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SAP SuccessFactors for Healthcare Industry

INTRODUCING THE BREAKTHROUGH FOR ALL HR OPERATIONS

INNOVATE YOUR HR OPERATIONS WITH A BETTER SOLUTION!

SAP SuccessFactors is the worldwide service provider of cloud-based virtualized HCM software. Their software package for human capital management includes recruitment, community organizations, and collaboration/integration solutions. It also offers an LMS, performance management, software for recruitment, Candidate tracking platforms, succession planning, and HR analytics.

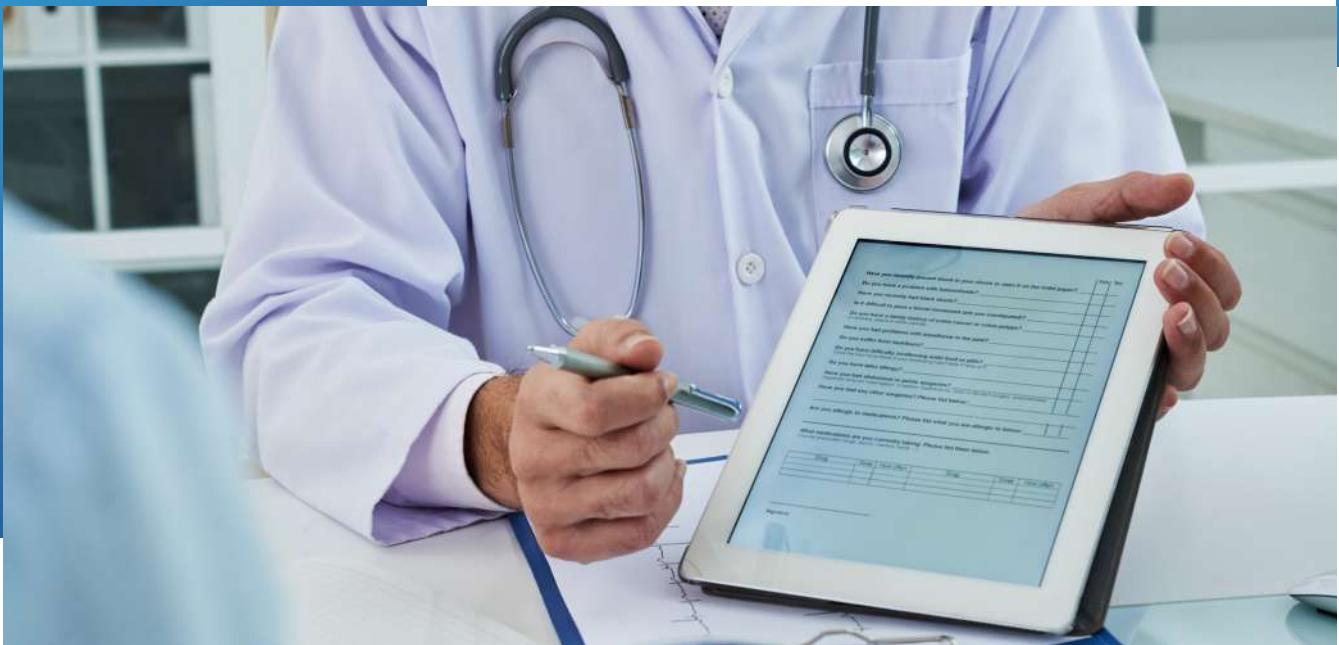
These features aid strategic business alignment, organizational effectiveness, and optimum performance for organizations of all sizes.

Currently, SAP SuccessFactors is already in effect in more than 60 industries, including healthcare.

SAP SuccessFactors contributes to improving patient and doctor satisfaction levels for healthcare institutions. They intend to do so by lowering turnover, efficient recruitment, and greater compliance. SuccessFactors address and solve significant healthcare problems, for example:

- Standard processes and workflows for HRM
- Improved compliance via comprehensive Learning management system training and competencies
- A solid foundation for Global talent management and employee planning strategy
- Better analysis of workforce
- Enhanced workforce productivity





EXPERIENCE THE REFORM IN ACTION:

- A multi-sector Health and Hospital Corporation was set on to eliminate existing Operational and administrative barriers to improve overall functions and patients/clients experience. Healthcare, government, public health, and public safety- all company divisions led to inefficiencies, duplication, complicated audits, and aggravation. SAP SuccessFactors helped them eradicate these issues and establish an improved, integrated internal HR Management system with automating processes, consolidated data, and a user-friendly interface. SAP SuccessFactors implementation eventually was able to improve the overall Administrative and functional operations of the client organization.
- The client is a hospital and health care organization devoted to offering the greatest services in the field of health that meet worldwide quality standards at the level of the entire facility and the medical, nursing, and operational level.

With solutions from SAP SuccessFactors, they aimed at fostering a culture of continuous learning to keep staff up-to-date with their skills and know-how. The SAP solution replaces homegrown on-premise learning management systems with simple, cloud-based solutions, boosting efficiency with digital, automated workflows. This in turn improved employee quality and branding as well as lowered the cost of HR and Administration.

- As the biggest public health plan in America, the client delivers a superior health cover throughout Los Angeles County, California. The 2,500 employees of the firm rely on highly creative and integrated human resource software for the delivery of low-cost and comprehensive medical insurance. The route to continual development and innovation is represented in a clear and comprehensive road map, supported by the services of experts. The purpose is to speed up the value of its HR solution to build strong connections that serve to maintain a healthy community.

SAP SuccessFactors offered customer service and customer satisfaction through rigorous, coordinated research and support. They gained the most return on their investments with this SAP solution in support of SAP Preferred Success.

TOP ADVANTAGES OF SAP SUCCESSFACTORS IN THE HEALTHCARE INDUSTRY

- **Performance and objectives of employees:** An employee performance assessment helps measure individual performance, identify top performers for further growth, and design a compensation pay-performance plan.

SuccessFactors Performance & Goals readily measures and monitors progress that enhances knowledge, including communication gaps, of employee performance. SAP SuccessFactor can analyze patients' experiences and feedback to improve performance and goals. It enables health organizations to harmonize communication and expectations and identify areas for development more efficiently and more effectively.

- **Management of Recruitment:** Workforce recruitment has an evident influence on performance, & it's one of the most crucial procedures for healthcare HR. Recruiting talented physicians and doctors can be very challenging.

SAP SuccessFactors monitors the distinct functions of any Healthcare institution, such as acquisitions, engagement, recruitment, and management of suitable employees. HR can attract and engage suitable talents with SAP SuccessFactor – Recruitment. It can identify and recruit the best applicants, measure business findings, and much more.

- **Learning and Training Management:** Factors of Success LMS can handle timetables, record events, personalize learning modules, reassign programs, fast uploads, etc. The physicians are subject to different statutory requirements to engage regularly in training. And SAP Success-factors LMS shows to be an efficient instrument for managing training data.





Unification of company systems and data with SAP SuccessFactors to keep patients focused

CASE STUDY:1

ABOUT CUSTOMER

The customer is a public health service, a medical emergency service provider. The healthcare fulfills the demands of inhabitants in Central Indiana. They were coordinated when operational barriers in all company divisions led to inefficiencies, duplication, complicated audits, and aggravation. It was time to use a state of the art system solution to enable staff to automate processes, consolidate data, access mobile devices as well as have a user-friendly interface..

PROJECT HIGHLIGHTS

- Improve HR Management
- Automate recruiting and individual Work assignment
- Improve Administration and Reporting

THE RESOLUTION

Customer was committed to modifying current administrative & operational obstacles to improve overall functionality. All divisions were dealing with inefficiencies, duplication and complex audits. With automation procedures, unified data, and a user-friendly interface, SAP SuccessFactors helped them eradicate these problems and build an integrated internal HR-management system.

KEY BENEFITS

- Improved Administration Benefits
- Improved HR and Administrative Reporting

- Centralized and standardized recruiting, onboarding, and benefits administration

TOP BENEFITS

- Freed 50-60 days of HR annual Calendars
- Saved 150 hours with self-service reporting
- More satisfied users

PRE MIGRATION ARCHITECTURE

- Insufficient Reporting
- Huge amount of time spend on Recruiting and Reporting
- No Centralised system to monitor Task Assignments
- On-premises system

KEY CHALLENGES

- Compiling existing data in new systems
- Employee Resistance
- System customization to meet requirements

ACHIEVEMENT

- 94% Improved benefits for new and existing employees
- Approx. 2,000 Manual entries eliminated annually through self-service
- 5,000+ personnel actions workflow automation
- 85% Of users no longer need any tech support to access and use the system



Qatar based hospital utilizes SAP SuccessFactors to promote their employee professional training

CASE STUDY:2

ABOUT CUSTOMER

The client is a reputed healthcare organization in the Middle East. It is a Hospital offering medical care and services across 28 specialist departments and employing more than 1500+ staff. They are devoted to providing the greatest health services that comply with global quality standards. The quality and continuous success of operations in their medical establishment is a competitive benefit for them in the healthcare industry.

PROJECT HIGHLIGHTS

- Improve ability to track educational and occupational development
- Guide healthcare staff to complete appropriate training
- Align employees' personal development goals with the hospital's strategic objectives

THE RESOLUTION

The client was determined to have highly skilled and trained professional staff to deliver the best medical service. And to efficiently fulfill this vision, they decided to integrate their employee management process into a unified streamlined cloud-based system with SAP SuccessFactors. With this SAP solution, they successfully improved employee quality & training & were even able to efficiently train more than 85% of employees in COVID-19 safety.

KEY BENEFITS

- Automated Workflow

- On-premise LMS
- Offering Learning Opportunity

TOP BENEFITS

- Boosted Digital Efficiency
- Structure unique training and development programs for each employee
- Improve employer branding

PRE MIGRATION ARCHITECTURE

- Lack of a flexible Learning solution
- Manually monitor each employee progress
- Huge expense spent on employing experts for all sorts of actions

KEY CHALLENGES

- Manually inputting Current and past data into the SAP cloud
- Lack of tech expert to provide guidance
- Aligning the interest of employees with the organization's vision

ACHIEVEMENTS

- A steep increase in the participation rate of feedback in less than four months
- Easy access and generation of feedback from employees
- Insights that help to get an in-depth understanding of each employee



California's largest health service provider uses SAP SuccessFactors to maximize its HR Services

CASE STUDY:3

ABOUT CUSTOMER

The customer is an independent public service, situated in Los Angeles, California. This company started operations in 1997 under the authorization of a health plan. The company initially provided medical insurance for low-income people across four health care programs. It now serves over 1.8 million low-income inhabitants with five health plans. It generates revenue of over US\$8.77 billion each year.

PROJECT HIGHLIGHTS

- Update old Database
- Deal with current prevailing major issues
- Improve Productivity

THE RESOLUTION

The client wanted to establish a cloud-based database to help the authorities and stakeholders have anytime access to the system. They also aimed to enhance their overall performance and provide better service to their customers as well as the employees. SAP SuccessFactors solutions became the administrative backbone complementing their Epic operational system. It has provided a lean, effective, and evidentiary decision-making and monitoring platform that provides world-class service and responsible collaboration with the community.

KEY BENEFITS

- Cloud-based database
- Automated training and demo
- Sophisticated, strategic analytics using clinical and operational data sets

TOP BENEFITS

- Improved Automated operations
- Fewer resources spent on training
- Analyze, report, and eliminate all existing major issues

PRE MIGRATION ARCHITECTURE

- Major lack in System Update
- No centralized employment or administrative system
- On-premise Database

PRE MIGRATION ARCHITECTURE

- Employee Resistance
- Employee Training
- Slow Adaptation to the sudden major update

ACHIEVEMENTS

- 60% system Enhancement
- Improved Service for both employee and customers
- 80% improvement in administrative HOC reporting capabilities



CONCLUSION

SAP SuccessFactors is very essential for the retail industry as it deals with all the tasks of hiring and training new employees. Not only does it save a lot of money and time but its efficiency and its ability to perform a task without any delay helps the retail industry greatly.

The solution is catered to completely eliminate the need of an HR department and helps in the growth of the company by providing online onboarding services across the world.



E 701, Lotus Corporate Park, Ram Mandir Road, Western Express Highway,
Goregaon (E), Mumbai 400063

✉ info@accely.com 🌐 www.accely.com