

IBM HR Services for SAP SuccessFactors

Improving operational effectiveness to help transform human resources



Highlights

- Optimizes the value of SuccessFactors with business process expertise in a more flexible HR service model
- Provides access to essential HR and SuccessFactors skills through the shared resources and infrastructure of a multitenant delivery structure
- Enables more agile response to changes in HR strategy and the release roadmaps for SuccessFactors
- Helps transform HR organizational design and delivery into a more streamlined, efficient model powered by analytic insights

SuccessFactors, the leading-edge HR SaaS solution, can bring transformational technology and services to your human resources organization. Cloud-based, SuccessFactors is driving better business execution to improve strategic alignment, increase efficiency and productivity, and accelerate results. To fully realize the benefits of SuccessFactors, you must transform your HR processes and change the way HR services are delivered for your organization. However, your HR staff may not have the time, skills or expertise to execute in a SuccessFactors environment. In such situations, you can benefit from partnering with IBM, who is able to support you in delivering the right structure and services to complement your SuccessFactors platform.

Building on a partnership proven over decades, the HR Services for SuccessFactors solution from IBM can help you design, build and manage your HR ecosystem in the cloud. Our solution gives you access to a full range of IBM services and professionals that support and optimize your organization's use of SuccessFactors world-class HR technologies. IBM provides certified SuccessFactors implementation services and experienced practitioners to supply expertise across HR and SaaS transformations. Our capabilities with SuccessFactors include:

- Business process design
- Integrations
- Data conversion

- Reporting
- Change management
- Ongoing support and optimization
- HR business process outsourcing

By partnering with IBM, you can optimize your SuccessFactors investment and enhance the role of HR as a strategic partner in your organization.

Providing more flexible services to unlock the value in HR SaaS technologies

With our deep HR expertise we can efficiently operate in your SuccessFactors-enabled HR environment. Our HR consultants, process specialists and application configuration specialists can support and help you realize your HR strategy, which optimizes your return on investment (ROI) in HR cloud technologies. Our global delivery infrastructure and leading position in human resources outsourcing (HRO) make us a preeminent partner for companies moving their HR to a SuccessFactors platform. In addition, we can provide data transformation and organizational design services along with ongoing application support and management to help you optimize application features and functions for each new release of software. Our established delivery centers and specialized Centers of Competence provide end-user support to your employees, HR generalists and line managers to help your organization optimize the benefits received from HR. We also monitor the delivery environment, identifying opportunities to extend the automation and self-service features of your SuccessFactors applications and improve efficiency throughout their lifecycle. We help optimize ROI and application investment by reducing cycle times, improving accuracy and increasing customer satisfaction.



Applying advanced analytics to HR data, processes and operations to gain insights

IBM's HR Services for SuccessFactors solution provides an on-demand team of analytics specialists to organize, present and interpret the massive amount of data in your HR ecosystem and provide you with valuable insights. By using customized predictive analytics, we can help you attract, develop and retain employees in ways that contribute directly to business results. We also apply analytics to your HR processes to help you make more informed decisions and optimize your HR operations. This combination can increase the effectiveness of your HR programs and help increase the value of your SuccessFactors investment. Our HR domain specialists and business process analysts can provide recommendations that address your specific business challenges, and our specialists can also assist you with the implementation of these data-driven insights.

Helping your HR organization deliver more strategic value

By leveraging IBM's expertise in consulting, SuccessFactors operations and HR support, you can increase the strategic capabilities of your HR organization. Our solution combines strategic thinking, business process expertise, big data analytics and leading-edge technology tools. We provide solutions from our global delivery centers and Centers of Competence, making it possible to meet the needs of our clients in all markets and geographies.

Using our flexible HR SaaS support model, IBM works with you in true partnership to assist with planning and executing your strategic vision and mission. In addition, we provide a "grow as you go" service capability that allows you to add service features only when needed, helping you reduce operational costs.

Benefits

- HR specialists who can provide business process and technology support for companies utilizing SuccessFactors
- SuccessFactors expertise in a more cost-effective and flexible multitenant model
- On-demand analytics services to help organize, interpret and implement insights from HR big data
- IBM-proprietary technologies that can enhance the employee experience with SAP SuccessFactors, including:
 - Employee and technical inquiry management
 - Access to HR policies
 - Application and reporting dashboards
- Change management and consulting services to help optimize the effectiveness of SuccessFactors updates and more accurately measure ROI

Why IBM?

With our leading technologies and tools, deep HR and SaaS business process expertise, IBM is well positioned to help organizations transform their HR processes and leverage the benefits of cloud-based HR applications. The IBM and SAP partnership has been proven over decades, with IBM having earned SAP's Pinnacle Award a record 28 times. IBM's SuccessFactors capabilities include a full range of HR business process services that support and optimize your company's use of SuccessFactors technologies for HR. In addition, we provide certified SuccessFactors implementation services, and our experienced practitioners bring expertise across HR and SaaS transformation. IBM is recognized by analysts including IDC¹ and Gartner² as a leading provider of HR process services. We have 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.

For more information

To learn more about HR Services for SAP SuccessFactors, please contact your IBM representative or IBM Business Partner, or visit the following website: ibm.com/services/hroutsourcing



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¹ IDC MarketScape: Worldwide HR BPO 2012 Vendor Analysis, November 2012

² Gartner Vendor Rating: IBM, September 2013



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