

OpenText™ Extended ECM for SAP® SuccessFactors® Solutions

opentext™

Mastering Modern Work

Solution Summary



HR BUSINESS CHALLENGES

- Improve employee experience & engagement
- Demands of the changing size of the workforce
- Reinvent processes to support remote/hybrid work
- Complex compliance & data security requirements
- Increase HR productivity, efficiency & digitalization



SOLUTION CAPABILITIES

- HR Document Management – one central repository for managing employee documents, tightly integrated with SuccessFactors
- Integrated document generation and flexible distribution options (one-to-one and one-to-many) including e-signature
- Retention management enables adherence to privacy regulations



BENEFITS

- Improved HR efficiencies with simple & secure access to all employee documents from within the SuccessFactors UI
- Improved employee experience with timely & accurate creation, delivery and management of communications and employment letters
- Improved compliance with completeness checks to identify missing and out of date documents, document reporting, automatic retention rules and support for legal holds and discovery
- Centralized view of all employee documents with full document search functionality accelerates reporting and audit requests
- Support cloud transition with one location for all documents accessible from both SAP SuccessFactors and SAP HCM on-premise

By the Numbers

IMPROVE EMPLOYEE EXPERIENCE

80% Increase in number of HR transactions completed within one day

89% Faster document creation with improved compliance and reduced errors

REDUCE COSTS

20,000 HOURS Saved per year searching for paper-based employee files (51,000 employees)

\$350,000 Saved by consolidating HR service centers and implementing Shared Services model

40% Improvement in the number of employees supported by each HR business partner

REDUCE RISK, IMPROVE COMPLIANCE

\$10,000 Top fine assessed per violation for employing unauthorized worker, auto-monitoring for completeness of required documents eliminates this risk

** Quantitative annual benefits are estimates based on OpenText and Partners' benchmarks and assumptions for a European company with 51,000 employees*

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Key Differentiators



SIMPLIFY, CENTRALIZE, SHARE

Centralized document management with integration across multiple SuccessFactors solutions



GENERATE EMPLOYEE LETTERS

Automated event-driven document creation to facilitate communication with employees



REDUCE RISKS AND ENSURE COMPLIANCE

Completeness checks ensure all required docs are present and up-to-date based on HR defined rules



CO-INNOVATION WITH SUCCESSFACTORS

Development and roadmaps aligned with SuccessFactors



SECURED ACCESS

Leverages Role Based Permission; access to documents aligns with existing permissions framework



SEAMLESS TRANSITION TO CLOUD

Same documents can be accessed by SAP HCM on-premise and SuccessFactors

Business Outcomes



IMPROVED HR EFFICIENCIES



FASTER SERVICE CENTER RESPONSE TIME



REDUCED STAFF COMMUNICATION CYCLE TIME



HIGHER EMPLOYEE SATISFACTION



REDUCED LEGAL RISK AND LIABILITY



INCREASED STAFF PRODUCTIVITY



GUARANTEED GOVERNANCE



REDUCED EMPLOYEE FILE COSTS