

SAP / SuccessFactors Integration: A Lesson in Hybrid Implementations



Still trying to decide if implementing the SuccessFactors Talent Management suite is worth it? While many existing SAP on-premise customers want to add the robust talent management applications offered by SuccessFactors into their HRIS landscape, they are not sure of the challenges this hybrid on-premise and cloud integration may present.

Challenge:

Being the first with new technology is always challenging. One multinational energy company decided to take on the challenge with the first full SuccessFactors Talent Management suite implementation after the purchase of SuccessFactors by SAP. With this came the integration of its on-premise HRIS landscape with the cloud through utilizing the delivered SAP / SFSF Integration Add-on employing SAP PI. Through a clear vision of a fully unified HRIS, buoyed by requirements, strong HCM technology experience, and tight relationships with SAP & SFSF, success was achieved.

At a glance:

- Charge to make the integration seamless, both functionally and technically
- Challenges faced as being one of the first companies to implement an unproven hybrid on-premise and cloud based SAP/ SuccessFactors solution.
- Complexities with the data extractor program in ECC.
- Few support resources at both SAP & SFSF with knowledge and exposure to the new Add-on tool and its functionality.
- Limited capabilities for transferring certain data to populate SFSF forms.

Solution:

- Designed holistic solutions with a view of the entire HRIS landscape and not just limiting to the SAP/SFSF Add-on integration tool.
- Effectively managed issue resolution through escalations to the SAP and SFSF support organization senior management to receive dedicated resources with whom we were able to work very closely.
- Employed highly skilled and experienced technical and functional resources to document business requirements which drove clear solution design and business scenario testing.
- Emphasized extensive collaboration between consulting resources and SAP/SFSF support teams to guide to successful solutions through a regular cadence of solution design and testing meetings.
- Promoted prioritization of required functionality and pressed the SAP/SFSF development teams for comprehensive solutions.