

Bank of Butterfield

*Maximizes ROI with SAP SuccessFactors Using
HRZ® EVOLUTION Optimization Services*

Project Challenge

The Bank of N.T. Butterfield & Son Limited, based in Bermuda, has an employee base of 1,100 and provides a wide range of community, commercial, and private banking services. Butterfield recognized that they had a highly siloed HR organization with multiple 3rd party solutions to manage the HCM processes. They had purchased the SAP SuccessFactors HCM platform and looked to the HRIZONS team of experienced, professionally certified SAP SuccessFactors consultants to help them optimize and integrate their HCM processes.

Challenges

HRIZONS began working with Butterfield in 2014, migrating their data to a German data center to provide greater data security under the European Data Protection Act for non-US companies. In 2016, Butterfield then took advantage of HRIZONS HRZ® STRATEGY workshop to plan the optimization of the full suite of SAP SuccessFactors human capital management (HCM) applications in the cloud.

Following the strategic planning workshop, they purchased HRZ® EXECUTION Implementation Services in 2016-2017 to implement Employee Central (EC) as their core HR system of record for integrating all their HCM processes. During 2017-2018 they engaged HRZ® EVOLUTION Managed Services to support Employee Central and Talent Management optimizations, addressing a set of challenges related to their business growth and expansion, compliance and legal requirements, and the need for integrating their employee data with an external learning application. Their current focus has been to address the following challenges, focusing specifically on the Employee Central core HR system of record:

- **Business growth/expansion**
 - Acquisitions of new banks in new jurisdictions
 - Organizational re-structure
- **Compliance with legal requirements**
 - Audit reports
 - Data protection
 - Data integrity
- **Integration between employee data (SF) and external Learning application (Skillsoft)**
 - Eliminate manual data entry in Learning application
 - Automate data flow between applications
 - Improve data accuracy



Results

The HRIZONS team continues to partner with the Butterfield HR team and other stakeholders to optimize their HCM suite of solutions on the integrated SAP SuccessFactors platform. Results of these services include: A highly committed customer core team of nine individuals who never missed a project meeting, who were empowered to make design decisions each step of the way, and who rigorously tested every aspect of the new solution to ensure a successful rollout.

- **More efficient data imports to add new jurisdictions and new employees into the organization**
- **Enhanced payroll integration so that new employees are processed by third party payroll application**
- **Development of complex reports in order to fulfill internal audit requirements**
- **Improved and better documented Data Purge processes for audit purpose**
 - Utilization of SAP SuccessFactors Integration Center to build integration file for Skillsoft
 - Effective and efficient method of data transfer
 - Reduced data inconsistency between applications
- **Butterfield can configure the integration file with no dependency on technical resources**
- **Partnering with the Butterfield HR team in their 2019 planning to deploy SAP SuccessFactors Recruiting and Learning Management modules to replace 3rd party solutions.**

HRZ EVOLUTION Managed Services consistently delivers the results, year after year, to ensure that Butterfield has the most effectively configured SAP SuccessFactors solutions on their journey toward HCM integration and business transformation in the cloud.

ABOUT HRIZONS®

HRIZONS is an HR Cloud Technology Company that brings cloud HCM products and services to market. As an SAP Gold Partner and Pinnacle Award Winner for SAP SuccessFactors, we offer value-add services, cloud HCM application extensions built on SAP Cloud Platform and integration solutions that help customers realize the full value of SAP SuccessFactors.

Our purpose is to help customers make the digital HR transformation and move their HR technology to the cloud to meet the needs of today's evolving workforce, to execute their business strategies, and achieve better business results.

Our unique and comprehensive approach to solution architecture incorporates six core elements: Strategy, Process, People, Technology, Content and Analytics. Our consultants' deep domain expertise helps customers to align, integrate and design HCM solutions that bridge the strategy-execution chasm. We help guide customers on a journey to an integrated platform, by providing knowledge, guidance and expertise so they can have confidence and peace of mind the project is being done right. Whenever customers need support or are ready to optimize their HCM programs, HRIZONS consultants are a dependable extension of their HR team.



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