

opentext™

eBOOK



Accelerate HR digital transformation

Integrate HR content management with HXM to improve employee experiences and drive HR efficiency

Content

The new HR environment requires better technology	3
Why HR digital transformation is critical	5
HR content management	
Challenges	6
Benefits	8
Key requirements	9
OpenText™ Core for SAP® SuccessFactors®	11
A richly integrated solution	13
Real-world examples: How Core for SAP SuccessFactors is accelerating HR digital transformation	14
Resources	16

The new HR environment requires better technology

HR teams have always dealt with complicated processes and constant, competing demands from leadership and employees. But today's HR landscape is more complex than ever, for multiple reasons:

- The rise of remote work
- The pandemic-driven Great Resignation and resulting war for talent
- Ever-growing employee expectations for optimized technology with intuitive user experiences
- Increasingly stringent, evolving regulatory demands related to the privacy of employee information, health and safety, discrimination and more



Digital HR has become not just a “nice to have,” but a necessity for an organization’s future growth and acceleration.

- Deloitte

In this climate, HR leaders are under intense pressure to streamline HR processes, strengthen compliance and enhance employee satisfaction. Achieving these goals requires a solution that brings digitized employee documents together with employee data in a single, secure platform that's easy to access and use for HR teams and workers alike.

In this eBook, you'll learn how integrating the latest HR content management technology with a leading Human Experience Management (HXM) solution can transform HR—and the employee experience—at your organization.

Although one-third of HR leaders expect budget cuts this year, 90% still plan to either maintain or increase their investment in technology.

- Gartner



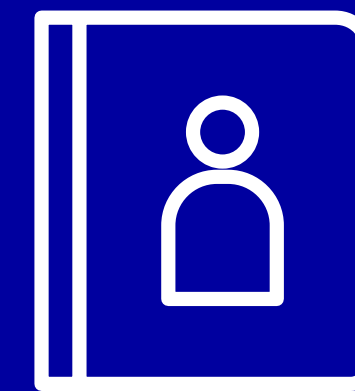
Why HR digital transformation is critical

The empowered, increasingly digital workforce expects consumer-like HR experiences that deliver anytime connectivity, simplicity, personalization and convenience. On the other side, HR professionals need digital-first processes and systems to reach this growing remote workforce.

While business performance has always depended heavily on the strength of an organization's human capital, the pandemic has only reinforced this fact. HR professionals need more time to focus on employee engagement and retention in an environment of high turnover, but they're burdened with many manual, inefficient processes and disjointed tools in their day-to-day work.

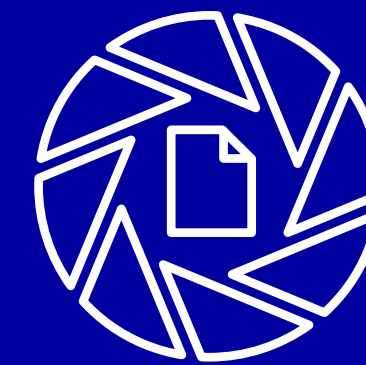
The past two years have offered ample evidence that digital transformation supports organization-wide agility and resilience in a changing environment. This is especially true in HR, where having the right technology is now critical to attracting and keeping employees.

HR professionals have gained more status and recognition by playing a prominent role in successfully navigating companies through the pandemic and are now positioned to lead much-needed digital transformation within their own sector.



HR professionals spend 26.1% of their time maintaining records.

- **AIIM**



Building an agile, digital HR platform is one of the top nine imperatives that can help HR leaders ready their organization for the future.

- **McKinsey**

The challenges of HR content management

HR content management includes all the processes involved in creating, capturing, managing, accessing, securing, storing and disposing of employee information—whether it's paper or digital—across the HR spectrum.

The central challenges of current HR content management methods include:

- Multiple, disconnected tools for document creation, file storage and archiving.
- Manual, paper-based legacy systems and processes.
- Lack of visibility of employee documents.

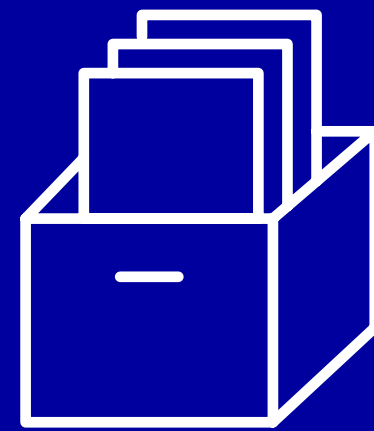


76% of organizations say that their HR processes are at least 75% manual.

- AIIM

The consequences of these challenges are wide-ranging and can have a significant impact on an organization's bottom line, such as:

- Wasted HR time and reduced productivity due to time spent searching for employee information across repositories.
- Security risks with paper-based employee information and/or uncontrolled content.
- Higher potential for employee error in handling confidential information.
- Compliance difficulties in scattered, non-secure documents.
- Negative impact on the employee experience (for example during onboarding) due to lack of access to key HR information and documents, especially for remote employees.
- Higher HR operating costs.



Some organizations have upward of 80 different HCM applications in operation.

- **Gartner**



One-third of HR departments spend more than 50% of their work week managing issues related to regulatory and legal compliance.

- **HR.com**

Benefits of advanced HR content management

The latest HR content management enables HR leaders to increase efficiency, reduce costs and minimize security and compliance risks. While there are separate tools on the market that offer these advantages, products that unite all benefits in one seamless solution will maximize your HR digital transformation.

One of the top drivers of HR technology investment is process automation, according to 45% of HR leaders.

- PwC

87% of HR leaders expect to reduce costs next year, with 43% planning to make new technology investments to improve team efficiency.

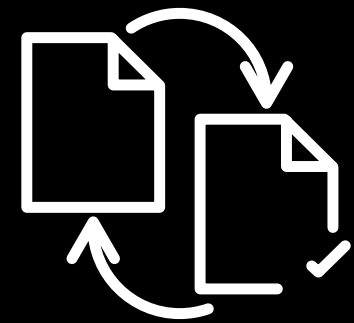
- Gartner

Advanced HR content management improves the experience of HR team members and employees by:

- Reducing time-intensive manual HR processes.
- Improving accuracy, security and efficiency with automation.
- Offering HR teams intuitive, immediate access to key employee documents.
- Providing employees with easy, secure access to HR documents and information.
- Simplifying compliance across HR.
- Freeing up HR time for more strategic initiatives focused on the employee experience.
- Boosting employee satisfaction and engagement with personalized communications.

Key requirements for HR content management

There is a growing number of HR content management solutions on the market, but the most advanced, future-ready solutions address crucial needs such as:



Document generation and upload

- Generates interactive employee correspondence and document self-service
- Provides simple drag-and-drop
- Automatically saves uploaded documents to the right folders



Employee document management

- Digitizes and manages employee documents in a secure, integrated central repository
- Leverages full-text search for instant retrieval
- Provides alerts for missing and outdated documents



Security, retention and compliance management

- Assigns retention policies for regulatory compliance with HR-defined rules specific to region, country, role and document type
- Provides reports on documents nearing expiration
- Allows users to define mandatory documents supporting compliance

Another essential capability for HR content management is **integration with leading HXM solutions**. Look for systems that integrate user interfaces for simplified access for HR team members and employees. They should also synchronize with role-based permissions to control document access while generating personalized, accurate, consistent HR content using integrated employee data.

The most commonly cited factor making it difficult to keep up to date with compliance is technology failing to keep up with compliance changes (46%)

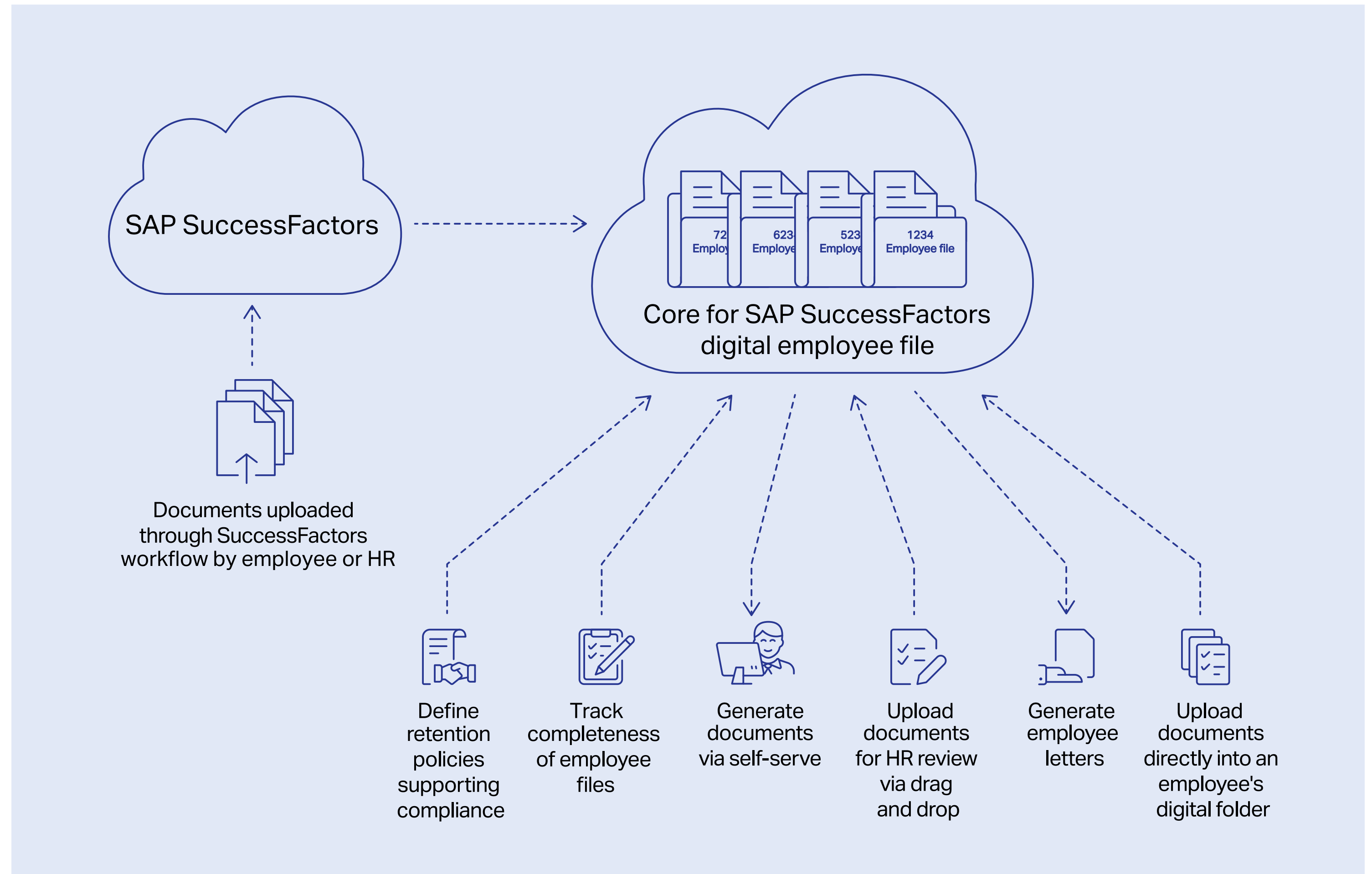
- HR.com



OpenText™ Core for SAP® SuccessFactors®

OpenText Core for SAP SuccessFactors combines digitized employee documents with key employee data in a central repository—accessible within the SAP® SuccessFactors® interface—making it quick and easy to view a collection of your employees’ data in one place and improve HR effectiveness.

This cloud-based solution improves responsiveness and self-service capabilities to enhance the employee experience. Embedded document generation capabilities produce impactful, consistent employee correspondence while retention management supports compliance requirements throughout the employee lifecycle.

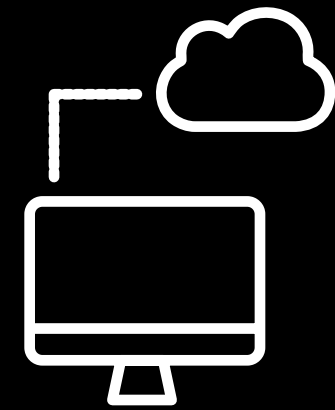


A richly integrated solution

SAP and OpenText worked closely together to ensure a tightly integrated solution that is SAP-certified. Users access all the powerful capabilities of Core for SAP SuccessFactors from within the SuccessFactors interface, for a simplified and familiar experience, with minimal additional training required, and no need for new passwords. And, with aligned roadmaps and stringent quality testing, future releases will continue to deliver on emerging HR requirements.



With Core for SAP SuccessFactors, you gain all the advantages of a cutting-edge HR content management solution, all in one place. These are just a few of the specific benefits your organization can realize:



Accelerate HR processes with secure and centrally managed digital employee files

- Control digitized content access with role-based permissions
- Eliminate the costs associated with paper files, including paper and courier costs and floor space



Support compliant digital employee files with automated tracking of required documents

- Track missing and expired employee documents to support compliance and auditability
- Identify non-compliant files through a completeness check based on HR-defined rules



Enhance employee engagement with personalized communications

- Minimize reliance on HR with interactive document generation and document self-service
- Provide reusable templates to ensure accuracy and consistency in messaging
- Streamline processes using integrated digital signatures supporting compliance

Real-world examples: How Core for SAP SuccessFactors is accelerating HR digital transformation

Enabling faster access to critical HR content at a large publishing organization

Employing thousands of people worldwide, this organization needed to centralize management of HR documentation for greater efficiency and employee satisfaction. Core for SAP SuccessFactors gives HR professionals and employees faster access to vital information and expedites HR processes across the organization. With OpenText Professional Services supporting training and configuration, deployment was quick and easy.

Reducing costly errors and improving HR response times at a global medical device company

An SAP SuccessFactors customer since 2015, this global medical device company relied on SuccessFactor's Employee Central, Recruiting, Learning, Performance & Goals and Compensation modules in its HR department.

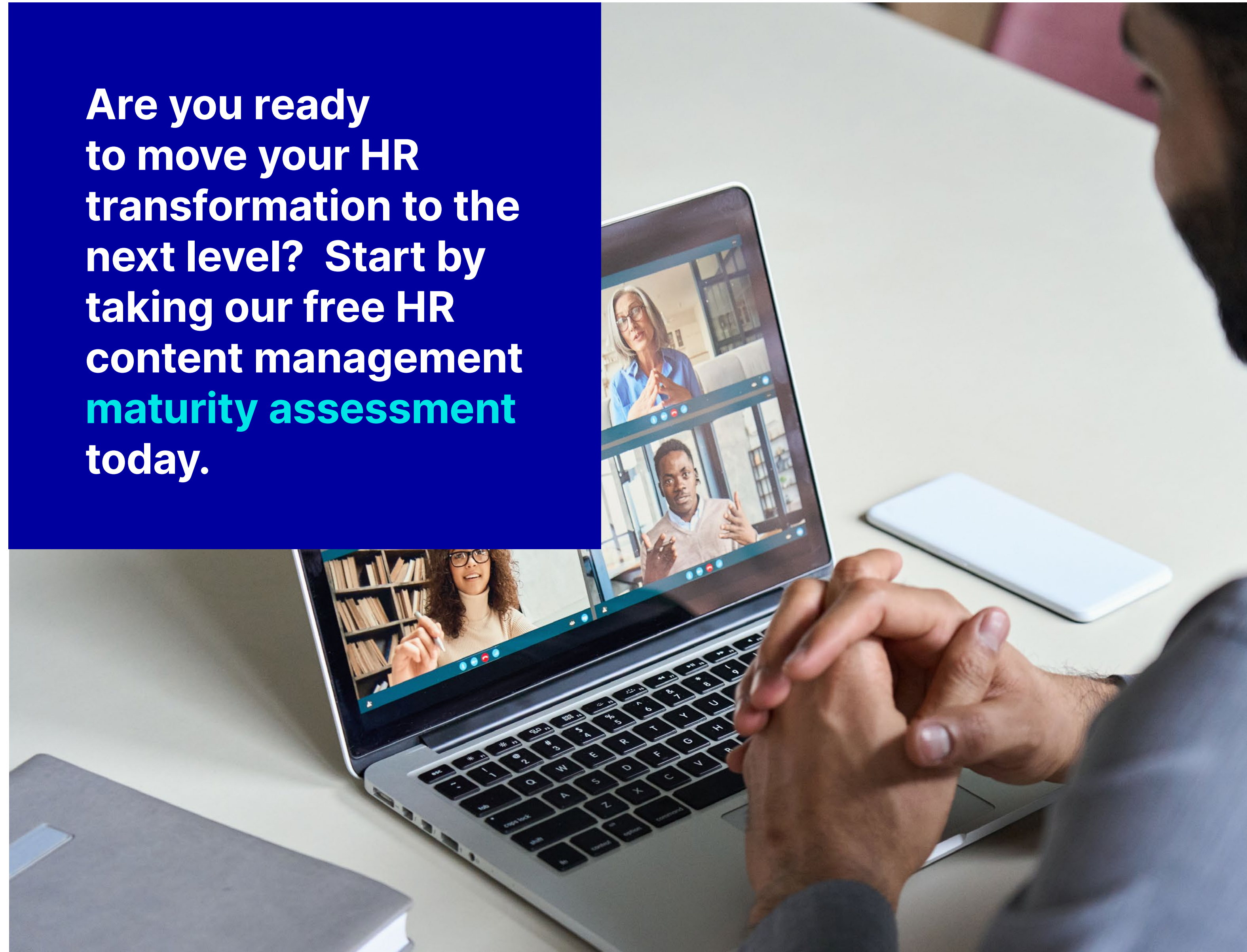
The organization used Microsoft® SharePoint®, file systems and paper to manage employee records, resulting in multiple manual steps and many data errors. It needed an employee records management solution with full integration to SAP SuccessFactors. Since implementing Core for SAP SuccessFactors, the HR department has automated record filing, sped up routine HR tasks and safeguarded the accuracy of transferred information. These improvements have allowed HR to be faster and better informed in its response to employee requests.



Enhancing hiring and promotion at a global healthcare company

One of the world's largest plasma fractionators in Europe started an HR transformation project in 2018, creating a unified digital HR approach for its locations in Germany, Switzerland and Austria. The SAP SuccessFactors Employee Central module drove this process. But the company was still mailing physical documents and recognized that it required a fully integrated document management solution to match its modern look and feel. With Core for SAP SuccessFactors, the organization automated its manual processes and centralized employee documents. This streamlining enabled the HR department to improve hiring, promotion and decision-making processes.

**Are you ready
to move your HR
transformation to the
next level? Start by
taking our free HR
content management
maturity assessment
today.**



About OpenText

OpenText has:

- **75K+** enterprise and 470k+ SMB customers
- **100M+** end users
- **2.5M** users in an OpenText HR cloud deployment
- **100+** offices worldwide
- **6,000+** trained and certified information management professionals
- **Trillions** in network commerce
- **Three** exabytes of information under management

Resources

Product overview: OpenText Core for SAP SuccessFactors

Infographic: Integrate HXM and content management

Blog: Looking to improve HR content management?

Video: Free HR from the burden of document management



About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://www.opentext.com).

opentext.com

[Twitter](#) | [LinkedIn](#) | [CEO Blog](#)

Copyright © 2022 Open Text. All Rights Reserved. Trademarks owned by Open Text. For more information, visit: <https://www.opentext.com/about/copyright-information> SKU#20143