



## John Wiley & Sons, Inc.

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*HRIZONS Instills Confidence and Maximizes Post Go-Live ROI for SAP SuccessFactors with HRZ®EVOLUTION, Managed Services*

## Project Challenge

Wiley is a global enterprise of about 5,300 employees worldwide, providing content and content-enabled workflow solutions in areas of scientific, technical, medical, and scholarly research; professional development; and education. They had chosen a large well-known technology consulting firm to implement the SAP SuccessFactors suite of applications, including Employee Central (EC), Performance Management (PM), Goal Management (GM), Succession Planning & Development (SP), Compensation (COMP), and Recruiting Management (RCM).

## Challenges

Wiley recognized that they needed access to more highly experienced, professionally certified SAP SuccessFactors consultants, to support and optimize the SAP SuccessFactors suite of products that they had implemented. They chose HRIZONS' HRZ® EVOLUTION Managed Services to address these challenges and to provide the optimal system solution to meet their requirements.

Wiley also had diverse groups of internal stakeholders with high expectations and demanding business requirements related to their HCM processes, without clear guidance on the system capabilities of SAP SuccessFactors. They needed a project engagement model that would provide the expertise and flexibility to work among a siloed HR department, each with their own budget, without requiring a separate statement of work for each mini-project.

## Results

HRIZONS provided a unified point of reference for designing optimal solutions for GM, PM, SP, COMP and EC while also clarifying how the various solutions interact with their business process requirements. Initially, HRIZONS provided guidance on the re-design of performance reviews and goal plans, while also streamlining a cumbersome compensation planning process. The resulting compensation planning process was easier to navigate with enhanced reporting capabilities. Further streamlining of the process is also making it easier for the HR team to make changes to the comp plan and administer it internally.

The HRZ EVOLUTION program also helped the Wiley HR team clarify the business needs and system requirements for a complex EC job architecture project. HRIZONS consultants consistently clarified the system capabilities of EC functionality related to position and job objects to ensure that the job architecture solution leveraged the full capabilities of SAP SuccessFactors.

HRIZONS' expertise in accurately defining the optimal match between desired HCM processes and SAP SuccessFactors system capabilities has ensured that Wiley continues to get the best business value from their investment in SAP SuccessFactors by continually optimizing it and the best user experience for their employees.

The image features the Wiley logo in a large, white, serif font on the left side. To the right of the logo is a photograph of a diverse group of business professionals in a modern office setting. They are seated around a table, engaged in a meeting. Large windows in the background provide a view of a city skyline. The overall atmosphere is professional and collaborative.

# WILEY

## 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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