

The background features four large, overlapping geometric shapes in the corners: a teal shape in the top-left, a purple shape in the top-right, a purple shape in the bottom-left, and a teal shape in the bottom-right. Each corner shape is composed of several overlapping squares and rectangles, creating a layered, diamond-like effect.

Transform your HR processes with centralized document management & document generation

May 19, 2021
SBN Norge – HR Day

Agenda

- Value of managing HR documents
- HR transformation challenges
- Why managing documents is critical to HR
- OpenText Document Management as part of the SuccessFactors suite
- Deloitte will share some successful customer implementations
- Q&A



Presenter

Sven Wylock
EMEA Center of Excellence
Director at Deloitte



Adel Ahmed
Digital Workplace & HR Transformation
Evangelist



Agenda

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HCM's role in reshaping of the workforce

Shifting HR will fuel the need for digital documents



OpenText solutions

SAP SFSF xECM

SAP SFSF Document Management

The New HCM Reality

- Growing remote workforce
- HR and Shared Services transitioning to remote
- Dramatic staff increases/decreases
- Reskilling
- Ad-hoc requirements for new policies and procedures
- Paper no longer viable

Managing the New Reality

- Digital employee document management supports remote workers, HR and Shared Services
- Employees and HRBP require immediate exchange of documents
- Responsive correspondence
- Accelerated recruiting processes

Business Outcomes

- Integrated HR digital documents provide the comprehensive oversight and agility required to support a dynamic workforce and economic and political environment
- Connect HR and employees through automated correspondences and self-service
- Accelerate recruiting processes with auto-generated required letters
- Centralized governance of employee documents eliminates risk associated with uncontrolled distribution and unauthorized access



Benefits of adopting Documents Management to support employees and HR operations

Simplify employee content lifecycle

Efficiencies to help reduce costs

Deliver exceptional service

More control and compliance

Better team collaboration

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Affecting your HR team's effectiveness

82%

of HR managers say that **navigating through different systems / locations** to find the most current document versions has a negative impact on their productivity

73%

of HR managers say that **lack of clear naming guidelines** for document naming or tagging makes it difficult to find documents

65%

of HR managers experience **challenges in reviewing and approving** documents

31%

of HR managers have to approve documents with a **physical signature** (requiring print, sign, scan)

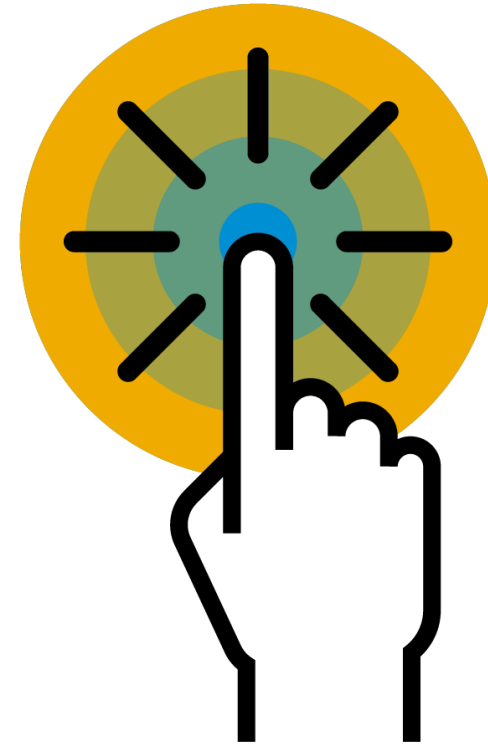


HR document management has become more challenging



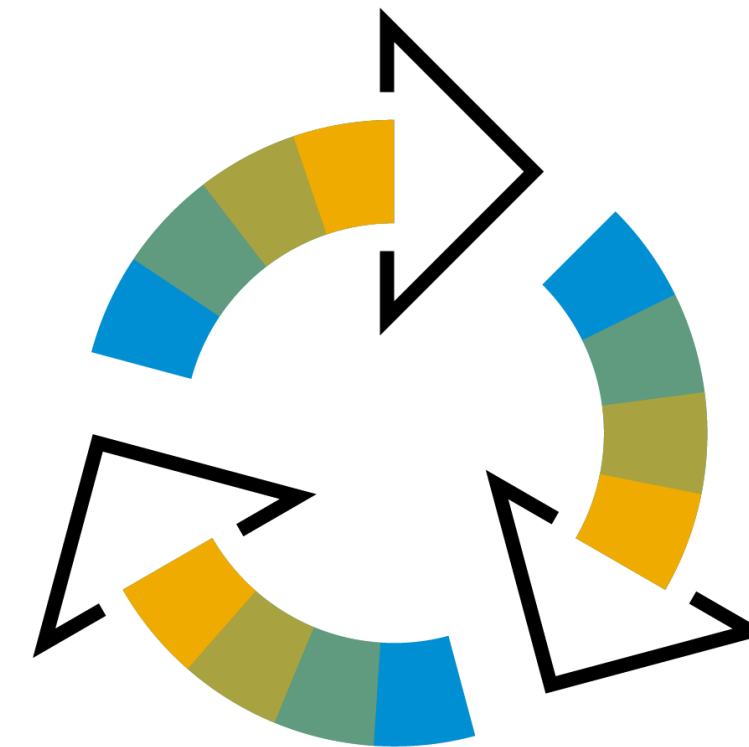
- **Elevated Experiences**

- require accelerated HR responsiveness



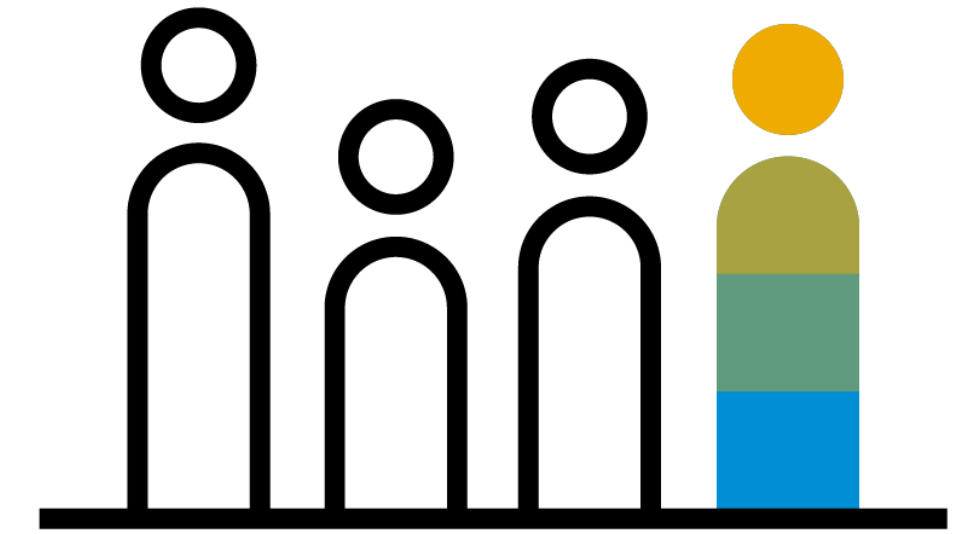
- **Regulatory Compliance**

- is much more complex with global and regional requirements



- **Evolving Staffing Models**

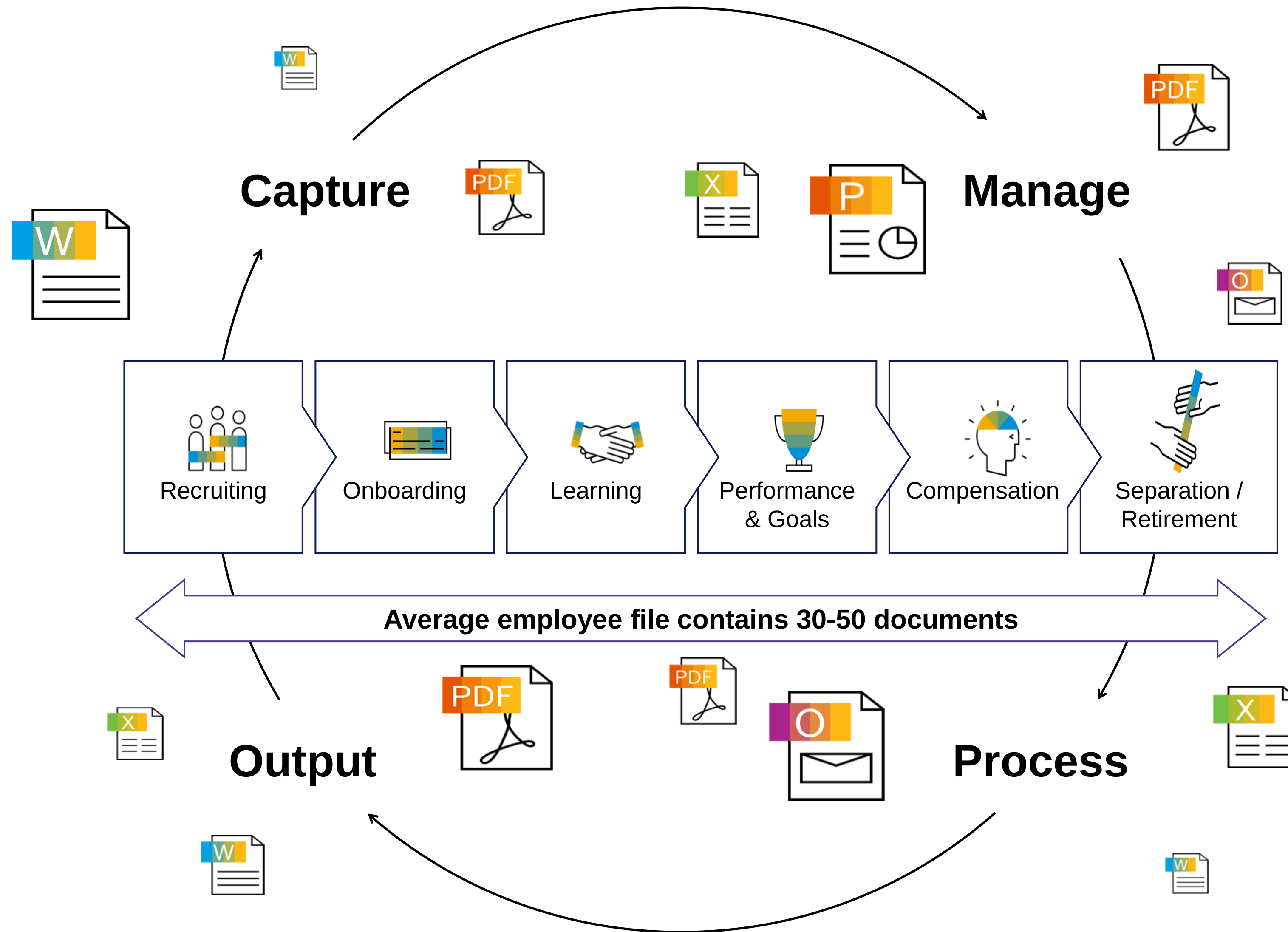
- require agile processes to support new ways to work



- **Employee Expectations**

- drive the need for timely, relevant, personalized communications

HR Document Management is complex



Agenda

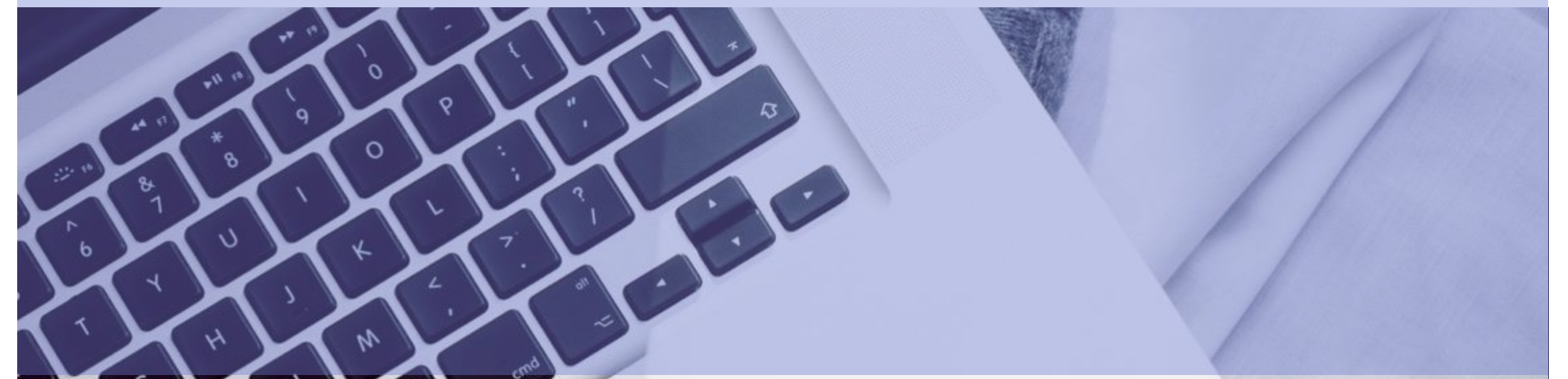
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Compelling Employee Correspondences

Subpar and inconsistent correspondences diminishes the employee experience

Automating offer letters, employee contracts, promotion letters, etc. ensures promptness of delivery, consistency of brand and accuracy of content



Outcomes:

Enhanced employee experience with prompt acknowledgement and actioning of employment events

Empower employees through ESS

E-signature integration accelerates and tracks approval processes



>90%
improvement in the
generation and
distribution of offer
letters

Compliant HR document management

More restrictive regulatory requirements make compliance adherence a constant challenge

Compliance is top of mind for HR as requirements are ever-changing and ever-growing.

Outcomes

- Adherence to regulatory requirements such as GDPR
- Document retention policies easily managed
- Accelerated responses to audit requests
- Reduced penalties associated with non-compliance of employee related documents



Increased HR Productivity

A multitude of documents are amassed which must be securely and efficiently managed



18 FTE Savings (HR)

...annually for a company with
57,000 employees

Outcomes

Enhanced employee experience from accelerated HR responsiveness

Records retention compliance

Improved HR efficiencies

The typical HR business partner spends over an hour a day searching for employ information

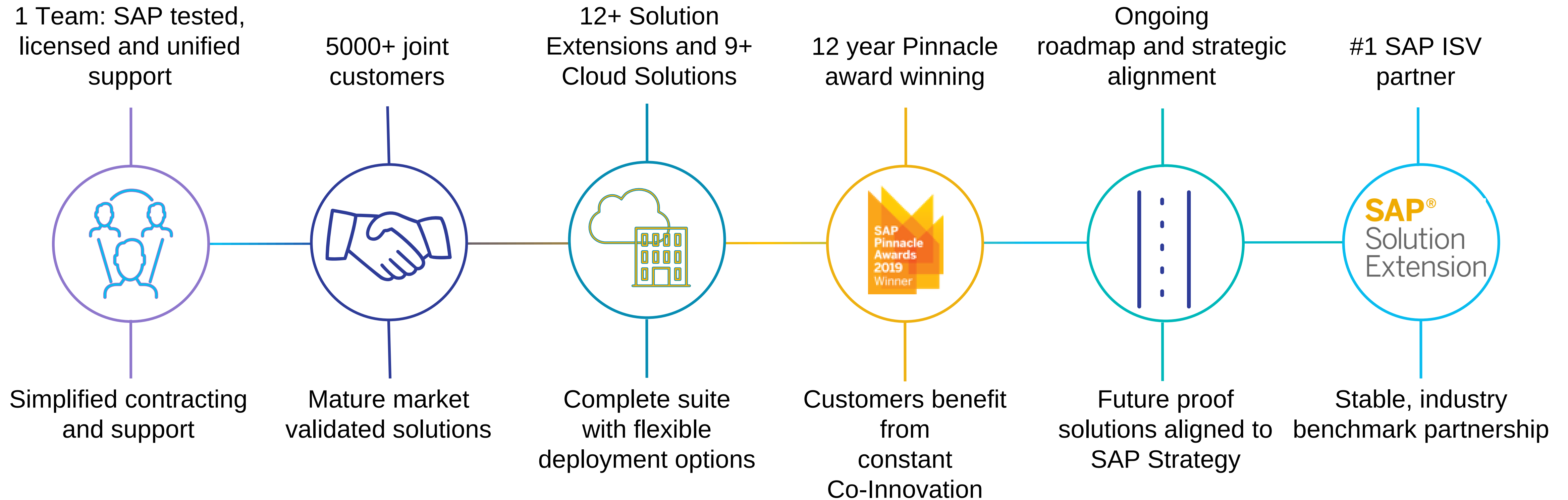


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OpenText & SAP



The market leading **Digital Content Platform** supporting **SAP customers** to gain the Information Advantage and become Intelligent and Connected Enterprises

How we deliver HR document management

From creation to disposition, a comprehensive enterprise solution



Document Generation

- Predefined templates
- Document composition
- Process automation
- Review and approval workflows
- Self-service



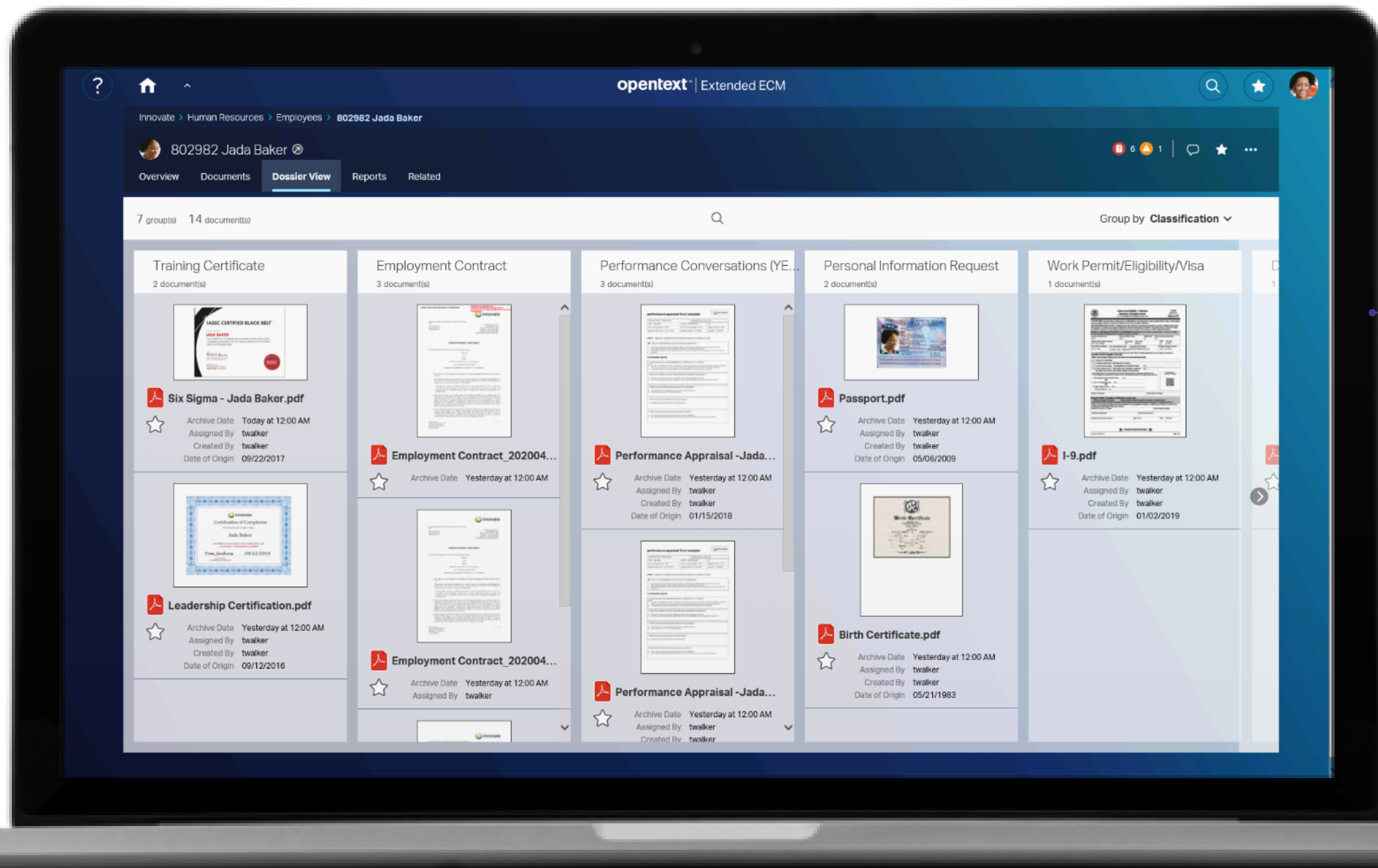
Document Management

- Centralized storage with metadata
- Folder structure and taxonomy
- Full-text search
- Role-based permissions for security and access control



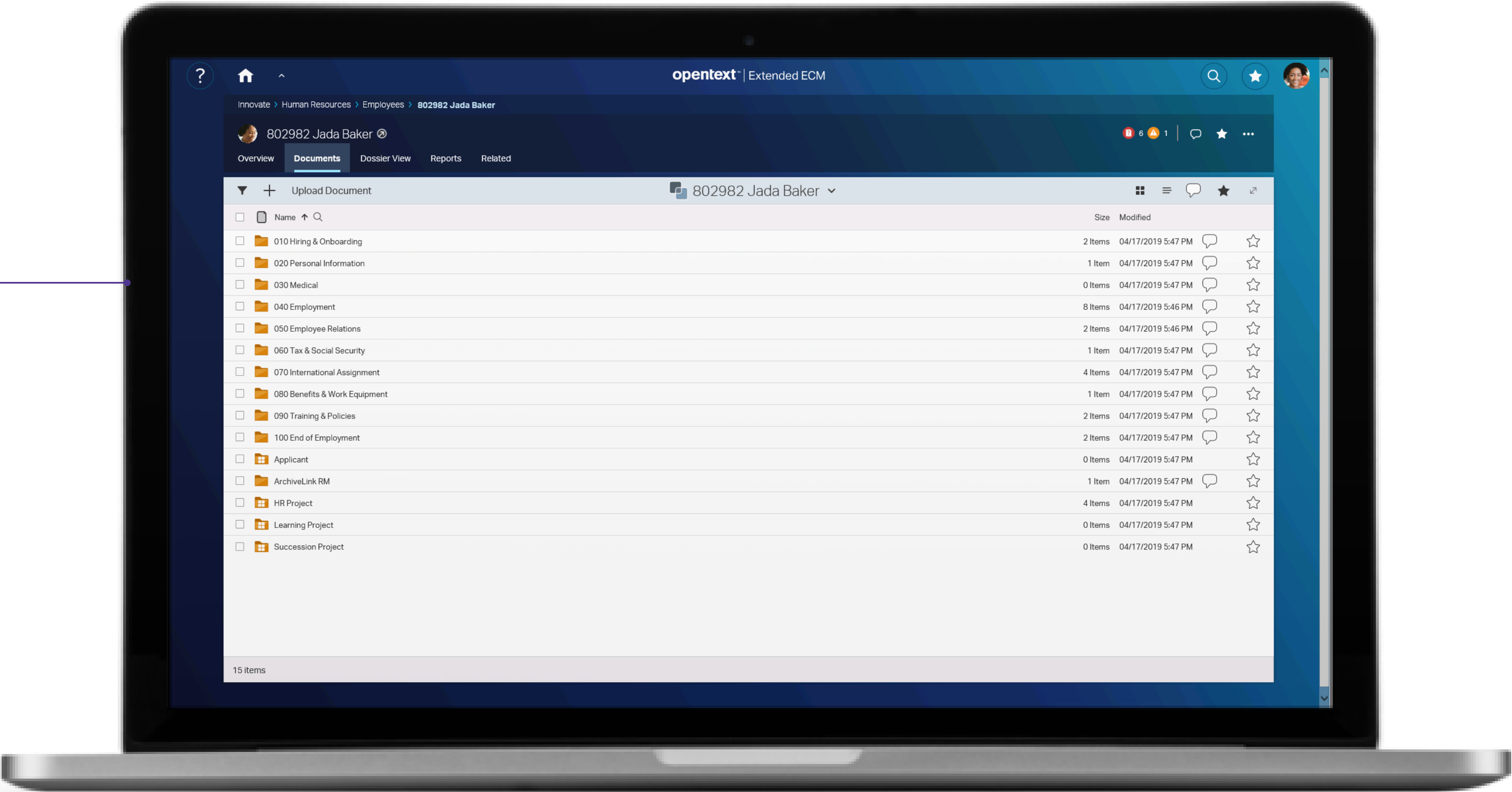
Records Retention

- Governance and regulatory compliance
- Predefined retention dates aligned with corporate/company policies
- Simplify audit requests
- Employee file completeness check

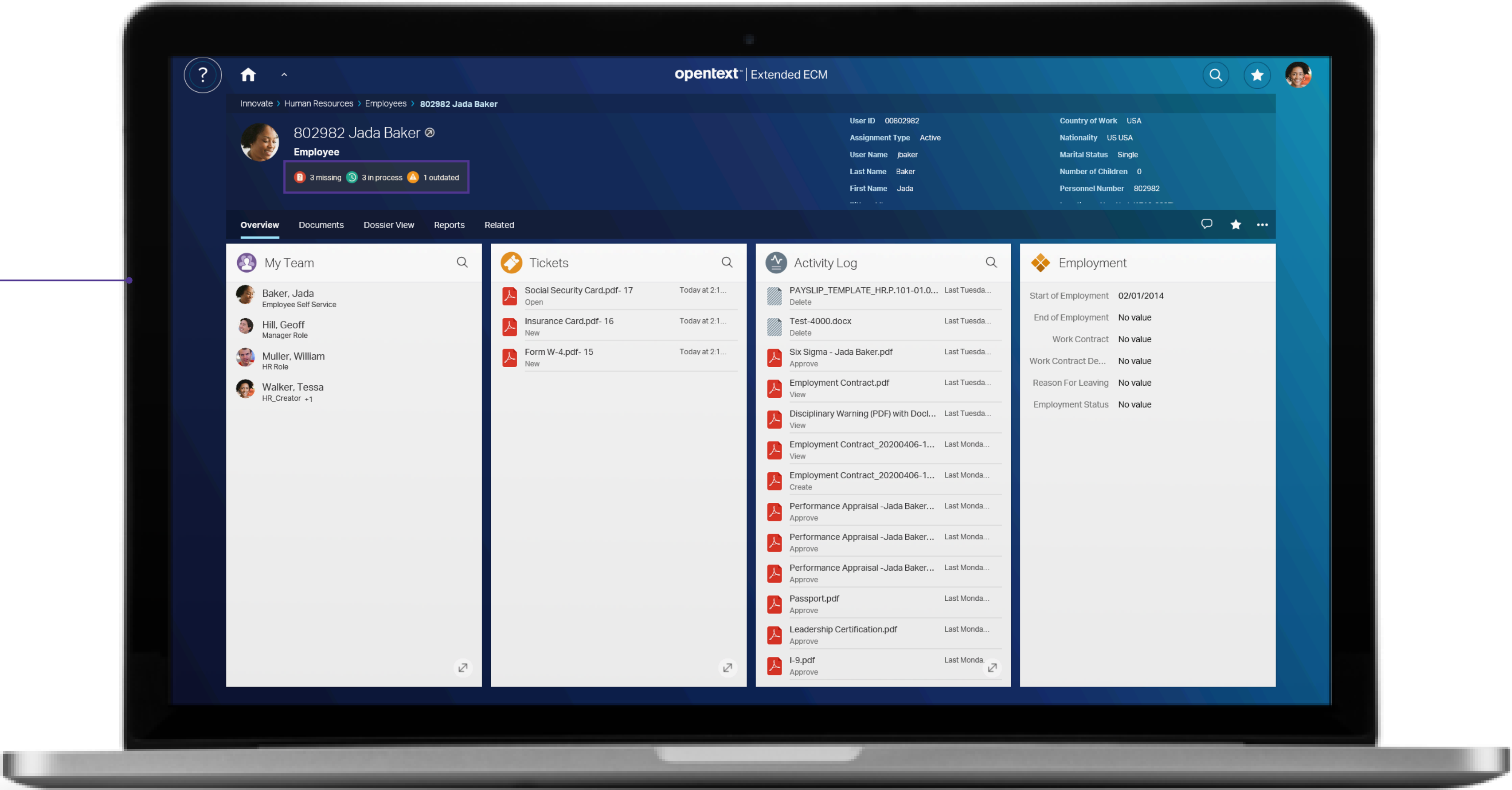


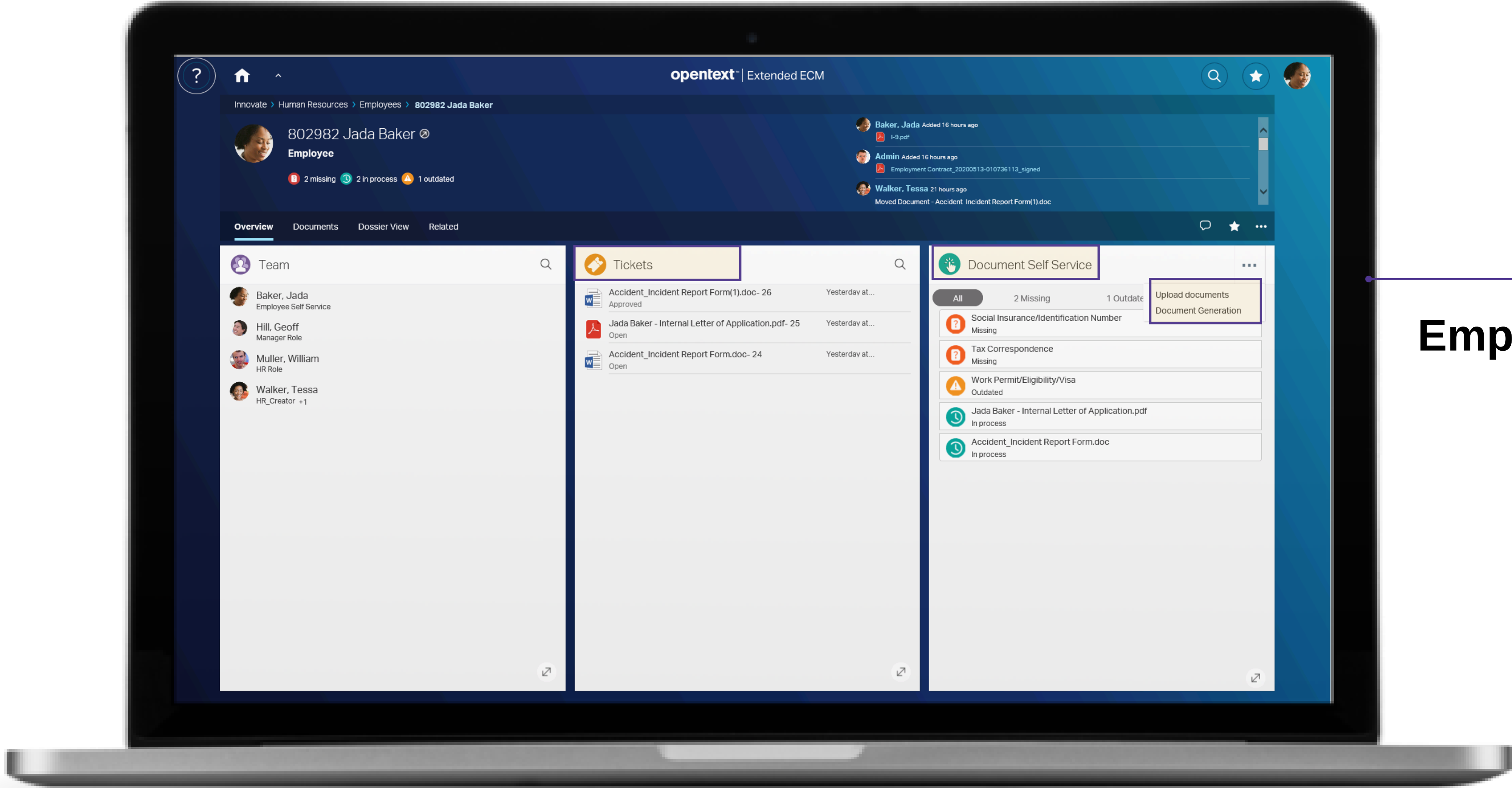
Document Workspace

Employee File Folders

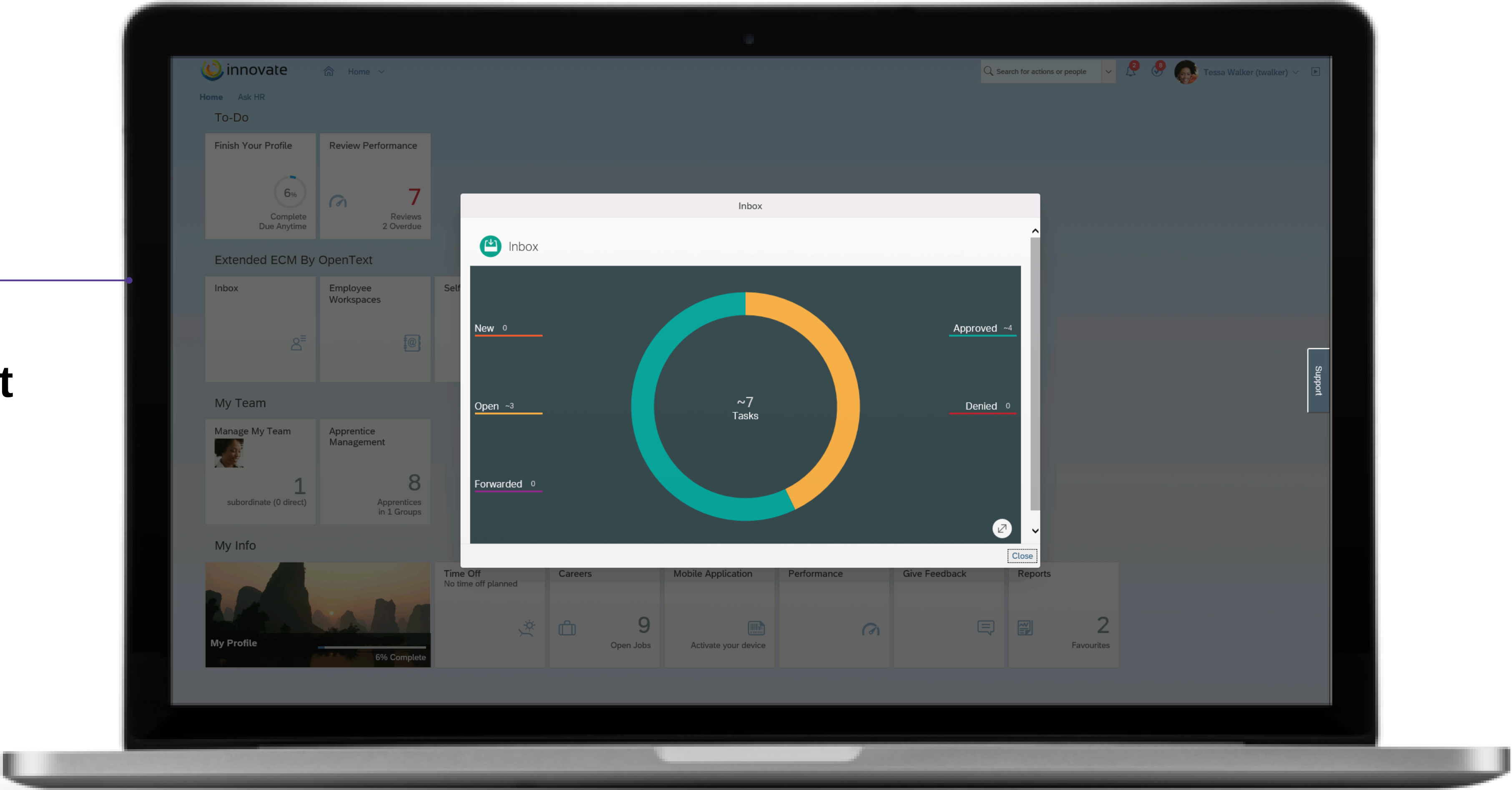


File Completeness Check





Ticketing System to Process New Document Requests



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opentext | Extended ECM

🔍

★

Innovate > Human Resources > Employees > 802982 Jada Baker

📄

Activity logs

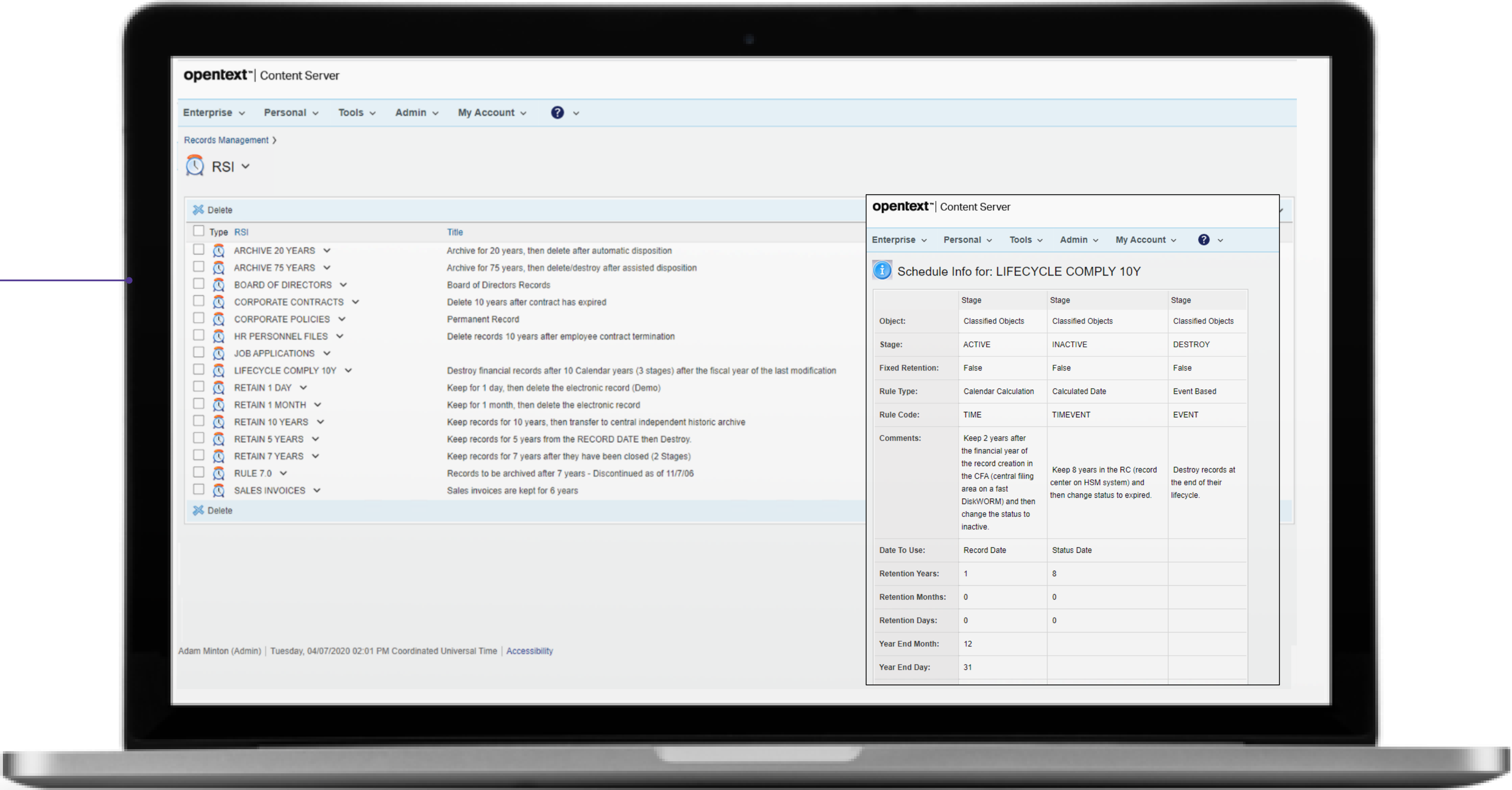
🕒

Name 🔍	Task 🔍	Activity	Modified User	Modified At ⌵
Employment Contract_20200420-101559315_signed		Create	Admin	04/20/2020 12:16 PM
Employment Contract_20200420-101223736		Create	Walker, Tessa	04/20/2020 12:12 PM
Performance Appraisal -Jada Baker - 2017.pdf		Approve	Walker, Tessa	04/20/2020 12:07 PM
Performance Appraisal -Jada Baker - 2017.pdf		View	Walker, Tessa	04/20/2020 12:07 PM
Performance Appraisal -Jada Baker - 2016.pdf		Approve	Walker, Tessa	04/20/2020 12:07 PM
Performance Appraisal -Jada Baker - 2016.pdf		View	Walker, Tessa	04/20/2020 12:07 PM
Performance Appraisal -Jada Baker - 2015.pdf		Approve	Walker, Tessa	04/20/2020 12:07 PM
Performance Appraisal -Jada Baker - 2015.pdf		View	Walker, Tessa	04/20/2020 12:06 PM
Six Sigma - Jada Baker.pdf		Approve	Walker, Tessa	04/20/2020 12:06 PM
Six Sigma - Jada Baker.pdf		View	Walker, Tessa	04/20/2020 12:06 PM
Passport.pdf		Approve	Walker, Tessa	04/20/2020 12:06 PM
Passport.pdf		View	Walker, Tessa	04/20/2020 12:05 PM
Leadership Certification.pdf		Approve	Walker, Tessa	04/20/2020 12:05 PM
Leadership Certification.pdf		View	Walker, Tessa	04/20/2020 12:05 PM
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I-9.pdf		View	Walker, Tessa	04/20/2020 12:05 PM
Drivers License.pdf		Approve	Walker, Tessa	04/20/2020 12:04 PM
Drivers License.pdf		View	Walker, Tessa	04/20/2020 12:04 PM
Birth Certificate.pdf		Approve	Walker, Tessa	04/20/2020 12:04 PM
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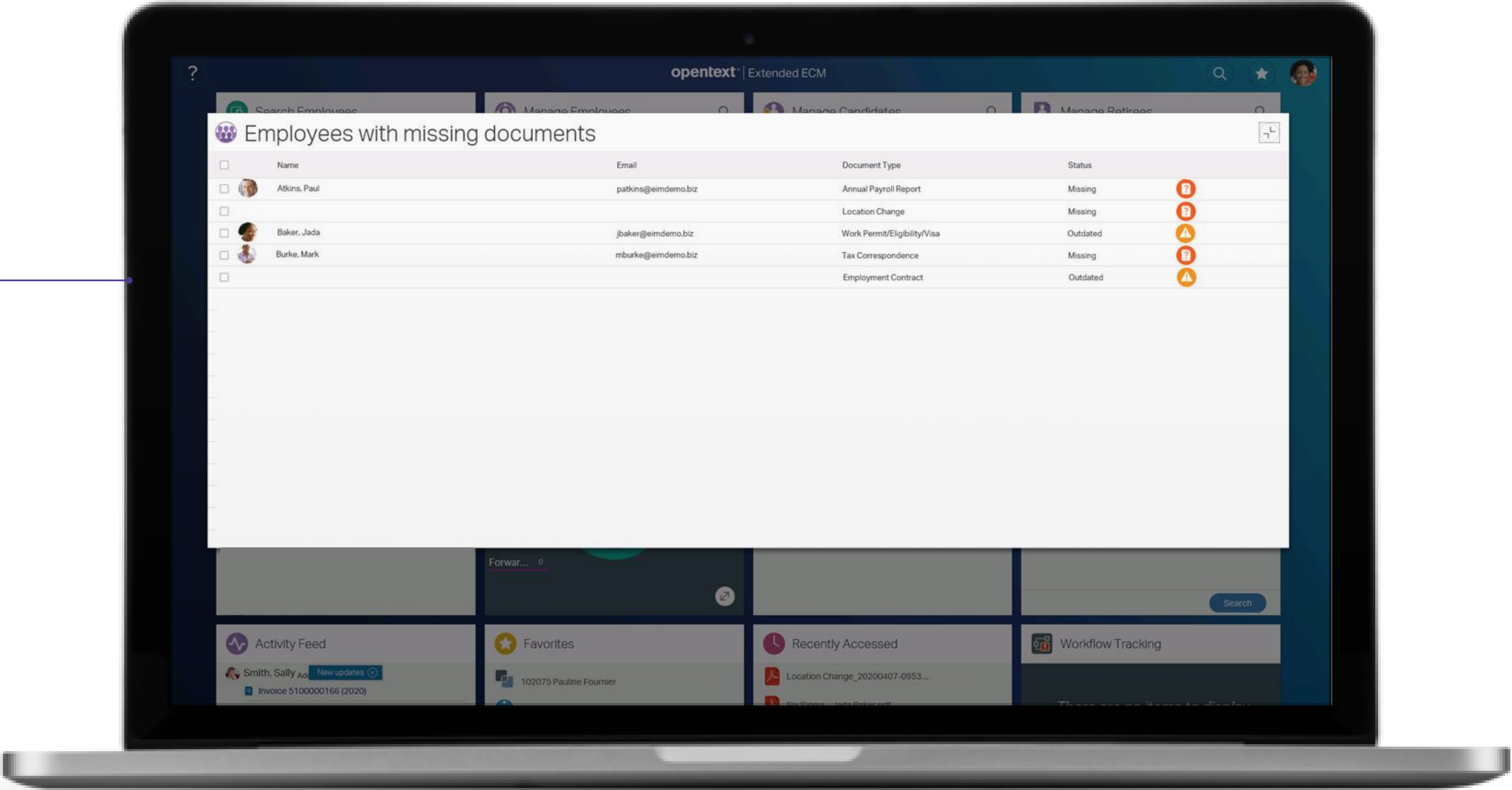
30 items

Activity Log

Retention Management

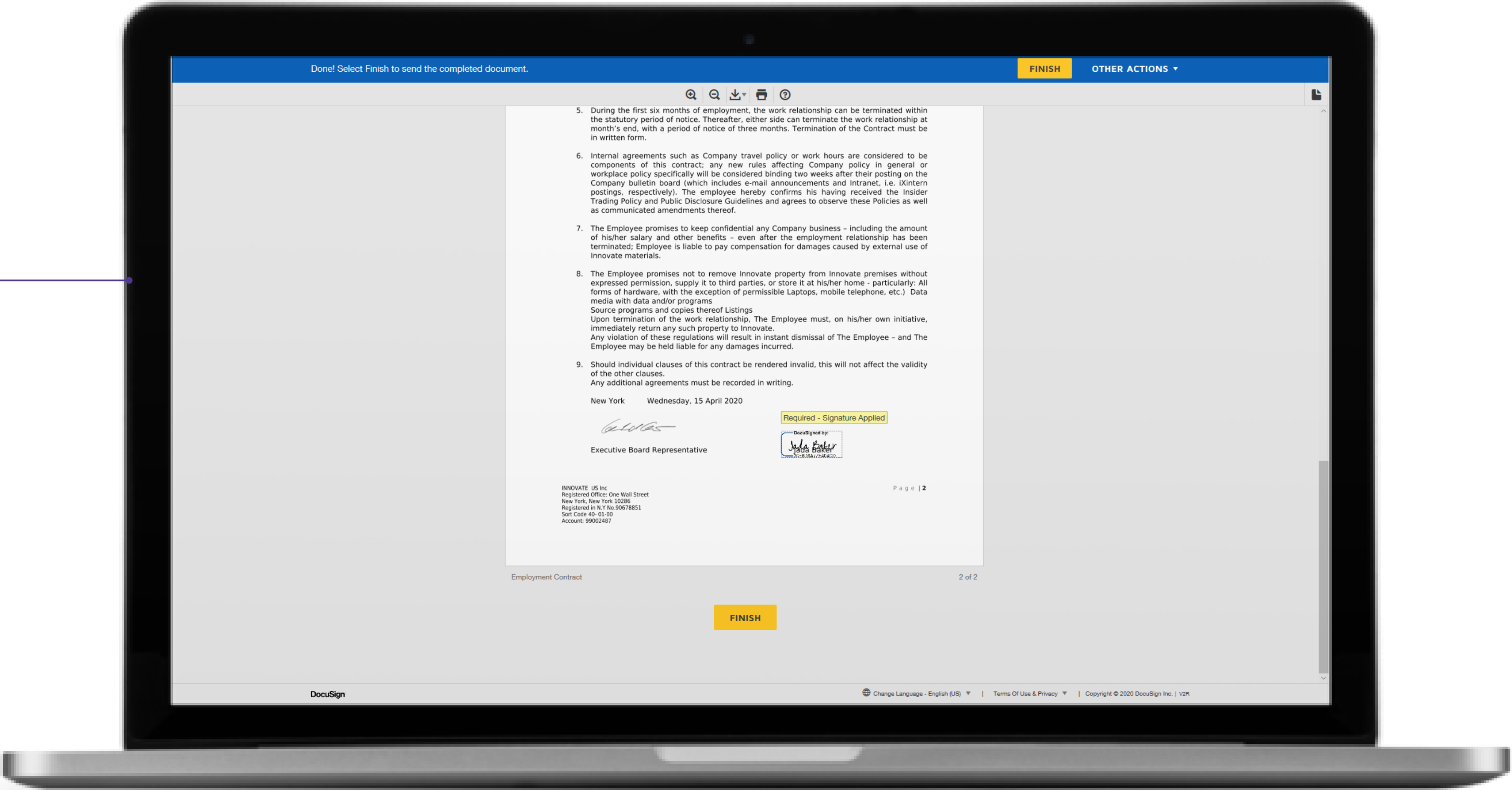


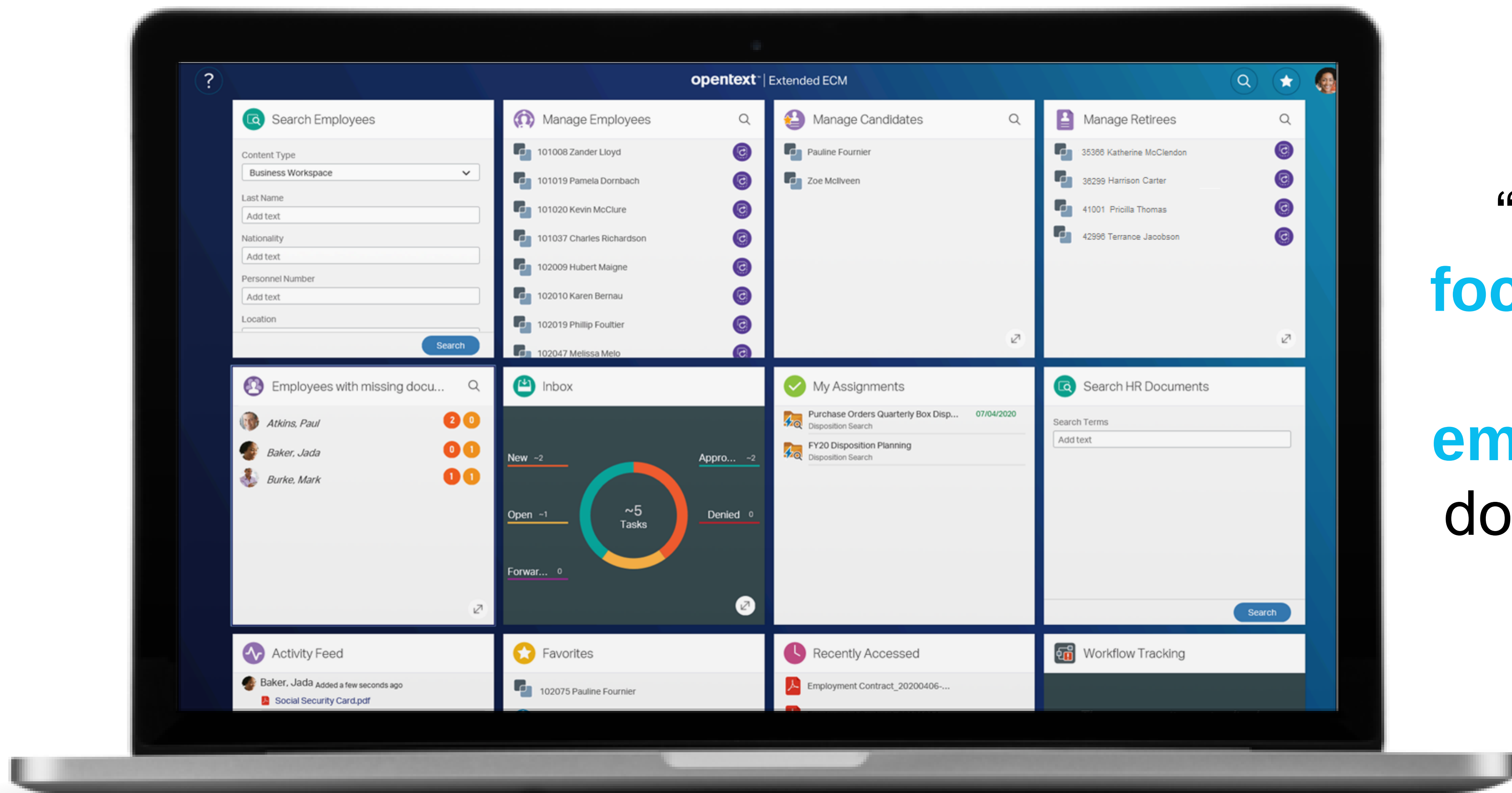
Global Reporting





Signature Management





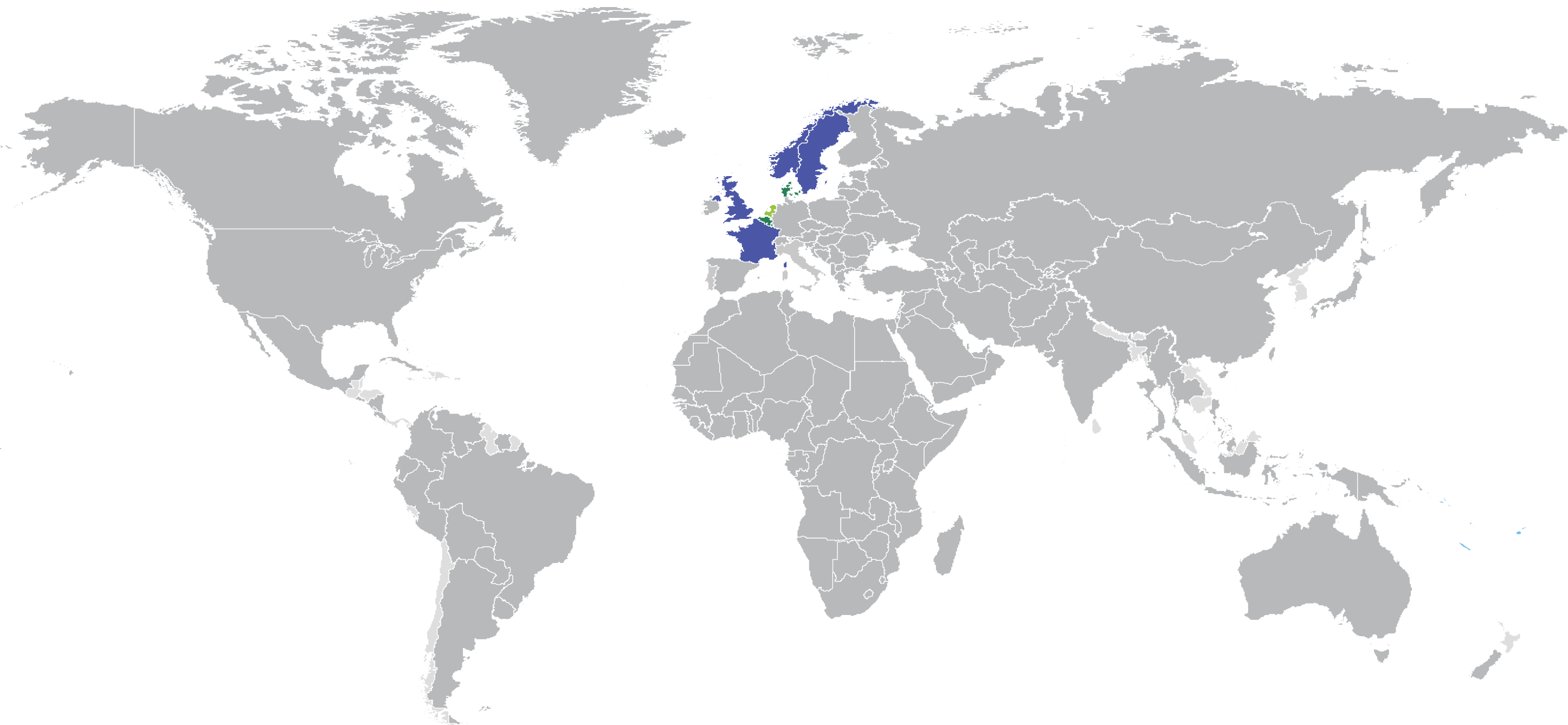
“I have time to
focus on the well-being of our employees versus
doing paperwork.”

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European Bottling Company



SCOPE

More than
+ 15.000
End-users

7 COUNTRIES

Deployment in
+ 4
languages

DELOITTE TEAM

Delivered with
+ 5
Deloitte Colleagues

EXTENDED TEAM

Delivered with
+ 3
Client Colleagues

- The client is **one of the world's largest bottling companies** dedicated to the marketing, production, and distribution of beverage products.
- The **objective of the program** is to shift the client's administration towards a **digital platform** driven by **OpenText** ensure a **single source of truth** which makes all documentation available from anywhere and anytime.
- Scope** of the project is to **create digital E-files** for HR Services with additional signing tools and POC on document generation



E-file



Document
Generation



DocuSign

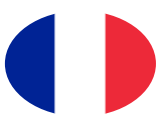


Migration



Scanning

- DPF for **SuccessFactors** roll-out consists of **7 countries**



- What makes **this project stand out**:

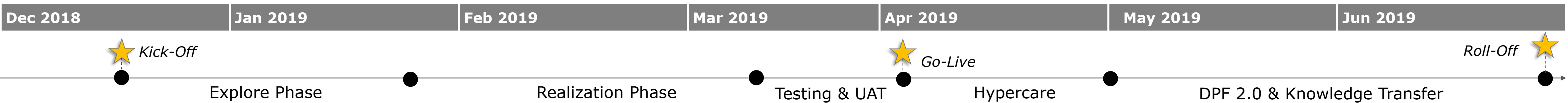


*1st project delivered with **xECM for SuccessFactors** product in a combined **Hybrid & Agile** approach*

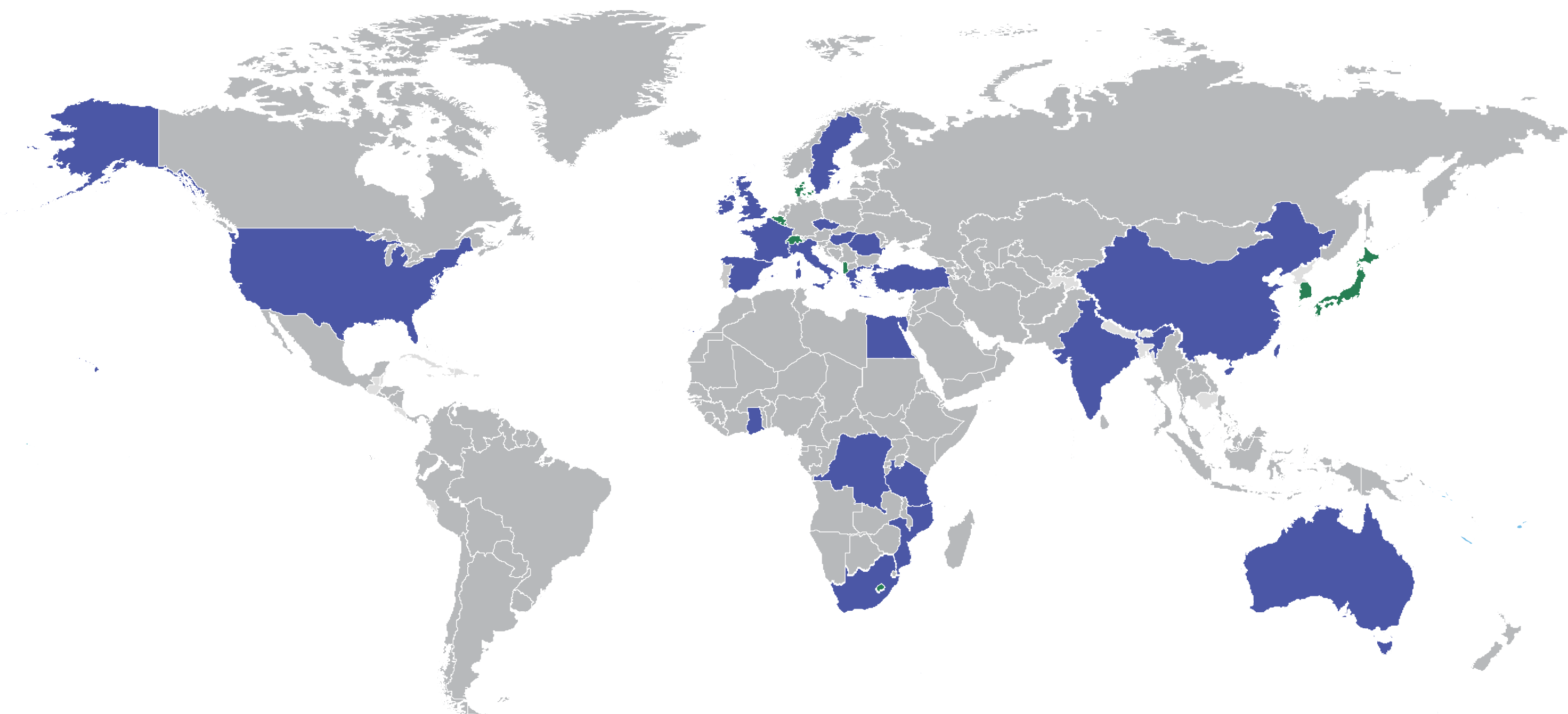


*Delivered in **collaboration** with **SFSF Deloitte UK** team*

Moments that Matter



World Leading Telecommunication Company



- The client is a **multinational company** that provides **telecommunications** and **IT** services to corporate clients in 150 countries
- The **objective of the program** is to shift the client's HR administration towards a **digital platform** driven by **OpenText** to ensure a **single source of truth** which makes all documentation available from anywhere and anytime.
- **1 market** live **by Deloitte**. **36 markets** live **by the client** based on training and documentation received from Deloitte team.
- **Scope** of the project is to **create digital E-files** for the employees. Preparations have started to launch **follow up projects** after COVID situation has stabilized:



E-file



Document Generation



DocuSign



Migration



Scanning

SCOPE
More than
+ 100.000
End-users

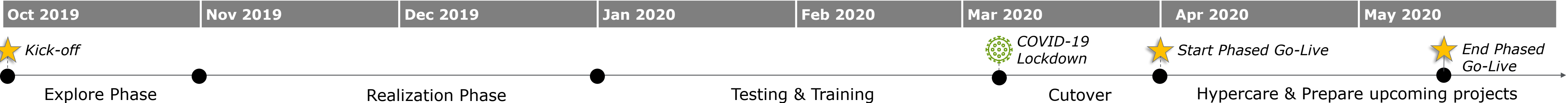
37 COUNTRIES
Deployment in
+ 40
Markets

DELOITTE TEAM
Delivered with
+ 3
Deloitte Colleagues

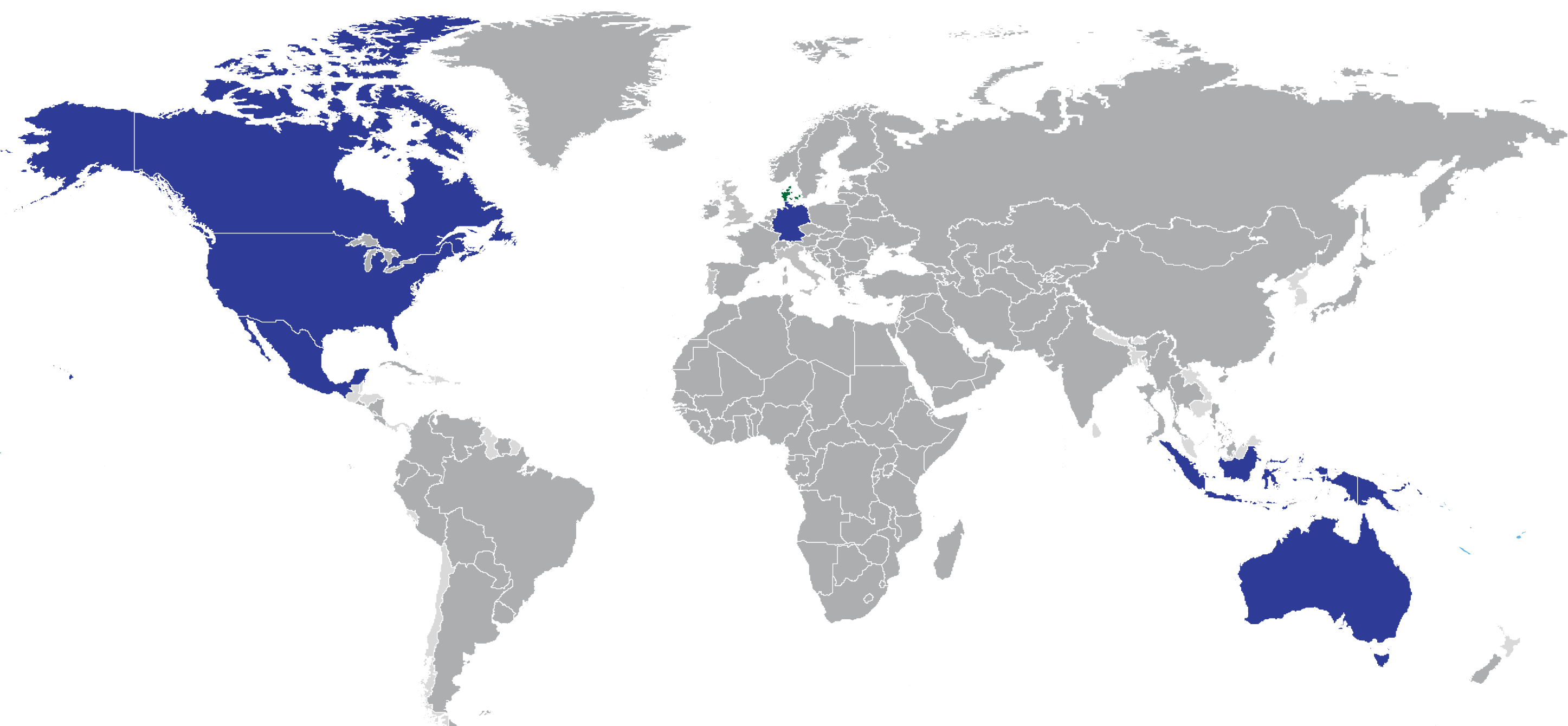
EXTENDED TEAM
Delivered with
+ 6
Client Colleagues

- What makes **this Project stand out**:
 -  **1st Fully Remote & Global DPF Go-Live based on SuccessFactors EC**
 -  **From Initiation phase to Go-Live in 6-7 months based on a hybrid approach**

Moments that Matter



Global Pharmaceutical Company



WAVE 1
More than
+ 50.000
End-users

6 COUNTRIES
Deployment in
+ 4
languages

DELOITTE TEAM
Delivered with
+ 3
Deloitte Colleagues

EXTENDED TEAM
Delivered with
+ 6
Client Colleagues

- The client is **one of the world's largest pharmaceutical companies** with a key interest in respiratory diseases, metabolism and diseases of the central nervous system.
- The **objective of the program** is to shift the client's HR administration towards a **digital platform** driven by **OpenText** to ensure a **single source of truth** which makes all documentation available from anywhere and anytime.

• **Scope** of the project is to **create digital E-files** for employees:

E-file

Document Generation

DocuSign

Migration

Scanning

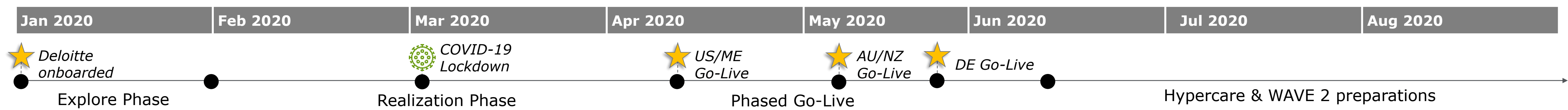
• **WAVE 1** DPF for **SuccessFactors** consists of **6 countries**



• **12 additional countries** to follow **by end of 2021**

- What makes **this Wave 1 stand out**:
 -  **1st project delivered with *agreement* of the *German works council***
 -  **3 months after *Deloitte onboarded*, blocking items were getting resolved and phased *Go-Live* could *kick off***

Moments that Matter

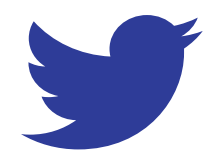


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Thank you



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