



## Continued Support After a Full Employee Central and Talent Management Implementation

**Impax Laboratories** is a technology-based specialty pharmaceutical company utilizing core competency in drug delivery and formulation expertise. They develop, manufacture, and market branded and generic products.

### **Executive Summary**

Impax engaged Hula Partners for an implementation of Employee Central and the talent suite, as well as on-going support after the implementation was finalized. The implementation was completed in 6 months including extensive learning and knowledge transfer. This was a key aspect for Impax so that they would feel comfortable supporting their system internally going forward. After the implementation, Impax continued to partner with Hula to implement a solid, yet scalable tiered support model that would minimize their footprint so resources could be allocated and used toward their core business processes.

### **Challenge**

In addition to on-time, in-budget, and high quality go live of SuccessFactors, two other project objectives that were critical to the implementation were learning and knowledge transfer, as well as defining and implementing a robust ongoing support model. The goal was to ensure that Impax's investment in SuccessFactors would continue to progress and operate with high quality.

To do this, Hula aimed to arm Impax's internal resources with the training and knowledge to maintain the system for the benefit of their employees, as well as position Hula as an outside resource to maintain things such as quarterly releases, implementing progressive functionality and processes, and continued education for the Impax resources.

## The Solution

Hula facilitated timely learning and knowledge transfer through foundational project team orientation materials and exercises, suggested readings, guidance on navigating the bounty of learning and support materials available on various SuccessFactors web sites, as well as structured and guided knowledge transfer sessions. Hula is also supporting the implementation of a support model for Impax. Through this model both Impax and Hula could ensure high quality end user experience, minimized downtime, progressive functionality and processes, and support regularly for quarterly releases while allowing for Impax to gain knowledge through experience and more formalized learning.

“This partnership has allowed us to effectively support our talent management systems, ensure quality is maintained, continue to grow our internal knowledge and experience, solicit input on ideas and strategy, and know that the consultants are staying abreast of all developments and releases – we can count on Hula to provide skilled business partners to support our business needs.”

- Scott Steele, SR Director, HRIS

## The ROI

After a 6 month implementation for SuccessFactors Employee Central, talent management functions, and integrations, Impax quickly achieved 100% usage by all employees and managers for Employee Central, benefit open enrollment, and year end performance management processes. They also achieved between 5-8% measurable ROI related to improvements and streamlining business processes in three functional areas: job changes (new hire, termination, data changes), compensation administration and payments tied to annual merit, bonus, and other non-recurring payments, and benefit open enrollment.