OPENTEXT™

Transforming the Digital Workforce with OpenText™ Extended ECM for SAP® SuccessFactors®

Redefine employee engagement while effectively managing the new digital workforce

Digital HR is transforming how organizations recruit, onboard and manage talent. Today, Human Resources must recruit top talent, identify and develop rising stars and retain the employees that can best support the company's growth initiatives. This must be accomplished in the face of flat HR budgets and while adhering to ever changing compliance rules, without compromising employee service levels.

This requires that HR business partners, Shared Services teams and HR COE (Center of Excellence) teams refocus their attention on activities that support the business goals of the organization by optimizing operational efficiencies. This shift from a paper-intensive administrative department to the strategic role required in today's digital economy can only occur if processes are simplified to allow HR to focus on securing the right talent for the right roles while continuing to improve engagement for the modern workforce.

Factors that affect today's HR departments include:

- **Competition for top talent.** Organizations must compete for top-tier candidates. HR must be able to quickly promote, review, and respond to applicant information to identify and secure those who will best contribute to the organization's goals.

- **Engaging the workforce.** Four generations are working side by side. Each individual within each generation has nuances in their preferred method of engagement and HR business partners must be able to communicate on their terms. Whatever the desired method, interactions with applicants and employees must be consistent with the organization's branding, yet personalized across all channels, including mobile interactions with HR-related processes and content.

- **The global workforce.** As organizations expand globally, HR must ensure employee information is complete and compliant, based on the unique requirements of each country. Any violations can result in costly fees.

- **Inefficiencies due to large volumes of paper employee files.** Many HR departments maintain largely paper-based employee files. The manual process of copying, storing, filing, and faxing is time consuming, costly, and error prone. Often, employee files are stored in different locations, creating even more inefficiencies. This is equally true for disparate file shares.

BENEFITS

- *Optimize HR professional's time by managing documents related to recruiting, onboarding, succession planning, learning and other HR projects in content-specific "workspaces"*

- *Improve employee engagement through simple, 360-degree access to all employee-related information, documents, and communications from the SAP® SuccessFactors® user interface and process*

- *Improve applicant and employee interactions through proactive, personalized, and omnichannel employee communications*

- *Simplify and accelerate audit activities by providing immediate, controlled access to all relevant employee information*

- *Ensure governance, including data security and compliance with HR regulations, by monitoring and reporting out-of-date or missing documents*

- *Support for hybrid, cloud or on-premises landscapes*

- *One platform, no information silos*

ENTERPRISE INFORMATION MANAGEMENT

- **Hybrid HR environments.** Most companies are faced with supporting a hybrid HR environment where some functions are cloud-based while others remain on-premise. Information must flow easily between these environments while maintaining the high level of security, compliance, and consistency required for employee files.

Addressing the needs of the digital workforce will only be possible through the simplification and transformation of HR processes. How can organizations accelerate the day-to-day activities and become more agile to meet the engagement expectations of the new digital workforce? By extending their SAP® SuccessFactors® solution, HR can ensure all necessary content is accessible to the business partners and Shared Service Center teams to empower them to effectively manage talent, lead HR-specific projects and achieve service level expectations of employees.

"The era of true digital disruption has finally hit HR, transforming the way HR delivers solutions to employees."

Solution

Simplify HR processes with all employee information centrally controlled and accessible

Extended ECM for SAP SuccessFactors enhances the value of SAP SuccessFactors solutions by securely managing all unstructured content related to employee files and beyond. The solution is integrated within the SAP SuccessFactors user interface so content is readily accessible to the authorized HR business partners, managers, and employees. The solution fully supports integration with the traditional SAP HCM on-premise solution.

Typical HR processes generate 50-60 communications per employee per year. Most of these communications are manually generated, processed and stored in paper files and scattered throughout different locations. With Extended ECM for SuccessFactors, content can be digitized and stored in a centralized and secure repository and associated with an employee's file. The HR business partner can rapidly retrieve all relevant content within the SuccessFactors interface. Access to the digitized content is strictly controlled by leveraging SuccessFactors Role Based Permissions. No more paper, no more paper storage costs and no more risk.

With all required documents centrally and digitally stored, the costs associated with paper files can be eliminated.

Enhance workforce engagement with personalized correspondence

Today's workforce is multi-generational – each with their own preferences for communicating with HR. Extended ECM for SAP SuccessFactors solutions includes interactive document generation capabilities embedded within the HR processes. Documents such as offer letters, employment contracts, compensation plans, program communications and correspondences can be generated within the SAP SuccessFactors workflows, using approved templates and content, customized for the individual and distributed via the recipient's preferred method. The document generation functionality accelerates and simplifies communication with candidates, employees, contractors, retirees, and other business partners. All documents generated within the Extended ECM for SAP SuccessFactors solution are seamlessly added and versioned in the respective applicant or employee digitized file.

Ensure compliant employee files through automated monitoring

Extended ECM for SAP SuccessFactors can identify missing and out-of-date employee documents through a completeness check based on rules defined by the HR administrator. This information is prominently displayed on the HR business partner's landing page and the employee's landing page, so corrective measures can be easily initiated.

Compliant records management

Standard archiving functionality supports secure storage of all HR documents. Retention policies are enforced based on rules defined by the HR administrator. Different retention rules can be defined based on country, region, and employee position requirements. Legal holds can be placed on documents. Employee documents that have exceeded the defined retention period can be deleted through an HR workflow with proper approvals and audit information.

Maximum deployment flexibility in the cloud, on-premises, and hybrid scenarios

As part of digital transformation, many organizations are in the process of finalizing their cloud strategy – pure cloud, on-premises, or hybrid? We've got it covered. Even companies with a defined migration strategy from traditional SAP HCM and third-party solutions to cloud-based SAP SuccessFactors, legacy investments will likely mandate a transformational journey that can span a number of years. Extended ECM for SAP SuccessFactors is the only solution that provides the flexibility to support this scenario. With extensive experience in both cloud and on-premises deployments, we can map this journey with you to optimize functionality and minimize disruption and costs.

Built on industry-leading content management platform

At the heart of this solution is the recognized leading solution for enterprise content management, OpenText™ Extended ECM Platform. Successfully adopted across all industries, with thousands of customers, this is the logical choice as the foundational technology for the SAP SuccessFactors extension. OpenText builds upon this proven foundation with the development of Extended ECM for SAP SuccessFactors to specifically address the unique needs of secure content management within the HR context.

When the need to manage content extends beyond the walls of HR, Extended ECM for SAP SuccessFactors by OpenText is the unified and extensible platform that can be leveraged across the enterprise.

Summary

Extend the value of your SAP SuccessFactors solutions with OpenText Extended ECM for SAP SuccessFactors. Engage the new generation workforce with automated and personalized communication on any device and end-to-end control of all employee documents. By providing a holistic view of employees and access to all relevant content within the SAP SuccessFactors UI, HR business partners can respond to employee requests with the immediacy demanded by today's digital natives.

Key Capabilities:

- Digitize and automate employee file documents

- Ensure compliant records management with a centralized and secure repository

- Inline document generation and omnichannel delivery for improved workforce engagement

- Maximum deployment flexibility in the cloud, on-premises and hybrid scenarios

- Improve HR business partner efficiency, improve service levels, improve compliance, security, and control

- At the core of this offering is the Extended ECM Platform, the industry-leading enterprise content management platform. Eliminate silos of data by leveraging this extensible platform for your enterprise content management strategy

FasTrak to Productivity

OpenText Professional Services is recognized as the premier services organization for orchestrating the successful implementation of our solutions. As such, OpenText Professional Services offers a quick-start services package, called FasTrak, to have your team up and running with digitized HR documents integrated with your SuccessFactors environment in less than three months.

The FasTrak packaged service provides our Best Practices approach to implement the pre-defined solution in the OpenText Cloud, integrated with SuccessFactors, to address the challenges associated with managing employee documents. OpenText Professional Services is uniquely positioned to implement this solution in the OpenText Cloud.

FasTrak lays the foundational platform for a successful rollout of the cloud-based solution for your entire HR operation helping to transform the user experience for employees, managers, and business partners while simplifying all HR-related document interactions.

As part of the FasTrak services package a two-day design phase workshop is conducted to discuss and define the standard product functionality and how it should be configured for your business with topics including:

- Define the standard global Employee Workspace template

- Adoption of standard Folder Templates for structured storage of employee documents

"Today, high-impact HR organizations are moving away from a "service provider" mentality to becoming valued talent, design, and employee-experience consultants."

- Define inbound scenarios

- Identify and Create Document types

- Integration with SuccessFactors Role Based Permission model

- Creation of Customized HR report (customized validation report)

- Document creation setup (bulk and ad hoc document types)

- eLearning pack for end users

Beyond FasTrak

While the FasTrak package is designed on best practices and will fit most customers' foundational requirements, there are situations when additional services may be required. The OpenText Professional Services team is ready to assist with expanded requirements, such as:

- Assistance with multi-country rollout

- Integration into other HR systems

- Setup global roll out structures

- Migration of existing employee documents

- Integration with other SuccessFactors modules beyond Employee Central

- In-depth training, classroom training or customized eLearning

- On-premises implementations

For more information about Extended ECM products visit
OpenText Extended ECM Platform

For more information about FasTrak, please visit
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