



SUCCESSFACTORS + PROMARK WORKFORCE MANAGEMENT = MODERN SCHEDULING SOLUTION

MARK INFORMATION PRESENTATION AT SBN WEBINAR
12 FEBRUARY 2021

HENRIK TROLLE, MARK INFORMATION

AGENDA

- Introduction by Mark Information
- Presentation of the Smyths Toys case
- Sneak peak of ProMark Scheduling
- The technical solution by Mark Information & Birlasoft
- Conclusion and Q&A
- Mark Information company information



www.smythstoys.com



SAP SuccessFactors 

ABOUT SMYTHS TOYS

Smyths Toys is the leading toy store in Ireland, founded in 1987. With over 100+ stores, Smyths Toys is present all across the UK and Ireland, providing children's entertainment products within all categories at the lowest prices.

The company is headquartered in Galway in Western Ireland and has expanded from here to the entire Ireland and UK.

The company employs about 3,500 people and the workforce doubles in the run up to Christmas.

Aoife Conway at
Smyths Toys' IT Department
Executive Project Manager
for the SAP SuccessFactors/
ProMark project

STREAMLINED WORKFORCE MANAGEMENT PROCESSES WITH VALUABLE DATA FROM PROMARK AND SAP

“ProMark has streamlined our time and attendance process and has contributed to a more effective wages process.”

PATRICIA DONOHUE, HR MANAGER

“By integrating ProMark and SAP SuccessFactors, our store managers can easily schedule their employees to adopt to the demand, thus optimising the use of our resources.”

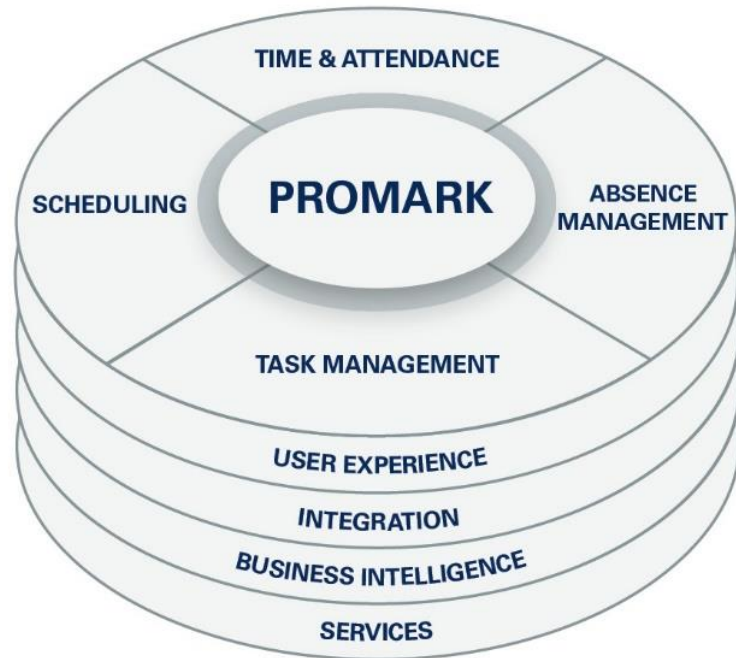
ROB WILSON, IT MANAGER

STREAMLINED WORKFORCE MANAGEMENT PROCESSES WITH VALUABLE DATA FROM PROMARK AND SAP

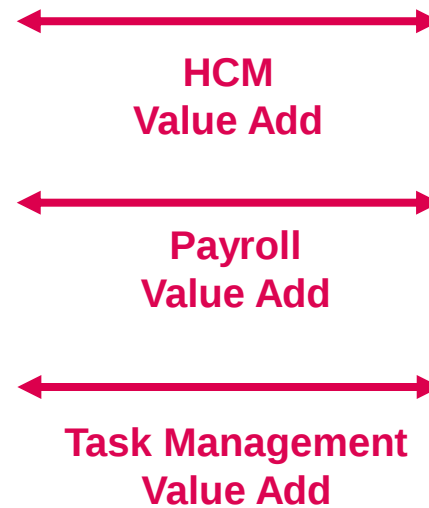
Addressed questions:

- The benefits for Smyths Toys in improved HR data quality and transparency
- How process improvements add value
 - Streamlined time-to-pay process
 - Enabling and streamlined decentralized scheduling process
- The advantage of modern REST API integration between SAP SuccessFactors & ProMark
- ... and a quick look at the TCO from Smyths Toys' point of view

PROMARK AND SAP VALUE ADD



Full Workforce Management solution with SAP certified integration with app offering listed in Gartner Market Guide



Guaranteed support of regulatory and local work agreements, including guaranteed compliance, also enabling real-time Scheduling and Task Management



REST API integration enabling low TCO and high ROI compared to SAP components

PROMARK – HCM VALUE ADD



■ Scheduling

- Manage regulatory work rules and local labour agreements
- Schedule based on qualifications and fatigue work rules
- Offer employee self-service flows for maximising employee satisfaction and lean administration

■ Absence Management

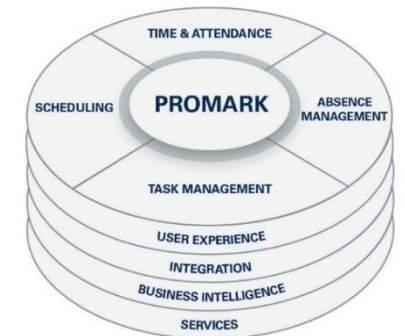
- Manage complex and regulated absence management flows within sickness and holiday rules
- Digitise reimbursement processes
- Full real-time overview of employee attendance across the organisation

SAP SuccessFactors 

Employee Central



SAP HCM



PROMARK – PAYROLL VALUE ADD



■ Time & Attendance

- Ensuring complete and validated Time & Attendance timeline per employee for minimal administration
- Efficiently configure the most complex work rules, in particular for blue-collar workers – without custom code or costly implementations
- Designed to handle and automate national regulatory work rules in the Nordics

■ User Experience

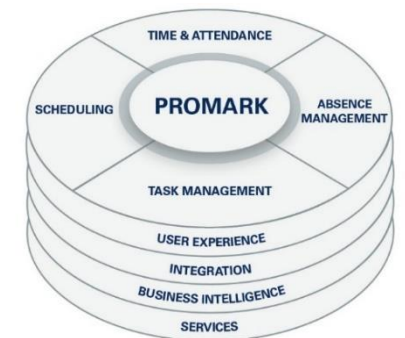
- Exception driven – intelligent employee dialogues, notifications and approval flows
- Manage registrations without being online with SAP/SFSF
- Offers Workforce Management hardware (timeclocks & labour collection solutions)

SAP SuccessFactors 

EC Payroll (ECP)



Cross-Application Time Sheet (CATS)



PROMARK – TASK MANAGEMENT VALUE ADD

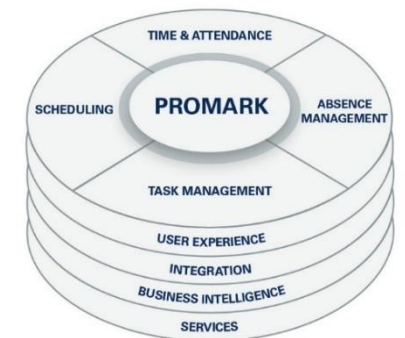


Cross-Application
Time Sheet (CATS)

Production Planning, PP
Customer Service, CS
Project Systems, PS

■ Task Management

- Exception driven – intelligent employee dialogues, notifications and approval flows
- Combine Time & Attendance with Task Management for full distribution into cost centers, projects and orders
- Support team-driven task planning and execution
- Multiple real-time registration options including smart functions/logic minimizing end-user errors
- Manage aspects like material consumption and outputs
- Track performance and progress in real-time via Production Displays



CYCLIFE SWEDEN AB



ABOUT CYCLIFE SWEDEN AB

Cyclife Sweden AB handles and volume-reduces low-level radioactive waste (metal, liquids, combustible waste and radiation sources) for companies within the nuclear power industry and other industries – with customers in both Sweden and Europe.

Cyclife Sweden is a part of EDF Groupe (Électricité de France), one of the world's largest energy companies, partly owned by the French State.

Cyclife Sweden has 100 salaried workers and a number of hourly-paid employees at the waste facilities in Studsvik, just outside of Nyköping.



www.cyclife-edf.com/en/cyclife/governance/cyclife-sweden

QUOTES

“*For Cyclife, the benefits of having a fully digitalised platform and integration to various business systems such as SAP and payroll – without human intervention and paperwork – are great. With exact job and project hours, we can provide our customers with offers that correspond to the actual production time.”*

URBAN LIND, IT MANAGER

ABOUT MARK INFORMATION

Mark Information is an innovative software company offering the Workforce Management solution ProMark from offices in Denmark, Sweden, Norway, United Kingdom and Romania.

ProMark enables customers to optimise productivity and generate savings through scheduling the right resources, at the right time, for the right job and ensures that resources are remunerated correctly in the most effective way.

We service global corporations and have more than 1000 installations and 300,000 users.

CONTROL OVER HOURS AND A BETTER UTILISATION RATE WITH AN INTEGRATED PLATFORM

PROJECT SCOPE AND SUCCESS CRITERIA

- An integrated solution for both production and project reporting as well as payroll-related data
- A solution that covers all salaried workers and hourly-paid employees in the Swedish part of the company
- All employees have a mobile phone for all reporting – even in production

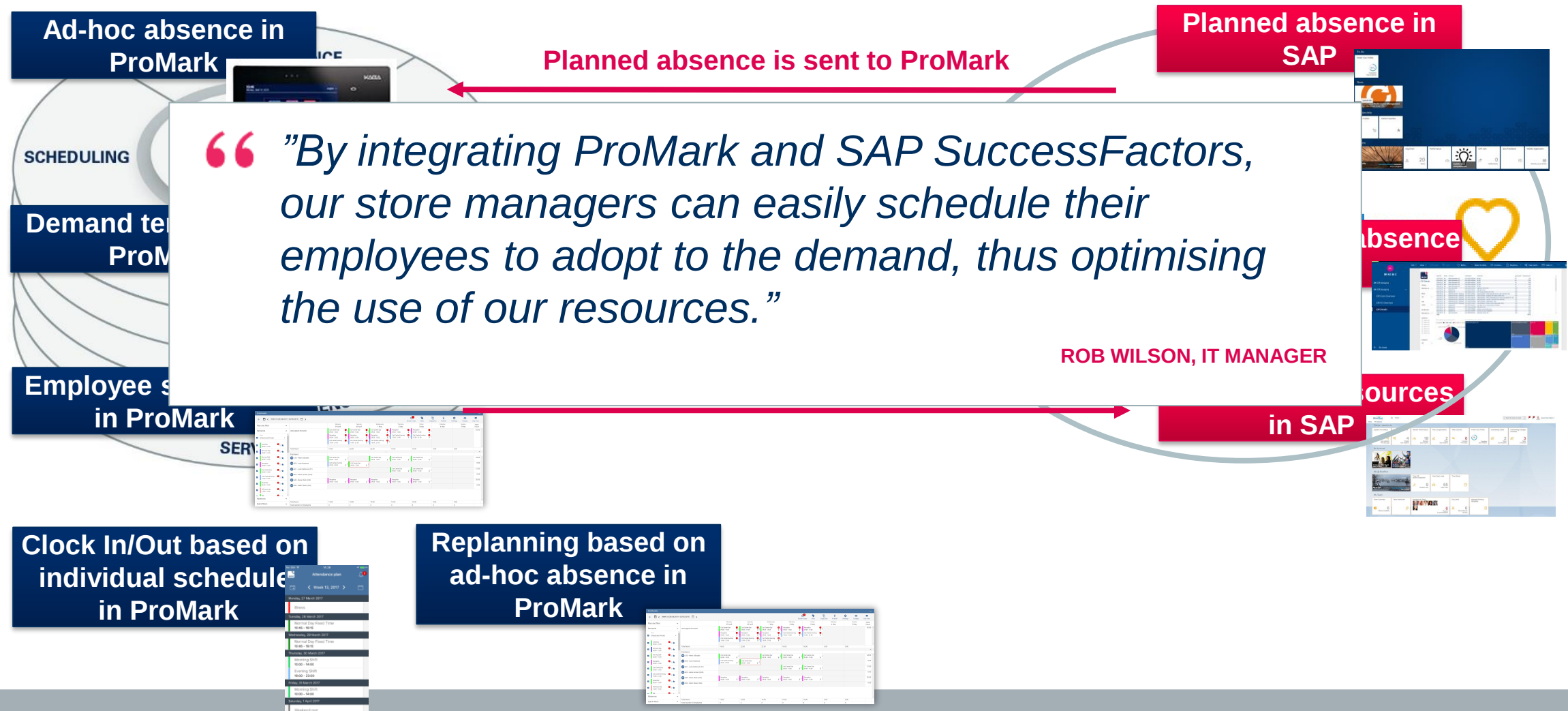
OUTCOMES

- Simpler payroll process, without manual work
- Managers have overview of employees' attendance and absence, which simplifies working time scheduling
- Collection of hours per job and project provides overview of production time for follow-up and forecasting
- Stable operation of ProMark and support for the ongoing maintenance and payroll preparations

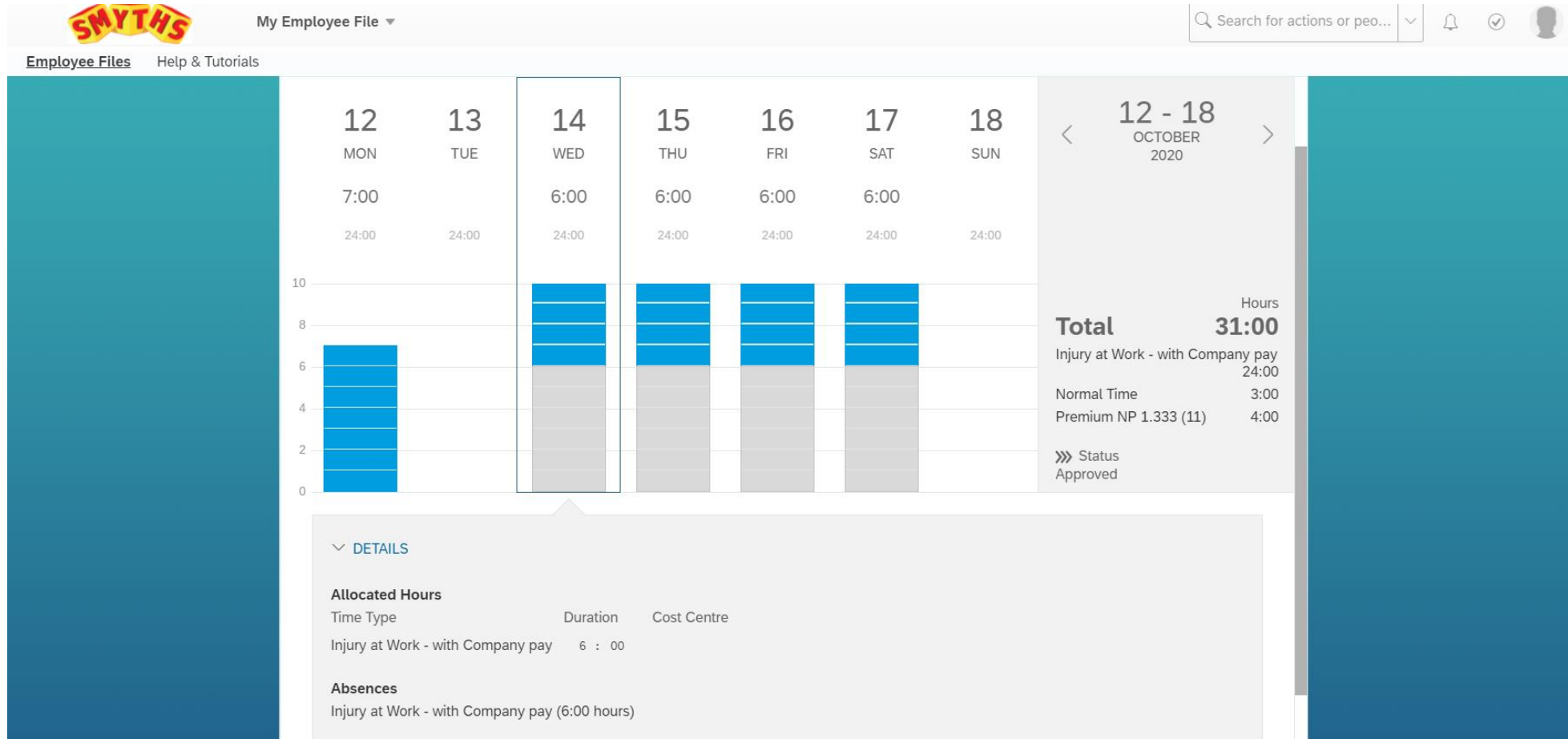
PRIMARY RESULTS

- Correct salary on time
- Optimised scheduling with control of working hours and overtime limits
- Exact job and project hours contribute to a better utilisation rate
- Predictable costs in the IT budget

SUCCESSFACTORS + PROMARK WORKFORCE MANAGEMENT = MODERN SCHEDULING SOLUTION



FULL VIEW OF RESOURCES IN SAP



DEMANDS AND EMPLOYEE SCHEDULING



ProSchedule									
← 📅 < Week 18 (29/04/2019 - 05/05/2019) 📅 > Broken rules Bids Copy plan Publish Settings Display Day view									
Plan and filter		Monday 29 April	Tuesday 30 April	Wednesday 1 May	Thursday 2 May	Friday 3 May	Saturday 4 May	Sunday 5 May	Total hours
Demands	Unassigned demands	Call Center-Day 09:00 - 15:00 1 Reception 09:00 - 13:00 1 Call Center-Evening 15:00 - 21:00 1	Call Center-Day 09:00 - 15:00 1 Reception 09:00 - 13:00 1 Call Center-Evening 15:00 - 21:00 2	Call Center-Day 09:00 - 15:00 1 Reception 09:00 - 13:00 1 Call Center-Evening 15:00 - 21:00 2	Reception 09:00 - 13:00 1 Call Center-Evening 15:00 - 21:00 2	Reception 09:00 - 13:00 1 Call Center-Evening 15:00 - 21:00 2			92:00
Show ☒ Global and Private ☒ Cleaning 08:00 - 16:00 4 ☒ Std work day 08:00 - 15:30 2 ☒ Serving Café 08:00 - 16:00 3 ☒ Reception 09:00 - 13:00 2 ☒ Call Center-Day 09:00 - 15:00 2 ☒ Call Center-Evening 15:00 - 21:00 2 ☒ Breakfast 06:30 - 10:00 5 ☒ Afternoon tea 14:00 - 16:00 5 ☒ Bar 1	Total hours	16:00	22:00	22:00	16:00	16:00	0:00	0:00	
Employees									
PS 130 - Peter Sifundes		Call Center-Day 09:00 - 15:00		Call Center-Day 09:00 - 15:00	Call Center-Day 09:00 - 15:00	Call Center-Day 09:00 - 15:00			24:00
LH 500 - Lone Hansson		Call Center-Evening 20:00 - 23:00	Call Center-Day 09:00 - 15:00						9:00
LP 401 - Lone Peterson (FT)					Call Center-Day 09:00 - 15:00	Call Center-Day 09:00 - 15:00			12:00
HL 402 - Hans Leman (CAS)									0:00
SC 040 - Steve Clark (2sh)		Reception 09:00 - 13:00	Reception 09:00 - 13:00	Reception 09:00 - 13:00	Reception 09:00 - 13:00	Reception 09:00 - 13:00			20:00
PO 052 - Peter Olsen (3sh)									0:00
Total hours		13:00	10:00	10:00	16:00	16:00	0:00	0:00	
Total number of employees		3	2	2	3	3	0	0	

BUDGET AND EMPLOYEE SCHEDULING

ProRoster										
→ <  mån, 01/03/2021  1 Vecka >			 Publicera  Inställning  Verktøy							
Medarbetare	Hemavdelning ID	måndag 1 mars	tisdag 2 mars	onsdag 3 mars	torsdag 4 mars	fredag 5 mars	lördag 6 mars	söndag 7 mars	Summa timmar	
 101 - Anna Dagtid	PROD	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:30	07:00 - 16:00 8:30	07:00 - 16:00 8:30	40:30	
 1000 - Corona Lindgren	PROD	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:30	07:00 - 16:00 8:30	07:00 - 16:00 8:30	40:30	
 112 - Emma Natt och Dag	PROD	12:30 - 21:30 8:00	12:30 - 21:30 8:00	12:30 - 21:30 8:00	12:30 - 21:30 8:00	12:30 - 21:30 8:00	12:30 - 21:30 8:00	12:30 - 21:30 8:00	40:00	
 111 - Gustav Dag och Natt	PROD	14:00 - 22:00 8:00	14:00 - 22:00 8:00	14:00 - 22:00 8:00	14:00 - 22:00 8:00	14:00 - 22:00 8:00	14:00 - 22:00 8:00	14:00 - 22:00 8:00	40:00	
 105 - Kalle Dagtid	PROD	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:30	07:00 - 16:00 8:30	07:00 - 16:00 8:30	40:30	
 301 - Kalle kollektiv	PROD	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:30	07:00 - 16:00 8:30	07:00 - 16:00 8:30	40:30	
 113 - Natt skift	PROD	22:00 - >06:00 8:00	22:00 - >06:00 8:00	22:00 - >06:00 8:00	22:00 - >06:00 8:00	22:00 - >06:00 8:00	22:00 - >06:00 8:00	22:00 - >06:00 8:00	40:00	
 102 - Pelle Dagtid	PROD	06:00 - 15:00 8:00	06:00 - 15:00 8:00	06:00 - 15:00 8:00	06:00 - 15:00 8:00	06:00 - 15:00 8:00	06:00 - 15:00 8:00	06:00 - 15:00 8:00	40:00	
 000 - Per Mittering	PROD	14:00 - 22:00 8:00	14:00 - 22:00 8:00	14:00 - 22:00 8:00	14:00 - 22:00 8:00	14:00 - 22:00 8:00	14:00 - 22:00 8:00	14:00 - 22:00 8:00	40:00	
 303 - Preben Jobb	PROD	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:30	07:00 - 16:00 8:30	07:00 - 16:00 8:30	40:30	
 104 - Tim Ann-ställd	PROD	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:00	07:00 - 16:00 8:30	07:00 - 16:00 8:30	07:00 - 16:00 8:30	0:00	
Summa timmar		80:00	80:00	80:00	80:00	82:30	0:00	0:00	402:30	
Totalt antal medarbetare		12	12	12	12	12	12	12	84	
Kostnad		14515	14515	14515	14515	15261.85	0	0	73321.85	



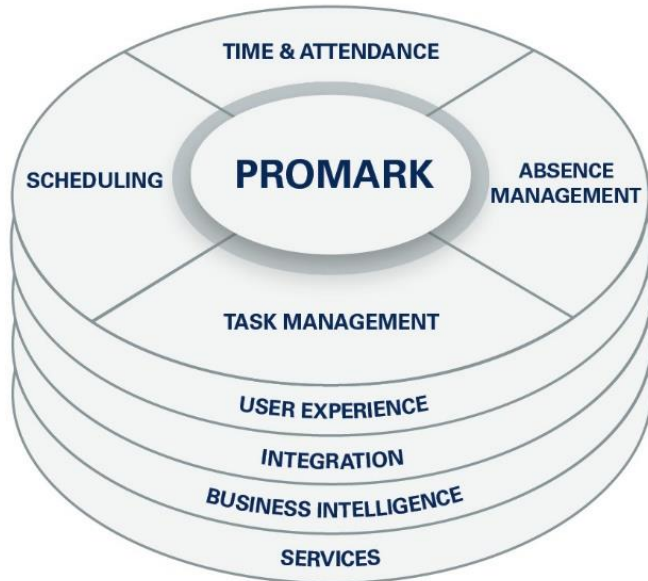
DEMO

- Demands and employee scheduling
- Budget and employee scheduling
- Replanning
- Self Service



**KEEP
CALM
IT IS
DEMO
TIME**

PROMARK INTEGRATION OPTIONS

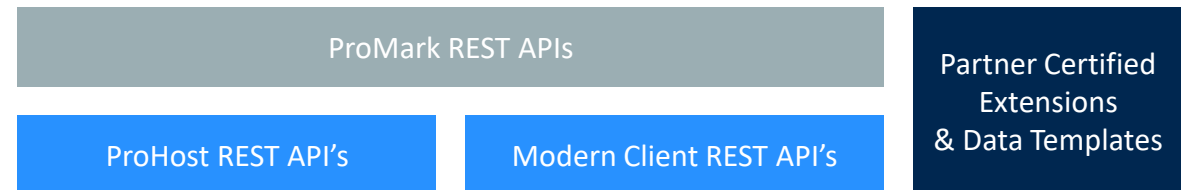


**ProMark
Configurable
integrations instead
of custom coded
solutions, for future
proof solution
architecture**

Legacy Connectors and csv file exchange



New “Cloud” Connectors

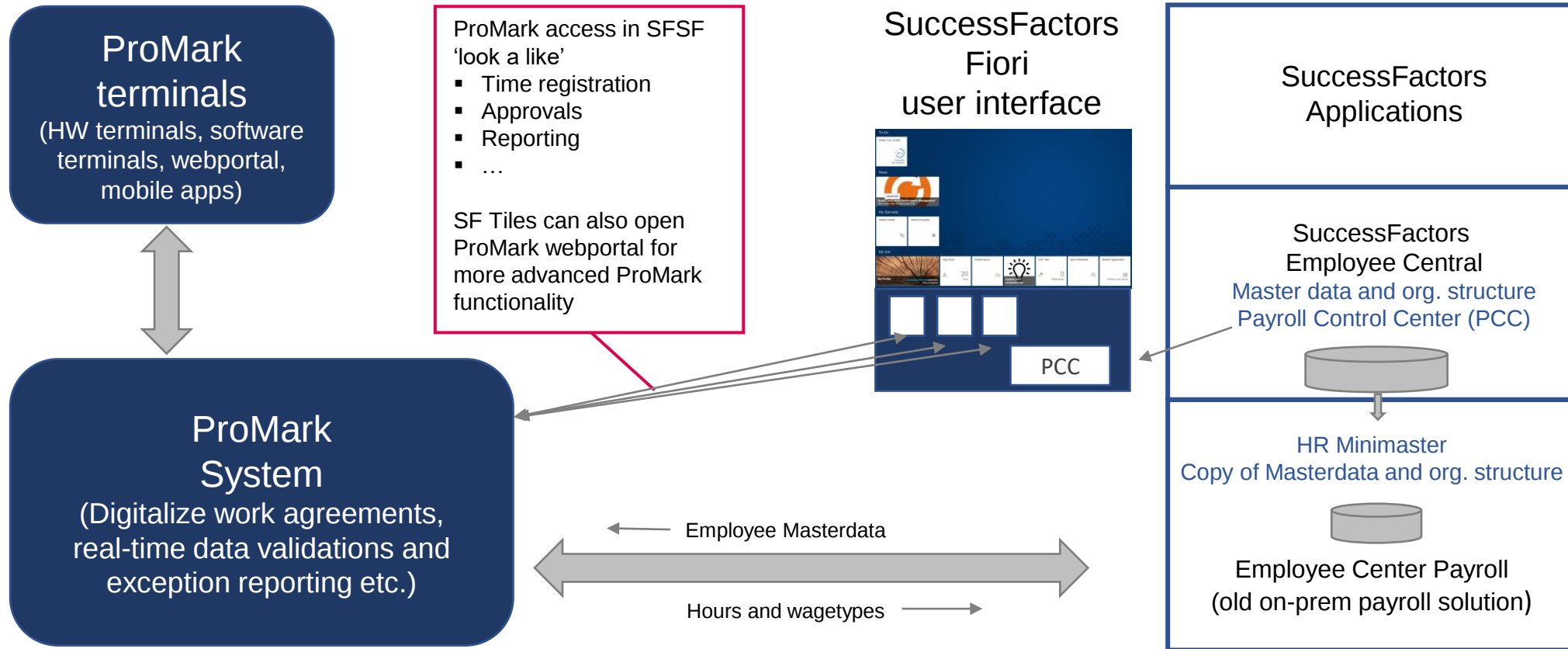


Supports data integrations &
Creation of coherent User Experiences
(Unified User Interfaces)

Legacy Connectors and modern REST API integrations
enabling low TCO and ROI compared to alternative
integration options via Data templates

PROMARK AND REST API INTEGRATION

Standard data integration via ProMark ProHost and user interface integration via tiles and web widgets (ProMark REST APIs)



Employee Central Payroll (ECP) is based on SAP's on-premise payroll engine and delivered in a hosted environment. Though the core engine of ECP is the same as the SAP on-premise payroll engine; from a development, support and licensing perspective it is a separate product

LAUNCHPADS – USER INTERFACE SAMPLE



The screenshot shows the BestRun HR Helpdesk interface. At the top, there's a navigation bar with 'Home', 'HR Helpdesk', and a search bar. Below this, a section titled 'Things I need to do' contains several tiles: 'Update Your Status' (Last updated: 400 days ago), 'Feedback Requests' (4 People Due Anytime), 'Review Performance' (18 Reviews Due Anytime), 'Plan Compensation' (2 Plans Due Anytime), 'Take Courses' (6 Courses 4 Overdue), 'Finish Your Profile' (78% Complete), 'Onboarding Tasks' (2 Tasks Due Anytime), and 'Onboarding manager Activities' (3 Tasks 1 Overdue). Below this, a 'Be Involved' section shows a photo of a group of people. Further down, a 'My Profile' tile shows '78% Complete' and a 'View Open Jobs' tile shows '55 Open Jobs'. A 'Time Sheet' tile is also visible. At the bottom, a 'My Team' section includes 'Team Summary' (6 Metrics Available), 'Team Absences', 'Manage My Team' (6 Reports 4 need attention!), and 'Org Chart' (Direct Reports (6 total)).

Realtime Tile Counts via ProMark REST API's

More advanced ProMark features via tiles that redirects to ProMark Webportal webparts, i.e. rostering

ProMark

Attendances

Week 7, 2019

Monday, 11 February 2019

NORMAL DAG Rumænien 40 timer
09:00 - 18:00

09:00 Clock-in
00:00 - 00:00

Tuesday, 12 February 2019

NORMAL DAG Rumænien 40 timer
09:00 - 18:00

09:00 Ikke planlagt
18:00

Wednesday, 13 February 2019

NORMAL DAG Rumænien 40 timer
09:00 - 18:00

11:30 Pause
12:00 Fast pause
11:30 Pause
12:30 Variabel pause

Thursday, 14 February 2019

NORMAL DAG Rumænien 40 timer
09:00 - 18:00

18:00 Clock-out
00:00 - 00:00

ProSchedule

Week 18 (20/04/2019 - 05/05/2019)

Plan and filter

Demands

Unassigned demands

Global and Private

Cleaning 08:00 - 16:00

Not work day 08:00 - 15:30

Serving Café 08:00 - 16:00

Reception 09:00 - 13:00

Call Center Day 09:00 - 15:00

Call Center Evening 15:00 - 21:00

Breakfast 06:30 - 10:00

Afternoon tea 14:00 - 16:00

Bar

Absences

Quick filters

	Monday 29 April	Tuesday 30 April	Wednesday 1 May	Thursday 2 May	Friday 3 May	Saturday 4 May	Sunday 5 May	Total hours
Unassigned demands	Call Center Day 09:00 - 15:00 Reception 09:00 - 13:00 Call Center Evening 15:00 - 21:00	Call Center Day 09:00 - 15:00 Reception 09:00 - 13:00 Call Center Evening 15:00 - 21:00	Call Center Day 09:00 - 15:00 Reception 09:00 - 13:00 Call Center Evening 15:00 - 21:00	Reception 09:00 - 13:00 Call Center Evening 15:00 - 21:00	Reception 09:00 - 13:00 Call Center Evening 15:00 - 21:00			92.00
Total hours	16.00	22.00	22.00	16.00	16.00	0.00	0.00	
Employees								
130 - Peter Sifundes	Call Center Day 09:00 - 15:00		Call Center Day 09:00 - 15:00	Call Center Day 09:00 - 15:00	Call Center Day 09:00 - 15:00			24.00
500 - Lone Hansson	Call Center Evening 20:00 - 23:00	Call Center Day 09:00 - 15:00						9.00
401 - Lone Petersen (FT)				Call Center Day 09:00 - 15:00	Call Center Day 09:00 - 15:00			12.00
402 - Hans Lerman (CAS)								0.00
140 - Steve Clark (Zah)	Reception 09:00 - 13:00	Reception 09:00 - 13:00	Reception 09:00 - 13:00	Reception 09:00 - 13:00	Reception 09:00 - 13:00			20.00
052 - Peter Olsen (Shah)								0.00
Total hours	13.00	10.00	10.00	16.00	16.00	0.00	0.00	
Total number of employees	3	2	2	3	3	0	0	

Core ProMark features, i.e. Attendance plan via tiles that runs a SFSF extension (Fiori UI widget) in Employee Central interacting with ProMark REST API's

SAP SUCCESSFACTORS - PROMARK INTEGRATION FOR SMYTHS TOYS BY BIRLASOFT

“It was great working with the Mark Information team on the SuccessFactors-ProMark integration project. The overall deployment time was very fast, and Smyths Toys now has a state-of-the-art solution supporting their Workforce Management processes with a configuration approach instead of a coding approach.”

AASHISH SHARMA, SAP GLOBAL PRACTICE DIRECTOR AT BIRLASOFT

Enterprise to the Power of Digital™

SFSF-ProMark Integration for Smyths Toys



successfact^ors™
An SAP Company

CONSULTING PARTNER

birlasoft

 **CK BIRLA GROUP**

 **CMMIDEV/5™**
Reg. 2022-03-08 / Approvato 2409

 **CMMISVC/5™**
Reg. 2022-03-08 / Approvato 2409

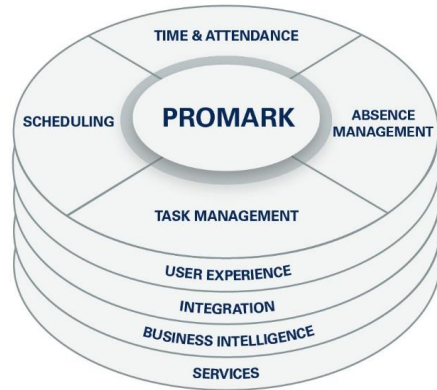
Integration of ProMark and SAP PO 7.5

- ProMark system captures Time & Attendance and Absence data of employees.
- SuccessFactors (SFSF) is the new system of record for all employees of Smyths Toys.
- An interface was created between ProMark and SFSF to ensure timely flow of data
- Within SFSF, the standard integration platform – SAP Process Orchestration 7.5 (SAP PO) was used to develop the interfaces.
- There is a 2-way flow of data:
 - Inbound Interface: Data flows from ProMark to SFSF.
 - Outbound Interface: Data flows from SFSF to ProMark.



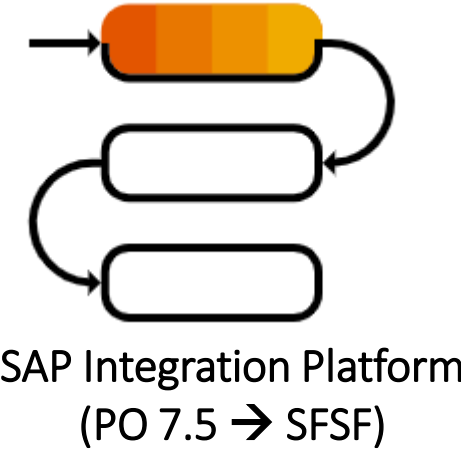
Integration of ProMark and SAP PO 7.5

SAP PO Inbound Interface



Time & Attendance Data
Unplanned Holidays

A thick blue arrow pointing from the ProMark system towards the SAP Integration Platform, indicating the direction of data flow.



- Data flows from ProMark to SAP PO.
- A REST-based web service was created in SAP PO system and the REST service URL was provided to ProMark.
- ProMark used the above URL to send the data to SuccessFactors system.
- The data received from ProMark is in JSON format.
- In SAP PO, the JSON format is converted to XML format in order to execute the subsequent steps.

Integration of ProMark and SAP PO 7.5

Outbound Interface

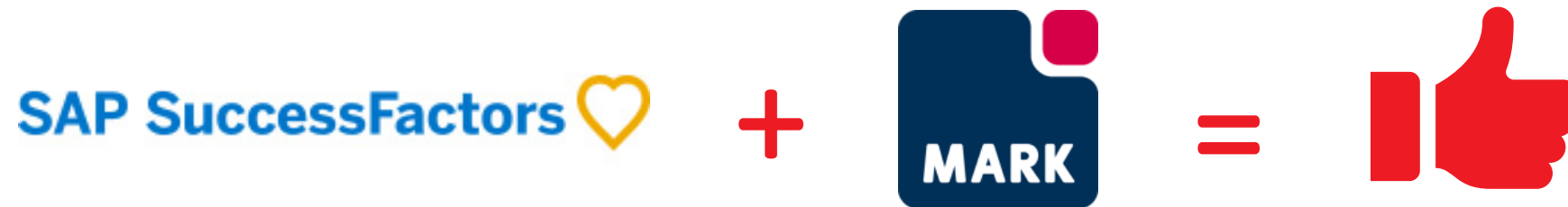


- Data flows from SAP PO to ProMark.
- Within SAP PO system, the REST-based Web Service was exposed at ProMark end by giving the end point of the web service.
- In SAP PO system, data in XML format is converted to the JSON format, so that it can be processed at ProMark end.

Overall Experience

Some of the key highlights of this integration were:

- ProMark system has capability of reciprocal connection with SuccessFactors.
- The system has ability to consume standard web services of SuccessFactors.
- Supports the OData API for seamless integration.
- ProMark supports real-time integration with SuccessFactors.
- It has strong adaptivity to perform quick alteration for any required changes.



PROMARK VALUE-ADD IN SAP ECO SYSTEM

- THE GLOBAL CHOICE OF WORKFORCE MANAGEMENT

- ProMark is a full Workforce Management solution with SAP certified integration with app offering listed in Gartner's Market Guide for Workforce Management Applications
- Mark Information Workforce Management is global “enough” to follow SAP on the technical journey and to support the SAP community with a future-proof SaaS solution
- We are also a local best-of-breed vendor with deep know-how in national regulations and local agreements in the Nordics supporting the SAP community within working time agreements
- Gain ability to compete via a low TCO solution for the customer; enabling a cost-efficient roll-out into other markets and regions

WHO IS MARK INFORMATION?

- Nordic software and hardware provider developing and marketing the Workforce Management solution ProMark
- ProMark offered as SaaS solution and on-premise
- Hardware offered in co-operation with dormakaba
- Partnerships with SAP and Microsoft - Certified integrations

SAP® Certified
Integration with SAP Applications

SAP® Certified
Integration with SAP S/4HANA®

Silver
Microsoft
Partner



MARK INFORMATION IN NUMBERS

40 years'
experience

60 employees

40,000 hours of annual
development

400+
customers

20 countries

300,000 users

WHAT IS MARK INFORMATION'S POSITION?

- Thought-leader and market leader in Workforce Management in the Nordics
- Leading Nordic companies with 250+ employees in various industries use ProMark:
 - Building & construction
 - Food & beverage
 - Logistics & transportation
 - Manufacturing
 - Service
- Mentioned in Gartner's Market Guide for Workforce Management Applications for the last five years



WHO HAS CHOSEN PROMARK?

LOGISTICS & TRANSPORTATION



FOOD & BEVERAGES



SERVICES



MANUFACTURING

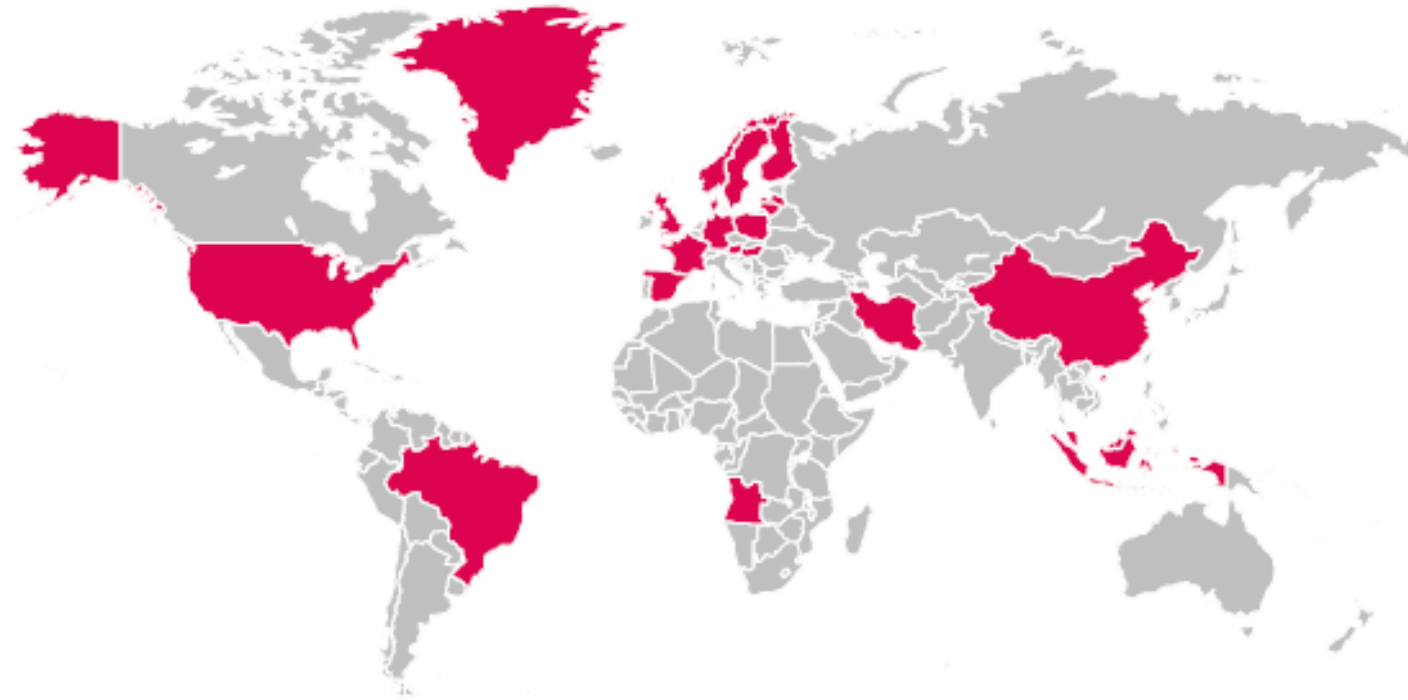


BUILDING & CONSTRUCTION



CUSTOMERS IN DIFFERENT COUNTRIES

- Denmark
- Sweden
- Norway
- Finland
- UK
- Ireland
- Germany
- Spain
- France
- Poland



- Lithuania
- Latvia
- Austria
- Hungary
- China
- Indonesia
- Malaysia
- Angola
- Brazil
- USA

WHAT DOES WORKFORCE MANAGEMENT INCLUDE?

TIME & ATTENDANCE

Registration of working hours and deviation reasons validated against collective and local agreements creates the correct payroll basis

SCHEDULING

Rostering and employee scheduling for effective use of company resources – even in case of deviations

USER EXPERIENCE

Smartphones, portal and terminals for registration, overview and approvals

INTEGRATION

Standard integration to payroll/HR/ERP ensures exchange of important data

BUSINESS INTELLIGENCE

Reports and analysis of data for measuring absence, productivity and savings

ABSENCE MANAGEMENT

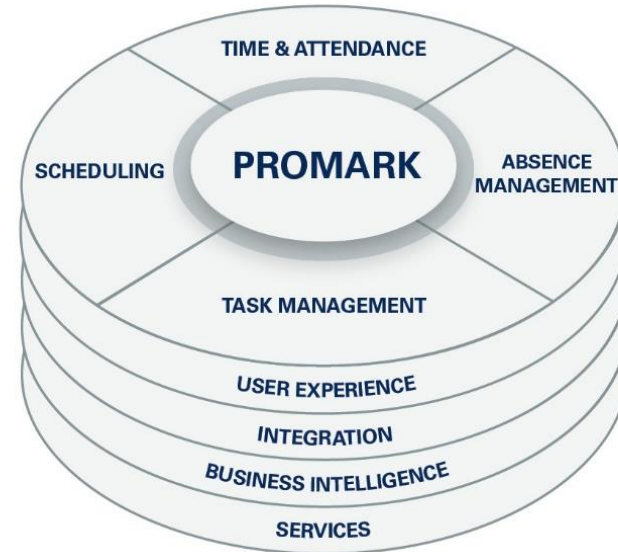
Advanced handling of accrual, use and transfer of holiday. Sickness management with distribution on the right accounts and workflows for follow-up and overview

TASK MANAGEMENT

Registration of employee activities (job, project and process) refines ERP data for follow-up on resources and productivity

SERVICES

Hotline, private cloud, application management, superuser service and hardware service that ease the daily operation of ProMark



TACK FRÅN MARK INFORMATION



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Morten Janum
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