

Zalaris Professional Services

Delivery, Transformation, Advice, Support



Finding a business partner that you can trust and who will help your organisation develop can be a difficult challenge.

The good news is that there is every chance that Zalaris is that partner for your SuccessFactors-related service needs. Find out:

- Why Zalaris is trusted by so many organisations.
- What makes us truly different to our competitors.
- How we help our customers on an ongoing basis to get the very best from their SuccessFactors investment.

Table of Contents

Executive Summary	03
Why Zalaris?	04
Challenges	07
SAP SuccessFactors	13
Aftercare	25
What Now?	27

Executive Summary

SAP SuccessFactors is a powerful Human Experience Management suite that is at the leading edge of providing organisations with the digital tools they need to recruit, develop, manage, and retain the very best people. To get the best from a system like that you need a great partner you can trust, and who will do everything they can to implement the solution your organisation needs.

We think Zalaris is the perfect partner for most organisations, and here is why.

Like many other partners, we pride ourselves on having amazing consultants who are friendly, dedicated, and experienced, with access to extensive resources and information that we have built up over decades of being an SAP partner. Many partners have that, and you do need that. But we are different. We can do better than just that.

1. Zalaris' Use Case Approach to SuccessFactors Implementation

We apply a truly innovative approach to the project process by applying what we call a use case-based approach. Rather than merely filling in spreadsheets and continually battling to translate business processes and terminology to system configuration, we have created standardised use case scenarios around the standard SuccessFactors functionality and test scripts. These use cases are written for business users and initially help business users understand the industry good practice approaches SuccessFactors implements, and the capabilities of the modules.

Through a series of workshops, these use cases are developed and aligned with the working practices of your organisation. This approach captures the requirements in a more natural and meaningful way. In our experience, it is a much quicker approach and results in a more in-depth understanding by everyone and a high level of confidence at sign-off.

Since the use cases are also related to the standard SAP SuccessFactors test scripts, it requires minimal effort to tailor the test scripts to align to the use cases.

The bottom line is this approach works very well. It speeds up the process, reduces risk, and continues to be a great resource to customers even after the implementation is complete.

2. Zalaris' Capability

Zalaris has a fantastic pedigree and is recognised by SAP as being the longest standing partner for HCM/HXM solutions. As a result, we have a proven track record of successful deliveries to customers that spans decades.

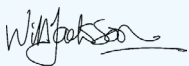
Zalaris is also SAP's largest European partner for HCM/HXM solutions. We are not as large as some consulting partners, but we are specialists in this area, and our entire organisation pushes the limits every day to be the best at what we do.

When it comes to SAP HCM/HXM solutions, we are small enough to care, but also large enough to scale.

We are always happy to talk to people about Zalaris, so if you do want to know more, reach out.

Will Jackson

Managing Director, Executive Vice President - Zalaris UK & Ireland
info_uki@zalaris.com




Why Zalaris?



Zalaris is a provider of comprehensive HR and payroll services across the UK & Ireland, Northern Europe, the Baltics, Germany, France and Poland. Our industry leadership position goes beyond the borders and constraints of other partners and providers to truly enable what matters most to our clients: maximising the value of human capital through excellence in HR processes.

Our Professional Services staff provide expertise for customers both local to Europe and with footprints that extend across the entire globe.

Our Mission

To simplify work lives and empower our customers with useful information so that they can invest in their people to achieve more. Our values bind us together as one company as they shape the way we behave towards each other, our customers, and our partners across the markets we serve.



**Crown
Commercial
Service
Supplier**

Our Unique Qualities

Like many other great implementation partners, Zalaris has expert consultants, an excellent reputation, and a solid record on performance and delivery. We believe that two things make Zalaris not just a great choice of implementation partner, but rather the best choice.

The first is our customer-centric, use case-driven approach. We use business processes defined in business language to describe the SuccessFactors implementation, thus ensuring that you, the customer, have clarity and ease of understanding right from the outset.

The second is that we are a large community of passionate specialists. HCM/HXM is all we do. All-day. Every day. Other large European partners do not specialise in HCM/HXM. Smaller HCM/HXM focused partners cannot scale in the ways we can. With Zalaris, you get not only what you need, but all the benefits you deserve.

Our Consultants

With over three hundred consultants in Zalaris, we have an extensive skill and experience-base upon which to draw. Our consultants are spread throughout Zalaris' geography, including the UK, enabling Zalaris to support a customer with consultants who have localised expertise.

Our Reputation

Zalaris has an exemplary reputation as a partner who delivers high-quality solutions for SAP SuccessFactors customers.

- Zalaris is a [global SAP gold partner](#).
- In the UK, Zalaris is a member and affiliate partner of the [UK & Ireland SAP User Group](#).
- Zalaris conforms to ISO 27001:2013 (Information Security), ISO 9001 (Quality Management), and in the UK, also to ISO 14001 (Environmental Management).
- Zalaris is an approved G-Cloud Framework supplier.

Our consultants work cross-team, cross-project, and cross-module to support one another in creating the very best solutions for customers. They utilise modern working practices and tools and collaborate to maintain an extensive Zalaris knowledge base on SuccessFactors implementation, operation, and support.

Our Growth and Stability

Zalaris has an exemplary track record with nineteen years of uninterrupted growth and has been a listed company on the Oslo Stock exchange since 2014 (ZAL).

Before being listed, Zalaris was owned by two principal shareholders; Reiten & Co., a leading private equity investment company, and the founder and CEO of the company, Hans Petter Møllerud; who remains a majority shareholder and CEO of the company.

In 2017 Zalaris made two acquisitions - the German-based company Sumarum and the UK, Germany and Poland based ROC Group which in total increased the group revenue by approx. 50%.

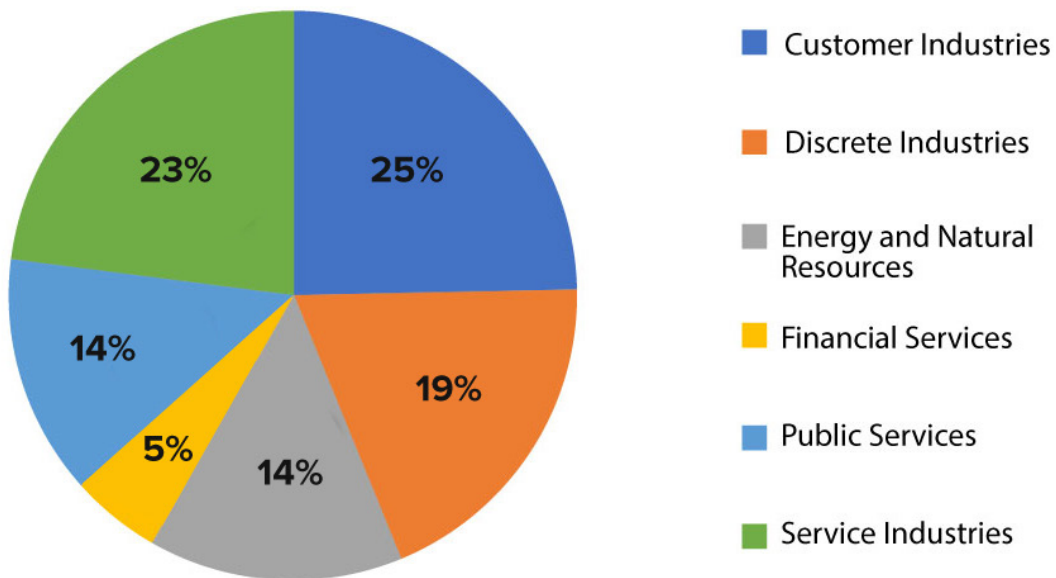
An up to date list of majority shareholders, and other information about the Zalaris share and last trades, can be found at ir.zalaris.com.

Our Experience

Zalaris has worked with hundreds of customers across the globe, in a broad range of industries, and ranging in size from a few hundred employees to over 60,000 employees. We have created innovative solutions such as a technical competencies solution for a professional services customer and delivered complex implementations such as deploying Employee Central for 70 countries in just over four months.

Our consultants work closely with customer project teams to learn how the business operates and the challenges being faced. We do our utmost to find the right solution for our customers, and we share our expertise along the journey to help customers build their own expertise in SuccessFactors.

Customer Industry Distribution



Challenges



Moving your HR processes to SAP SuccessFactors can appear to be a mountainous challenge fraught with risks and the unknown. Still, like any great journey, a great guide can be the difference between triumph and disaster. Choosing Zalaris as a partner gives you the experienced guidance you need to not only complete your journey but to get benefits from that journey as well.

Below we have listed some of the challenges that organisations typically face prior to, and when undertaking this journey. For each, we describe how SAP SuccessFactors and Zalaris can help you address and even grow your organisation's capabilities and experience as a result.

Why Do It?

Costs

As in any change, one of the biggest drivers is often cost. On-premise solutions have always required a substantial up-front investment in capital, and have had variable ongoing costs with maintenance, bespoke development, etc. The shift to a cloud-based platform like SAP SuccessFactors shifts away from capital expenditure and variable operational expenditure to purely operational expenditure. One that is predictable as the most variable factors are mitigated through the whole solution being licensed as a service and many customers see a reduction in the long-term total cost of ownership over their existing solution.

While many of the costs are immutable, Zalaris works with customers to identify areas of particular value, and potential cost savings through not only system functionality, but also through process modifications and solution designs that put as much control as possible into the hands of HR, to empower administrators to, with suitable guidance and training, do more than they ever could in on-premise systems. This, in turn, leads to reduced costs of change and faster turn around on changes for the future.

Consolidation

Many organisations struggle with the complexity of maintaining multiple systems. Acquired through mergers, acquisitions, and other evolutions within an organisation, the accumulation of overlapping or disjointed systems, can create headaches for everyone. Consolidation can reduce complexity, which then lowers maintenance overheads, licensing costs and offers a more agile response in terms of applying new requirements.

A large part of the SAP SuccessFactors design has been based on integration, and SAP has a well-deserved reputation for its integration technologies. Consolidating systems to SAP SuccessFactors gives customers a strong basis for their consolidation approach. SuccessFactors' modularity also makes it possible to migrate with a staged approach to align to organisational needs, rather than a "rip and replace" approach and having to wait longer to begin realising the benefits.

Zalaris has a background that pre-dates and extends beyond SAP SuccessFactors. It gives Zalaris a deeper insight into integration options and challenges that other less experienced consultancies often struggle with.

Maintenance

Being a cloud-hosted system, the system maintenance for SAP SuccessFactors is minimised with infrastructure and upgrade work being taken care of simply as part of the subscription. This approach is a significant change to the effort, risks, and cost, of maintaining one or more on-premise systems and is often a key driver for migration. The effort around upgrades is not eliminated as new features should be routinely assessed for use within the organisation, and some level of regression testing carried out.

Zalaris keep abreast of the changes in each release, even publishing a comprehensive review to the broader SuccessFactors community. Zalaris can advise on potential benefits, enablement effort, and provide support around testing strategies and activities. Where something is particularly relevant that is released during a project, then this would be highlighted for active review.

Pace of Change

Cloud systems such as SAP SuccessFactors set the pace of change for the industry and lead the way on providing innovation. While there is more control over when changes can be developed and delivered with an on-premise system, such solutions take longer to implement and are harder to integrate with other cutting-edge cloud-based functionality. For example, for the last few years, SuccessFactors has been making increasing use of machine learning processing via SAP's Leonardo platform.

Future-Proofing

While on-premise keeps going, the world has changed. Cloud services are the way forward and have been for some time now. Investment by companies such as SAP focuses on cloud-hosted solutions.

Speed of Deployment

The core design and inherent attributes of cloud solutions like SAP SuccessFactors are such that rapid deployment opportunities are built-in. Without infrastructure or installation steps to follow, requests to create a new system instance are processed within hours or even minutes, as opposed to weeks and months. Accelerators to support integrations and standard configuration approaches further speed up the configuration stage, and inclusive content (e.g. competency library) helps reduce the overheads required in generating new system content from scratch.

Usability & Aesthetics

SuccessFactors is a system designed to be easy to use through familiarity. It utilises the latest web design standards to ensure compatibility with modern web browsers as well as native mobile apps to give users the best experience while on the move. The user interfaces for modules are regularly enhanced to provide not only a good look, but also the efficiency of use, and of course, SuccessFactors presents a wide variety of styling options to help customers tailor it to match their organisation's branding.

How to Do It?

Choose a Solution Provider

While there is more than one choice in the marketplace for HR/HCM solutions, SAP SuccessFactors is the premier solution for Human Experience Management. It puts in place the support that HR and managers require to create experiences that align employee wants, needs and expectations with the goals of the organisation. No other platform is as advanced on this front as SuccessFactors.

SAP's experience in the HR-space across every industry, and it's pervasive expertise within so many other fields that touch upon HR, you can't help but be impressed by the cachet that using an SAP solution commands and the peace of mind it provides.

Migration Choices

Some organisations are looking to migrate a single system, whereas others are consolidating and migrating an entire set of disparate systems. Migrating to SAP SuccessFactors provides an excellent opportunity to rationalise and review what data you have versus what data you need and to identify ways to standardise and simplify what you have.

Zalaris can provide advice on industry and SAP SuccessFactors good practices as well as provide insights from approaches that have worked well for other Zalaris customers in similar situations.

Return on Investment

The return on investment with SAP SuccessFactors, according to a set of 2019 studies by Forrester, typically occurs within three years. The specific results vary by modules implemented as well as, of course, the intrinsic value to the customer, with many modules producing a return much sooner.

Zalaris can help identify what the key challenges are for your organisation, and which combination of modules will help you begin getting the quickest and most useful returns on your investment. Zalaris also utilise specialist tools such as the package configuration manager and other accelerators to reduce the time to go live and for customers to start receiving the returns on their investment. Finally, Zalaris can provide both the training and the resources to ensure that your user-base is fully enabled to get the very best from SAP SuccessFactors.

Challenges – Focus on Public Sector

The Public Sector constantly faces challenges across the board, not just in HR. However, the demand for what HR departments can do to support their organisation continues to grow, and HR directors and their teams are under increasing pressure to go above and beyond to deliver what the organisational needs demand of them. Working harder and working smarter is noble, but they are not scalable and will eventually collapse. Therefore, HR must turn to their tools and processes to deliver the support and change their organisation requires. But the question then becomes 'What now?'

Engaging with Zalaris as a partner to implement SuccessFactors gives you a flying start. With decades of experience within the public sector, Zalaris already has a good grounding in the specific challenges that your organisation faces now, and the challenges to be met in the journey ahead. Also, Zalaris know from experience where the most significant benefits occur and where hidden benefits lie, to ensure that as you transition to a new norm, you can get the very best results in terms of not only financial time and investment, but in employee experience.

Below we have listed some of the toughest challenges that public sector organisations typically face prior to, and when undertaking this step forward. For each, we describe how SAP SuccessFactors and Zalaris can help you address and even grow your organisation's capabilities and experience as a result.

Consolidation and Continuous Investment

Far too many public sector organisations find themselves struggling with the complexity of maintaining multiple systems. Acquired through various aggregations and evolutions within an organisation, the accumulation of overlapping or disjointed systems can create genuine headaches for everyone using and supporting them. Consolidation is the key to reducing complexity, which then lowers maintenance overheads and offers a more agile response in terms of applying new requirements. It is also something that many public sector organisations find themselves in a cycle of repeating. A large part of the SuccessFactors design has been based on integration, and SAP has a well-deserved reputation for its integration technologies. Consolidating systems to SuccessFactors gives customers a strong basis for their consolidation approach. SuccessFactors' modularity also makes it possible to migrate with a staged approach to align to organisational needs, rather than a "rip and replace" approach and having to wait longer to begin realising the benefits. Because it is a cloud-based system, this allows SAP to keep it updated for all organisations in their user-base. Each release is aligned to legal requirements and updated to take advantage of the latest good practices and benefits. This approach breaks the cycle allowing public sector staff to focus on the service delivery rather than updating the technology and retraining colleagues yet again.

Zalaris has a background that pre-dates and extends beyond SuccessFactors. It gives Zalaris a deeper insight into integration options and challenges that other less experienced consultancies often struggle with.

Expectations

With the consumerisation of technology in the last decade, employee expectations have risen dramatically regarding what they expect from their work systems. This then ties into things like talent retention as well, but employees fundamentally expect that technology work fast, does what it does reliably, is intuitive and looks good. Employees expect to be able to get support and information on demand, whenever it is and wherever they are.

As a continually evolving, state-of-the-art, web-based system built on proven technologies, and that utilises things such as machine learning for things like analysis and recommendation, and artificial intelligence and natural language processing for chatbot-based assistants.

Return on Investment

Funding constraints mean that return on investment is often a critical factor in determining solutions, approaches, and that value is achieved as soon as possible.

The return on investment with SAP SuccessFactors, according to a set of 2019 studies by Forrester, typically occurs within three years. The specific results vary by modules implemented as well as, of course, the intrinsic value to the customer, with many modules producing a return much sooner.

Zalaris can help identify what the key challenges are for your organisation, and which combination of modules will help you begin getting the quickest and most useful returns on your investment. Zalaris also utilise specialist tools such as the package configuration manager and other accelerators to reduce the time to go live and for customers to start receiving the returns on their investment. Finally, Zalaris can provide both the training and the resources to ensure that your user-base is fully enabled to get the very best from SAP SuccessFactors.

Procurement

The process of procurement can be long and overly drawn out if not approached in the most efficient way. Such a process inevitably leads to negative feelings about the pace of change, to excessive costs due to the effort and time involved, and to a sense of constraint that saps momentum from great ideas and inspirational change programmes.

Fortunately, the public sector has access to procurement frameworks that front-load much of this work so that you can jump straight in at the short-listing stage, and still meet all the legal and process requirements. In the UK, the Crown Commercial Services G-Cloud framework is probably the best example of this, and of course, Zalaris is an approved supplier for SuccessFactors-related services. Zalaris (formerly ROC), has been an approved G-Cloud supplier for SuccessFactors services since the first public framework release back in 2012.

Attracting and Retaining Talent

The public sector undisputably faces a contest in terms of attracting and retaining talented individuals. The private sector has always had deeper pockets, but the public sector is appealing to the "right" people in other ways, such as giving back, working for a better community, working in areas that the private sector simply doesn't cater for. There are some, however, who are happy and able to work in either sector, and it is this overlap where the challenges predominantly lie for public sector organisations.

SAP SuccessFactors has modules that support employees right through from hire to retire. It starts with having access to the very best recruitment marketing and management tools to ensure that you can find and engage the candidates that are the perfect fit for your organisation. Given that more than four out of every five new employees make a long-term decision

about staying in an organisation in the first six months, making that initial transition into the organisation is critical, and Onboarding is there to help with that. From that point forward, the whole suite experience comes into play. Supporting your employee's development through modules such as Learning and Succession & Development, as well as managing their contributions and rewards through Performance & Goals Management, and Compensation & Variable Pay will have a huge impact on how long they want to stay. But the SAP SuccessFactors suite is primed to support public sector organisations in doing that.

Similarly, Zalaris has a wealth of insights to share in these areas. Zalaris can help you assess not only where your organisation's weaknesses in this area lie, but also in how they should be prioritised, and how SAP SuccessFactors can be utilised most effectively to address those weaknesses.

Digital Strategy Alignment

To fit with the long-term goals of an organisation, any solution must fit within the digital strategy of the organisation. Over the last five years, public sector strategies have hinged on topics such as value, accessibility, integration, and of course, increased demand for online services in general. As outlined in the other sections above, SuccessFactors can deliver against every single one of these areas. It is often viewed as an ideal solution for those in the public sector. The question then turns to Zalaris and what Zalaris can bring to the table.

Zalaris has experience of tailoring SuccessFactors to the key performance indicators associated with digital strategies within a range of sectors, including the public sector. Zalaris also has experience in the process of digital transformation and providing expert advice on defining and delivering against such strategies. Zalaris is not just an installation partner. Zalaris is here to be your expert guide and an aide on your journey to ensure that you get everything from it that you can.

Challenges – Focus on Blue Light Services

Access & Usability

Being a cloud system, SAP SuccessFactors is by design a highly accessible system. No special client applications are required for deployment, with the systems being built on SAP's Fiori principles, which includes responsive design. However, there are mobile apps which are free to download from major mobile app stores, and that provide a native app experience for the store's platforms. These mobile apps do vary from the desktop browser-based versions, but mainly in that the user interfaces are tailored to make it easier for

users who are on the go. They make it easier for users who only have a few minutes to action a request or look up information.

The Fiori design principles also mean that SAP SuccessFactors benefits from a clean and modern user interface that makes things easy to use and will be something that users can intuitively utilise. This design is common across SAP's cloud products, and so if your organisation happens to use any other SAP cloud products, this will be a very familiar user interface.

In addition, the increasing amount of automation that SAP SuccessFactors provides means that more standard process automations than ever can be triggered with less effort, and additional access methods such as those offered by SAP CoPilot, an extensible digital assistant, make even the most complex of processes more accessible and easier to complete.

Wellbeing

The mental, physical, and emotional wellbeing of colleagues is a high priority for many organisations, but the demands of operating in emergency services are such that wellbeing takes an even more active position in plans. SAP SuccessFactors is a Human Experience Management solution, and well placed to support the wellbeing demands of a blue light service organisation.

SAP SuccessFactors, of course, makes access easy and incorporates good industry practices into the tooling it provides that allow things like equity to be monitored. But the suite goes much further with the integration of Qualtrics and Thrive Global. Thrive Global has partnered with SAP SuccessFactors since 2018 to provide integrated access to world-class wellbeing content. The addition of Qualtrics in 2019 led to the release of the Thrive XM Index – the first tool to ever measure the employee experience and well-being combined, and in relation to organisational operations. It allows the organisation to get a much greater depth of understanding of how the moments that matter affects its employees, and to act based on those insights.

The core HR module, Employee Central, can also be configured to facilitate special-case scenarios such as those surrounding the 2020 COVID-19 pandemic. Being able to track those colleagues who are self-isolating, and those who are planning a return to work can help support the activities and processes that organisations have in place to help colleagues through these challenging scenarios.

Complexity of Working Patterns

Complexity in contracts and working patterns for employees is traditionally a difficult area to manage effectively, but support for this is designed into SAP SuccessFactors. It can support pay calculations based on hours worked (for zero-hour contracts), capture absences for negative time recording and actuals for positive time recording.

Once again, the ease of ubiquitous access makes capturing the relevant information much easier than it has been in the past.

It is also possible to utilise SAP SuccessFactors in managing shifts and allowing employees to see who is also available on a shift.

Return on Investment

Funding constraints mean that return on investment is often a critical factor in determining solutions, approaches, and that value is achieved as soon as possible.

The return on investment with SAP SuccessFactors, according to a set of 2019 studies by Forrester, typically occurs within three years. The specific results vary by modules implemented as well as, of course, the intrinsic value to the customer, with many modules producing a return much sooner.

Zalaris can help identify what the key challenges are for your organisation, and which combination of modules will help you begin getting the quickest and most useful returns on your investment. Zalaris also utilise specialist tools such as the package configuration manager and other accelerators to reduce the time to go live and for customers to start receiving the returns on their investment. Finally, Zalaris can provide both the training and the resources to ensure that your user-base is fully enabled to get the very best from SAP SuccessFactors.

Attracting and Retaining Talent

The public sector, and blue light services, in particular, face a contest in terms of attracting and retaining talented individuals. The private sector has always had deeper pockets, but the public sector is appealing to the “right” people in other ways, such as giving back, working for a better community, working in areas that the private sector simply doesn’t cater for. There are some, however, who are happy and able to work in either sector, and it is this overlap where the challenges predominantly lie for the public sector.

SAP SuccessFactors has modules that support employees right through from hire to retire. It starts with having access to the very best recruitment marketing and management tools to ensure that you can find and engage the candidates that are the perfect fit for your organisation. Given that more than four out of every five new employees make a long-term decision about staying in an organisation in the first six months, making that initial transition into the organisation is critical, and Onboarding is there to help with that. From that point forward, the whole suite experience comes into play and supporting your employee’s development through modules such as Learning and Succession & Development, as well as managing their contributions and rewards through Performance & Goals Management, and Compensation & Variable Pay will have a huge impact on how long they want to stay. But the SAP SuccessFactors suite is primed to support blue light service organisations in doing that.

Similarly, Zalaris has a wealth of insights to share in these areas. Zalaris can help you assess not only where your organisation’s weaknesses in this area lie, but also in how they should be prioritised, and how SAP SuccessFactors can be utilised most effectively to address those weaknesses.

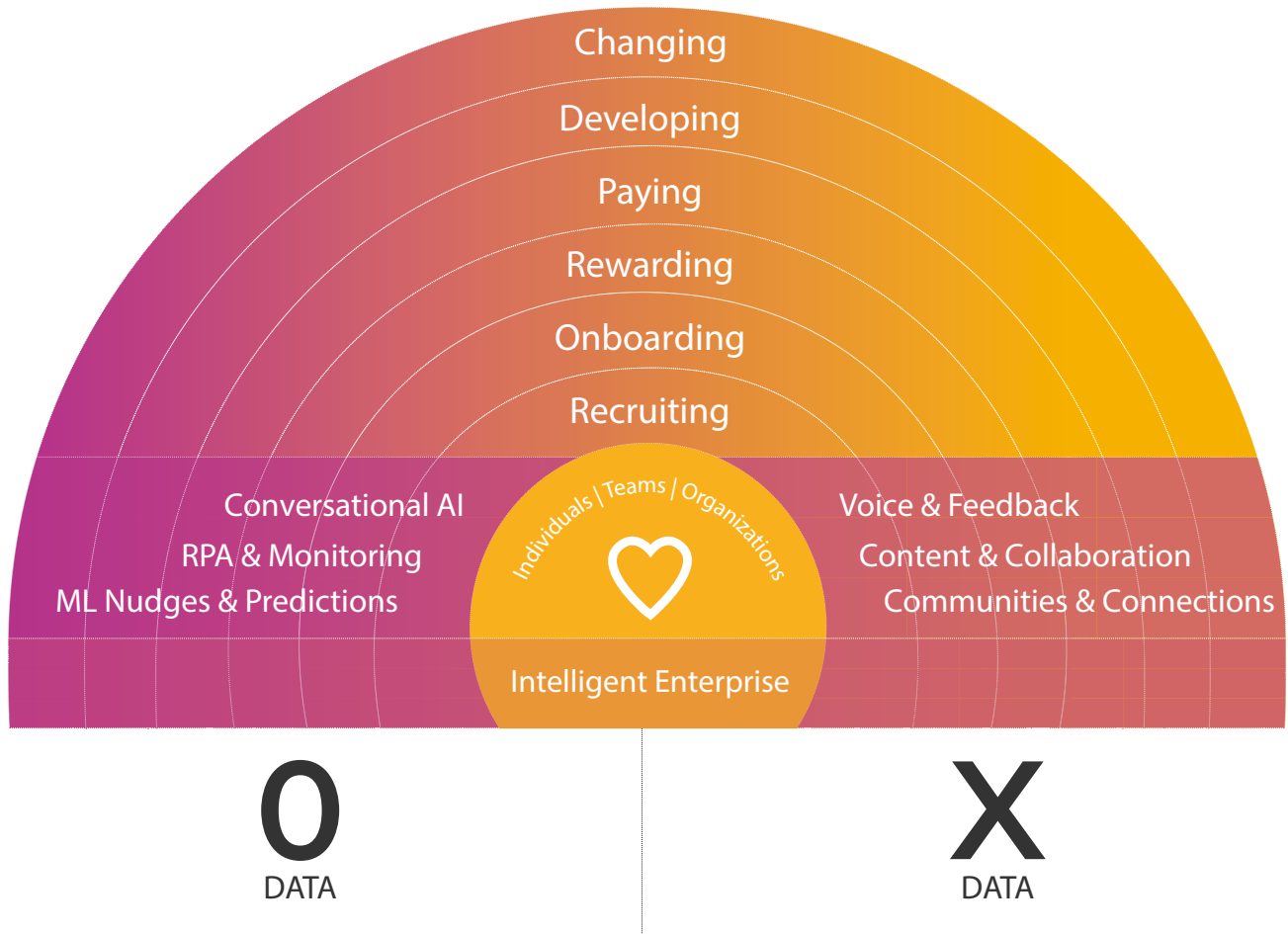
SAP SuccessFactors



The SAP SuccessFactors Human Experience Management Suite is a cloud-hosted solution for human capital management. With four consecutive years as a leading solution in Gartner's Magic Quadrant, as well as many other analyst accolades, SAP SuccessFactors is generally considered to be an innovative and market-leading option.

The system can be accessed from any computer using a modern web browser, or even from a mobile app on iOS/iPadOS and Android devices.

The main suite is updated with feature enhancements on a biannual basis, ensuring that customers always have access to cutting edge developments aligned to current industry good practice. Some areas, such as mobile, receive more regular updates. The key is that the solution enables customers to stay at the forefront in Human Experience Management with minimum effort, providing the functionality they need with the controls to deploy it as required.



SAP SuccessFactors has more than 6,850 global customers with 150 million users, has payroll support for 46 countries, and processes more than 1.2 billion transactions every day. It is a trusted platform across practically every industry and leads the way through new innovative features and processes to ensure those users get the very best experience.

Employee Central

Overview

SAP SuccessFactors Employee Central is the core HR module in the SAP SuccessFactors suite. But it is more than a system of record; it is a unified hub for your organisation where everything combines. It provides a transformational hub from which to manage your workforce and your organisational goals.

Enables Customers to

- Capitalise on workforce diversity through broad support for different types of workers and resourcing strategies, applied at both a local and global level.
- Gain a greater depth of insight on talent and the business, to enable improved decision making through a quicker response on a more accurate basis, that ultimately leads to improved business performance.
- Access and use organisational data to drive processes – both human-driven and automated.
- Reduce HR operational and compliance costs through centralising, streamlining, and standardising, including alignment to industry good practices.
- Reduce risk levels through alignment to industry good practices.
- Engage the workforce through a modern, accessible, and industry-leading solution.
- Tap into managed regulatory compliance functionality that reduces administrative overheads.
- Reduce administrative overheads through employee and manager self-service provision.

Key Features

- Position management
- New hires
- HR transactions, including changes and transfers
- Reporting, compliance, and auditing
- Contingent workforce management
- Global benefits
- Mobile access
- Payroll timesheets
- Integration, extensibility, and migration support
- Apprentice management

Employee Central Payroll

Overview

Payroll is a critical service in any organisation, and it is something you want to be wholly dependable. Built on decades of SAP experience in global payroll, SAP SuccessFactors Employee Central Payroll utilises this in combination with the latest innovations and exemplary service delivery to provide an integrated payroll solution for SuccessFactors.

Enables Customers to

- Save processing time through simplification, automation of complex processes and streamline other processes using the system's streamlined, industry good-practice-based process flows.
- Reduce risk by moving to a scalable cloud platform with proven, reliable processes.
- Run payroll processing on a global scale and monitor it in real-time.
- Ensure a higher level of accuracy by utilising standardised integrations between the core HR system (Employee Central) and the payroll system (Employee Central Payroll).
- Confidently process in-line with regulatory compliance requirements.
- Go live quicker thanks to supporting a global payroll as standard and being able to apply at a local level.
- Save costs by combining in-house processing with the savings and agility provided by a cloud system.

Key Features

- Support for 46 global payrolls
- Payroll process automation
- Real-time overview of workload and progress
- Automated root cause analysis and correction
- Audit trail and regulatory reporting
- General ledger, tax and remittance posting
- Bank transfer, off-cycle pay and year-end processing

Performance and Goals Management

Overview

To have a high performing organisation, you need to have high performing employees. A crucial step for the latter is to ensure that your employees are aligned both to your strategy and your business goals. SuccessFactors Performance and Goals is a module designed to support that and more. It provides you with a platform that allows for ongoing clear structuring of goals, and through that, alignment; a mechanism for a continuous performance discussion, and tools to help you objectively evaluate employees and identify key talent.

Enables Customers to

- Quickly communicate strategic business objectives to the workforce in a clear and meaningful way.
- Develop goals quickly utilising the recommendations from the Goal Library.
- Empower managers to have a greater level of control and ownership around goal execution through goal monitoring and cascading.
- Manage goals anywhere, at any time through mobile goal management.
- Facilitate a culture of continuous performance management through live progress tracking and easy update methods.
- Encourage the sharing of feedback through a structured approach.
- Support good coaching practices, particularly around performance coaching.
- Track and hold more productive 1-2-1 meetings focused around goal progress.
- Increase the quality and proportion of completions of reviews through a simple and engaging experience, for both employees and managers.

Key Features

- Goal Library containing over 500 'SMART' goals
- Feedback management
- Performance review forms
- 360 reviews
- Team Rater
- Writing Assistant
- Coaching Advisor
- Legal Scan
- Calibration
- Reporting

University of Salford, Manchester



"Our new online performance and development solution will provide a tool for managers and employees to be able to articulate how their role fits into the overall strategic plan. It will ensure that conversations on performance and development are ongoing thus facilitating employee engagement, productivity and success."

**- Associate Director HR Strategy & Operations,
Human Resources, University of Salford**

Onboarding

Overview

The Onboarding of new employees into an organisation is key not only to ensure that recruits can be productive as soon as possible but also to ensure that they feel that they feel welcome and valued right from the start. Over 80% of new employees make decisions about staying or leaving an organisation within the first six months, and on average, a quarter of new employees will leave within the first year, often to a competitor. The onboarding experience is a critical factor in those decisions.

SAP SuccessFactors Onboarding provides improved management and delivery of the onboarding, cross boarding and offboarding experience through alignment to the three key areas of People, Process and Productivity.

Enables Customers to

- Connect new employees and their colleagues, coaches, mentors, managers, etc.
- Provide a personalised experience for each employee via a consistent and engaging onboarding process.
- Clarify the roles and responsibilities of the employee and their colleagues.
- Reduce time to productivity (ramp-up) through short term goal management, learning integration, etc.
- Track onboarding/offboarding company-wide.
- Improve employee retention by providing a great onboarding experience.

Key Features

- Employee portal with pre-day one access
- SuccessFactors business rules engine integration
- SAP Signature Management by DocuSign
- Document centre
- Onboarding dashboard

Compensation and Variable Pay

Overview

Compensation planning and management is a critical aspect of an organisation's capability to attract and retain talented individuals. A strategic approach is required to get the best from limited budgets and to be able to motivate people to join and stay in a skilled, diverse, global workforce. The SuccessFactors Compensation and Variable Pay module supports just that kind of approach and is designed to help you and your organisation engage with employees to bring out top performance and retain the very best of the talent.

Enables Customers to

- Model and manage competitive compensation programmes to enthuse and motivate the workforce to deliver high performance.
- Ensure that any compensation programme is aligned to organisational objectives.
- Forecast and budget appropriately using models that allow a balance to be struck between business strategy, competitive pay, and affordability.
- Improve employee engagement and retention through employee investment.
- Drive consistent execution of compensation strategies across the organisation through centralised oversight and the flexibility to tailor compensation programmes for local market conditions.
- Improve accuracy and reduce risk through built-in validation checks, approval rules, workflows, and reports.
- Improve decision making through access to reports and metrics that allow for a greater level of visibility of areas such as budget use.
- Instil a true pay-for-performance culture through calibration activities that ensure fair and objective recognition of achievements through appropriate levels of reward.
- Communicate the real value of reward packages to employees using personalised compensation statements.

Key Features

- Compensation modelling
- Bonus forecasting
- Compensation profile
- Reward and recognition tools, including 'just-in-time' recognition
- Personalised compensation statements

Learning

Overview

The SuccessFactors learning management system allows an organisation to distribute training information and content to employees and even beyond. This training can be everything from a series of mobile-enabled microlearning items through to a long-term programme of blended self-paced and instructor lead elements.

The system allows customers to bring in existing content as well as tap into other content channels such as virtual learning environments and the Open Content Network.

Enables Customers to

- Administer learning management in a fully structured and scalable way.
- Provide consistency of process at all levels from booking and approving to distribution and administration.
- Automate assignment of training and retraining, including notification of the learner for any updated learning requirements they need to fulfil.
- Manage risk and compliance through audited training (curricula) as well as validated systems for industries that have strict controls around training (e.g. pharmaceuticals).
- Provide a self-service library of content.
- Increase the upskilling of employees, leading to increased effectiveness, new business opportunities and improved talent retention.
- Improve employee engagement and retention through employee investment.
- Reduce costs around training and certification by utilising a capable management platform.
- Reduce the time to get a return on investment in training courses with faster deployment via the learning management system.

Key Features

- Compensation modelling
- Bonus forecasting
- Compensation profile
- Reward and recognition tools, including 'just-in-time' recognition
- Personalised compensation statements

Analytics

Overview

Providing accurate information and insights promptly, in a meaningful way is the aim of any management information system, and every people management system available has reporting as a staple feature. Reporting in SAP SuccessFactors has a substantial pedigree, but is also undergoing an evolution, the cornerstone of which is SAP SuccessFactors People Analytics.

SAP People Analytics combines the previous reporting options with a story-based solution that allows consolidation of the other report types into a single tool. With time, further developments will appear through the planned Advanced and Planning editions of People Analytics, the existing Workforce Analytics and Workforce Planning reporting capabilities providing such functionality to date.

Enables Customers to

- Perform cross-suite reporting on live transactional data.
- Visualise HR data and data-relationships.
- Utilise leading practice metrics, time-series analytics, and self-service exploration for workforces, within a data-privacy compliant system.
- Focus on repeatable workforce planning processes.

Key Features

- **Reporting**
 - Story, Canvas, Table, Tile, Dashboard and Custom
 - Unified data model
 - Unified user interface
 - Scheduled report distribution
- **Analytics**
 - Workforce Analytics
- **Planning (Workforce)**
 - Strategic Workforce Planning
 - Operational Headcount Planning

Recruiting

Overview

Acquiring the best talent to staff your organisation is one of the most challenging areas of HR. SuccessFactors Recruiting helps your recruiters rise to that challenge by enabling them to efficiently source, engage and hire the world's best talent.

SuccessFactors Recruiting is an end to end solution that integrates with the rest of the SuccessFactors suite providing a seamless way to round trip your vacancies, through to talent location and assessment, and finally bringing in your resourcing hires.

Enables Customers to

- Post jobs to over 4,000 sourcing locations, covering more than 80 countries.
- Reduce both time and cost to hire by building talent pipelines that engage with both active and passive candidates.
- Reduce hiring manager and recruiter wait times through mobile-enabled approvals process.
- Create responsive and adaptive candidate experiences independent of the access device.
- Increase the quality of the hire through advertising to the right places for the role and being able to assess against Job Profiles and competencies during interviews.
- Efficiently process high volumes of candidates.
- Utilise an electronic, DocuSign enabled, process for offer letter generation and acceptance confirmation.
- Use objective, data-driven, candidate ranking.
- Dynamic pipeline strategy assessment based on intelligent, live analytics

Key Features

- Job posting
- Optimised career site and landing pages
- Fully mobile-enabled application process
- Managed interview process
- Job Profiles
- Localised to 46 languages
- Offer management
- Real-time analytics

Sitel Group



"Sitel Group successfully transformed its ability to attract and hire the best talent globally by digitising recruiting and enhancing the candidate experience.

It increased applicant flow by 25%"

Succession and Development

Overview

It is often said that people are the greatest resource that any organisation has. Therefore, organisations that can develop their people can tap into the pool of talent they have, which in turn helps to engage and retain current employees, as well as help build a culture that attracts new talent. This approach can create a tangible business advantage.

SuccessFactors Succession and Development module can enable your organisation to grow existing potential and prepare for the future.

Enables Customers to

- Identify and cultivate high-potential talent.
- Assess the risk and impact of key talent loss.
- Understand existing bench strength and domino-effect of succession plans.
- Improve business agility in terms of a succession plan response to the loss of someone in a key position.
- Uncover hidden talent in the organisation.
- Objectively assess performance vs potential.
- Build a true talent pipeline.
- Improve employee engagement and retention through greater transparency and opportunity.
- Empower employees to explore career opportunities proactively.
- Gain improved workforce insights regarding talent development and utilisation.
- Accelerate growth and development through informed mentoring and coaching programmes.

Key Features

- Employee succession nominations
- Succession Org Chart
- 'What-if' scenario investigation, including risk and impact assessment
- Bench strength assessment
- Career development paths
- Identify employee competencies and skill levels with intuitive assessment tools
- Organisational talent searching
- Nine-box matrices
- Calibration

Employee Central Service Centre

Overview

Service delivery is a rapidly changing and evolving area as employees come to expect the same service experience with HR as they do in other areas of the business and their personal lives, where scalable systems and processes have been refined over decades of use. Employees expect that they will be communicated with regularly and openly and that they will have access to the answers they need when they need them.

To do this, you need a modern HR service desk solution with case management features that integrates with your HR system of record, is accessible to employees, and is designed around industry good practices. You need Employee Central Service Centre.

Enables Customers to

- Provide multiple input channels for enquiries - email, web portal, agent entry via telephone/chat, etc.
- Automate the allocation of tickets using rules to ensure tickets are routed to those best able to support the request at that time.
- Put in place, monitor, and report on service level agreements to measure not only service level adherence but also the impact of process improvements.
- Deploy an integrated knowledge base for both HR service agents and employees; via an optional component.

Key Features

- Robust ticket management system (based on SAP Cloud for Customer Service).
- Integrated ticket generation, update through multiple channels, including e-mail
- Automation through rules-based workflows
- Ask HR – an employee web portal for all service centre tickets
- Searchable ticket history
- Response templates
- Extensive interactive reporting capabilities
- Surveys and checklists
- Integration with Employee Central (pre-requisite component)

Aftercare



Hypercare

For the implementation of SAP SuccessFactors modules, there is a standard period of support that partners provide, known as Hypercare.

Zalaris offers four weeks as standard, but six weeks wherever there is an implementation of, or integration with payroll, to ensure that two full payroll cycles are supported.

Support

Zalaris has a strong capability around ongoing support and many of our implementation customers, as well as organisations who have implemented utilising other partners, take up a support contract with us.

We have found that we can offer specialist expertise that bridges the gap between internal HR and IT administrators and SAP. With our consultants, you can get a second to third support tier support service that can provide a quick turn around on a wide variety of issues and queries, as well as being able to undertake small pieces of customisation, development and consulting work.

In addition, our support staff work with customers to enhance their return on investment as updates are applied, provide weekly updates through our support mailing list, proactively identify opportunities to address customer challenges, and can support the management of system changes.

Zalaris staff are distributed across Europe with dedicated support teams located in each country, including the UK. This distribution allows Zalaris to not only deal with customers on a local basis, applying local expertise but to also reach out to a much more extensive support staff network in cases where additional resource and expertise in niche areas is required. For example, a UK company exploring the impact on its payroll when expanding into central Europe.

Sharing

As an experienced partner within the SAP SuccessFactors sphere, we also work to raise the understanding throughout both the customer and partner communities through information we share publicly. This information is often distributed in the form of blog posts, articles, and webinars.

A prime example is SuccessFactors update analysis. Zalaris is recognised as leading the way in producing detailed public analysis of the SuccessFactors releases. In line with the SuccessFactors release schedules, Zalaris releases a set of articles highlighting the key information each module/product area and explaining the impact and benefits the changes bring.

Compass Group UK & I



“The support that we’ve had from Zalaris has been exceptional.”

- **Head of Business Solutions**

“The partnership and expertise your team have shown is greatly appreciated, particularly in these difficult times.”

- **CIO, during COVID19 Pandemic**

What Now?

DISCOVERY

Product Selection & Awareness

- What does each module do?

Requirements Definition

- What does the company want it to do?

RFP

- Helping shape the content for RFP

ROADMAP

Road Map Definition

- Phasing
- Timelines and prioritisation
- Deployment approach

Solution Architecture

- How does the solution fit into your organisation?
- Where are the integration points?
- Which System is each object mastered in?

SCOPING

Gap Analysis

- Identifying functional gaps
- Addressing functional gaps

Required Definition

- Identifying functional scope
- Describing processes to be supported
- Identifying data & integration flows

IMPLEMENTATION

Qualified Partner Packages deployments (RDS) Consultative

Implementation Approach System Integration Use Cases

OPERATION

AMS

- In-country Support services across all aspects of HR & Payroll
- Making the most of your system

Release Management

- Making the most your system

Business Continuity Services

- For when the unexpected happens

Where are you on this journey?

Have you just started to find out about SAP's HXM solution?

We can help you understand the full range of capabilities of the SAP SuccessFactors suite via free one-to-one sessions with our highly experienced Solution Architects.

Have you selected SAP SuccessFactors as your HXM solution?

We can help you define your roadmap, aligned to your business priorities, helping you to build out your internal business case and engage with your stakeholders to highlight the benefits this can bring to your organisation.

Are you preparing to implement SAP SuccessFactors?

We can help ensure that you get realistic project costings that are based on detailed scoping (functional and integration elements) and accurately cover everything involved.

Are you ready to deploy your SAP SuccessFactors module(s)?

Whether you are looking for an efficient low-cost best practice deployment or have more complex requirements; we can provide certified resources with a proven track record of delivering on time and on budget.

Are you live with SAP HCM, SAP SuccessFactors and/or Payroll?

Our in-country support teams offer local support to your HR and Payroll teams as well as providing guidance on release management to take advantage of all the great new features in SAP SuccessFactors' bi-annual releases.

**Norway****Zalaris ASA**

Hovfaret 4b
NO-0275 Oslo
Norway
+47 4000 3300
info.no@zalaris.com

Sweden**Zalaris HR Services Sweden AB**

Strandväg 3
SE-171 54 Solna
Sweden
+46 (0)8 564 88 200
info.se@zalaris.com

Denmark**Zalaris HR Services Denmark A/S**

Høje Taastrup Boulevard 33, 1.
DK-2630 Taastrup
Denmark
+45 7021 0530
info.dk@zalaris.com

Germany**Zalaris Deutschland AG Headquarters**

Rathausplatz 3
24558 Henstedt-Ulzburg
(bei Hamburg) Germany
+49 4193 7532-0
info@zalaris.de

UK**Zalaris Consulting UK Limited**

Hersham Place Technology Park,
Molesey Road, Hersham,
Walton-On-Thames, Surrey, KT12 4RZ UK
+44 (0)1932 213 250
info_uki@zalaris.com

Finland**Zalaris HR Services Finland OY**

Arabiankatu 12
FI-00560 Helsinki Finland
+358 9777 1440
info.fi@zalaris.com

Ireland**Zalaris HR Services Ireland Ltd**

Suite 25 Arrow Building
Old Belgard Road Tallaght
Dublin D24 YX68 Ireland
info_uki@zalaris.com

Switzerland**Zalaris Switzerland GmbH**

Swiss Post Box 100175
8010 Zürich
Switzerland
info.ch@zalaris.com

Poland**Zalaris HR Services sp. z o.o**

Ul. Pulawska 182
PL-02-670 Warsaw Poland
+48 22 307 48 60
info.pl@zalaris.com

Latvia**Zalaris HR Services Latvia SIA**

G.Astras 1C
LV-1084 Riga Latvia
+371 27 525 742
info.lv@zalaris.com

Lithuania**Zalaris HR Services Lithuania**

Gunāra Astras 1C Rīga
LV-1084 Latvia
+371 27 525 742
info.lt@zalaris.com

Estonia**Zalaris HR Services Estonia**

Gunāra Astras 1C Rīga
LV-1084 Latvia
+371 27 525 742
info.ee@zalaris.com

India**Zalaris HR Services India Pvt Ltd**

2nd Floor Block B, Global Infocity, #40,
DR MGR Salai, Kandanchavadi, Perungudi
Chennai - 600 096 Tamil Nadu India
+91 44 46814300
info.in@zalaris.com

France**Zalaris France SAS**

c/o Macofi 267 Bd Pereire
F-75017 Paris
France