# SAP Success Factors Suite Implementation Enabled Simplification of HR & Talent Process at a Global Telecom Company

## SITUATION

The customer wanted to simplify its processes in managing HR and talent related activities like recruiting, performance review, learning, etc. The customer was looking for a solution that would bring all processes together and make it accessible on a unified platform, thus globalizing its processes and aligning its HR strategy with business strategy.

## IMPACT

The customer used multiple applications to manage talent related processes like recruiting, performance review, learning, etc. These diverse applications made it difficult to unify and handle the processes. It was also not possible to access it on a unified platform. This led to non standard processes and disjointed operations in different locations.

## RESOLUTION

ITC Infotech implemented the Enterprise Suite of Success Factors, with specific modules for Employee Central, on-boarding, recruitment management, performance and goals, Learning Management System, and compensation planning. It also integrated the solution with SAP HCM (Human Capital Management Cloud service) using PI/PO (Process Integration/Process Orchestration).

## The Customer

The customer is a global player in the telecom sector providing network, voice, data centre services and communication services to businesses across Europe, Asia and North America. It is headquartered in London, United Kingdom with its registered office in Luxembourg. The company was established in 1992 and employs more than 5,400 people.

The customer has its business organized into three lines of business: Network Services, Voice Services, and Data Centre Services. It provides services to large enterprise, medium and small businesses besides wholesale carriers in more than 20 countries globally.

## The Need

The customer had multiple applications to manage different HR and talent related processes like recruiting, performance review, learning, etc. These diverse applications made it difficult to unify and handle the processes. The customer therefore needed a solution that would bring it all together and make it accessible on a unified platform. The other requirements for the customer included:

- Standardize talent management processes and social collaboration for seamless operations in 24 countries
- Align HR strategy with its business strategy
- Globalize processes
- Focus on a uniform platform for Talent Management
- Align people with business strategy

## The Solution

ITC Infotech provided the solution for the customer, in partnership with Altura. As the SI for the implementation of Success Factors, ITC Infotech provided specific modules for Employee Central, on-boarding, recruitment management, performance and goals, Learning Management System and, compensation planning, besides integrating Success Factors with SAP HCM (Human Capital Management Cloud service) using PI/PO (Process Integration/Process Orchestration). The key elements of implementation included:

- SAP Success Factors Suite
- Enterprise Suite Implementation
- Data Migration of Legacy System Oracle HCM
- Employee Central with Time Off
- Employee Central integration with SAP HCM Mini Master

ITC Infotech's solution also included role based permissions for the users based on job roles and responsibilities and a Learning Management System for the customer's 1500+ partners worldwide. The system was built to support 5,800 employees in 6 languages across 24 countries in 4 continents.

## Business Benefits

The solution provided by ITC Infotech enabled the customer to derive the following benefits:

- Simplified the entire employee lifecycle process right from recruiting, on-boarding, learning, setting goals and reviewing performance to succession and compensation planning
- Provided on-cloud solution for the customer's global user base that could access it with SSO (Single sign-on)
- Granted domain specific permissions to users that ensured transparency and confidentiality
- Provided access to training content to learning partners of the customer (more than 1500)
- Enabled fully integrated talent functions with the full Enterprise suite of Success Factors
- Provided extensive reporting capability for individual modules and provided combined analysis

### ITC Infotech's Enterprise Resource Planning (ERP) Practice

ITC Infotech is a leading provider of cutting edge SAP Solutions helping clients leverage technologies such as HANA, Mobility, IoT and Analytics. As a Partner Edge partner, ITC Infotech co-innovates with SAP in key business areas including Supply Chain – Supply Chain Performance Management, in developing Mobility apps on the HANA Cloud Platform (HCP) and in developing IoT solutions for different business requirements.

Industry expertise, technical depth and commitment to completing projects successfully enables our 800 SAP consultants to deliver significant value across the lifecycle of SAP solutions for global customers.

For more information, please write to:
**contact.us@itcinfotech.com**

www.itcinfotech.com