

Empowering Employees Through SAP® SuccessFactors® Solutions



Before: Challenges and Opportunities

- Need for a system for employees with a mobile interface, better UI, and self-help tools
- Broken transactions due to partially digitalized HR processes, leading to low efficiency
- Multiple platforms that are not integrated and depend on back-end IT support, increasing complexity
- Maintenance-heavy systems that depend on third-party support, leading to high recurring costs

Why SAP and Stepping Cloud Consulting Ltd

- SAP® SuccessFactors® Human Experience Management Suite to support the entire employee cycle, including recruiting marketing and management, onboarding, employee management, learning and development, and performance management
- Skilled resources from Stepping Cloud to help ensure a smooth delivery and live launch
- Systems and processes that were designed to be light maintenance and remove redundant processes
- Configuration changes that were enabled through the front end rather than the back end

After: Value-Driven Results

- Optimization and integration of 12 platforms and 79 additional integrations and bot deployments, easing data flow between systems and enabling automation and ease of access on mobile devices
- User-friendly UI, which enabled 100% system adoption in two weeks
- Fully digitalized hire-to-retire process, improving the efficiency of employees and HR
- Maintenance-light system, resulting in 33% cost savings as compared to the earlier system
- Reduction in employee attrition of 18%

“Employees are given ownership of their data, learning, performance, and **development through digitalized self-help tasks**. Our cost per hire has been reduced by 30%, our referrals have increased by 45%, and consultant hiring has been cut by 75%.”

Jitesh Bawa, Chief Human Resource Officer, Tata AIG General Insurance Company Limited

30%

Increase in employee productivity

45%

Reduction in offer dropout

98%

Retention rate from employee referrals

Featured Partner



Tata AIG General Insurance
Company Limited
Mumbai, India
www.tataaig.com

Industry
Insurance

Products and Services
Motor insurance, travel
insurance, and health
insurance

Employees
8,000

Revenue
US\$2.3 billion

Featured Solutions
SAP SuccessFactors
Human Experience
Management Suite

THE BEST RUN

