itelligence NTT DATA Business Solutions

itelligence AG, Bielefeld, Germany

A Global Solution for Valuable Employees – We Transform Human Resources into Cloud

❝ We work together across borders to address challenges, which has allowed us to establish a centralized solution for managing group-wide HR processes with the internal rollout of SAP SuccessFactors. With the aim of process standardization in mind, we have created the basis for future growth and innovation.

Norbert Rotter, Chief Executive Officer, itelligence AG

Challenges
- Standardization of local process flows
- Introduction of global change management processes
- Complex data migration to the new solution
- Creation of interfaces to integrate existing systems

Benefits
- Establishment of a coherent, centralized solution for further growth and a single global database
- Easy docking of additional solutions and proprietary developments via the cloud
- Global transparency of employee data
- Basis for data-driven management decisions
- Automated, accelerated communication
- Simplified talent identification
- Measurement of working objective attainment
- Employee and Manager Self-Services
- System-based training

Solution
- Implementing SAP SuccessFactors in 28 countries
  - Recruiting
  - Onboarding
  - Learning
  - Employee Central
  - Performance & Goals
- Skill Database – Competence database

Why itelligence?
- In-house IT expertise combined with sound knowledge of internal process flows
- Practicing cooperation on a global level
- Expansion of the itelligence Ready to Run solution

28 Rollout in **countries** with more than **10,000 employees**

itelligence – The Innovation Driver on the Market and In-House

Being a company of the NTT DATA Group means that SAP makes up the core business of itelligence. Since establishing in 1989, the experts are adapting SAP software to fully suit customer needs. Over the course of the Digital Transformation, the experienced IT service provider is aiming to help companies to transform, grow and become even more successful. But when it comes to innovation under its own roof, itelligence is also a pioneer. Within the dynamic market, the IT service provider sees itself as a forward-looking, cutting-edge company. That's why the Human Resources department already relies on innovative software such as SAP SuccessFactors. In this case, the gradual, global rollout of the solution has already equipped over 10,000 employees with the new HR management solution, allowing the high achievers to benefit from wide-ranging functions for collaborative, cross-border cooperation.

Change Process in the HR Department – Capable Partner across Borders

The decision to go with the cloud solution means that itelligence is having to set up global processes. The project is being managed from Germany, the Nordics and Turkey to enable five modules to be rolled out gradually in 28 countries as part of the SAP HXM SuccessFactors Suite. With the aim to improve data access and transparency throughout the organization, a change community has been established to coordinate the project within set time frame. While the core team outlines the strategies and set the direction, local coordinators will pass information on to each of the countries and initiate the implementation of local adjustments. Based on proven Best Practices and a targeted project planning, the first go-lives were already announced back in 2019.

Worldwide Rollout – Paving the Way for Employee Central and Onboarding

To ensure a smooth introduction along with a clean data transfer to the new system, the processes were closely scrutinized in-house to lay the groundwork for implementing the solution worldwide. The go-lives of the modules Employee Central and Onboarding were spread across three phases, so that the whole company could ultimately experience the benefits: Starting with HR admins, followed by managers and culminating in all employees. The benefits range from a continuously updated overview of the organization structure to straightforward access to accurate reports and the use of smart workflows for automated communication processes. The key word is *Self-Service*, meaning that employees can keep their personal data up to date independently, which improves data quality significantly. These two modules were put into operation for locations in 28 countries according to schedule back in 2019.

Towards the Future – With Recruiting, Learning and Performance & Goals

The plan to implement five modules globally will be fulfilled within the next three years. In this case, the next step includes the rollout of the modules Recruiting, Learning and Performance & Goals. This means that all countries will soon not only benefiting from system-based talent identification processes, but also direct communication channels and seamless access to the global internal career page. Working objectives can be tracked in real time and employees get consistently feedback on their strengths and development areas. In addition, E-Learnings open the path to new career chances and thanks to the in-house developed Skill Database transparency of employee competences for an efficient resource planning is increased on a global level. There are truly no limits to the digital future!

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itelligence
NTT DATA Business Solutions

Company::
itelligence AG

Industry::
IT Services

Products & Services:
SAP consulting, implementation, managed services & software development

Employees (2020):
About 10,000

Turnover (2019):
BEUR 1,038

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