

27. October 2020

Michael Schollert | Senior Expert, HCM LoB

The Path to HR Transformations

We Transform. Trust into Value



Agenda

1. itelligence | Who we are & What we do
2. HR Transformations – A Customer Scenario
 1. Pre project
 2. During
 3. Post project

A person with long hair, wearing a dark hoodie and pants, is sitting on a rocky peak, looking out over a vast mountain range at sunset. The scene is bathed in warm, golden light, with the sun low on the horizon, creating a hazy, atmospheric view of the mountains. The person is seen from behind, emphasizing the vastness of the landscape.

Introduction to itelligence

- and some background for the case

itelligence HXM | SAP SuccessFactors



SF practice since	Certified consultants	Full Service Provider	Global support in
 2012	 220+ (35+ Nordics)	 HR Process, HR Strategy, Project Management and AMS	 25 countries

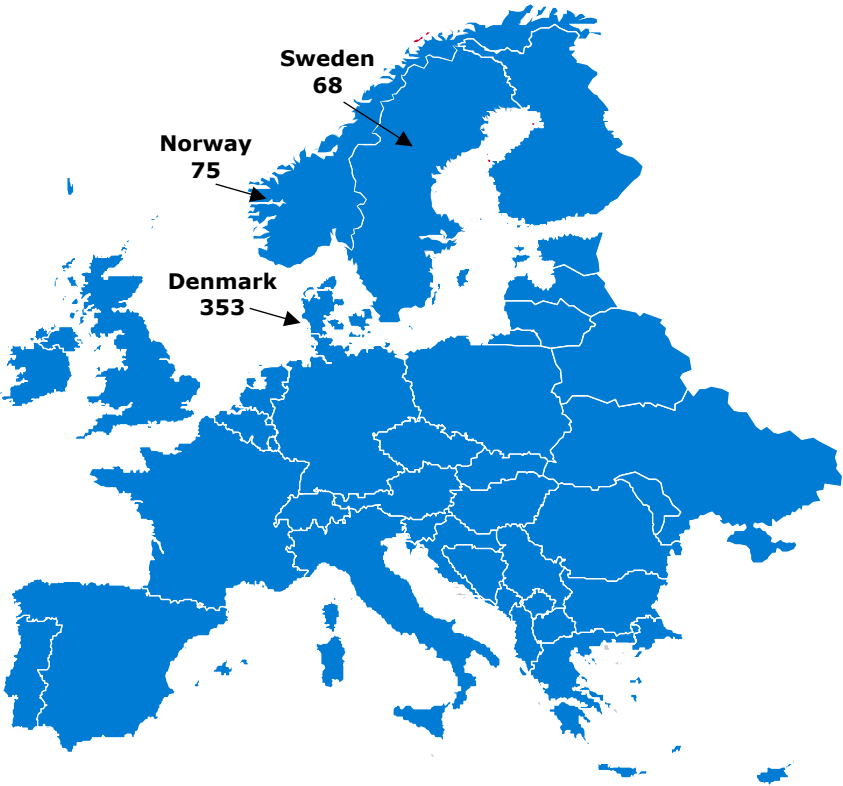


it.ready2run

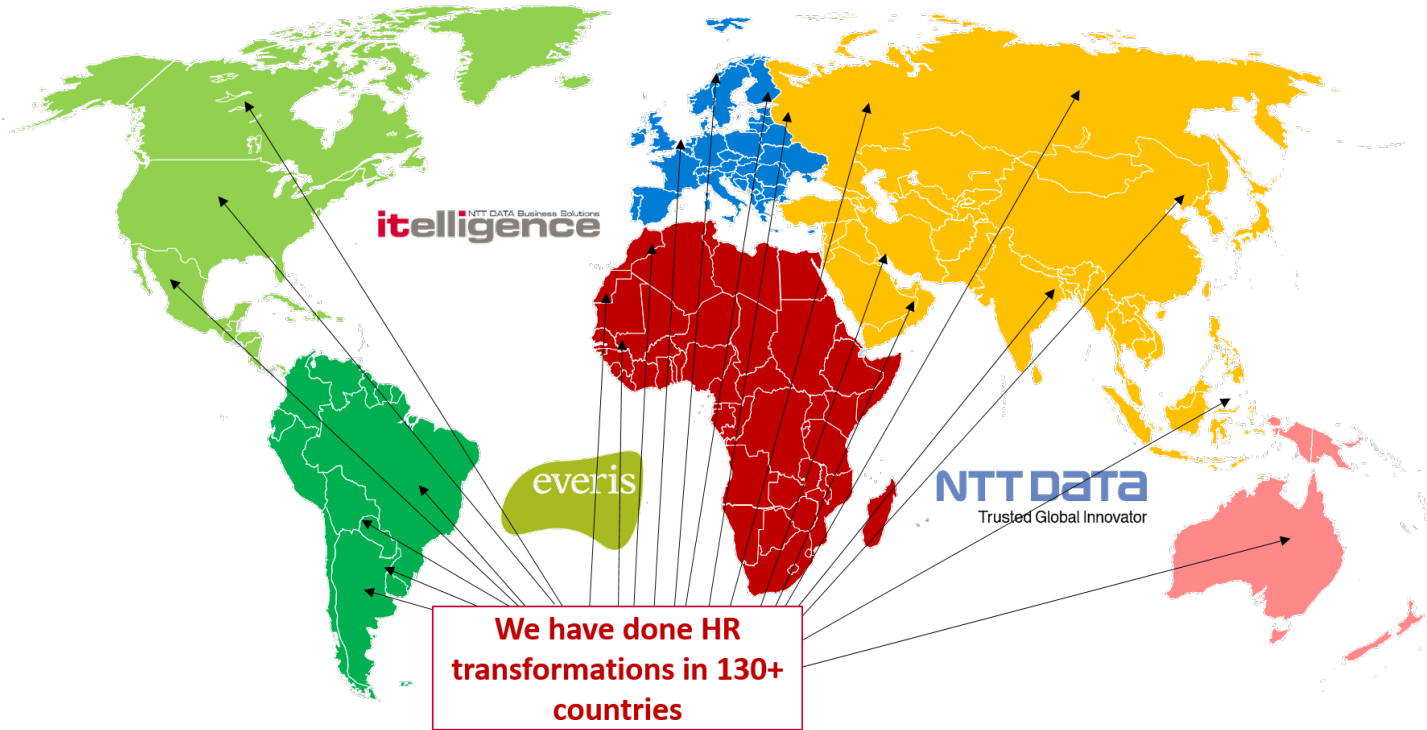
Implementation Approach and Best Practice Processes

- HR Taxonomy & Process library
- Contextual guides
- Pre-configured SuccessFactors solution

Global Reach in HXM Transformations



For global implementations, itelligence can call on consultants from our sister companies NTT Data and everis to provide local support



NTT DATA Business Solutions
itelligence

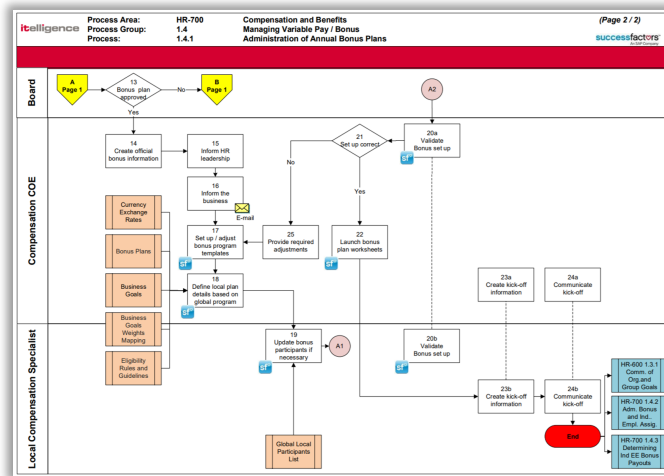
SAP SuccessFactors 



Partner of the Year
Small and Midsize Companies

What is ready2run?

- A predefined approach powered by the experience of more than 20 years of implementing global HCM business solutions
- **Templates** with upwards of 90% of fields and processes predefined, the rest open for customer footprints (e.g., your choice of color and logo, your organization structure)



- Fast implementation with minimal customer effort with the customer getting knowledge and hands-on experience of the solution from the beginning, via workshops and through ongoing tryout, testing and self-education
- A suite of complementary products and services to make HR transformations faster and more effective

Achieving Common Global Processes



1.400+ users; 9 countries

- From local to global processes
- Implement global digital HR services fit for the future and equipped for growth
- Processes in scope:
 - Performance review
 - Compensation review
 - Learning and development
 - Competency assurance

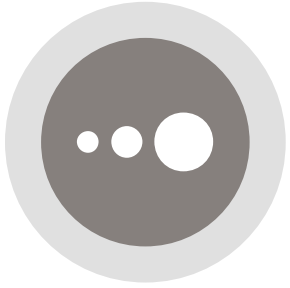
Company info

Neptune Energy is an independent oil and gas exploration and production company with a regional focus on the North Sea, North Africa and South East Asia. With more than 1,900 people operating onshore and offshore, from the Barents Sea to the Bonaparte basin, Neptune is one of Europe's largest independent exploration and production companies



Transforming HR

The three stages



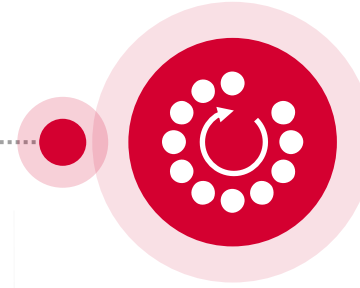
Pre Project

- Process Alignment
- Master Data
- Documentation
- Workbooks



During

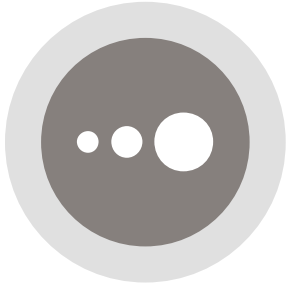
- Stream Leads
- Organisational Change Management
- Communication



Post Project

- Digital Adoption
- Process follow up
- Continue evolving

The three stages



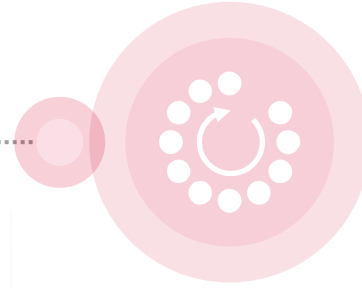
Pre Project

- Process Alignment
- Master Data
- Documentation
- Workbooks



During

- Stream Leads
- Organisational Change Management
- Communication

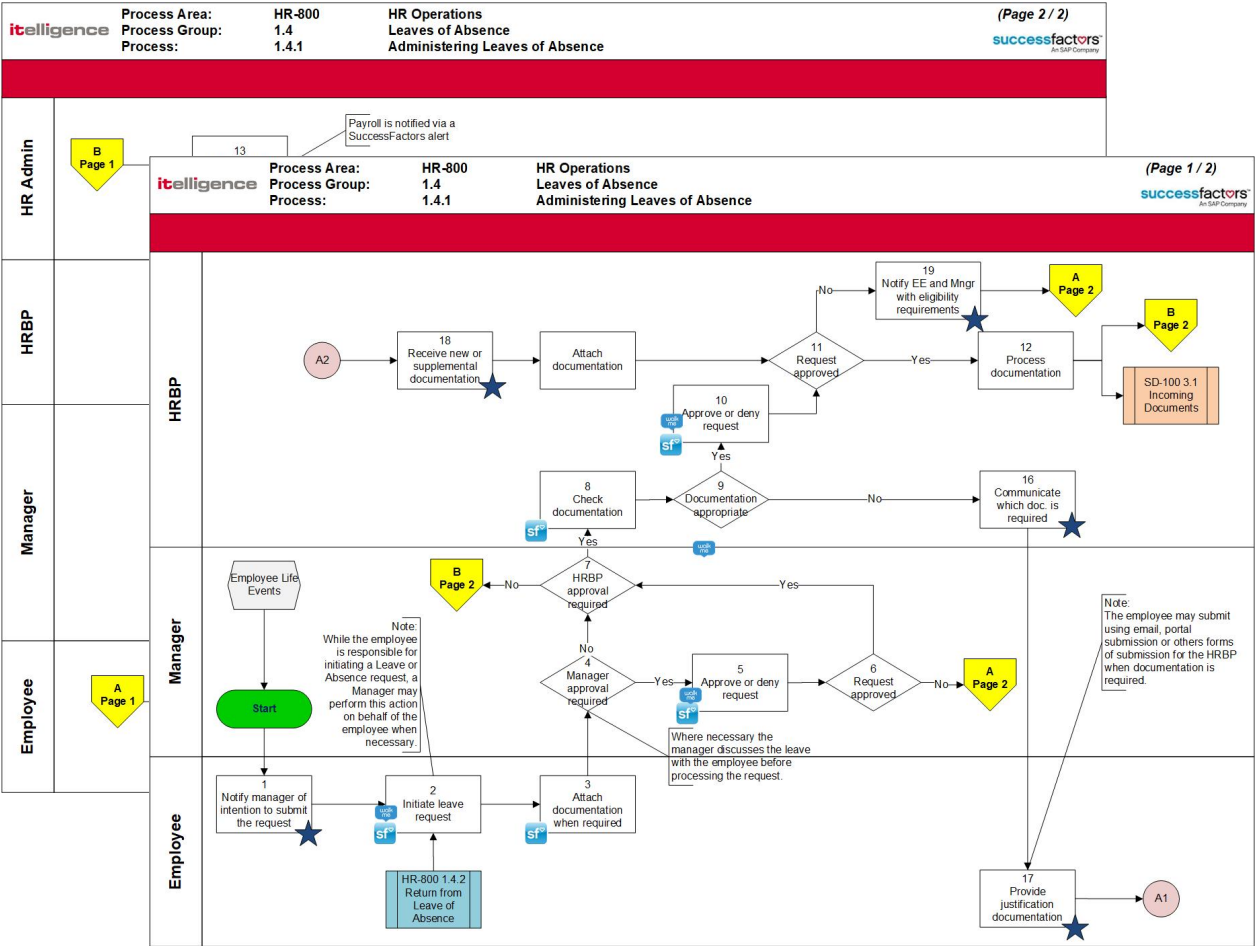
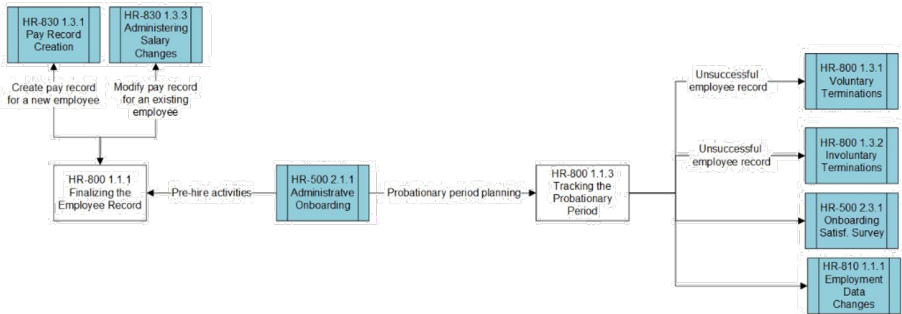


Post Project

- Digital Adoption
- Process Follow Up
- Continue Evolving

The itelligence Business Process Library

- HR-800 1.1 Hires
 - HR-800 1.1.1 Finalizing the Employee Record
 - HR-800 1.1.2 Creation of a Record for a Contingency Worker
 - HR-800 1.1.3 Tracking the Probationary Period w WM
 - HR-800 1.1.4 Extension of a Contingency Worker
- HR-800 1.2 Movements
 - HR-800 1.2.1 Promotions, Demotions and Transfers w WM
- HR-800 1.3 Terminations
 - HR-800 1.3.1 Voluntary Terminations
 - HR-800 1.3.2 Involuntary Terminations



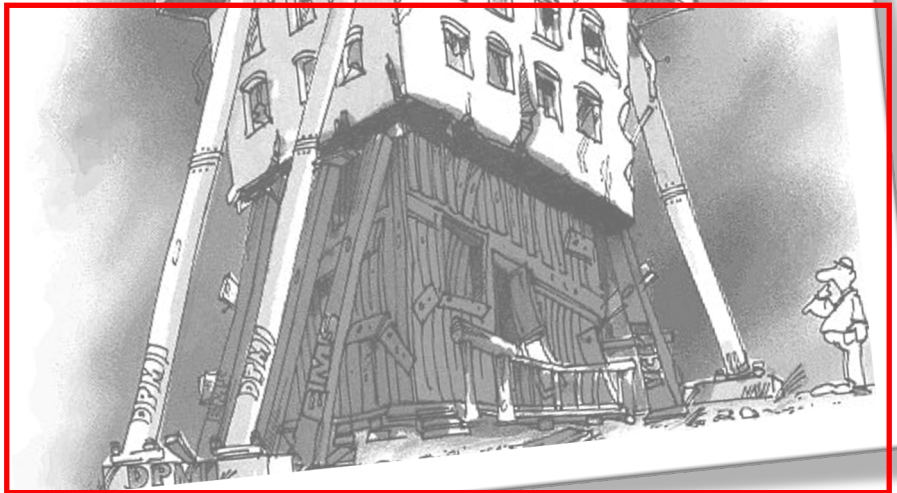
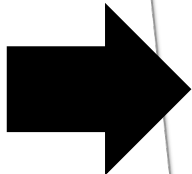
HR Master Data is the foundation

We use them in our processes

We use them for decisions

They are in our systems

We must make the foundation solid



In our reports

The three stages



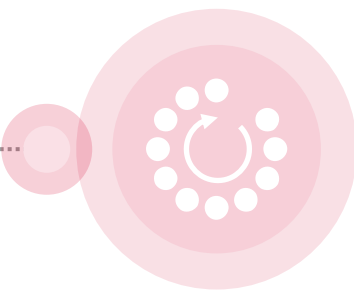
Pre Project

- Process Alignment
- Design
- Master Data
- Documentation
- Workbooks



During

- Stream Leads
- Organisational Change Management
- Communication



Post Project

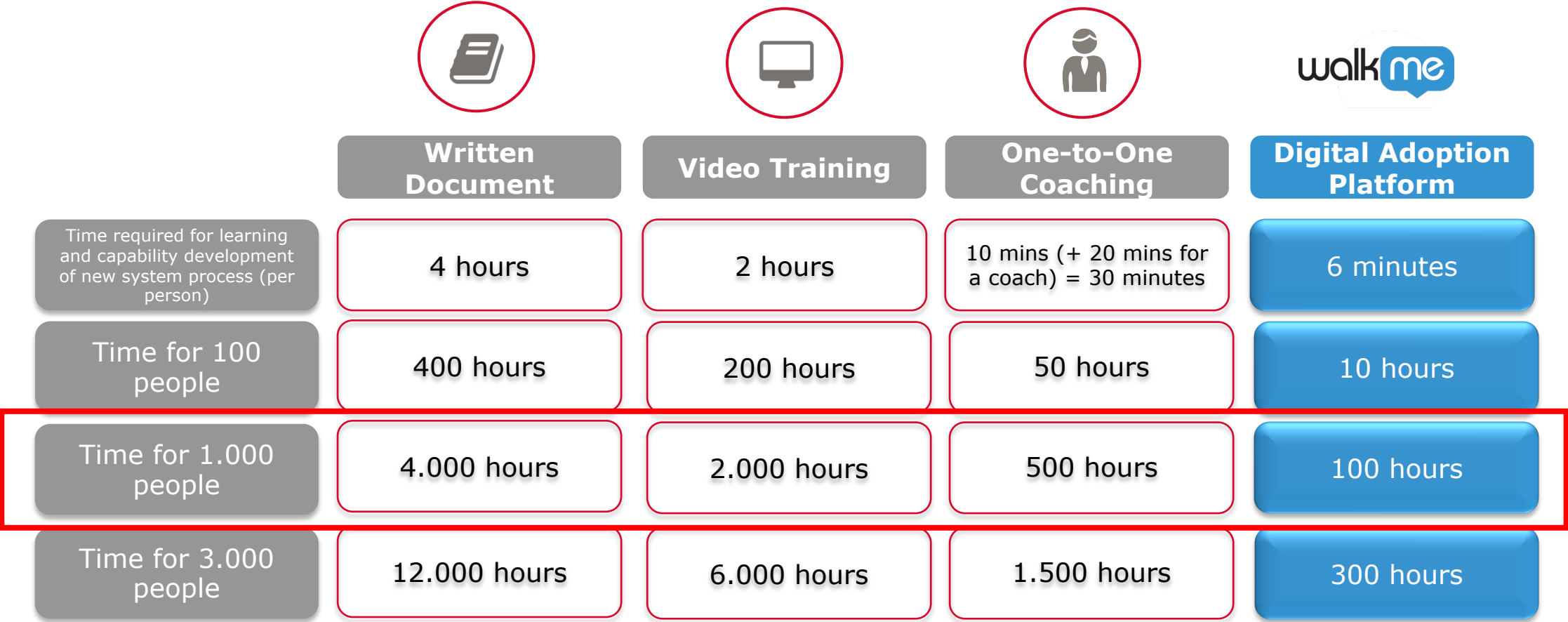
- Digital Adoption
- Process Follow Up
- Continue Evolving

Preparing adoption

Aligning expectations

- Prepare participants across borders
- Thinking processes and needs
- Thinking impact on other systems
- Discussing roll-out and how to train

Why WalkMe – Compared to Alternatives



*Figure **excludes** content development time, cost, and effort

WalkMe | A quick introduction

- **Guidance**

- Contextually drive to action with Walk-Thru's

- **Engagement**

- Shift from reactive to proactive by adding rules for who, where, when and how to engage

- **Insights**

- Collect and analyze usage data to identify obstacles and opportunities to engage

- **Automation**

- Better UX and higher productivity by eliminating clicks and tedious tasks



When to focus on Digital Adoption

Started adopting early

- During Testing
- During Training
- Prepare for go-live

The three stages



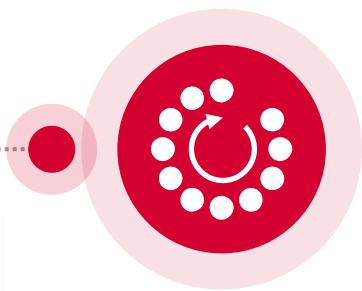
Pre Project

- Process Alignment
- Design
- Master Data
- Documentation
- Workbooks



During

- Stream Leads
- Organisational Change Management
- Communication



Post Project

- Digital Adoption
- Process Follow Up
- Continue Evolving

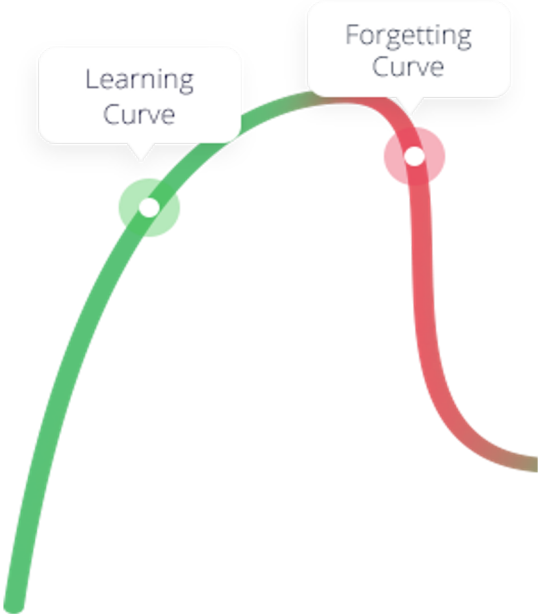
Existing Adoption Strategies are Outdated

70%

of what is learned is forgotten
in one day



Launch Hype and Push



8-12 months

to become
proficient



Lengthy Rollout Effort

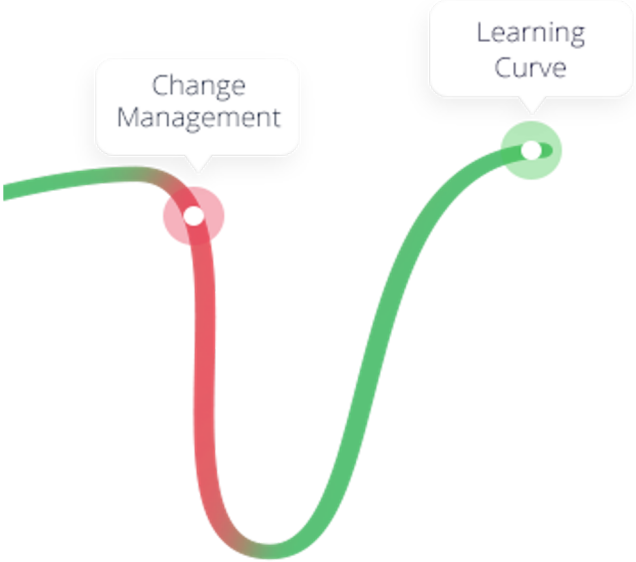


6.5 hours/week

of efficiency lost per employee due
to changing tools, processes or policies



Change Management



How to quickly get ROI

- Eliminate training when updating processes and releasing new features
- Increase productivity and reduce errors
- Validate text entry to reduce errors and improve efficiency
- Increase software adoption and usage by using the analytics provided by digital adoption solutions to understand usage and block points, and to provide a more consistent end-user experience.



Is digital adoption for you?

- How many employees need to be onboarded over the year?
- How do you onboard and train these new employees (webinar, classroom, etc)?
- How long will it take to ramp up an individual employee?
- How often does your application change (user interface, workflows, etc)?
- How do you alert and train the users of a new process or change in processes?
- How do you segment training and support for different user groups with different processes to maximum efficiency and results?



Digital Adoption | Beyond Training

A Digital Adoption platform not only **reduces and eliminates** the need for traditional training delivery and **accelerates** onboarding...

...it also lets you:



- Identify, track and analyze obstacles to **improve solution usage**
- Enhance user literacy and **self-service adoption** during new implementations
- **Improve user adoption** of existing tools and **enhance use** of new tools
- **Accelerate time-to-competency** during onboarding new employees
- **Reduce cost** of user support
- **Streamline** transition periods
- Simplify user experience to **reduce resistance to change** and increase engagement
- Ensure data validation and **integrity**
- **Encourage self-service** issue resolution
- Boost adoption results and **software ROI**

Don't just take my words for it...



Webinar

- Be inspired by Neptune Energy
- [Watch the webinar on-demand here](#)

ANY
QUESTIONS
?



Thank you!

Michael Schollert
Senior Expert, HCM LoB
Michael.Schollert@itelligence.no

We Transform. Trust into Value



Copyright itelligence AG - All rights reserved

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of itelligence AG. The information contained herein may be changed without prior notice.

Some software products marketed by itelligence AG and its distributors contain proprietary software components of other software vendors. All product and service names mentioned and associated logos displayed are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

The information in this document is proprietary to itelligence. This document is a preliminary version and not subject to your license agreement or any other agreement with itelligence. This document contains only intended strategies, developments and product functionalities and is not intended to be binding upon itelligence to any particular course of business, product strategy, and/or development. itelligence assumes no responsibility for errors or omissions in this document. itelligence does not warrant the accuracy or completeness of the information, text, graphics, links, or other items contained within this material. This document is provided without a warranty of any kind, either express or implied, including but not limited to the implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

itelligence shall have no liability for damages of any kind including without limitation direct, special, indirect, or consequential damages that may result from the use of these materials. This limitation shall not apply in cases of intent or gross negligence.

The statutory liability for personal injury and defective products is not affected. itelligence has no control over the information that you may access through the use of hot links contained in these materials and does not endorse your use of third-party Web pages nor provide any warranty whatsoever relating to third-party Web pages.