opentext™

International organization

Industry
- Nonprofit

Solutions
- OpenText™ Extended ECM for SAP® SuccessFactors®
- OpenText™ Cloud

Services
- OpenText Professional Services

Results

🌐 **Achieved global consistency** and compliance

📈 **Increased productivity** and cost savings

🤝 **Empowered team members** with efficient tools

International organization transforms HR with new shared service operating model

UK-based charity increases automation, enables employee self-service and ensures regional compliance with HR document management using OpenText™ Extended ECM for SAP® SuccessFactors®

"OpenText and SAP are integral components of a new operating model to improve HR services and empower team members with effective tools."

In 2019, a UK-based international nonprofit public corporation set targets for moving to a new human resources operating model. The organization encouraged positive, flexible experiences for its worldwide workforce by replacing paper-based management with SAP® SuccessFactors® human resources software. It then needed to match global HR self-service with secure digital strategy and document management at all levels.

Most of the organization's thousands of employees live outside of the UK. For its HR professionals, working in a widely dispersed environment presents particular challenges. For instance, it can be difficult to track movement, keep files up to date and give people the right access, especially as regulations for conducting business vary by country. Some locations continued to handle HR documents via manual methods, including paper or emails, perpetuating a lack of consistency and service to employees in a digital age that calls for convenience and compliance with strict data privacy regulations.

While SuccessFactors encouraged HR engagement, it did not meet the organization's need for HR document management. Because each office maintained and stored documentation locally in various electronic and physical ways, the organization could not move to a full shared service model for transactional support. When employees transferred to a new office, for example, individual offices moved files and altered permission sets. The organization needed a solution to fuse engagement and document management and provide a global structure that could automate and accommodate regional needs.

Working with OpenText Professional Services, the international nonprofit implemented OpenText™ Extended ECM for SAP® SuccessFactors®, which fulfilled all expectations, including cost and timing. The organization now meets the information management needs of more than 100 countries while leveraging its Human Experience Management (HXM) solution. Together, OpenText and SAP are integral components of its new HR operating model to improve services and empower its team members with effective tools. The model also eliminates the financial costs of a fragmented system.

Through tight integration with SuccessFactors, OpenText for HR document management within the OpenText™ Cloud is a sophisticated, cost-efficient answer to document management issues. Extended ECM for SAP SuccessFactors manages close to 12,000 employee records, of which only up to 15 percent originate in the UK. Most records come from other countries, covering every continent. The organization also works to onboard new talent across global locations, totaling about 3,000 offers every year.

As a Cloud Edition available to global locations through the OpenText Cloud, Extended ECM for SAP SuccessFactors provides centralized remote access to employee records, enabling professionals to access all data and documents through the SuccessFactors user interface. The integrated digital platform also automates manual document-related processes using established permissions and workflows.

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As the primary source for managing records, Extended ECM for SAP SuccessFactors ensures documents are tracked and safeguarded according to established directives. Users can flag missing documents, easily see when others are due for renewal and maintain files even as employees transfer from one location to another. For example, to address needs in various locations, if an employee moves to another country, files will remain up to date and available with appropriate permissions and retention rules, regardless of location. A proper audit trail exists for all documents, and the information is secure.

Extended ECM for SAP SuccessFactors supports a worldwide workforce in maintaining productivity and cost efficiency. It is an integrated, reliable, global digital platform with automated processes and accessible compliance, allowing employees across the world to complete tasks easily and efficiently.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit opentext.com.

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