

Delivering Overall Customer Satisfaction with SAP® SuccessFactors® Solutions

Before: Challenges and Opportunities

- A robust cloud platform to manage entire hire-to-retain processes, including talent management and development for 15,000 employees
- Growing need to drive better outcomes and enhance productivity with a focus on reskilling the workforce and keeping employees engaged and up to date with the latest insurance products each month
- Self-service platform to empower employees during the transition to a hybrid digital and integrated model

Why SAP and Yash Technologies

- SAP® SuccessFactors® Human Experience Management (HXM) Suite to enrich the employee experience, enable real-time workforce digitalization, introduce cutting-edge technology, and provide a one-stop platform for employee engagement that increases control and confidentiality
- Integration of SAP SuccessFactors solutions with other satellite systems
- Consulting service for SAP SuccessFactors solutions, which led the engagement closely with partner Yash Technologies over 28 weeks to co-deliver a successful implementation and drive best practices

After: Value-Driven Results

- Improved access to policies and employee performance in appraisals, career road maps, and internal job openings
- Gained the opportunity to leverage rich functions and features that can improve operational productivity
- Provided a 360-degree experience with intuitive tools for employees working on and off premise
- Implemented the solutions with unique country-specific configuration but within the standard software functionality
- Provided employees with a sense of security regarding their confidential information



“SAP SuccessFactors solutions helped us become more customer obsessed and provide **faster and better services**.”

Abhishek Bansal, Chief Information Security Officer, Max Life Insurance Company Limited

15,000

Employees migrated from third-party HR software

28 weeks

Total time to value

Featured Partner



SAP SuccessFactors 

Max Life Insurance
Company Limited
Delhi, India
www.maxlifeinsurance.com

Industry
Insurance

Products and Services
Insurance

Employees
15,000

Revenue
Rs 311 million
(US\$327 million)

Featured Solutions
SAP SuccessFactors HXM
Suite and consulting service
for SAP SuccessFactors
solutions

THE BEST RUN

