

Capgemini and SAP® SuccessFactors® Transform Human Resources



**Enabling Human
Resources to focus on
delivering strategic value
through digital
transformation and
integrated solutions**

Human Resources is at a pivotal point in today's digital economy. We are in an era where the traditional methods of attracting, hiring, and retaining employees with the right skills and competencies are no longer viable. Digital technologies are drastically impacting how employees and job seekers communicate and connect with organizations. They expect automated Human Resources (HR) systems that span staffing and development to performance management. Yet the use of digital processes in Human Resources is lagging on many fronts.

In a survey of HR executives,¹ Capgemini found that concerns about the lack of digitalization applied to all of the major HR functions. 75% of the HR leaders believed their companies did not adequately use social networking and only 26% felt that they used workforce analytics effectively. Nearly 70% of the executives cited the lack of integration between their existing Human Resources IT systems as a major issue. Multiple ERP and legacy systems that function in silos impede informed decision making and efficient operations. The study concluded that many HR leaders acknowledge they need to transform their business practices and IT systems to gain the competitive advantages of digital solutions. The key is to find the right partners that will enable HR to deliver strategic value through digital transformation.

Capgemini delivers digital transformation with SAP SuccessFactors® HCM Suite

Capgemini understands the impact of the digital revolution on HR and people management as well as the IT complexity of delivering a transformation project. We partner with SAP SuccessFactors, that offers the SAP SuccessFactors HCM (Human Capital Management) Suite. This suite is a worldwide leading cloud-based solution that targets HR departments' people and business strategies with talent management solutions, workforce planning, and analytics.

¹ Study by Capgemini Consulting (2013): Using Digital Tools to Unlock HR's True Potential

Capgemini has in-depth experience implementing, integrating, and managing the SAP SuccessFactors HCM Suite. We are one of the largest and most experienced SAP systems integrators with 16,300 practitioners and over 40 years of experience. Our consultants assist HR departments in their business transformation efforts by evaluating their current recruitment, performance management, core HR processes, and learning and development practices against cloud and digital capabilities.

The SAP SuccessFactors HCM Suite is delivered as a Software as a Service (SaaS) solution on a secure, scalable, and reliable architecture that produces rapid results and allows for continuous innovation. The solution enables HR to access information across countries, currencies, and languages to be more productive and enhance decision making. Access to accurate information and analytics increases HR's alignment with organizational objectives. By combining software integration with a true transformation of the HR functions, Capgemini enables HR to spend less time on transaction oriented administrative tasks so they can focus more on the strategic directions of the companies they support.

A comprehensive consulting approach and proven methodologies accelerate digital adoption

Prior to implementing the SAP SuccessFactors HCM Suite, Capgemini uses the **Fast Track Digital HR** offer to guide IT, HR, and key business stakeholders in developing a complete HR transformation strategy and roadmap. Clients gain an understanding of the solution and determine which functional areas need to be aligned for a successful deployment. Capgemini provides SaaS and cloud insights and assessments, solution designs, and prototypes.

Once a joint vision is developed, Capgemini uses a step-by-step, holistic consulting approach that supports clients through Strategy and Analysis, Solution Design, Development, Implementation, Change Management, and Support. We leverage our SAP delivery and solution design centers, resources, and proven methodologies to facilitate a phased and simplified journey to HR transformation. The following components expedite HR digital transformation.

- **Global team of certified SAP SuccessFactors consultants and project and program managers.** Capgemini's technical, functional and/or transformation consultants facilitate end-to-end project delivery onshore, nearshore, or offshore on time and within budget. Their experience in leading complex and global HR transformations reduces implementation time.
- **Digital strategy alignment.** The digital strategy for core HR processes, recruitment, employer brand, performance management, and learning and development are aligned with the overall digital agenda of the company.
- **Sound technology foundation.** The SAP SuccessFactors HCM Suite includes a next generation core HR solution, integrated talent management functionalities, and coordinates with companies' business strategies. The suite maximizes employee engagement and provides a compelling user experience with HR applications, workforce analytics, and state-of-the-art technology.
- **Organization design methodology and digital process redesign.** Designs are based on a structured approach, best practices, and baseline key performance indicators (KPIs) to accelerate the development of optimal organizational models.
- **People and change management framework.** The framework uses tools and techniques to help clients adopt and sustain change throughout the entire HR transformation project.
- **DELIVER™ ready to use methodologies, tools, and techniques.** Pre-configured resources facilitate the delivery of complex projects on time, in scope, and in budget.
- **Post go-live and application maintenance models.** Consultants ensure on-going project success with day to day assistance, configuration maintenance, and proactive strategic advice.

Capgemini's consulting approach to HR transformation with the SAP SuccessFactors HCM Suite incorporates a tiered delivery model that includes shared services and outsourcing. This comprehensive model and proven methodologies ensure consistent quality and accuracy at the lowest delivery cost. Digitalization enables HR organizations to

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achieve innovative and effective methods of recruitment, learning and development, and performance management. The flexible IT architecture, integrated cloud solutions, and data-based decision making provided by Capgemini and the SAP SuccessFactors HCM Suite drive competitive differentiation for HR organizations.

Why HR organizations select Capgemini to deploy SAP SuccessFactors HCM Suite

When HR clients were asked why they selected Capgemini to deploy the SAP SuccessFactors HCM Suite, they cited **a robust HR transformation approach combined with change management knowledge that was supported by the right technology.** HR clients also noted the **HCM, IT, and digital expertise of Capgemini's consultants** as key considerations in their consulting decisions.

Digipolis, a representative association that advises entities in Antwerp and Ghent Belgium on their Information, Communication, and Telecommunications initiatives, selected Capgemini for its HCM project. The association wanted to improve their talent management processes that included recruiting, learning, performance, development, and career planning. The SAP SuccessFactors Talent Management Suite was chosen as their preferred solution. Capgemini was selected as the consulting partner for the SaaS Talent Management implementation due to their system implementation experience, project management, and business transformation services. Digipolis and its clients now leverage the power of the Cloud and SaaS through a world class integrated solution for all of their talent processes. Talent management is more efficient and easy to use with less paper transactions, reduced maintenance, and increased flexibility for HR functions.²

KBL European Private Bankers selected Capgemini: *"for its excellent consultants, deep product knowledge and various experiences, helping to create confidence in the team and to provide KBL with the necessary guarantee for a successful delivery. Their expertise in streamlining the HR processes, in project accompaniment and in defining the best SuccessFactors efficient solution, is considered as being a great value for KBL. Capgemini's accelerated approach, commitment and daily way of work is indeed unique and amazing."*

- **Geoffroy Berque**, Head of Group Talent Management, KBL European Private Bankers

Barco, a global technology company that designs and develops networked visualization products for the Entertainment, Enterprise, and Healthcare markets, described its experience with Capgemini and the SAP SuccessFactors implementation: *"Thanks to Capgemini's enthusiastic and experienced team, the implementation of the HCM solution (SuccessFactors/SAP HCM) allowed Barco to quickly acquire new powerful HR tools to support our new business strategy (importance of "time-to-market")... Capgemini's expertise in HR processes and defining the best standard solution, was of great value."*

- **Stijn Hoegaerts**, IT Manager – Business Solutions Delivery Team Lead, Barco

Alcatel-Lucent Enterprises was ready for a new beginning and chose Capgemini as their partner as they understood the specific circumstances and were open-minded for alternative selection and implementation approaches. The robust, state-of-the-art cloud-based system implemented by Capgemini leveraging SAP SuccessFactors enabled them to empower their managers to focus on their core business.

"With a clear focus on harmonization and simplification Alcatel-Lucent Enterprise were able to increase Employee Engagement of their C-level, managers and employees at an amazing speed of within just 6 months and deliver the business results expected by our stake(share)holders."

- **Maarten Huntjens**, Global Vice President HR at Alcatel-Lucent Enterprise

Discount Tire/America's Tire, based in Scottsdale, Ariz., is the world's largest tire and wheel retailer. They described their experience with Capgemini and the SAP SuccessFactors Implementation: *"Discount Tire, with a core team of four, implemented the SuccessFactors Learning Management System in a little over three months. How did we do it? We partnered with three consultants from Capgemini, two very knowledgeable and seasoned experts to provide onsite guidance and one remote consultant, focused on data and technical interactions. The experience was a collaborative one; our Team engaged stakeholders from Stores and corporate offices right at the start to actively participate in the planning and decision making process. The knowledge provided by Capgemini helped to keep us moving as we configured then tested the systems and their ability to communicate answers and best practices to us resulted in a solid build with minimal changes."*

- **Keith Donaldson**, Vice President Learning & Development

Umicore, a global materials technology and recycling group, reported the results of the SuccessFactors deployment using Capgemini: “Early 2014, Umicore launched different Goal and Performance processes. Our management population worldwide and all employees in Brazil, France, Italy, Spain and Portugal will use the new powerful SuccessFactors tools to conduct the goal setting and performance process. In this process we also pay attention to people development and training.”

“Together with Capgemini/Arago a multilayer approach was set up. Through this approach we aligned the different processes without losing the country specifics. The multilayer also guarantees that further roll outs and maintenance can happen in a simple and transparent way. Umicore was happy to deliver the different projects with Capgemini/Arago on time, in scope and in budget. Umicore much appreciates Capgemini/Arago for its excellent, experienced people. The consultants not only have a deep product knowledge but also various experiences and in-depth knowledge of the functional processes. Their combination of flexibility, customer focus and project delivery were key factors in Umicore’s successful Goal and Performance project.”

Guy Spitaels, Global HR Business IT Manager, Umicore

SAP SuccessFactors HCM Suite customers have achieved measurable results with Capgemini implementations. Their digital adoption is more than an attempt to keep pace with business and technology changes. Digital transformation is a means for Human Resources to gain competitive advantages and leadership with innovative talent acquisition and internal workforce management functions. Capgemini and the SAP SuccessFactors HCM Suite accelerate the transformation Human Resources needs to succeed in today’s competitive market and prepare for the future.

For more details
contact:



About Capgemini

With more than 180,000 people in over 40 countries, Capgemini is a global leader in consulting, technology and outsourcing services. The Group reported 2015 global revenues of EUR 11.9 billion. Together with its clients, Capgemini creates and delivers business, technology and digital solutions that fit their needs, enabling them to achieve innovation and competitiveness. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at

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Hervé Desgouttes / Capgemini

SAP Alliance Manager
herve.desgouttes@capgemini.com

Peter Speleers

Director COE SAP SuccessFactors Europe
peter.speleers@capgemini.com

Estelle Delpierre

SuccessFactors Business Director France
Estelle.Delpierre@capgemini.com

Jan Redmond

SuccessFactors Practice Lead NA
jan.redmond@capgemini.com

Reese Dunbar

HCM Cloud / Digital Employee Lead
reese.dunbar@capgemini.com

Jan Brouwer

Senior Vice President, HR Transformation
The Netherlands
jan.brouwer@capgemini.com

Massimiliano Marinacci

HCM Capability Lead
Italy
massimiliano.marinacci@capgemini.com

Graham Dibble

HCM Capability Lead
United Kingdom
Graham.dibble@capgemini.com

About Capgemini Consulting

Capgemini Consulting is the global strategy and transformation consulting organization of the Capgemini Group, specializing in advising and supporting enterprises in significant transformation, from innovative strategy to execution and with an unstinting focus on results. With the new digital economy creating significant disruptions and opportunities, our global team of over 3,000 talented individuals work with leading companies and governments to master Digital Transformation, drawing on our understanding of the digital economy and our leadership in business transformation and organizational change.