



“IBM Global Business Services is our trusted partner as we fully implement our new Human Resources Management System. They are able to provide solutions to challenging issues that deliver business value to BCLC.”

—Maria Sandhu, Manager HRMS & Analytics, British Columbia Lottery Corporation

Business challenge

Gambling entertainment company British Columbia Lottery Corporation (BCLC) wanted to improve workforce planning, to ensure that it has the right employees with the right skillsets to meet future challenges.

Transformation

By deploying SAP SuccessFactors HCM Suite, the HR department gained deep insight into the employee lifecycle, enabling BCLC to manage talent more effectively.

Business benefits:

100%

of employee lifecycle covered - from hire to retire (with the exception of benefits)

15

HR applications consolidated to SAP SuccessFactors HCM Suite

Three days

to complete compensation holdback process compared to three weeks in the past

[Link](#)

British Columbia Lottery Corporation

Upping the stakes with SAP SuccessFactors

Player-focused entertainment company British Columbia Lottery Corporation manages and operates lotteries, casino gambling, commercial bingo, and online gaming in a socially-responsible manner. As a crown corporation of the Province of British Columbia, Canada, the company contributes over CAD1 billion to the provincial government, supporting communities, healthcare, and education. BCLC employs around 860 people and supports more than 37,000 related jobs in the retail, hospitality, and services sectors.

Solution components:

- IBM® Global Business Services®
- SAP® SuccessFactors® HCM Suite

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