



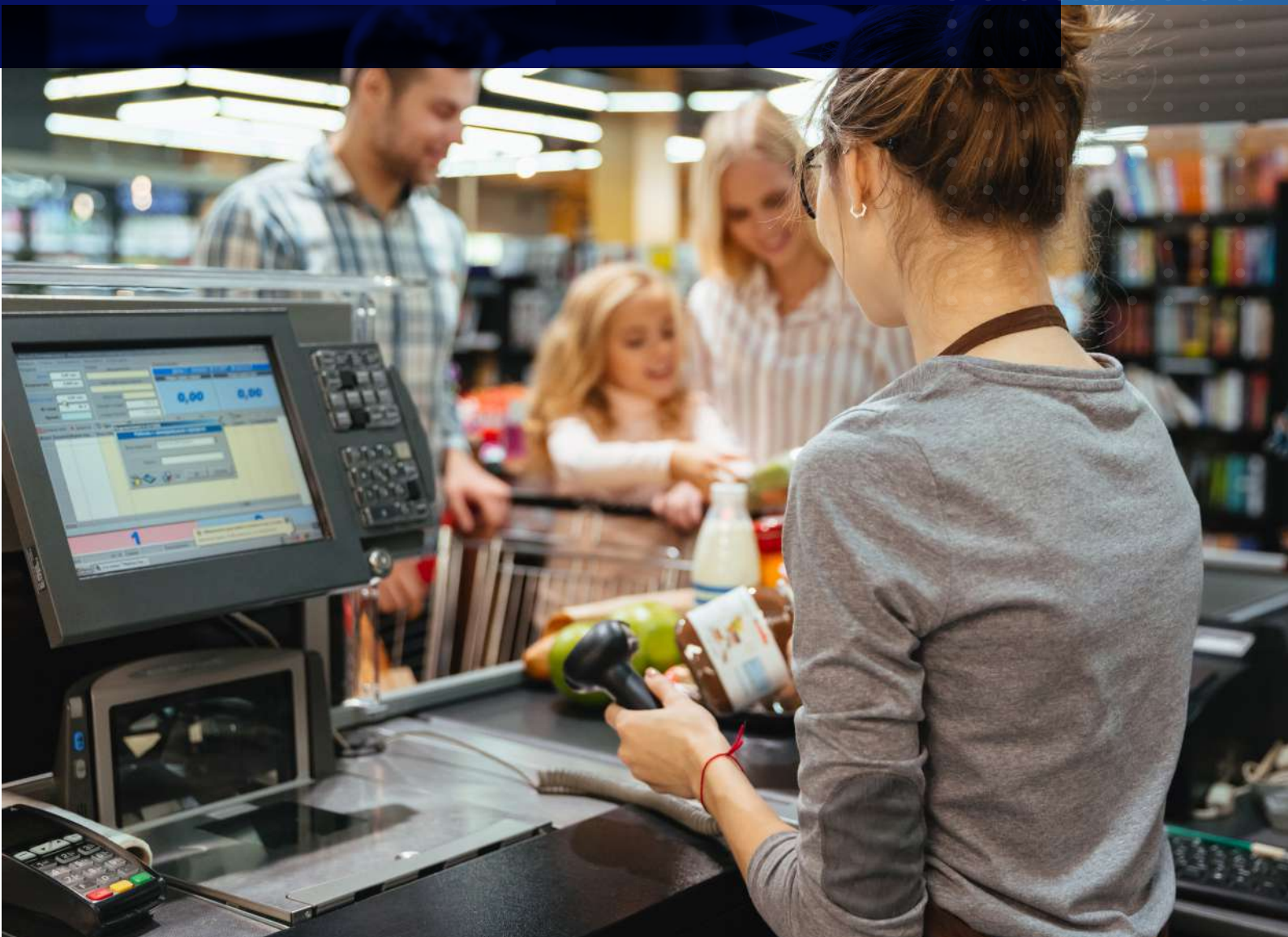
SAP SuccessFactors for Retail

EXPERIENCE THE CHANGE WITH SAPS FUTURE-ORIENTED PROGRAM

SAP APPLICATIONS BRINGING THE MUCH-REQUIRED HR REFORMS

In the current scenario where most of the retail jobs have moved to a digital platform, it can become hard to control all the activities manually. Using an online platform provides a lot of growth but it can be pretty hard to keep up with for the manual workers. A lot of changes take place every day which involve the kind of tasks that are being done as well as the employees who are performing such tasks.

This is where using SAP SuccessFactors can be very beneficial because of its automated HR abilities. The SAP SuccessFactors is capable of taking care of tasks like payments, hiring, transfers, training, and many more. Having an automated system helps in reducing the chances of any human error and also reduces the chances of any delays in the process.





SUCCESSFACTORS ROLE IN DRIVING RESULTS IN THE BUSINESS

- A retail company that was looking to expand their businesses globally benefited from using SAP SuccessFactors. SAP SuccessFactors is equipped with the ability to deal with managing HR processes that are associated with the hiring and recruiting process.

There were a lot of different tasks that would have been very labor intensive for the company if it was done by manual laborers. And managing these complex tasks across different countries can lead to many errors. SAP SuccessFactors had smart management features that followed these tasks and ensured a smooth experience for the employees. Communication for the parent company became very easy when they were connected with the same core system.

- A retail industry mostly focused on quantity, selling or providing more goods was looking for efficient ways to hire new employees. As quantity defined the profitability of the retail company, they were always looking out for hiring more and more employees and SAP SuccessFactors helped them in the smooth onboarding process.

Hiring more employees came with its own problems, managing the employees required a big management and HR team that can increase overhead costs. To overcome those, a smart platform like SuccessFactors is very beneficial and that is why it is used by most big retail companies. It helped the company in dealing with the employees and smoothens the hiring process along with other major employee-related tasks.

- A company requires their employees to have a particular set of skills before joining a company. So, there were different rigorous training procedures that were provided to the employees and that were taken care of by the SAP SuccessFactors. SAP SuccessFactors helped the company in keeping a record of every employee who was joining the company, their performance, their salaries, and every other minute detail.

This helped in meeting the excessive needs of an HR department in this growing retail industry. Proper and efficient management helped in improving the productivity of the company and improving its profitability as a result. Having a proper account of an employee's work also helped in correlating their payment accordingly.

RETAIL INDUSTRY BASED ADVANTAGES:

- **Global Reach:** SAP SuccessFactors is able to communicate and maintain the HR tasks at multiple geographic locations. This helps in the proper expansion of a retail facility and ensures an efficient worldwide reach.
- **Smooth hiring and transfer processes:** Hiring or transfers are very complex processes and multi-step processes. There have to be a lot of tasks regarding collecting and validating of employees' data and their salary determination that has to be done, and SAP SuccessFactors helps in making these tasks a lot easier.
- **Centralized employee data storage:** Storing all data on a single platform helps the managerial team to access those data whenever required. This simplifies a lot of the tasks that the management team had to do previously.





SAP SuccessFactors helps a retail company in increasing its reach globally

CASE STUDY:1

ABOUT CUSTOMER

Our client is a retail company which has created a positive image about their products and services in their home country & decided to explore more with an overseas model. Since managing quality service without hiring a managerial team for every location was both costly and inefficient, they implemented SAP SuccessFactors for controlling operations at such levels.

PROJECT HIGHLIGHTS

- Increasing global reach
- Maintain proper HR tasks in foreign establishments
- Ensure proper communication with the parent plant
- Maintaining employee details for proper monitoring

THE RESOLUTION

With SAP SuccessFactors, the company was able to properly manage all the HR activities across different time zones. This further helped them in acquiring a global platform with their services.

KEY BENEFITS

- Ability to carry out complex processes easily
- A well managed centralized database for employees
- Automated steps result in less human error

- Lack of need for a managerial team reduces overhead costs

TOP BENEFITS

- Sales increased by 56%
- The number of employees increases by 15%
- Overhead costs reduced by 12%

PRE MIGRATION ARCHITECTURE

- A physical HR team was responsible for managing all the employees
- This hindered the global growth due to high costs
- The amount of human error was much higher
- Unwanted delays in recruitment or transferring employees

KEY CHALLENGES

- Educating the managerial team of SAPSuccessFactors properly
- Optimize systems according to the company's requirements
- Acquire details and information about previously employed memberst

ACHIEVEMENT

- Global presence improving brand value
- Increased sales with improved consumers trust
- Simplified HR tasks ensuring higher



Retail company increases sales with the SAP SuccessFactors

CASE STUDY:2

ABOUT CUSTOMER

A retail company that was suffering badly in this pandemic condition due to lowered sales took adopted SAP SuccessFactors services to increase their reach and regain the previous sales figures and exceed. A retail company thrives on quantity, they are always interested in producing more and more products. This is only possible when a large workforce is available and SAP SuccessFactors made it possible.

PROJECT HIGHLIGHTS

- Hiring and managing enough employees to improve productivity
- Developing effortless onboarding & training protocols to prevent any unwanted delays
- Integrating automated HR systems to reduce overhead costs

THE RESOLUTION

The company was able to develop a centralized database that was concerned with hiring, training, and transferring employees from departments. This automated system ensured that all the validation & operational tasks were done in a systematic order by the system without any human intervention.

KEY BENEFITS

- Increased sales of the company
- An automated system reduces unwanted delays
- A centralized database ensures transparency in the company

- The performance of each employee is monitored and they are paid accordingly
- Having an intelligent HR system reduces the chances of any managerial failures

TOP BENEFITS

- Sales increased by 1.25 times
- Employee satisfaction rate increased by 43%
- Human errors got reduced by 68%

PRE MIGRATION ARCHITECTURE

- Absence of any such smart HR management tools
- All the processes were done manually and there were a lot of unwanted delays
- Lack of proper data storage led to confusions

KEY CHALLENGES

- Integrating the smart HR system with the existing HR team
- Transferring all the processes into one centralized database
- Using the SAP SuccessFactors platform in such a way so as to reduce the amount of necessary human intervention as much as possible

ACHIEVEMENT

- The productivity of the company increased amidst these pandemic conditions
- Better managed employees ensured better quality output
- Less operational costs due to high automation



Retail Chain improves company profitability using SAP SuccessFactors

CASE STUDY:3

ABOUT CUSTOMER

Retail chain company was not making enough profit as they should be making. So, they wanted to replace most of the managerial team that was dealing with human resources with SAP SuccessFactors. SAP SuccessFactors will take care of most of the jobs that are related to hiring, transferring, or training employees.

PROJECT HIGHLIGHTS

- Replacing costly human labor with automated software
- Reducing overhead costs
- Reducing chances of any human error or any unwanted delays
- All the reduced costings will lead to an increase in profit of the company

THE RESOLUTION

With the help of SAP SuccessFactors, the retail chain was able to make their business more transparent and was able to increase their profitability greatly. Replacing manual labor with automated software also increased the productivity of the company as they were able to hire more employees.

KEY BENEFITS

- Increased profitability
- Global expansion possible because of all round the clock managerial activities
- Lesser human errors and delays

- The overall transparency of the employees as their details are all stored in a centralized database

TOP BENEFITS

- Company profits increased by 48%
- Overhead costs reduced by 11%
- The number of employees increased by 15%

PRE MIGRATION ARCHITECTURE

- A large managerial team was issued to ensure the proper running of the company
- The onboarding and training processes were all taken care of manually
- All the employee's details were stored in an unorganized way
- Lack of communication between the employees and the management

KEY CHALLENGES

- A proper seamless shift from the manual to automated processes
- Properly utilizing employee data for improved productivity
- Ensuring that the existing customers get well acquainted with the new systems

ACHIEVEMENTS

- A rapid increase in productivity and reduced overhead costs led to increased profits
- Better data storage facility ensures that every employee gets updated easily
- Improved global presence due to advanced SAP SuccessFactors features



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.

It completely eliminates the need of an HR department and helps in the growth of the company by providing online onboarding services across the world.



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