



CASE STUDY

The People Make the Difference

*Successful Implementation of
SAP SuccessFactors® Learning Solution for
Leading U.S. Telecommunications Firm*


HRIZONS®

Project Challenge

This leading U.S. telecommunications firm knew from the start that they had a tight timeline of 20 weeks to design and implement the SAP SuccessFactors® Learning solution. Their contract with their previous LMS vendor was ending shortly after that 20 week period, and they had the challenge of scrubbing and cleansing over a decade of LMS history data from the previous system that they wanted to import into the new system.

They also wanted an expert implementation partner with whom they could establish a close working relationship. The principal HRIZONS sales representative made an effort to understand the client organization and their needs throughout the sales process. Unlike some of the larger vendors that tended to rely on more generic boilerplate presentations, the HRIZONS team tailored their presentation and demos to respond to the client's unique questions and concerns. The HR Manager who led the selection process indicated that HRIZONS provided the level of professionalism, expertise, and personalized service that best matched their company culture and values.

Moreover the HRIZONS team made sure that the client team leader personally met the lead HRIZONS consultant who would be implementing their LMS solution. The consultant's expertise and understanding of their situation assured them that they would get the guidance, product knowledge, and project management rigor that was needed for this project.

Implementation Objectives

The goal of this project was to replace the client's current LMS with the SAP SuccessFactors® Learning solution, moving toward a fully integrated suite of human capital management (HCM) applications. By building seamless integrations to the SkillSoft learning content and the WebEx virtual sessions platform, they could broaden their use of learning resources beyond the standard orientation and compliance-training use-cases. Beyond availability of compliance courses and reporting, they wanted to automate the assignments of compliance refresher training. Finally, they also wanted improved categorization functionality to ensure visibility of training to the correct audience and better manager access to valuable learning data via reports.

Prior to the project kickoff, the lead HRIZONS consultant shared best practices with the core client team to ensure that all the right client resources would be available and that expectations regarding solution design, product capabilities, and project timelines were clear at the outset. The critical best practice of scheduling three weekly standing meetings, covering functional, technical, and integration content, was implemented from the start of the project.

As a result, the client team leader made sure that they had the right individuals at all the meetings and that key subject matter experts and decision makers were present to move the project forward. The functional team defined requirements and performed system testing to ensure immediate feedback on system functionality. The integration team developed 3rd party integrations such as WebEx and SkillSoft, while the technical team focused on user data demographics, migration of legacy data, technical system requirements, and SSO implementation. The close partnership of the client and HRIZONS' leads and project teams ensured that all the deliverables were on time and within budget.

One of the frequently used features of the HRIZONS' LMS implementation methodology is to refresh the staging site immediately after the configuration of production. This enables the testing in production to be virtually a dress rehearsal for go live. The deep product knowledge of the HRIZONS lead consultant, along with the core client team's dedication to learning the system inside and out through rigorous testing, were identified as key features of the project success.



Successful Outcomes

SAP SuccessFactors® Learning was successfully implemented in 2017 within the 20 week timeframe. Significant successes include:

- A highly committed client 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.
- A strong working partnership between the HRIZONS lead consultant and the client project team, providing a high level of trust and flexibility in working through solutions.
- Integration of the LMS with Skillsoft learning content and the WebEx meeting platform, ensuring a seamless user experience in accessing learning.
- Design of the LMS that ensured optimal compatibility with the current performance management (PM) and goal management (GM) modules and with the projected career development module (CDP).
- Foundation for successful user training and system admin training, based on thorough knowledge transfer throughout the implementation and testing process.
- Exceptional project management partnership between HRIZONS and the client team, providing a high level of trust throughout the project.

Lessons Learned & Best Practices

- Importance in the sales process of fully understanding the client's needs and concerns and responding to those in a timely fashion.
- Setting clear expectations and accurately assessing core team resources and commitments in relation to projected project timelines.
- Selecting the right consultant who will work best with the client team.
- Establishing trust and rapport between the HRIZONS and client team leads so that they can work closely together to handle whatever comes up on the project.

- Full engagement in the design and testing process to ensure that the client teams fully understand the capabilities and limits of the application.
- Deep knowledge transfer during testing so there are no surprises during user training and go live.
- Value of a strong partnership at the project management level between client and implementation core teams.

Conclusion

Having the right people with the right competencies ensures an optimal implementation of SAP SuccessFactors® Learning. The client was looking for a partner who would take an interest in them and their unique needs and challenges. They also wanted an implementation lead who knew the product inside and out and who understood their way of working and their organizational culture. Equally important, the project required a fully committed client team who were engaged in learning the product in-depth and were willing to test the final configuration to ensure there were absolutely no surprises once deployed. Assessing those factors at the outset and mutually dedicating to the execution of the implementation plan is what made this an exceptionally successful implementation.

The HR Manager and client project lead described the HRIZONS difference this way:

"We weren't just looking for another vendor to implement a new technology. We were looking for someone we could trust to be in sync with our team and who would help us deliver the right LMS solution for our organization. Knowing the system is a baseline expectation of vendors, and we wanted a vendor partner who would understand our operational preferences and offer best practice recommendations. HRIZONS was that partner."

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 customer 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 clients to align, integrate and design HCM solutions that bridge the strategy-execution chasm. We help guide clients 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 clients need support or are ready to optimize their HCM programs, HRIZONS consultants are a dependable extension of their HR team.

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