



Pharma takes HR on
a digital journey



A leading manufacturer of herbal and natural products implements SAP SuccessFactors HCM suite, transforms its entire HR process from on-premise to Cloud, and achieves 100% automation.



Client background

Client: A leading manufacturer of herbal and natural products

Industry: Healthcare and pharmaceuticals

Area of operation: Worldwide

Products: Pharmaceuticals, personal care, animal health, nutrition and wellness, and baby care products

Customers: Over 300 million

Employees: Over 9000



Challenge

The client was using an older version of SAP SuccessFactors with Employee Profile and Performance and Goal Management modules for some departments in India. The Human Resource Information System (HRIS) for other departments was maintained in SAP ERP HCM, which was manually integrated with SAP SuccessFactors without any middleware. In other countries, operations were either manual or being maintained with independent local HRIS. In a nutshell, the entire HRIS was decentralized and unorganized.

The client also lacked a centralized Learning Management System (LMS). As a result, e-learning courses were not supported, and reporting capabilities and accessibility over mobile were absent.



Solution

Wipro implemented SAP SuccessFactors with Dell Boomi as middleware for integrating the SAP ERP system for India, Europe and Asia Pacific. Employee Central, Time Off/Leave Management System, performance and Goal management V12A version, Compensation, Learning Management System and SAP Jam modules were implemented.

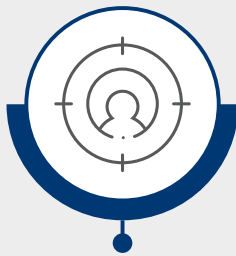
- Implemented the latest version of SuccessFactors Performance Management system for the entire organization including Europe, Asia Pacific and India
- Enabled seamless integration of SuccessFactors with SAP ERP HCM system for a free flow of real-time data replication between the two systems with the help of Dell Boomi, a middleware having complete cloud-managed integration capabilities
- Implemented SuccessFactors Employee Central and Performance and Goal Management modules across all countries for a centralized, structured and organized HRIS and talent management
- Implemented Learning Management System module for India, Europe and Asia Pacific countries, along with integration of third party iContent providers for e-learning courses



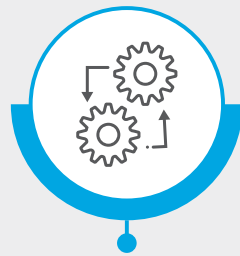
Business impact

The client now has a centralized HRIS for talent management, performance and goals management, and learning systems across the world. This Cloud-based well-integrated HRIS, available online anywhere and anytime to all

users, has enhanced employee engagement. Leadership and management now have a clear view of the entire workforce across the world, leading to effective decision making and redefined business strategies.



100% centralized HRIS for the entire organization across the world



80% automation of performance management system in Europe and Asia Pacific



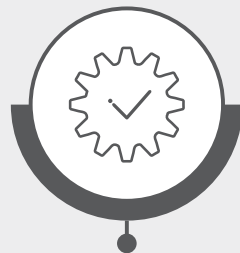
65% increase in employee engagement



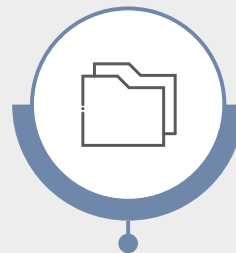
Address of 95% of learning challenges of the organization



100% automation of end-to-end compensation process



100% automation of Flexi-Benefit Plan process in India



Generation of critical reports on talent and employee data with advanced analytical reporting tools



Learning made accessible through mobile and hand-held devices

Wipro proactively shared recommendations for maximizing existing system capabilities and integrating seamlessly with SAP SuccessFactors to arrive at a best-fit solution, which included developing a custom Flexible Benefits Plan in line with Indian requirements along with complex integration with SAP On Premise Payroll solution.

With the successful implementation of SAP SuccessFactors, the top management now has complete insight of its entire global workforce, which has resulted in stronger decision-making and redefined business strategies.

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