Capgemini

Redefining the employee experience with **SAP SuccessFactors HXM Suite**

Grow and adapt to change with a more engaged workforce

There has never been a year quite like 2020. While all industry sectors and business departments were affected in some way, the disruption brought particular challenges to HR. Priorities were quickly upended as decision makers needed to navigate everything from shifting to a remote-work culture to legal concerns about a COVID-19 vaccine.

This was all in addition to the traditional challenges of the HR space that were made worse recently, such as furloughs and layoffs, employee well-being, and economic concerns. Industry leaders are generally attuned to change and largely successful in their ability to cope, but even the best could not have anticipated such circumstances.

One certainty despite any sort of change is that people are at the core of any successful enterprise, and it is the organizations that are able to leverage technology's potential through human energy that are most likely to thrive. A digital transformation is a proven approach, as it can free resources to focus on critical activities, giving creatives the freedom to drive innovation that promotes efficiency and enables business growth.

Capgemini's SAP SuccessFactors Human Experience Management (HXM) Suite helps organizations take charge of change and unlock the business potential of people. Our team of SAP HCM experts helps organizations interpret employee feedback to understand what is happening and why, shaping traditional HR transactions into simple, engaging, and end-to-end employee experiences and creating a more flexible workforce.

The SAP SuccessFactors HXM Suite makes the employee experience a top priority. When employees are passionate about what they do and happy in their work environment, they will be more productive and work to deliver better processes and services, leading to company growth and higher performance. This solution is especially important in the face of strong pressure caused by an unpredictable business climate.

SAP SuccessFactors HXM Suite provides essential support to the people of an organization who may be the most affected by a disruption. It brings flexibility and resiliency to the management of transactional human capital to address the needs of the digital workforce. It also examines key considerations, such as:

- Ensuring employees are productive, engaged, and connected to their peers while working remotely
- Reimagining physical workspaces and their role
- Redefining benefits, compensation, and employment models
- Redesigning recruiting, training, and approaches to maintaining talent.

Capgemini's application of this SAP tool is part of our commitment to delivering what we call a Renewable Workforce – a methodology to empower our customers to maximize the efficiency and performance of their most valuable asset: their employees. It helps our clients create tangible, enterprise-wide value with a human-experience digital platform fit for the demands of a competitive business environment.

The Renewable Workforce is not just a legacy people-first approach. It uses technology to meet the rising engagement expectations of employees while exploring the long-term business goals and outcomes of HR functions, enabling the enterprise to navigate ever-changing and complex compliance requirements. It also places a focus on unleashing human energy through technology, in the pursuit of a more inclusive and sustainable future.

SAP SuccessFactors ensures the individuals within the organization are able to shape this vision and are equipped to make a difference. The solution includes:

• Robust technology spanning core HR, payroll, talent management, employee experience management, and people analytics
• Conversational tools based on AI and machine learning for collaboration and intuitive experiences
• Strong partner ecosystem with complementary apps
• Open, secure technology foundation to connect with SAP solutions.

SAP SuccessFactors' robust analytical tools help ensure the right positions are filled by the right people at the right time. It gives them a voice, translated into insights, for building efficient models to push the company's strategy forward – effectively redefining the workforce.

Over the past five years, Capgemini's HXM practice has deployed SAP SuccessFactors with a perfect 100 percent success rate for being on time and on budget. We are currently identifying trends in 2021 surrounding AI and HR technology to ensure we maintain our reputation as the go-to partner for SAP and HR transformation services. We also have a growing portfolio in supporting industry leaders across sectors. Our latest projects include:

• Digital transformations for Great Lakes Cheese and LP Building Solutions to improve the employee experience
• Consolidating disparate instances of SuccessFactors across multiple business units for a large IT services company in the consumer-products industry
• Migration from legacy applications to streamline processes and increase operational efficiency with SuccessFactors for a US regional family-owned grocery business
• End-to-end HR transformation with an accelerated timeline for a liquified natural gas export company
• Complete overhaul of recruitment with improved security and compliance protocols for a large US shipbuilding company. In addition, the integration of three separate entities into one global career site and recruiting system to improve the application experience.

In October 2020, SAP announced it surpassed 4,000 customers of the SuccessFactors Employee Central solution, making it one of the fastest-growing HR solutions in the market. SAP takes pride in this offering and in having Capgemini as a partner in this space. Capgemini is one of the largest SAP systems integrators, with approximately 20,000 practitioners and more than 1,300 clients worldwide.

Clients across all major industries trust our experts to help solve critical business issues surrounding HR. We are helping organizations address long-running challenges in workforce management and employee experience – whether in the face of disruption or the pressures of a changing economy.

As a leading SAP Global Integration Partner since 1993, Capgemini has abundant experience in driving complex SAP transformations for industry leaders across the globe. With our HXM practice, we can deploy SAP SuccessFactors and create a Renewable Workforce to maximize the value of the enterprise's most important asset – its people. Behind their unique blend of skills and talents lies a potential that, when unlocked, becomes a strong competitive advantage.

Learn more about how we can leverage SAP SuccessFactors HXM Suite for your enterprise.

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About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of $19.3 billion.

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Note: current conversion is €1 to $1.20 (2/17/21)