

Streamlining HR to Transform Employee Experiences with SAP® SuccessFactors® Solutions

Before: Challenges and Opportunities

- Strategic intent to find new ways to support growth using technology
- Minimization of manual paper-based processes that are difficult for its people to navigate
- Systemization of administrative processes, freeing employees from cumbersome tasks
- Commitment to delivering better outcomes for customers and colleagues through digital transformation

Why SAP and I AM Consulting Co. Ltd.

- Integrated HR suite offering from SAP® SuccessFactors® Human Experience Management Suite (SAP SuccessFactors HXM Suite), providing individualized employee experiences and strategic HR tools
- Anytime, anywhere self-services on mobile, empowering employees to reach their full potential
- Collaborative partnership approach from I AM Consulting, smoothing PCS's digital transformation

After: Value-Driven Results

- Established a single source of truth for HR data, giving managers greater visibility and control
- Migrated mountains of paperwork into systemized processes and accelerated process efficiency for employees, from operating officers to frontline workers
- Improved the employee experience with 24x7 access to HR services in more than 4,000 locations
- Introduced self-service capabilities for employees to change address details and bank information, as well as access pay slips and letters for proof of employment
- Supported and invested in employees with learning journeys tailored to role-specific needs
- Empowered employees to reach their full potential by supporting them to achieve personal career goals
- Improved recruitment efficiencies and gained real-time data on job roles filled and recruitment gaps



“It is critical for us to manage our primary service delivery resources to enable growth and efficiency. SAP SuccessFactors solutions are helping us **transform employee experiences**, touching every person at PCS Thailand, from our operating officer to the cleaners and security guards on the frontline.”

David McGeown, Director of Transformation and Technology, PCS Security and Facility Services Limited

100%

Of employees onboarded to SAP SuccessFactors solutions

100%

Of manual HR processes eliminated

Featured Partner

IAMCONSULTING

SAP SuccessFactors 

PCS Security and Facility Services Limited
Bangkok, Thailand
www.ocs.com

Industry
Professional services

Products and Services
Engineering design, procurement, and construction services

Employees
30,000

Revenue
€22 million

Featured Solutions
SAP SuccessFactors HXM Suite

THE BEST RUN

