



# HR Services for Cloud Quick Reference Guide

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## Overview

HR organizations are increasingly turning to cloud-based technologies such as SuccessFactors or Workday and adopting HR delivery models that support them (HR services for cloud). While the potential benefits are compelling, it can be a challenge for HR leaders to transform the HR organization to a Software as a Service (SaaS) cloud model and sustain the benefits over time.

The HR Services for Cloud solution from IBM provides access to experienced personnel with proven SuccessFactors, Workday and HR process optimization expertise to help you accelerate and maximize the return on your HR SaaS cloud transformation.

## Target Audience

**Target Industries:** Cross-industry

**Client Size:** Large enterprises (7,000+ employees)

**Sponsor:** CIO, CFO, CHRO, VP Talent Management, SVP HR, VP IT

## Pain Points

- Inadequate resources or skills required to transform HR operations and service delivery to accommodate SaaS
- Conflicting priorities or constrained time and budgets to focus on HR strategy while optimizing business processes
- Lack of higher skilled statistical/analytics expertise to identify, structure and understand insights from "big data" found in the HR cloud ecosystem

## Benefits/Value Proposition

IBM helps clients realize the full benefits of SuccessFactors or Workday by providing:

- HR Services for Cloud solution designed to optimize the benefits of HR SaaS
- Reduced costs
- Improved self-service
- Greater access to analytic insights and improved business agility

Our solution combines extensive global reach and support with deep expertise to help speed time to value in SuccessFactors or Workday transformations. We can partner with you from the beginning of your transformation from your legacy system into a flexible cloud-based HR service delivery model. IBM provides ongoing support to help optimize your investment and provides an adaptable, on-demand resource team. Our skilled data analysts and analytics specialists can help you organize, present and interpret the massive amount of data in your HR systems and provide valuable insights.

Unlike other competitors, IBM has the global scale and breadth of expertise to provide end-to-end services including implementation, post-go-live support and strategic consulting for your HR organization:

- Maximizes value through access to experienced specialists with deep business process and SuccessFactors/Workday expertise
- Enables more agile responses to changes in HR strategy and the release roadmaps of SaaS applications
- Optimizes planning for release management of SuccessFactors and Workday applications
- Transforms HR organizational design and delivery into a more streamlined, efficient model powered by analytic insights

## Key Questions

- Is your HR organization focused on delivering strategic value, or delivering HR administration?
- Can your HR organization attract and retain the skilled resources required to realize all of the benefits of an HR SaaS cloud solution?
- Can you achieve your commitment to a return on investment and sustain it over the long term?
- Can you measure and track the true total cost of ownership for HR as you move to the cloud?
- Can you better contribute to your company's success by focusing on strategic HR and talent management?

## Competitive Differentiators

**Key competitors:**

- Accenture
- NorthgateArinso
- AonHewitt

## Top reasons why IBM is better:

- IBM has recognized global reach and capabilities for the delivery of HR services.
- IBM is recognized by industry analysts as a leading provider of HR process services.
- IBM is a certified SAP partner and has won the SAP Pinnacle award a record 28 times.
- Our experienced experts provide implementation, transformation and post-implementation services for SAP SuccessFactors.
- IBM has been a Workday Strategic Alliance Partner since 2008.
- IBM has supported Workday on dozens of implementations and has led many others, including complex multinational implementations.
- Our Workday experience spans projects for companies with large employee populations (20,000+ employees) and extremely complex integration environments (60+ integrations).

## Average Deal Size/Pricing/Cycle Time

Varies based on project scope and support requirements

## Client References

**w3:** <http://w3.ibm.com/sales/references>

**HR wiki:** <https://ibm.biz/BdRVJh>

**PartnerWorld®:**

<https://www.ibm.com/partnerworld/wps/mem/systems/sell/references>

## Seller Call-to-Action

**Lead passing:**

**OI:** GPS sales, ibm.com S&D client reps

**OO:** GPS sales specialists

**F:** IBM HR services specialists

**Seller action:** Identify clients who are considering migrating from premise-based HR systems, such as PeopleSoft, Oracle, JD Edwards or others, and are evaluating HR SaaS solutions such as SuccessFactors or Workday

## Brand Offerings/Platform

Not brand or platform specific

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## Additional Information

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For contact information, helpful websites, collateral, education, and sales support, please see the sales kits listed below:

### w3

Offering information: Financing:

<http://w3.ibm.com/financing/sales/index.html>

### PartnerWorld

Offering information: Financing:

<http://www.ibm.com/financing/partner/about/index.html>

### IBM and SAP

<http://www.ibm.com/solutions/sap/us/en/>

### IBM and SAP Alliance

<https://www.ibm.com/social/aggregator/ibmsapalliance>

### IBM and Workday

<http://www-935.ibm.com/services/us/gbs/alliances/workday/>

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