of connectivity between finance and HR functions, hindering reporting and compliance

Why SAP SuccessFactors

- SAP SuccessFactors Employee Central solution and SAP S/4HANA Cloud Public Edition, underpinning a single platform that helps harmonize and improve processes across diverse regional markets
- Standardized software that supported implementation on time and within budget
- Ability to use SAP SuccessFactors Employee Central as a single point of entry for diverse HR software

After: Value-Driven Results

- One source of employee data that aids smarter HR decision-making, a new shared-services approach, employee self-services, smoother compliance, and a more streamlined HR organization
- Ability of new employees to link with existing SAP Concur solutions to book travel tickets and get reimbursed for business travel from day one
- A connected, smooth, and intuitive HR user experience that safeguards the company culture

“ Integrating SAP SuccessFactors solutions and SAP S/4HANA Cloud Public Edition lets us deliver a better employee experience, maintain compliance, and run leaner and more efficient processes. We’ve connected our HR and finance functions to enable a single source of truth for employee and financial data.

María Pueyrredon, Vice President for People Operations, Liberty Latin America



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McCarthy Building Companies, Inc.

McCarthy Building Companies: Powering growth and retention through data-driven workforce intelligence with SAP SuccessFactors.

McCarthy Building Companies Inc., a 100% employee-owned construction leader with 160 years of history, faced a startling reality: LinkedIn knew more about its employees than its own HR systems did. With SAP SuccessFactors HCM, the company transformed tribal knowledge into data-driven workforce intelligence—enabling growth while maintaining employee retention and preparing it for an AI-enabled future.

St. Louis, Missouri

Industry: Construction and real estate

Associates: 8,000

Revenue: \$9+ billion



Featured Products and Services

SAP SuccessFactors HCM including SAP SuccessFactors Employee Central, SAP SuccessFactors Employee Central Payroll, and SAP SuccessFactors Learning, SAP Solution Extensions including Benefitfocus, OpenText, and Qualtrics

10%

Employee turnover rate compared to 18% industry average

100%

Digital pay processes, eliminating paper pay stubs, and simplifying payroll administration

Challenges and Opportunities

- A bold growth strategy required modern, scalable HR systems and a unified employee data foundation to support evolving business priorities.
- A mobile, project-based workforce under complex union agreements made standardizing people practices difficult.
- A legacy HR system limited to payroll data left managers without visibility into employee skills, history, or performance.
- Key staffing and development decisions relied on tribal knowledge, slowing scalability during growth.

Why SAP SuccessFactors

- Provided a flexible, scalable HR platform to meet the complexities of construction and evolving business needs.
- Offered a strong partner ecosystem to extend SAP SuccessFactors HCM with construction-specific payroll capabilities and specialized HR solutions.
- Delivered a single source of truth for employee data through the SAP SuccessFactors Employee Central solution.
- Supported the full employee lifecycle, from onboarding and learning to performance and payroll.

After: Value-Driven Results

- Achieved complete visibility into employee skills, project histories, and performance records, enabling faster, data-driven staffing and career-development decisions to support growth goals.
- Reduced employee turnover to 10%, outperforming the construction industry average of 18%, ensuring competitive strength and talent retention amid labor shortages.
- Achieved immediate cost savings and improved learning operations by replacing its previous system with the SAP SuccessFactors Learning solution.
- Established a scalable employee data foundation to enable future AI-enhanced decision-making, such as skills mapping, predictive workforce analytics, and smarter team formation.

“ We chose SAP SuccessFactors HCM for its strong foundation to support our growth and evolution. Competitors were too rigid, forcing us into their ecosystem. SAP offered flexibility to meet our needs, with extensibility through partners like OpenText, Qualtrics, and Benefitfocus.

Lisa Sanders, VP of HR Operations, McCarthy Building Companies, Inc.



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Milliken & Company

Empowering HR to meet evolving business and workforce needs globally.

When industrial manufacturer Milliken & Company sought to modernize its on-premise HR systems to improve employee experiences across the globe, it chose to move to the cloud. Milliken defined a road map to adopt SAP SuccessFactors HCM in line with its objectives.

Spartanburg, South Carolina

Industry: Mill products and mining

Employees: 8,000



Featured Products and Services

SAP SuccessFactors Employee Central (HCM Evolution), SAP SuccessFactors Recruiting, SAP U.S. Benefits Administration by Benefitfocus

5x

Increase in job applicants

100%

Of manual recruiting processes automated

Challenges and Opportunities

- Legacy HR software limiting its ability to provide rich functionality and experiences
- Lack of a unified view of its HR operations around the globe
- Discrete HR processes in its four lines of business
- Reliance on manual systems and spreadsheets to deliver detailed compliance reporting

Why SAP SuccessFactors

- Alignment with a cloud-first strategy for HR transformation using SAP SuccessFactors HCM
- Flexibility to deploy modules in SAP SuccessFactors HCM to align with business needs
- Previous experience of legacy on-premise HR management solutions from SAP along with current investments in SAP S/4HANA, SAP Concur solutions, and the SAP Fiori user experience
- HR Focal Point's proven expertise and best practices implementing SAP SuccessFactors solutions

After: Value-Driven Results

- Deployed the SAP SuccessFactors Recruiting solution, replacing an outmoded English-only careers Web site with a modern careers experience, optimized for viewing on mobile devices in five languages
- Improved efficiency in HR management and administration thanks to the SAP SuccessFactors Employee Central solution, enabling visibility into talent management data across the organization
- Liberated its HR team from performing manual tasks in recruiting processes, allowing them to focus on talent management for critical business issues
- Increased employee engagement, providing access to HR-related tools 24x7

“ Thanks to SAP SuccessFactors HCM, we have modernized our approach to people management, giving me and the HR team more time to become true business partners and refocus on enriching the employee experience.

Stephanie Frazier, Director, Global HRIS, Milliken & Company

Milliken

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Ocean Network Express (ONE)

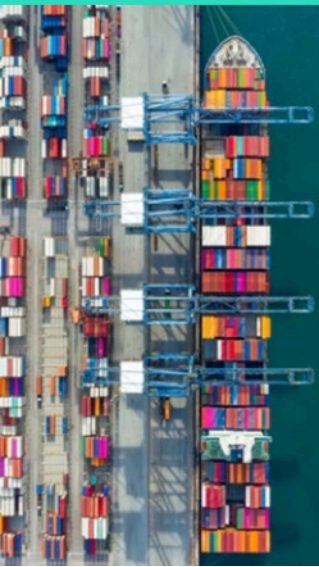
Harmonizing HR processes to enable efficient and compliant HR management.

To ensure global competitiveness, three shipping companies merged their container businesses to form Ocean Network Express (ONE). Operating one of the world's largest fleets, ONE required a global HRIS system to replace its existing legacy systems. SAP SuccessFactors was chosen with its next-generation solutions across the employee lifecycle.

Singapore

Industry: Travel and Transportation

Employees: 10,000



Featured Products and Services

SAP SuccessFactors Employee Central, SAP SuccessFactors Employee Central Payroll, SAP SuccessFactors Time Tracking

40%

operational cost savings

1yr

return on investment

Up to 10

days added to payroll cutoff, providing increased flexibility

Challenges and Opportunities

- Ocean Network Express (ONE), formed from the merger of three shipping companies, needed to replace fragmented legacy HR systems with a unified, global HRIS
- ONE aimed to support digitalized, compliant HR processes for 120 countries & over 10k employees
- Key challenges included reliance on external vendors for payroll, manual overtime calculations, and difficulty ensuring compliance with international labour laws

Why SAP SuccessFactors

- ONE selected SAP SuccessFactors for its strong integration capabilities with SAP and third-party systems, and its ability to meet international regulatory standards
- The solution suite included Employee Central, Employee Central Payroll, and Time Tracking, enabling automation and seamless data flow across HR functions
- EPI-USE partnered with ONE to implement the transformation efficiently and on budget

After: Value-Driven Results

- Executives gained real-time insights into workforce data, more efficiently overseeing talent strategies, facilitating precise labor-cost calculations and intelligent compliance-risk alerts
- Store managers now manage shifts, training, and team skills more efficiently, boosting operational agility and employee engagement
- HR teams are freed from routine admin, allowing them to focus on strategic talent development

“SAP SuccessFactors supports the management of a diverse workforce while ensuring global compliance.

Sylvia Parish, Global HRIS Manager, Ocean Network Express Pte. Ltd. (ONE)



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PostNL

Transforming employee experience with intelligent payroll automation and AI.

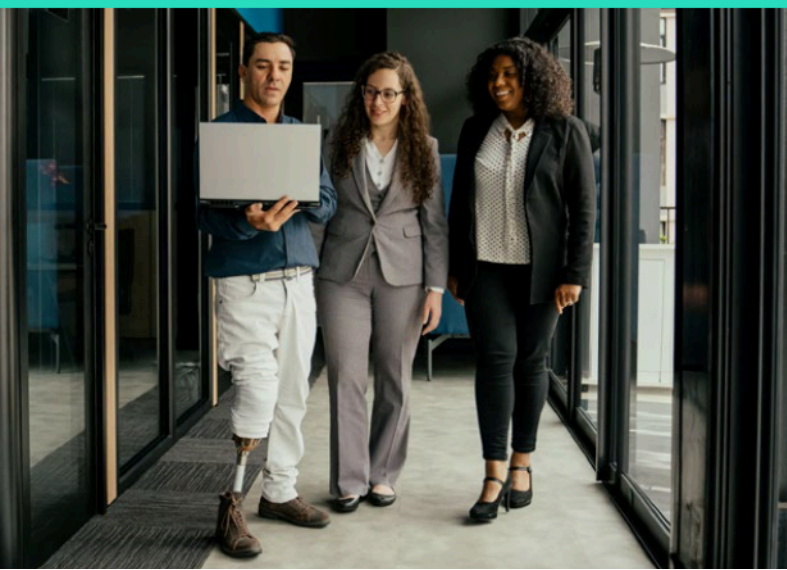
PostNL has been connecting people across the Netherlands for more than two centuries, delivering parcels, letters, and meaningful moments to every street in the country. As the nation's trusted postal service, PostNL handles an average of 1.2 million parcels and 6.3 million letters each working day. With SAP SuccessFactors solutions and AI capabilities through the Joule copilot, PostNL is transforming how it supports its diverse workforce—freeing HR professionals from manual tasks and delivering personalized employee experiences in real time.

The Hague, Netherlands

Industry: Postal Service

Employees: 32,400

Revenue: €3.25 billion



Featured Products and Services

SAP SuccessFactors Employee Central (HCM Evolution), SAP SuccessFactors Employee Central Payroll (HCM Evolution), SAP Business AI, Joule

90%

Reduction in payroll processing time, from five days down to just four hours

80%

Expected reduction in cost to manage payroll inquiries with Joule

Challenges and Opportunities

- Managing payroll across 15+ fragmented applications led to complex and hard-to-maintain processes.
- Processing payroll for 32,400 employees required five days each month.
- Running payroll with fewer than five HR specialists proved increasingly difficult.
- Multiple labor agreements and shift schedules across blue- and white-collar staff affected accuracy.
- PostNL needed a scalable, agile payroll solution that ensures every employee is supported and paid accurately.

Why SAP SuccessFactors

- Simplified payroll complexity using the SAP SuccessFactors Employee Central Payroll solution, a unified cloud platform for efficient processing.
- Streamlined payroll inquiries by using the Joule copilot and its AI feature, Explain Pay, to deliver personalized employee support and reduce HR workload.
- Centralized employee data with the SAP SuccessFactors Employee Central solution which serves as a single source of truth.
- Digitalized the employee lifecycle with SAP SuccessFactors solutions, enhancing recruitment, onboarding, learning, performance, and compensation processes.

After: Value-Driven Results

- Reduced payroll processing time from five days to just four hours, completed in a single morning.
- Migrated 500,000+ employee records seamlessly, enabling uninterrupted daily operations.
- Delivered instant, personalized payroll responses to employees, freeing HR for strategic initiatives.
- Enabled scalable operations to handle seasonal peaks and adapt to changing workforce needs.

“ With SAP SuccessFactors Employee Central Payroll, payroll went from five days to just four hours. Our cloud implementation finished in only 20 weeks—exceeding expectations—and the AI feature, Explain Pay, is helping us deliver personalized support to employees.

Jack Naudé, Solution Consultant, PostNL N.V.



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Telefónica

Pioneering more-efficient payroll processes with SAP SuccessFactors Employee Central Payroll.

With more than 388 million customers, Telefónica SA is one of the world's largest telecommunications providers. Its German business, Telefónica Germany, is spearheading the use of the SAP SuccessFactors Employee Central Payroll solution to combine personalized data for 8,000 employees in a single instance. The company uses SAP Business Suite to unify its core HR, payroll, and finance processes.

Madrid, Spain

Industry: Telecommunications

Employees: 104,000

Revenue: €40.6 billion



Featured Products and Services

SAP SuccessFactors Employee Central, SAP SuccessFactors Employee Central Payroll (HCM Evolution), SAP S/4HANA Cloud Private Edition

1

Consolidated payroll solution, down from three customized systems

3

interfaces for payments, accounting, SAP SuccessFactors, and the tax authority, down from 12 interfaces

Challenges and Opportunities

- Telefónica's business in Germany using three heavily customized legacy payroll systems that were costly to manage, time-consuming to operate, and required a high degree of manual intervention
- Complex and sensitive data, with personalized contracts and pay structures for 8,000 employees

Why SAP SuccessFactors

- SAP SuccessFactors Employee Central Payroll solution to streamline payroll management, improve data quality, and help achieve compliance with local regulations

- Integration with SAP SuccessFactors Employee Central solution and SAP S/4HANA Cloud Private Edition to combine the payroll solution with core HR and cloud ERP data in a more secure, validated way
- SAP Preferred Success services to accelerate decision-making and provide continuous strategic guidance
- Telefónica Global Technology for technology consultancy, integration, and management
- Zalaris for implementation support

After: Value-Driven Results

- Deployed the payroll solution at Telefónica Germany in just over 12 months, optimizing processes and establishing a scalable model for future implementations across other Telefónica business units, ultimately covering more than 100,000 employees worldwide
- Streamlined interfaces and technical and business processes, reducing system maintenance and complexity
- Delivered cost efficiencies aligned with Telefónica's strategic growth objectives
- Unified core HR, payroll, and finance processes through SAP Business Suite

“ We successfully migrated the highly customized payroll data of 8,000 employees in our German business to the SAP SuccessFactors Employee Central Payroll solution in just over a year. This has allowed us to streamline our payroll processes, achieve cost efficiencies, and support our future-ready people strategy.

Arled Kerciku, Head of Digitalization and Technology, Telefónica Germany.



 [Read the Full Story](#)

Volkswagen Group

Becoming a global automotive tech driver with HR innovation.

Volkswagen Group—a global leader in automotive and home to iconic brands such as Volkswagen, Audi, Škoda, SEAT, Bentley, Ducati, and Lamborghini—is harmonizing its HR processes with SAP SuccessFactors solutions.

Wolfsburg, Germany
Industry: Automotive



Featured Products and Services
SAP SuccessFactors Employee Central

>400

Companies within the Volkswagen Group on one instance with one global template

>40

Countries to be supported with localized core HR and compliance

>430,000

Employees supported in their employee lifecycle with SAP SuccessFactors

Challenges and Opportunities

- Lack of standardized HR practices, data, roles, and tools, resulting in local, nonstandardized HR processes across the enterprise
- Limited global HR governance
- Decentralized and individualized IT systems globally (SAP and third party)

Why SAP SuccessFactors

- SAP SuccessFactors solutions to harmonize global HR processes with universal standards and enable new HR business models worldwide
- Regional and agile implementation approach enabling efficient and synchronized rollout projects throughout the world and the adoption of future advancements
- Trusted partnership with SAP and modern, AI-enabled solutions with advanced and future-proof functionality

After: Value-Driven Results

- Future-ready IT infrastructure that empowers brands to streamline local HR IT landscapes
- Standardized HR process and data that enables efficient worldwide HR services
- Continuous innovation coming from SAP SuccessFactors solutions as cloud solutions

“ The SAP SuccessFactors portfolio is more than a tool—it’s a cultural transformation for Volkswagen’s HR practices. By unifying HR processes, standards, and roles globally, we’re setting new standards for efficiency and international collaboration.

Marco Klein, Director of HR Digital—SAP SuccessFactors, Volkswagen Group

VOLKSWAGEN GROUP

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Workforce Management



Al Qahtani Holding

Transforming HR with fast, efficient, and accurate time tracking and payroll management using SAP SuccessFactors solutions.

Al Khobar, Saudi Arabia
Industry: Cross-industry
Employees: >2,000



Featured Products and Services

SAP SuccessFactors Employee Central, SAP SuccessFactors Employee Central Payroll, SAP SuccessFactors Time Tracking, SAP Business Technology Platform, SAP Preferred Success

85%

Reduction in manual errors for payroll

70%

Reduction in time-keeping efforts

Challenges and Opportunities

- Streamline and standardize manual, spreadsheet-based time tracking and payroll processes across multiple group entities and regions, which were running disparate and unintegrated solutions
- Improve control and transparency, especially for absence deductions and overtime

Why SAP SuccessFactors

- Scheduling and payroll management capabilities of the SAP SuccessFactors Time Tracking, SAP SuccessFactors Employee Central, and SAP

SuccessFactors Employee Central Payroll solutions

- SAP Business Technology Platform to support native integration of additional apps from SAP partners
- SAP Preferred Success services, which offered an assigned customer success manager to streamline processes while delivering proactive incident handling and intensive care support
- Real-time visibility of workforce hours; accurate, compliant time capture; mobile self-service for employees and managers; automated approvals and workflows; and a modern, intuitive user experience

After: Value-Driven Results

- Automated, standardized, and transparent time-to-payroll process across countries and group companies
- Mobile app that allows employees on the go to punch in and out remotely, with hours posted automatically
- User-friendly interface that increases visibility and makes it easier to assign schedules and run reports
- Faster self-service scheduling with stricter adjustment windows, increasing transparency and helping ensure local legal compliance while also giving supervisors and employees more control over time management

“ SAP SuccessFactors solutions have transformed the way we handle time tracking and payroll. We now have more than 2,000 employees using the solution across 10 group companies. The result is greater transparency and efficiency, major time savings, and a far better experience for our employees and supervisors. We even won an award for workforce efficiency at the regional HR Connect event.

Mohammed Almubarak, Group IT Application Manager, Al Qahtani Holding



Eurobank

Complying swiftly with a new labor law thanks to a reliable and accurate time management system.

When Greece enacted a labor law designed to create transparent, predictable working conditions, Eurobank S.A. knew what to do. Having already implemented SAP SuccessFactors HCM, it used the SAP SuccessFactors Time Tracking solution and SAP Business Technology Platform to quickly comply with the legislation while keeping employee experience in focus.

Athens, Greece
Industry: Banking
Employees: 6,500
Revenue: €1.55 billion



Featured Products and Services

SAP SuccessFactors Time Tracking, SAP SuccessFactors Employee Central, SAP Business Technology Platform

99%

Clock-in and clock-out compliance.

44%

Decrease in the frequency of neglected clock-outs.

25%

Drop in errors and failed uploads to the labor inspectorate.

Challenges and Opportunities

- Comply with a new law designed to create transparent and predictable working conditions and simplify procedures within the Greek labor inspectorate's information system, ERGANI II
- Build a modern time management platform to track working hours, shift work, and overtime
- Improve employee satisfaction and visibility into data processes

Why SAP SuccessFactors

- SAP SuccessFactors Time Tracking solution, enabling accuracy, flexibility, and transparency and integrating natively with the solutions in SAP SuccessFactors HCM
- A unified HR ecosystem that promotes data consistency, helps eliminate data silos, smooths information exchange across different HR functions, and creates a consistent user experience
- SAP Business Technology Platform (SAP BTP), SAP Integration Suite, SAP HANA Cloud, and the Cloud Foundry runtime for SAP BTP helping adapt SAP SuccessFactors Time Tracking to business needs

After: Value-Driven Results

- Gained reliable work-schedule data that facilitates accurate payroll processing and ensures compliance
- Enabled efficient management and tracking of employee attendance with less administrative work
- Allowed HR teams to focus on strategic initiatives and employees to concentrate on core responsibilities by reducing time spent on manual data entry, verification, and reconciliation

“ SAP SuccessFactors Time Tracking and SAP Business Technology Platform underpin a modern platform that lets both employees and managers manage their schedules efficiently and transparently.

Maria Tachataki, Head of People Technology & Internal Communication, Eurobank S.A.



 [Read the Full Story](#)

Helvetia Group

Making HR fit for the future with SAP SuccessFactors.

With more than 12,000 employees across six countries, talent management posed a challenge for Helvetia. Without a unified overview of the group workforce, how could it get the right people in the right roles? By replacing disparate systems with a single HR portal based on SAP SuccessFactors solutions, Helvetia is increasing transparency, boosting efficiency, and improving the employee experience.

St. Gallen, Switzerland (HQ)

Industry: Insurance

Employees: More than 12,000 throughout Europe



Featured Products and Services

SAP SuccessFactors Employee Central, SAP SuccessFactors Compensation, SAP SuccessFactors Learning, SAP SuccessFactors Recruiting, SAP SuccessFactors Performance & Goals, SAP SuccessFactors Succession & Development, SAP SuccessFactors Time Tracking, SAP Business Technology Platform

Real-time

Insight into employee data

Lower

Total cost of ownership

Challenges and Opportunities

- Disparate local systems and processes for core HR and talent management in five countries
- Limited integration, making it difficult to get a unified overview of the workforce
- Restricted visibility of the talent pipeline, hindering succession planning

Why SAP SuccessFactors

- Holistic HR suite that covers the complete employee lifecycle
- Simple integration with third-party applications such as PeopleDoc
- Comprehensive advice and guidance from BearingPoint and SAP consultants
- Expert implementation support from HR Campus

After: Value-Driven Results

- Single web-based HR portal based on SAP SuccessFactors solutions
- Unified, digital HR processes across the group
- Single source of truth for organizational and employee data

- Convenient clock in clock out web portal, easy access to timesheets, and dedicated overtime approvals with the SAP SuccessFactors Time Tracking solution help to ensure accuracy and transparency
- Instant overview of teams for managers, including performance reviews and objectives
- Better visibility of the talent pipeline, supporting succession planning and internal recruitment
- Lower operating costs through moving to a modern cloud solution with a single licensing model
- Solid foundation for future people analytics and employee listening programs

“ A successful cultural change can only be brought about together. I’m certain that we can shape the future of HR at Helvetia with SAP SuccessFactors solutions.

Jochen Hübner, Head of HR Operations, Helvetia Switzerland



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Learning and Talent Management



ASICS

Explore ASICS' journey with SAP.

ASICS is a pioneer in high-performance sportswear, with deep roots in its “Sound Mind, Sound Body” philosophy. When the iconic brand refocused from athletic pros to everybody everywhere, the HR organization had a pivotal role in this ambitious global mission. The company used SAP SuccessFactors solutions to turn its fragmented, siloed HR systems into a technology win.

Kobe, Japan

Industry: Consumer products | Retail

Employees: 10,000

Revenue: USD3.3 billion



Featured Products and Services

SAP SuccessFactors Employee Central, SAP SuccessFactors Recruiting, SAP SuccessFactors Learning, SAP Preferred Success

740

Retail staff empowered to use their own mobile devices for on-demand training

1

Standardized system for HR processes across regions, including training and recruiting

Challenges and Opportunities

- Security offered by RISE with SAP S/4HANA Cloud Private Edition, which is included with the administration of its own suggested security layers
- Automated monitoring and control without relying on third parties for administration thanks to SAP-managed incident management
- User licensing optimization with full-use equivalent, which allows for more flexible management of users and roles in the system

Why SAP SuccessFactors

- Innovation constraints
- Lack of collaboration & capability to scale

After: Value-Driven Results

- Enhanced HR Efficiency: SAP SuccessFactors significantly elevated HR efficiency and employee engagement by centralizing systems globally.
- Standardized Competency Framework: A standardized global competency framework empowered employees to manage their career paths with clarity.
- Streamlined Recruitment: Recruitment processes were streamlined and automated, embedding evaluation criteria and introducing mobile training apps for deskless workers.

“ Before SAP SuccessFactors, our team struggled to engage in meaningful business discussions outside our team. It was tough to get accurate data about headcount or anything else. Now we can present real-time data from our HR dashboards and deliver relevant insights on a variety of topics. It’s helping to elevate HR’s profile in the organization.

Yuri Nakajima, Deputy General Manager, Human Resources Department, ASICS Corporation



 [Read the Full Story](#)

Atturra

Revolutionising employee engagement and growth with a scalable HR solution.

As Australia's leading advisory and IT solutions provider, Atturra Limited knows what it takes to embrace innovation and help businesses go beyond what's possible. Thanks to SAP SuccessFactors solutions, Atturra is now elevating its employee experience and helping its business grow sustainably with modern HR solutions.

Sydney, Australia

Industry: Professional services

Employees: >1,000

Revenue: USD118M



Featured Products and Services

SAP SuccessFactors Employee Central, SAP SuccessFactors Performance & Goals, SAP SuccessFactors Learning, SAP SuccessFactors Recruiting, SAP SuccessFactors Onboarding

78%

increase in accuracy of employee and organisational HR data

49%

decrease in the time managers spend on administrative HR tasks

15%

reduction in staff turnover with an enhanced UX and engagement

Challenges and Opportunities

- Atturra faced challenges in determining whether to adopt new practices or adapt existing ones. Processes were scattered and heavily manual, which significantly slowed down day-to-day operations.
- Atturra needed to streamline its HR functions to reduce time-consuming administrative tasks and deliver more growth opportunities for its team.
- The need for an integrated HR solution that would support its ambitious long-term growth targets and enhance the user experience.

Why SAP SuccessFactors

- SAP SuccessFactors seen as the gold standard in capability of scaling and evolving with the business.
- Its comprehensive, industry-standard functionality including SAP SuccessFactors Employee Central, Onboarding, Learning, Performance & Goals, and Recruiting.

After: Value-Driven Results

- The implementation marked a transformative shift in Atturra's approach to not only human resource management but also the whole human experience.
- Transitioned from manual, labour-intensive processes to automated, efficient lifecycle management
- A rejuvenation of outdated HR systems, empowered employees to contribute more efficiently to their roles and the company's objectives, and allowed the company to focus on value-driven results.

“ SAP SuccessFactors solutions help ensure we continue to evolve sustainably, constantly improving our output so that we're always on the right track.

David Dekker, Chief Operating Officer, Atturra Limited

atturra

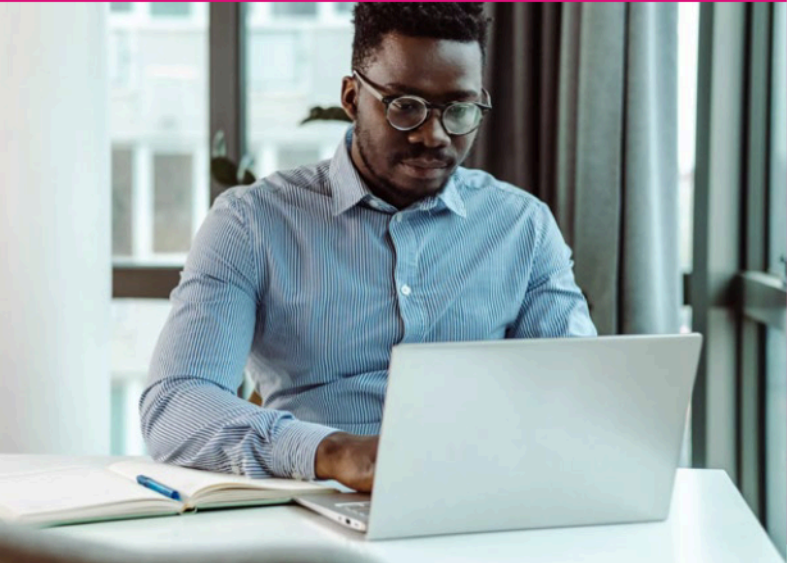
 [Read the Full Story](#)

Capgemini

Orchestrating a skills-first organization with SAP SuccessFactors HCM.

A global business and technology partner, Capgemini advises and supports clients with their business and digital transformation. To become a more talent-centric organization, Capgemini adopted a skills-based people management approach. SAP SuccessFactors HCM helps Capgemini deliver a highly engaging people experience in moments that matter across the employee lifecycle and keep its promise to employees and clients.

Paris, France
Industry: Professional services
Employees: 340,000



Featured Products and Services

SAP SuccessFactors Performance & Goals, SAP SuccessFactors Career and Talent Development, Talent Intelligence Hub

100%

Of employees already using skills-based performance management

67%

Of employees already using SAP SuccessFactors solutions to support other hire-to-retain processes

Challenges and Opportunities

- Become a more talent-centric company by 2025, with an HR infrastructure allowing Capgemini to attract, retain, and grow advanced digital skills
- Deliver a transformation program for a personalized employee experience that is supported by smart digital tools, harmonized HR processes, and an integrated, agile HR organization

Why SAP SuccessFactors

- SAP SuccessFactors HCM to enable skills-based people management and deliver a highly engaging people experience across the moments that matter in the employee lifecycle
- SAP SuccessFactors solutions that allow skills-based performance management and career development
- Capabilities including the talent intelligence hub—a centralized framework connecting individual attributes, skills, strengths, styles, and expressive preferences to people and experiences in SAP SuccessFactors solutions

After: Value-Driven Results

- More than 330,000 employees and people managers using skills-based performance management, resulting in value-added conversations around career and skills development
- Ability to connect employees with diverse career opportunities by using data analytics to provide personalized career-path recommendations tailored to their skills and interests

“ SAP SuccessFactors HCM supports the hire-to-retain journey by helping our people grow faster, perform better, and get the future we want for our clients, our business, and ourselves. This contributes to our goal—to be a talent and leader magnet.

Carolina Molnar, Executive Vice President and Group Head, HR Transformation, Capgemini



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Darussalam Assets

Mastering the use of AI in HR for inclusive recruitment to personalised learning and development.

Darussalam Assets Sdn Bhd implemented the SAP SuccessFactors portfolio to strategically align HR processes, technology, and data-driven insights to manage its extensive cross-industry workforce. Taking advantage of SAP Business AI technology embedded in SAP SuccessFactors solutions, Darussalam Assets further fine-tuned talent management capabilities.

Bandar Seri Begawan, Brunei Darussalam

Industry: Public sector

Employees: >9,000



Featured Products and Services

SAP SuccessFactors Performance & Goals, SAP SuccessFactors Recruiting, SAP SuccessFactors Learning, SAP Business AI

4x

more efficient
hiring process

>12

industries in its portfolio running
standardised processes

75%

reduction in recruitment duration
thanks to SAP Business AI

Challenges and Opportunities

- Challenges in managing complex HR data requirements, maintaining security, and operating efficiently across various sectors.
- The need for a unified yet flexible technology foundation to handle multiple HR challenges.
- An opportunity to streamline talent management operations, including recruitment, learning and development, and performance management.

Why SAP SuccessFactors

- SAP SuccessFactors allowed the company to standardize HR processes while allowing customization to meet the specific requirements of different industry sectors.
- The company adopted SAP SuccessFactors Recruiting, SAP SuccessFactors Learning, and SAP SuccessFactors Performance & Goals solutions to streamline talent management operations.

After: Value-Driven Results

- SAP Business AI has led to considerable talent management efficiency gains.
- A transformed recruitment process; from a several-months-long manual and non-standardized process into a slick experience that takes just a couple of weeks on average.
- DA now able to gain deeper insights into important HR metrics, such as time to hire, employee turnover rates, and performance trends, which informed decision-making and strategic planning.

“ With SAP Business AI technology embedded in SAP SuccessFactors, we’ve seen significant benefits such as reducing our overall recruitment time from months to weeks. The AI features have streamlined processes for generating and updating job descriptions and creating competency-based interview questions, making our recruitment process more efficient and standardised.

Salehin Basir, Human Capital Development Manager, Darussalam Assets Sdn Bhd

دارالسلام است

Darussalam Assets

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Frit Ravich

Staying true to company culture by embracing innovation to empower and support employees using SAP SuccessFactors solutions.

Family-run snacks company Frit Ravich S.L. transformed its HR operations and reinforced its company culture, built on innovation and belonging, by choosing SAP SuccessFactors solutions. And now, with plans to double its sales and become a skills-driven organization, Frit Ravich is adopting artificial intelligence in conjunction with SAP SuccessFactors to expand career development opportunities and improve the employee experience.

Girona, Spain

Industry: Consumer Products

Employees: >1,100



Featured Products and Services

SAP SuccessFactors Performance & Goals, SAP SuccessFactors Learning, SAP SuccessFactors Employee Central, Talent Intelligence Hub, SAP Business AI

96%

Of employees using the mobile application daily

56%

Of employees using SAP SuccessFactors on two or more mobile devices

Challenges and Opportunities

- Leveraging the “Feel Frit” culture that inspires innovation while retaining the essence of Frit Ravich that’s been built over 60 years
- Ambitious growth agenda, with plans to double sales by 2030 and expand production capacity
- Development of its teams and recruiting process to create a more diverse skills profile

Why SAP SuccessFactors

- Future-fit functionality offered by the SAP SuccessFactors Employee Central solution to help it recalibrate core HR management processes
- Comprehensive and connected suite of talent management solutions for recruiting and onboarding, learning, performance management, and compensation available through SAP SuccessFactors HCM
- AI-assisted user experiences offered by SAP SuccessFactors HCM with the Joule copilot

After: Value-Driven Results

- Transformed skill matching and skill inference in recruiting and talent attraction, helping its recruiters find and screen the best candidates in a more efficient way
- Enabled candidates with a better way to apply for the right opportunities, based on their skills
- Explored new functionalities, such as a talent intelligence hub that provides a centralized framework linking a library of skills and attributes to job profiles, hiring requisitions, and learning courses
- Implemented artificial intelligence focused on empowering its people and improving their experience

“ To ensure no one gets left behind, we need to guide and personalize. Our plans will allow us to shift the focus from job roles to skills, enabling our people to unlock their maximum potential for themselves and for the business.

Maria Saló, Chief People and Culture Officer, Frit Ravich S.L.



 [Watch the Video](#)

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Grundfos

Helping skills flow to build a world-class place to work, learn, and grow.

Grundfos, one of the world's leading pump and water solutions companies, knows that what employees can do is essential information that informs every part of HR. With the talent intelligence hub functionality of SAP SuccessFactors solutions, it's creating one source of skills information to help it connect people and business needs in new ways.

Bjerringbro, Denmark

Industry: Industrial manufacturing

Employees: 20,000

Revenue: €4.6 billion



Featured Products and Services

SAP SuccessFactors Learning, SAP SuccessFactors Performance & Goals, SAP SuccessFactors Succession & Development, Talent Intelligence Hub, Future: SAP Business AI

1

Source of skills intelligence in an enterprise spanning 60 countries

Increased

Flexibility using short-term or global project teams comprising different skills

Challenges and Opportunities

- Difficulty finding critical skills both internally and externally in a highly competitive hiring market
- Perceived lack of development opportunities for younger people, causing employee churn, with longer-tenure employees staying in the same positions, increasing resistance to change
- Complexity of managing data on competencies, behavior, knowledge, capabilities, experience, and certifications across different platforms

Why SAP SuccessFactors

- Talent intelligence hub, an AI-powered skills framework built into the foundation of SAP SuccessFactors HCM, offering a centralized approach for understanding skills and skills gaps
- Machine learning and AI that provide highly personalized learning and development recommendations to help employees develop the right skills and realize their ambitions
- Joule copilot, a natural-language, generative AI capability, enhancing experience and productivity

After: Value-Driven Results

- A consistent skills foundation, helping connect skills to work rather than people to jobs
- A new mindset in which skills are integrated into daily work rather than siloed in appraisal processes
- Potential for increased internal mobility thanks to AI-enabled growth portfolios that help employees map their skills and competencies to formal and informal learning opportunities experience.

“ The talent intelligence hub is helping us build one skills foundation that feeds into critical decisions on talent – and transform skills into something we live and breathe every day.

Mads Kidmose, Head of HR Technology and Data Foundation, Grundfos Holding A/S



 [Read the Full Story](#)

McCarthy Building Companies, Inc.

McCarthy Building Companies: Powering growth and retention through data-driven workforce intelligence with SAP SuccessFactors.

McCarthy Building Companies Inc., a 100% employee-owned construction leader with 160 years of history, faced a startling reality: LinkedIn knew more about its employees than its own HR systems did. With SAP SuccessFactors HCM, the company transformed tribal knowledge into data-driven workforce intelligence—enabling growth while maintaining employee retention and preparing it for an AI-enabled future.

St. Louis, Missouri

Industry: Construction and real estate

Associates: 8,000

Revenue: \$9+ billion



Featured Products and Services

SAP SuccessFactors HCM including SAP SuccessFactors Employee Central, SAP SuccessFactors Employee Central Payroll, and SAP SuccessFactors Learning, SAP Solution Extensions including Benefitfocus, OpenText, and Qualtrics

10%

Employee turnover rate compared to 18% industry average

100%

Digital pay processes, eliminating paper pay stubs, and simplifying payroll administration

Challenges and Opportunities

- A bold growth strategy required modern, scalable HR systems and a unified employee data foundation to support evolving business priorities.
- A mobile, project-based workforce under complex union agreements made standardizing people practices difficult.
- A legacy HR system limited to payroll data left managers without visibility into employee skills, history, or performance.
- Key staffing and development decisions relied on tribal knowledge, slowing scalability during growth.

Why SAP SuccessFactors

- Provided a flexible, scalable HR platform to meet the complexities of construction and evolving business needs.
- Offered a strong partner ecosystem to extend SAP SuccessFactors HCM with construction-specific payroll capabilities and specialized HR solutions.
- Delivered a single source of truth for employee data through the SAP SuccessFactors Employee Central solution.
- Supported the full employee lifecycle, from onboarding and learning to performance and payroll.

After: Value-Driven Results

- Achieved complete visibility into employee skills, project histories, and performance records, enabling faster, data-driven staffing and career-development decisions to support growth goals.
- Reduced employee turnover to 10%, outperforming the construction industry average of 18%, ensuring competitive strength and talent retention amid labor shortages.
- Achieved immediate cost savings and improved learning operations by replacing its previous system with the SAP SuccessFactors Learning solution.
- Established a scalable employee data foundation to enable future AI-enhanced decision-making, such as skills mapping, predictive workforce analytics, and smarter team formation.

“ We chose SAP SuccessFactors HCM for its strong foundation to support our growth and evolution. Competitors were too rigid, forcing us into their ecosystem. SAP offered flexibility to meet our needs, with extensibility through partners like OpenText, Qualtrics, and Benefitfocus.

Lisa Sanders, VP of HR Operations, McCarthy Building Companies, Inc.



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Saudi Ground Services

Enabling employees to deliver superior ground handling services with SAP SuccessFactors HCM.

Saudi Ground Services Company (SGS) represents the face of a nation that is preparing to welcome significantly more airline passengers in the coming years. SGS wanted to better manage and train employees and be prepared to hire and onboard quickly during demand surges. It chose SAP SuccessFactors HCM to support these goals.

Jeddah, Kingdom of Saudi Arabia
Industry: Travel and transportation
Employees: 16,000



Featured Products and Services

SAP SuccessFactors Recruiting, SAP SuccessFactors Onboarding, SAP SuccessFactors Learning, SAP SuccessFactors Employee Central, SAP SuccessFactors Employee Central Payroll, SAP SuccessFactors People Analytics, SAP Preferred Success

40%

Reduction in time to hire

30%

Improvement in time to fill roles

75%

Less paperwork

11

Fully automated modules with streamlined processes

Challenges and Opportunities

- Employees meeting just over half of training requirements due to lack of an adequate training framework as well as manual processes, negatively impacting compliance and service delivery
- Need to equip employees with digitalized HR tools to win their engagement and productivity in line with increased passenger numbers and growth opportunities driven by the national aviation strategy and “Vision 2030”

Why SAP SuccessFactors

- SAP SuccessFactors HCM to improve HR processes including recruiting, onboarding, people analytics, and learning, as well as core HR and payroll functions
- SAP Preferred Success services for support, reports, access to web seminars and technologies, and help with identifying learning gaps and connecting to expert consultants

After: Value-Driven Results

- Automated notifications prompting employees to do necessary training, helping improve compliance
- Sixfold increase in completed training courses to 61,000 and improved visibility and reporting around training, with the ability to identify areas requiring attention and monitor progression
- Accelerated hiring and onboarding, allowing SGS to meet demand surges during busy travel periods
- Self-service capabilities, enhancing employee engagement and reducing administration

“ Our employees represent the face of our nation, and as passenger and flight numbers expand, we want them to excel in ground handling services by equipping them with tools to simplify their lives. SAP SuccessFactors HCM helps us make this a reality.

Ahmed Alzahri, Vice President for Human Resources, Saudi Ground Services Company



 [Read the Full Story](#)

Sun Communities & Sun Outdoors

Keeping employees engaged and motivated to delight guests and residents.

Sun Communities Inc. knows that its people are key to offering uplifting vacation experiences and creating attractive places to live. To help nurture a supportive culture for a growing employee base, the company first deployed SAP SuccessFactors HCM more than a decade ago and continues to roll out the latest innovations offered by the suite.

Southfield, Michigan

Industry: Financial Services (Real Estate Investment Trust)

Employees: 3,800

Revenue: US\$3.1 billion



Featured Products and Services

SAP SuccessFactors Recruiting, SAP SuccessFactors Onboarding, SAP SuccessFactors Learning, SAP SuccessFactors Employee Central, SAP SuccessFactors Employee Central Payroll, SAP SuccessFactors Work Zone, SAP SuccessFactors Incentive Management, SAP Concur, Qualtrics Employee Experience

1,000

People hired and onboarded in one day during an acquisition

1

Month allotted for staffing a new resort with 300 employees

Challenges and Opportunities

- Establish efficient workforce management processes across a growing business
- Meet complex seasonal staffing requirements, creating a supportive working environment
- Motivate staff to provide outstanding customer service

Why SAP SuccessFactors

- Comprehensive cloud-based HR management functionality in SAP SuccessFactors HCM

- Greater control in modifying plans and incentive calculation rules
- Tight integration with SAP Concur solutions, streamlining spend management processes
- Regular staff surveys using Qualtrics Employee Experience, an SAP endorsed app
- Employee services portal created using the SAP SuccessFactors Work Zone solution
- Expert deployment guidance provided by SAP partner Veritas Prime
- Employee recognition program enabled through integration between SAP SuccessFactors HCM and the JobPts solution from SAP partner Semos Cloud

After: Value-Driven Results

- Ability to quickly carry out large-scale recruitment and assimilation of new hires
- Better communication between management and staff, improving job satisfaction and staff retention
- Exceptional customer experiences delivered by highly motivated teams
- Improved incentive management for several thousand team members with varying commission plans
- Continuous optimization of HR processes with regular updates offered by SAP SuccessFactors HCM

“ We measure performance with numbers, but without the right people communicating well, nothing happens. Community is really communication, and that’s where SAP software has made a huge difference.

John McLaren, President, Sun Communities Inc.



[Read the Full Story](#)

Talent Acquisition



Darussalam Assets

Mastering the use of AI in HR for inclusive recruitment to personalised learning and development.

Darussalam Assets Sdn Bhd implemented the SAP SuccessFactors portfolio to strategically align HR processes, technology, and data-driven insights to manage its extensive cross-industry workforce. Taking advantage of SAP Business AI technology embedded in SAP SuccessFactors solutions, Darussalam Assets further fine-tuned talent management capabilities.

Bandar Seri Begawan, Brunei Darussalam

Industry: Public sector

Employees: >9,000



Featured Products and Services

SAP SuccessFactors Performance & Goals, SAP SuccessFactors Recruiting, SAP SuccessFactors Learning, SAP Business AI

4x

more efficient
hiring process

>12

industries in its portfolio running
standardised processes

75%

reduction in recruitment duration
thanks to SAP Business AI

Challenges and Opportunities

- Challenges in managing complex HR data requirements, maintaining security, and operating efficiently across various sectors.
- The need for a unified yet flexible technology foundation to handle multiple HR challenges.
- An opportunity to streamline talent management operations, including recruitment, learning and development, and performance management.

Why SAP SuccessFactors

- SAP SuccessFactors allowed the company to standardize HR processes while allowing customization to meet the specific requirements of different industry sectors.
- The company adopted SAP SuccessFactors Recruiting, SAP SuccessFactors Learning, and SAP SuccessFactors Performance & Goals solutions to streamline talent management operations.

After: Value-Driven Results

- SAP Business AI has led to considerable talent management efficiency gains.
- A transformed recruitment process; from a several-months-long manual and non-standardized process into a slick experience that takes just a couple of weeks on average.
- DA now able to gain deeper insights into important HR metrics, such as time to hire, employee turnover rates, and performance trends, which informed decision-making and strategic planning.

“ With SAP Business AI technology embedded in SAP SuccessFactors, we’ve seen significant benefits such as reducing our overall recruitment time from months to weeks. The AI features have streamlined processes for generating and updating job descriptions and creating competency-based interview questions, making our recruitment process more efficient and standardised.

Salehin Basir, Human Capital Development Manager, Darussalam Assets Sdn Bhd

دارالسلام است

Darussalam Assets

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Knorr-Bremse

Migrating from on-premise to cloud-based HR software with SAP SuccessFactors solutions.

As a global market leader in braking systems and safety-critical subsystems for rail and commercial vehicles, Knorr-Bremse AG wanted a cloud-based solution to modernize and improve its HR processes. It looked to SAP SuccessFactors solutions to unify employee experiences and optimize recruitment efforts.

Munich, Germany

Industry: Automotive | Industrial manufacturing

Employees: 33,000

Revenue: €7.9 billion



Featured Products and Services

SAP SuccessFactors Employee Central (HCM Evolution), SAP SuccessFactors Recruiting

>100

Locations supported by a single HR solution

Fewer

Clicks during the job application process, leading to better candidate experiences

Challenges and Opportunities

- Disparate HR systems and manual processes being used to manage 33,000 employees working across more than 30 countries in 14 languages
- No common model, making global decision-making difficult and diverting time from value-added activities
- Heavy manual workload in collecting data and inadequate support for management and employees

Why SAP

- Ability of SAP SuccessFactors solutions to link with the company's existing on-premise SAP solutions for a smooth payroll process and reduced project risk
- SAP SuccessFactors Employee Central solution, enabling extensive functionality such as uniform self-service scenarios for employees and managers
- Flexible integration of the core HR option for SAP SuccessFactors Employee Central with existing on-premise solutions for improved payroll and time management
- SAP SuccessFactors Recruiting solution to improve the transparency within recruitment and global governance by

guiding HR staff in where and how to search for candidates

After: Value-Driven Results

- Ability to deliver the same experience and standard for every employee in every country
- Improved evaluation of data, revealing job application numbers and employer-attractiveness standing
- Reliable metrics around gender, age, and ethnicity to help achieve diversity and inclusion goals
- Creation of a modern company profile that is vital in attracting, finding, and retaining good candidates

“ We went from individual HR systems to one unified solution for more than 100 locations. With SAP SuccessFactors solutions, we've preserved individual features while centralizing HR globally, improving transparency and employee experiences.

Markus Helle, HR Transformation Program Manager, Knorr-Bremse AG



 [Read the Full Story](#)

Milliken & Company

Empowering HR to meet evolving business and workforce needs globally.

When industrial manufacturer Milliken & Company sought to modernize its on-premise HR systems to improve employee experiences across the globe, it chose to move to the cloud. Milliken defined a road map to adopt SAP SuccessFactors HCM in line with its objectives.

Spartanburg, South Carolina
Industry: Mill products and mining
Employees: 8,000



Featured Products and Services

SAP SuccessFactors Employee Central (HCM Evolution), SAP SuccessFactors Recruiting, SAP U.S. Benefits Administration by Benefitfocus

5x

Increase in job applicants

100%

Of manual recruiting processes automated

Challenges and Opportunities

- Legacy HR software limiting its ability to provide rich functionality and experiences
- Lack of a unified view of its HR operations around the globe
- Discrete HR processes in its four lines of business
- Reliance on manual systems and spreadsheets to deliver detailed compliance reporting

Why SAP SuccessFactors

- Alignment with a cloud-first strategy for HR transformation using SAP SuccessFactors HCM
- Flexibility to deploy modules in SAP SuccessFactors HCM to align with business needs
- Previous experience of legacy on-premise HR management solutions from SAP along with current investments in SAP S/4HANA, SAP Concur solutions, and the SAP Fiori user experience
- HR Focal Point's proven expertise and best practices implementing SAP SuccessFactors solutions

After: Value-Driven Results

- Deployed the SAP SuccessFactors Recruiting solution, replacing an outmoded English-only careers Web site with a modern careers experience, optimized for viewing on mobile devices in five languages
- Improved efficiency in HR management and administration thanks to the SAP SuccessFactors Employee Central solution, enabling visibility into talent management data across the organization
- Liberated its HR team from performing manual tasks in recruiting processes, allowing them to focus on talent management for critical business issues
- Increased employee engagement, providing access to HR-related tools 24x7

“ Thanks to SAP SuccessFactors HCM, we have modernized our approach to people management, giving me and the HR team more time to become true business partners and refocus on enriching the employee experience.

Stephanie Frazier, Director, Global HRIS, Milliken & Company

Milliken

 [Read the Full Story](#)

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John McLaren, President, Sun Communities Inc.



 [Read the Full Story](#)

HR Analytics and Workforce Planning



Government of Ras Al Khaimah

Modernizing HR with SAP SuccessFactors HCM.

The Government of Ras Al Khaimah (RAK Government) in the United Arab Emirates is transforming society with innovative online and mobile public services. It wanted to deliver a similar experience to its government employees with a mobile-ready, cloud-based digital system. SAP SuccessFactors HCM allows RAK Government to do this.

Ras Al Khaimah, United Arab Emirates

Industry: Public sector

Employees: 3,200



Featured Products and Services

SAP SuccessFactors Employee Central (HCM Evolution), SAP SuccessFactors Employee Central Service Center, SAP SuccessFactors Recruiting, SAP SuccessFactors Workforce Analytics, SAP Preferred Success

2

Hours to develop reports, down from 24 hours

87%

Of employees finding the digital system easy to use

100%

Paperless, fully automated HR department

80

Self-service options in the SAP SuccessFactors Mobile app

Challenges and Opportunities

- Digitalize and automate HR in line with the government's wider digital transformation program for the Ras Al Khaimah society and the "We the UAE 2031" vision
- Enable around-the-clock remote access to HR for 19 government departments
- Enhance the employee experience with modern, mobile work practices

Why SAP

- SAP SuccessFactors HCM, offering HR solutions that cover the employee lifecycle from hire to retire and improving transparency and the employee experience
- Expert support, expertise, and guidance provided by the expanded edition of SAP Preferred Success plan for SAP SuccessFactors HCM

After: Value-Driven Results

- Replaced the on-premise SAP ERP Human Capital Management solution with the cloud-based SAP SuccessFactors

Employee Central solution

- Empowered employees with anytime, anywhere access to self-service HR data and services
- Enabled executives to track KPIs, improving workforce monitoring and data-driven decision-making
- Automated recruitment and hiring processes, making it faster to fill positions, and provided talent insights, making it easier to identify high-potential employees for senior roles
- Delivered engaging online learning and video training, encouraging employees to develop their skills

“ Our investment in SAP SuccessFactors solutions allows us to provide our employees with a user-friendly digital interface, enabling them to conveniently access and track all necessary procedures. This capability helps ensure consistent, high-quality service delivery.”

Shaikha Ali Saif Al Hebsi, Deputy Manager, Department of Human Resources, Government of Ras Al Khaimah

حكومة رأس الخيمة
Government of Ras Al Khaimah

دائرة الموارد البشرية
Department of Human Resources



 [Read the Full Story](#)

Hospital Sírío-Libanês

Making integrated IT systems the beating heart of a technology-forward organization.

For more than a century, Hospital Sírío-Libanês has been a beacon of innovation in Brazil and beyond. That tradition is set to continue thanks to a new IT landscape based on SAP S/4HANA Cloud Private Edition, SAP SuccessFactors and SAP Ariba solutions, SAP Business Technology Platform, and SAP's industry cloud.

São Paulo, Brazil

Industry: Healthcare

Employees: 9,900



Featured Products and Services

SAP SuccessFactors Employee Central, SAP SuccessFactors Recruiting, SAP SuccessFactors Onboarding, SAP S/4HANA Cloud Private Edition, SAP Analytics Cloud, SAP Business Technology Platform, SAP Ariba, and SAP Business Network Commerce Automation solutions

13

Fewer days to close
vacant positions

2

Days cut from monthly
financial closing cycle

Challenges and Opportunities

- Lack of IT integration, hindering compliance, control, traceability, and real-time information flows
- High volume of manual work, as well as bottlenecks in accounting and financial closing processes
- Cumbersome, siloed HR processes and a lack of support for attracting, managing, and nurturing talent

Why SAP SuccessFactors

- SAP S/4HANA Cloud Private Edition and SAP Business Technology Platform (SAP BTP), supporting best practices and innovation in an integrated IT environment underpinned by next-generation ERP
- SAP SuccessFactors solutions, facilitating one unified HR platform, and SAP Ariba and SAP Business Network Commerce Automation solutions, aiding end-to-end prospecting-to-payment processes
- Comprehensive road map, robust security and auditing, smooth integration, and real-time processing

- EY ifb, offering deep experience in the hospital segment, expertise in digital healthcare, and knowledge of SAP software, as well as contributing to industry cloud solutions for the healthcare industry

After: Value-Driven Results

- Accurate, accessible data and intuitive analytics and reporting for smart and agile decision-making
- Efficient, optimized processes based on best standards, increasing productivity
- Modern, connected people management; reduced HR risk; and healthcare-compliant processes

“ Our transformation based on SAP S/4HANA Cloud Private Edition has had a profound effect, improving processes and aiding decision-making. We know SAP software will continue to support us as we translate technological innovation into outstanding patient care for the next century to come.

Ailton Bomfim Brandão Junior, CIO, Hospital Sírío-Libanês



SÍRIO-LIBANÊS

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→ INDEX

ORBIS

Aligning people and strategy for better business outcomes with integrated workforce planning.

The employees of ORBIS SE underpin the company's mission to transform diverse organizations. Using SAP Analytics Cloud for planning, the software and business consultancy enables robust workforce planning that puts these talented "ORBISians" at the center of decision-making.

Saarbrücken, Germany
Industry: Professional services
Employees: >900
Revenue: €120.5 million

Featured Products and Services

SAP Analytics Cloud for planning, SAP SuccessFactors Employee Central, SAP S/4HANA

25%–30%

Faster workforce planning

100%

Increase in process accuracy

Challenges and Opportunities

- Manual, spreadsheet-based processes used for consolidating workforce planning data on more than 900 employees in multiple subsidiaries, leading to errors, reporting delays, and a lack of transparency
- Need to create a connection between the structure of employees and HR costs and provide KPI-based reporting that provides insight into future revenues and employment needs

Why SAP SuccessFactors

- SAP Analytics Cloud for planning, supporting comprehensive, accurate workforce planning
- SAP SuccessFactors Employee Central solution, providing accurate core employee data
- Smooth integration of data from SAP S/4HANA and third-party sources such as Microsoft Excel

After: Value-Driven Results

- Faster, more-streamlined workforce planning requiring 80% fewer planners
- Significant increase in transparency aided by standardized data and processes
- Solid foundation for forecasting annual revenues based on the employee composition of each organizational unit and for integrating workforce, financial, and other plans across the business

“ With SAP Analytics Cloud for planning, our workforce planning is not just fast, accurate, and transparent. It is also better connected with our business strategy, helping us make smart people decisions and respond nimbly to change.

Laura Merkl, Head of Operational Excellence, ORBIS SE



 [Read the Full Story](#)



Raiffeisen Bank International

Vienna, Austria
Industry: Banking
Employees: 44,000
Revenue: €10.07 billion



Featured Products and Services

SAP SuccessFactors Employee Central, SAP Analytics Cloud for planning, SAP S/4HANA

Decentralized

Cross-enterprise processes, improving efficiency and communication

Reduced

Levels of risk, encouraging safer workflows

Challenges and Opportunities

- Lacking a comprehensive view of the scope and complexity of internal processes, minimizing efficiency
- Choosing a suitable platform to house internal operations, sorting through a variety of options to find one that met individual business needs
- Aligning data from various sources, including data from SAP solutions and third-party data
- Reducing the number of manual calculations, freeing up workloads and reducing errors

Why SAP SuccessFactors

- SAP Analytics Cloud for planning to create collaborative workforce plans and models based on analysis of large quantities of people data from the SAP SuccessFactors Employee Central solution
- SAP SuccessFactors Employee Central for integrated HR people data and reporting for efficient, cloud-based systems that support centralized data reporting and processes for each employee
- SAP S/4HANA to reduce the amount of time needed for enterprise forecasting processes, fostering effort allocation to other necessary tasks
- Flexso to help establish a single source of truth, offering process standardization across the business

After: Value-Driven Results

- Access to a unified analytics tool, fostering an accessible data environment
- Consolidation of data from both SAP and third-party sources, centralizing analytics on an intuitive platform
- Automation of the bank's most critical tasks, reducing risk, human error, and manual labor
- Decentralized processes, empowering cost center owners to make better business decisions
- Increased scalability, establishing a flexible base for future growth
- Ability to simulate data scenarios, increasing predictive capabilities and agility

“ We'd foreseen that simulating scenarios would become possible in the future, even for the cost center owners. But we hadn't anticipated that it would be possible so early on. Now, we can run various sets of numbers almost right away.

Matthias Loidolt, Delivery Manager in Agile Delivery Accounting and HR, Raiffeisen Bank International AG



Raiffeisen Bank
International



AI in Human Resources



American Honda

Accelerating workforce readiness for the future with SAP SuccessFactors solutions.

American Honda Motor Company Inc., a subsidiary of Honda Motor Company Ltd., is committed to creating a future where everyone travels comfortably and safely with a smaller environmental footprint. With the support of AI capabilities in SAP SuccessFactors solutions, the automaker's workforce is better organized to turn this vision into a reality.

Torrance, California
Industry: Automotive
Employees: 30,000



Featured Products and Services

SAP SuccessFactors HCM, SAP Business AI, SAP Preferred Success

>80%

of associates surveyed in the pilot were highly satisfied with using AI-enabled solutions

>90%

of associates surveyed in the pilot identified “efficiency” as the primary benefit of using AI

Challenges and Opportunities

- Operational shift from producing 14 million combustion engines annually to an electric vehicle (EV) lineup, requiring a complete restructuring of operations and production strategies
- Evolving consumer interests and environmental regulations demanding greater flexibility and agility
- Urgency for a skilled and adaptable workforce that is ready to fulfill electrification goals

Why SAP SuccessFactors

- SAP SuccessFactors solutions to unify 13 business entities and create a cloud-based environment for real-time planning and skill-gap analysis
- Joule copilot to automate redundant tasks, freeing HR associates to focus on more strategic work for upskilling and reskilling associates
- SAP Preferred Success offering to provide proactive guidance for streamlining the implementation, improving efficiency, minimizing disruption, and focusing on business value

After: Value-Driven Results

- Streamlining HR processes through a centralized HR system, reducing redundancies and creating a single data source for 30,000 North American employees
- Enabling a skills-based organization, upskilling and reskilling associates for EV production roles
- Enhancing the associate experience with improved data management, integration, automation, and AI capabilities

“ Harmonizing our processes and technology platform with SAP SuccessFactors solutions as our core HR system has significantly simplified our operations. This has been a powerful springboard for enhancing our effectiveness as an HR organization.

Rich Richardson, Senior Vice President of Human Resources, American Honda Motor Company Inc.



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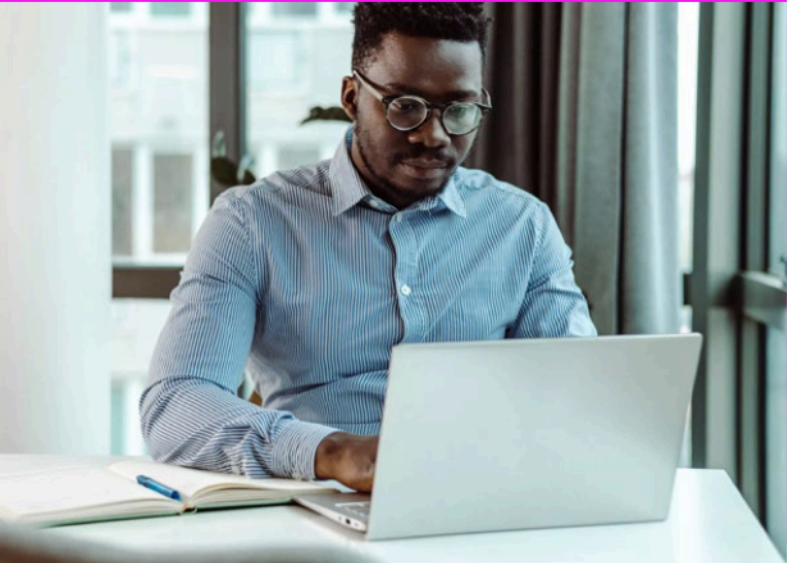
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Capgemini

Orchestrating a skills-first organization with SAP SuccessFactors HCM.

A global business and technology partner, Capgemini advises and supports clients with their business and digital transformation. To become a more talent-centric organization, Capgemini adopted a skills-based people management approach. SAP SuccessFactors HCM helps Capgemini deliver a highly engaging people experience in moments that matter across the employee lifecycle and keep its promise to employees and clients.

Paris, France
Industry: Professional services
Employees: 340,000



Featured Products and Services

SAP SuccessFactors Performance & Goals, SAP SuccessFactors Career and Talent Development, Talent Intelligence Hub

100%

Of employees already using skills-based performance management

67%

Of employees already using SAP SuccessFactors solutions to support other hire-to-retain processes

Challenges and Opportunities

- Become a more talent-centric company by 2025, with an HR infrastructure allowing Capgemini to attract, retain, and grow advanced digital skills
- Deliver a transformation program for a personalized employee experience that is supported by smart digital tools, harmonized HR processes, and an integrated, agile HR organization

Why SAP SuccessFactors

- SAP SuccessFactors HCM to enable skills-based people management and deliver a highly engaging people experience across the moments that matter in the employee lifecycle
- SAP SuccessFactors solutions that allow skills-based performance management and career development
- Capabilities including the talent intelligence hub—a centralized framework connecting individual attributes, skills, strengths, styles, and expressive preferences to people and experiences in SAP SuccessFactors solutions

After: Value-Driven Results

- More than 330,000 employees and people managers using skills-based performance management, resulting in value-added conversations around career and skills development
- Ability to connect employees with diverse career opportunities by using data analytics to provide personalized career-path recommendations tailored to their skills and interests

“ SAP SuccessFactors HCM supports the hire-to-retain journey by helping our people grow faster, perform better, and get the future we want for our clients, our business, and ourselves. This contributes to our goal—to be a talent and leader magnet.

Carolina Molnar, Executive Vice President and Group Head, HR Transformation, Capgemini



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Darussalam Assets

Mastering the use of AI in HR for inclusive recruitment to personalised learning and development.

Darussalam Assets Sdn Bhd implemented the SAP SuccessFactors portfolio to strategically align HR processes, technology, and data-driven insights to manage its extensive cross-industry workforce. Taking advantage of SAP Business AI technology embedded in SAP SuccessFactors solutions, Darussalam Assets further fine-tuned talent management capabilities.

Bandar Seri Begawan, Brunei Darussalam
Industry: Public sector
Employees: >9,000



Featured Products and Services

SAP SuccessFactors Performance & Goals, SAP SuccessFactors Recruiting, SAP SuccessFactors Learning, SAP Business AI

4x

more efficient hiring process

>12

industries in its portfolio running standardised processes

75%

reduction in recruitment duration thanks to SAP Business AI

Challenges and Opportunities

- Challenges in managing complex HR data requirements, maintaining security, and operating efficiently across various sectors.
- The need for a unified yet flexible technology foundation to handle multiple HR challenges.
- An opportunity to streamline talent management operations, including recruitment, learning and development, and performance management.

Why SAP SuccessFactors

- SAP SuccessFactors allowed the company to standardize HR processes while allowing customization to meet the specific requirements of different industry sectors.
- The company adopted SAP SuccessFactors Recruiting, SAP SuccessFactors Learning, and SAP SuccessFactors Performance & Goals solutions to streamline talent management operations.

After: Value-Driven Results

- SAP Business AI has led to considerable talent management efficiency gains.
- A transformed recruitment process; from a several-months-long manual and non-standardized process into a slick experience that takes just a couple of weeks on average.
- DA now able to gain deeper insights into important HR metrics, such as time to hire, employee turnover rates, and performance trends, which informed decision-making and strategic planning.

“ With SAP Business AI technology embedded in SAP SuccessFactors, we’ve seen significant benefits such as reducing our overall recruitment time from months to weeks. The AI features have streamlined processes for generating and updating job descriptions and creating competency-based interview questions, making our recruitment process more efficient and standardised.

Salehin Basir, Human Capital Development Manager, Darussalam Assets Sdn Bhd

دارالسلام است

Darussalam Assets

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Delta Air Lines

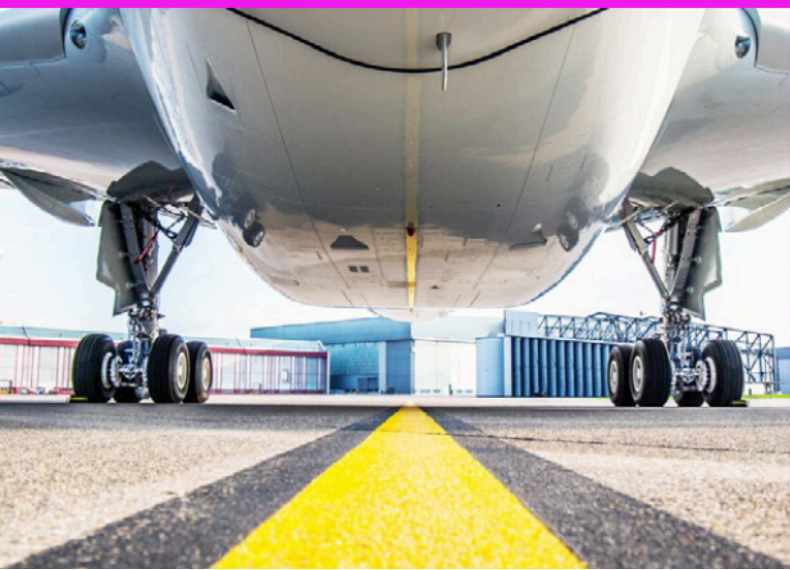
Elevating employee and customer experiences.

For nearly 100 years, Delta Air Lines Inc. has been soaring from its roots as the world's first aerial crop-dusting company to become a global leader in passenger, airmail, and freight transportation. Today, Delta serves nearly 200 million travelers annually, reaching 275 destinations across 50 countries, with more than 100,000 employees dedicated to making every journey smooth and enjoyable.

Atlanta, Georgia

Industry: Travel and transportation

Employees: 100,000



Featured Products and Services

SAP SuccessFactors Opportunity Marketplace, Talent Intelligence Hub

~50%

Of managerial roles now filled by customer-facing workers on the front line

90%

Of non-executive management roles no longer require a college degree

Challenges and Opportunities

To differentiate itself from the competition, Delta focuses on providing superior end-to-end customer experiences. Delta's leadership knows that each encounter causes a chain reaction – happy employees lead to happy customers, and happy customers lead to happy shareholders who continue investing in the company. Building on its virtuous circle, Delta wanted to create a “digital virtuous circle” by using technology to align customer expectations with employee skills and empower employees with personalized learning and career opportunities.

Why SAP SuccessFactors

As a longtime SAP customer, Delta was already running the SAP SuccessFactors Learning and SAP SuccessFactors Performance & Goals solutions to help employees keep their skills current and perform at their best. To elevate the employee experience, Delta decided to go a step further and implement the SAP SuccessFactors Opportunity Marketplace solution to provide employees with personalized training for new skills and connect them to opportunities that fit their career goals. Delta also chose the talent intelligence hub functionality in SAP SuccessFactors solutions.

After: Value-Driven Results

By moving a skills-based talent strategy, Delta has surpassed its goal of filling 25% of its managerial roles with internal hires from customer-facing positions – reaching nearly 50%. SAP SuccessFactors Opportunity Marketplace enhances workforce agility by connecting employees with short-term projects, mentorships, and career pathways. The talent intelligence hub refines career development and internal mobility using data-driven insights from a vast job attributes library. By investing in its people, Delta is building a more skilled and engaged workforce, driving outstanding experiences for both employees and customers.

“ With SAP SuccessFactors solutions, we’ve taken our approach to customer experience and applied it to the employee experience, building a modern skills-based organization. Employees invest in our customers, our customers invest in us by choosing Delta Air Lines, and our shareholders keep investing in us to keep the whole flywheel turning.

Tim Gregory, Managing director of HR Innovation and Workforce Technology at Delta Air Lines



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Frit Ravich

Staying true to company culture by embracing innovation to empower and support employees using SAP SuccessFactors solutions.

Family-run snacks company Frit Ravich S.L. transformed its HR operations and reinforced its company culture, built on innovation and belonging, by choosing SAP SuccessFactors solutions. And now, with plans to double its sales and become a skills-driven organization, Frit Ravich is adopting artificial intelligence in conjunction with SAP SuccessFactors to expand career development opportunities and improve the employee experience.

Girona, Spain

Industry: Consumer Products

Employees: >1,100



Featured Products and Services

SAP SuccessFactors Performance & Goals, SAP SuccessFactors Learning, SAP SuccessFactors Employee Central, Talent Intelligence Hub, SAP Business AI

96%

Of employees using the mobile application daily

56%

Of employees using SAP SuccessFactors on two or more mobile devices

Challenges and Opportunities

- Leveraging the “Feel Frit” culture that inspires innovation while retaining the essence of Frit Ravich that’s been built over 60 years
- Ambitious growth agenda, with plans to double sales by 2030 and expand production capacity
- Development of its teams and recruiting process to create a more diverse skills profile

Why SAP SuccessFactors

- Future-fit functionality offered by the SAP SuccessFactors Employee Central solution to help it recalibrate core HR management processes
- Comprehensive and connected suite of talent management solutions for recruiting and onboarding, learning, performance management, and compensation available through SAP SuccessFactors HCM
- AI-assisted user experiences offered by SAP SuccessFactors HCM with the Joule copilot

After: Value-Driven Results

- Transformed skill matching and skill inference in recruiting and talent attraction, helping its recruiters find and screen the best candidates in a more efficient way
- Enabled candidates with a better way to apply for the right opportunities, based on their skills
- Explored new functionalities, such as a talent intelligence hub that provides a centralized framework linking a library of skills and attributes to job profiles, hiring requisitions, and learning courses
- Implemented artificial intelligence focused on empowering its people and improving their experience

“ To ensure no one gets left behind, we need to guide and personalize. Our plans will allow us to shift the focus from job roles to skills, enabling our people to unlock their maximum potential for themselves and for the business.

Maria Saló, Chief People and Culture Officer, Frit Ravich S.L.



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Grundfos

Helping skills flow to build a world-class place to work, learn, and grow.

Grundfos, one of the world's leading pump and water solutions companies, knows that what employees can do is essential information that informs every part of HR. With the talent intelligence hub functionality of SAP SuccessFactors solutions, it's creating one source of skills information to help it connect people and business needs in new ways.

Bjerringbro, Denmark

Industry: Industrial manufacturing

Employees: 20,000

Revenue: €4.6 billion



Featured Products and Services

SAP SuccessFactors Learning, SAP SuccessFactors Performance & Goals, SAP SuccessFactors Succession & Development, Talent Intelligence Hub, Future: SAP Business AI

1

Source of skills intelligence in an enterprise spanning 60 countries

Increased

Flexibility using short-term or global project teams comprising different skills

Challenges and Opportunities

- Difficulty finding critical skills both internally and externally in a highly competitive hiring market
- Perceived lack of development opportunities for younger people, causing employee churn, with longer-tenure employees staying in the same positions, increasing resistance to change
- Complexity of managing data on competencies, behavior, knowledge, capabilities, experience, and certifications across different platforms

Why SAP SuccessFactors

- Talent intelligence hub, an AI-powered skills framework built into the foundation of SAP SuccessFactors HCM, offering a centralized approach for understanding skills and skills gaps
- Machine learning and AI that provide highly personalized learning and development recommendations to help employees develop the right skills and realize their ambitions
- Joule copilot, a natural-language, generative AI capability, enhancing experience and productivity

After: Value-Driven Results

- A consistent skills foundation, helping connect skills to work rather than people to jobs
- A new mindset in which skills are integrated into daily work rather than siloed in appraisal processes
- Potential for increased internal mobility thanks to AI-enabled growth portfolios that help employees map their skills and competencies to formal and informal learning opportunities experience.

“ The talent intelligence hub is helping us build one skills foundation that feeds into critical decisions on talent – and transform skills into something we live and breathe every day. Mads Kidmose, Head of HR Technology and Data Foundation, Grundfos Holding A/S



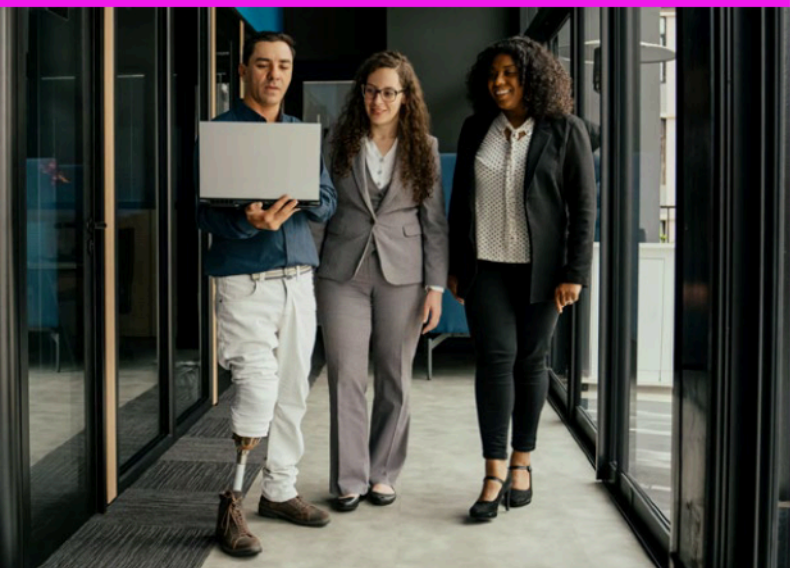
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PostNL

Transforming employee experience with intelligent payroll automation and AI.

PostNL has been connecting people across the Netherlands for more than two centuries, delivering parcels, letters, and meaningful moments to every street in the country. As the nation's trusted postal service, PostNL handles an average of 1.2 million parcels and 6.3 million letters each working day. With SAP SuccessFactors solutions and AI capabilities through the Joule copilot, PostNL is transforming how it supports its diverse workforce—freeing HR professionals from manual tasks and delivering personalized employee experiences in real time.

The Hague, Netherlands
Industry: Postal Service
Employees: 32,400
Revenue: €3.25 billion



Featured Products and Services

SAP SuccessFactors Employee Central (HCM Evolution), SAP SuccessFactors Employee Central Payroll (HCM Evolution), SAP Business AI, Joule

90%

Reduction in payroll processing time, from five days down to just four hours

80%

Expected reduction in cost to manage payroll inquiries with Joule

Challenges and Opportunities

- Managing payroll across 15+ fragmented applications led to complex and hard-to-maintain processes.
- Processing payroll for 32,400 employees required five days each month.
- Running payroll with fewer than five HR specialists proved increasingly difficult.
- Multiple labor agreements and shift schedules across blue- and white-collar staff affected accuracy.
- PostNL needed a scalable, agile payroll solution that ensures every employee is supported and paid accurately.

Why SAP SuccessFactors

- Simplified payroll complexity using the SAP SuccessFactors Employee Central Payroll solution, a unified cloud platform for efficient processing.
- Streamlined payroll inquiries by using the Joule copilot and its AI feature, Explain Pay, to deliver personalized employee support and reduce HR workload.
- Centralized employee data with the SAP SuccessFactors Employee Central solution which serves as a single source of truth.
- Digitalized the employee lifecycle with SAP SuccessFactors solutions, enhancing recruitment, onboarding, learning, performance, and compensation processes.

After: Value-Driven Results

- Reduced payroll processing time from five days to just four hours, completed in a single morning.
- Migrated 500,000+ employee records seamlessly, enabling uninterrupted daily operations.
- Delivered instant, personalized payroll responses to employees, freeing HR for strategic initiatives.
- Enabled scalable operations to handle seasonal peaks and adapt to changing workforce needs.

“ With SAP SuccessFactors Employee Central Payroll, payroll went from five days to just four hours. Our cloud implementation finished in only 20 weeks—exceeding expectations—and the AI feature, Explain Pay, is helping us deliver personalized support to employees.

Jack Naudé, Solution Consultant, PostNL N.V.



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SA Power Networks

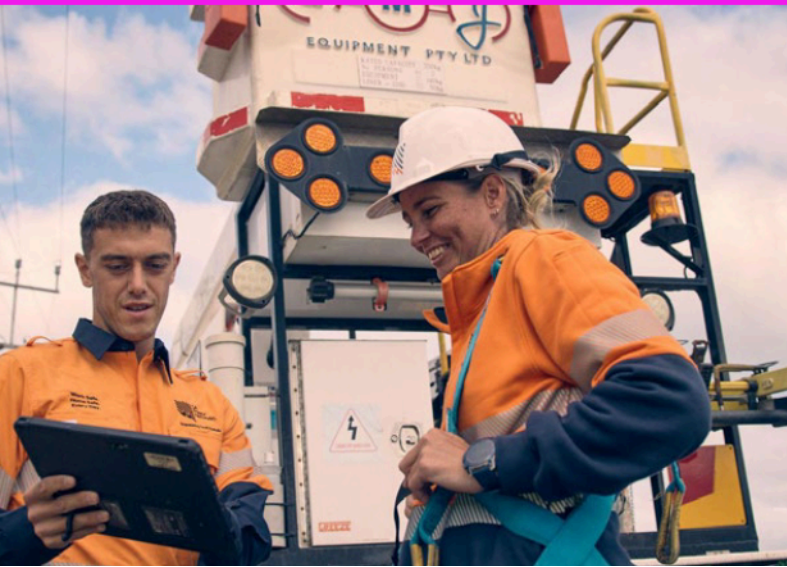
Continuing a legacy of innovation with AI-assisted infrastructure management and HR processes.

A century ago, SA Power Networks came up with an ingenious way to erect power lines that were stronger and lasted longer amidst a shortage of suitable timber for traditional poles. It continues to innovate today, using SAP Business AI, SAP Business Technology Platform, and SAP SuccessFactors HCM to manage its assets, enhance safety and efficiency, and streamline HR processes.

Adelaide, Australia

Industry: Utilities

Employees:>2,000



Featured Products and Services

SAP Business Technology Platform, SAP SuccessFactors HCM, SAP Business AI

>1M\$

a year saved inspecting corroded poles

99%

success rate in identifying poles unlikely to corrode

50yrs

asset history available in the field with a simple query

Challenges and Opportunities

- SA Power Networks faced the challenge of managing aging infrastructure across a large, sparsely populated area while ensuring reliable power delivery
- The company needed to adapt to the evolving energy industry and changing customer expectations
- SA Power Networks sought to improve asset maintenance, enhance safety for field employees, and streamline HR processes

Why SAP SuccessFactors

- SA Power Networks has a long history of using SAP solutions for core operations like asset management and HR
- The company aimed to leverage its data within SAP and utilize SAP BTP to create custom applications
- SA Power Networks chose SAP, including SAP Business AI, to address challenges and transform the company

After: Value-Driven Results

- AI and new technology improved safety and productivity in asset inspections
- AI helped reduce costs by predicting corrosion in infrastructure.
- SAP SuccessFactors streamlined HR processes and improved employee access to information

“ When we decided to experiment with AI, SAP was the natural choice. With SAP solutions, we know we’re using the best technology out there today from a partner we’ve trusted for decades. SAP Business AI equips us with the tools we need, driving our transformation into a smart enterprise.

Matthew Pritchard, Head of Digital Technology, Architecture, and Data, SA Power Networks



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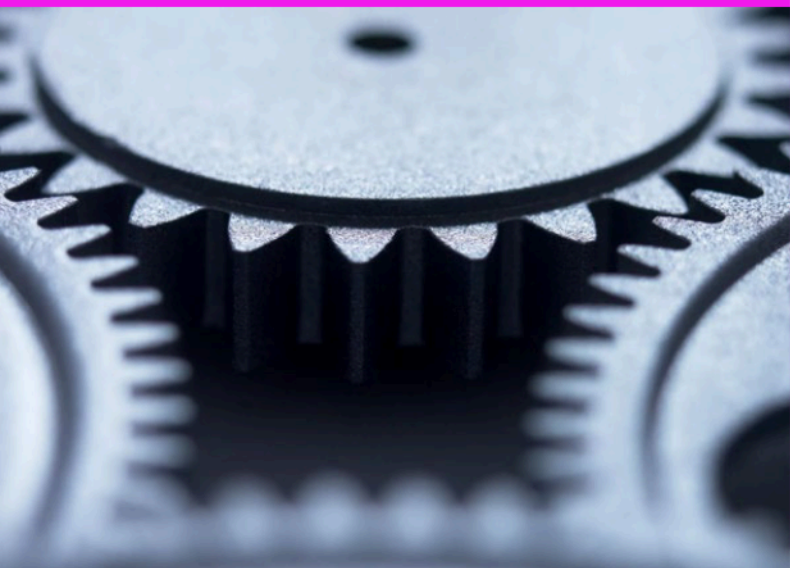
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The Timken Company

Embedding AI into a decade of HR innovation with SAP SuccessFactors solutions.

The Timken Company knows that engaged employees are more empowered to work toward a mission. That's why the global technology leader embedded AI into its SAP SuccessFactors solutions for the generation of performance and development goals. Now, employees are using AI tools to prepare for career-changing conversations with managers.

North Canton, Ohio
Industry: Industrial manufacturing
Employees: 19,000
Revenue: US\$4.6 billion



Featured Products and Services

SAP SuccessFactors HCM, SAP Business AI, Joule, SAP Preferred Success

>6,000

Employees able to use AI-assisted goal generation

>1,000

Monthly clicks in the AI-assisted goal generation tool

Challenges and Opportunities

- Employee-first vision to empower teams to improve the efficiency and performance of customers' machinery—starting with supporting employees on the path to achieving their own goals
- Need for a robust foundation for human capital management (HCM) that could integrate employee goal setting and adapt to evolving workforce needs, including the growing demand for AI tools

Why SAP SuccessFactors

- HR transformation built on the SAP SuccessFactors Employee Central solution, deployed in 2013 and continuously expanded with solutions for employee goals, development, learning, recruiting, and more
- Native integration of embedded AI and the Joule copilot to enable AI-assisted goal generation within SAP SuccessFactors HCM
- SAP Preferred Success for SAP SuccessFactors HCM, expanded edition, to boost support engagement and provide expert guidance and road maps to show how AI can impact the solution landscape

After: Value-Driven Results

- Achieved a new level of workforce engagement by creating an integrated and connected system for HR while also encouraging a connected approach and culture around the entire employee experience
- Enabled faster, more-confident decision-making and simplified HR processes through AI-assisted content and writing support
- Empowered employees to have deeper, more productive career development conversations with managers using AI tools

“Joule and SAP SuccessFactors solutions are making us more efficient. They're simplifying our processes, we're making better decisions faster, and we're ultimately creating a better user experience..

Jordan Lindesmith; Manager of HR Systems, Analytics, and Reporting; The Timken Company



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