EY services for SuccessFactors, an SAP Company

Accelerating business performance
with SAP Human Capital Management and SuccessFactors
In today’s market, people make the difference between success and failure. Your top talent and intellectual capital are your organization’s most precious and valuable resources. But what is the best way to unlock their potential? The EY team of professionals can assist you with this by creating a leading practice people program that combines global reach and local resources, allowing you to unlock the true value of your people and accelerate your business strategy.

Challenges facing HR today

**Delivering a global framework that’s flexible for local requirements**
Global consistency and effectiveness is required to elevate HR and talent management from a back-office operation to a strategic component of business operations. Deferring service delivery design and investments in HR talent management technology can lead to unexpected expenditures as well as operational, financial and reputational risk. Systems and processes need to be flexible enough to accommodate global, local and regional requirements.

**Aligning talent management with the overall business strategy**
Demand for talented people means the talent management function has a pivotal role in supporting and driving company growth on a global basis. In many companies, understaffed talent management functions are not involved in the HR talent management system selection, design and implementation process. This suggests many functions are not truly strategic to the business and strategic objectives are not synthesized. This may also mean the workforce as a whole is not aligned to the corporate strategy and not focusing their attention to the right business issues. With solutions such as SuccessFactors Goal Execution and Workforce Analytics, HR teams can seamlessly align talent management to strategic business objectives.

**Achieving the full operational potential of talent management**
Talent management tends to be the first or second most-pressing area in need of improvement within an organization. A systematic evaluation of existing global talent management and business execution operations is essential to any functional review. Having an integrated system such as SuccessFactors that is defined, configured and deployed properly to see where your talent sits organizationally, what skills they have and how they are engaged will help you unlock their full operational potential.

**Improving team collaboration locally and globally**
It is very common to have teams working across an organization on priorities in different and disjointed groups and locations. However, greater benefits can be realized by having fully integrated teams combining skills and experience to review and strengthen talent management processes.

By working collaboratively and using tools such as SuccessFactors Jam, employees can have the flexibility and ability to work across functions and geographies, including global mobility employees. EY’s mobility services paired with SuccessFactors’ talent management approach not only improves collaboration, but also provides the link to successful recruiting, assignment selection, home country reward and recognition, and repatriation.
The EY cloud methodology

Our cloud methodology provides a robust framework and foundation for a business-driven human capital management cloud solution. It combines the agile, execution focus of SuccessFactors’ leading Business Execution Software (BizX) and our proven approach to SAP technology implementations. The methodology emphasizes up-front alignment on project goals, scope and priorities as key prerequisites for a successful implementation. The phased, prototype-focused design allows the process owners to get familiar with product functionality during the early stages of the project, providing the process owners with an early understanding of how the solution will address their business requirements. The design phases leverage EY’s repository of leading practice benchmarks and extensive HR process experience to align business requirements with solution configuration, closing the gap between strategy and execution and increasing the time to value.

Our perspective: an HR technology framework is critical

Our integrated HR transformation services for SuccessFactors

EY professionals help companies address and improve human capital processes, talent management solutions, service delivery, risk and strategy alignment across processes, programs, people and technology. Our service offerings on SuccessFactors include:

- **HR strategy development** – assess the alignment of their HR strategy to talent and business needs on SuccessFactors
- **HR transformation** – transform HR operations to meet business demands on SuccessFactors’ core HR, talent management, recruiting and learning management solutions from strategy, implementation and sustained improvement of a highly efficient, flexible and technology-enabled HR operating model
- **Talent management approaches** – design, build and deploy approaches to address our clients’ talent challenges
- **HR benchmarking** – evaluate the impact of process and performance improvement initiatives with appropriate use of service level agreements, leading practices and benchmarks
- **HR process efficiency** – evaluate HR processes and adopt process excellence methodologies to improve efficiencies and process execution on the SuccessFactors platform
- **HR service delivery diagnostic** – evaluate and recommend alternatives to delivering HR, talent and payroll vendors and services
- **HR Sourcing Advisory and Vendor Review** – deliver an objective evaluation of vendor capabilities to support our clients’ sourcing strategies and goals
- **HR data management effectiveness** – assist in defining the data governance framework, data standards and data conduits to enable data-driven HR analysis
- **HR global infrastructure review** – assist in the evaluation of the current global backbone/WAN for migration to SaaS/cloud readiness and execution
Why EY?

When you work with EY, you'll be working with experienced teams that have a deep understanding of your industry and can drive a plan down through the reporting layers of the organization.

Our global reach allows us to bring together the right talent quickly – across geographies and the services we offer. Our clients benefit from faster response time, consistent quality and multicultural teams that provide diversity of thought, rich experience and a truly global perspective.

We provide significant assistance to organizations in managing approaches based on Software-as-a-service (SaaS). Through our experience with SAP and SuccessFactors in assisting clients with the implementation of cloud-based approaches, whether for the first time or one of many, we have acquired practical insights into what works and what doesn't. Many aspects of SuccessFactors initiatives look very different from traditional on-premise software implementations. The focus on increased business ownership from HR, the overall program governance for a consolidated core system and talent management application, configuration and customization of a cloud-based approach are all key elements that help define success for SaaS.

Our approach for SuccessFactors is a series of design and configuration decisions that can be used to support your business requirements:

- Consider ease of use for the end user, which will affect the rate of adoption. You only have one chance to make a first impression, and managing organizational inertia toward more complex decisions is key.
- Strive toward global design elements that allow flexibility within a defined framework. Significant variance in the talent processes can cause difficulty reaching return on investment.
- Provide consistent organizational analytics. Many organizations miss the opportunity to gain insights from talent-related data from their new, consolidated, core employee and talent system.
- Establish a global business process model with flexibility for localization to address country-specific regulatory, legislative and contractual compliance. Standardizing global business processes while engaging local teams during the process design and configuration will help to address interdependencies and reduce rework needed in the future.

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About EY
EY is a global leader in assurance, tax, transaction and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

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