



HR Efficiency in 2022

How to use information to improve HR

Folke Oersted Hansen | Adel Ahmed | Verna Tomkinson



Welcome & Introductions



Folke Ørsted Hansen

- Experienced Sales Leader working in the information technology and services industry (Norway focus)
- Folke is based in Denmark.



Adel Ahmed

- Lead Solutions Consultant – EMEA (Nordics)
- Helping clients to drive Employee Experience through digital transformation.
- Expert in Extended ECM for SuccessFactors
- Adel is based in Sweden.



Verna Tomkinson

- Senior Strategic Product Manager (HXM focus)
- Responsible for the Go-To-Market of OpenText's offerings related to SAP SuccessFactors HXM and other HCM portfolio.
- Verna is based in the United Kingdom.

OpenText

Canadian company that develops and sells
enterprise information management.

Founded in 1991

Number 1 in market share!

OpenText – 21%

Microsoft – 14%

IBM – 11%

Cloud advancements getting noticed

“OpenText OT2 platform is closing
the feature gap with the vendor’s
more established CSPs...gives
clients additional cloud-based
options”

— Gartner

We’re winning with our differentiators

“OpenText solutions integrated with SAP ...it
is everywhere in our organization ...now faster
and easier for our people to find the files and
information they are looking for.”

– UNIDO

By 2025, 60% of global midsize and large enterprises will have invested in a cloud deployed HCM suite for administrative HR and talent management, but will still need to use other solutions for 20% to 30% of their HR requirements.

– Gartner Magic Quadrant Published 19 October 2021

How to use information to improve HR.

Reviewing 5 HR key trends



#1 Digital platform

#2 Talent management & OnBoarding

#3 HR owning business transformation

#4 Preparing for multiple futures

#5 Preparing for compliance obligations



Two large, thick, blue diagonal brushstrokes with rounded ends, one in the upper right and one in the lower right, set against a light gray background.

- #1 Digital Platform

Vodafone invested in SAP® SuccessFactors®, but to be truly world class they needed to supplement the solution....

Without OpenText the Global Service Center does not work, self-service is limited and their aim to meet their 90% automation strategy cannot be meet.

...finding, recruiting, training, and developing employees supported by an Intelligent HR Document Management Solution....

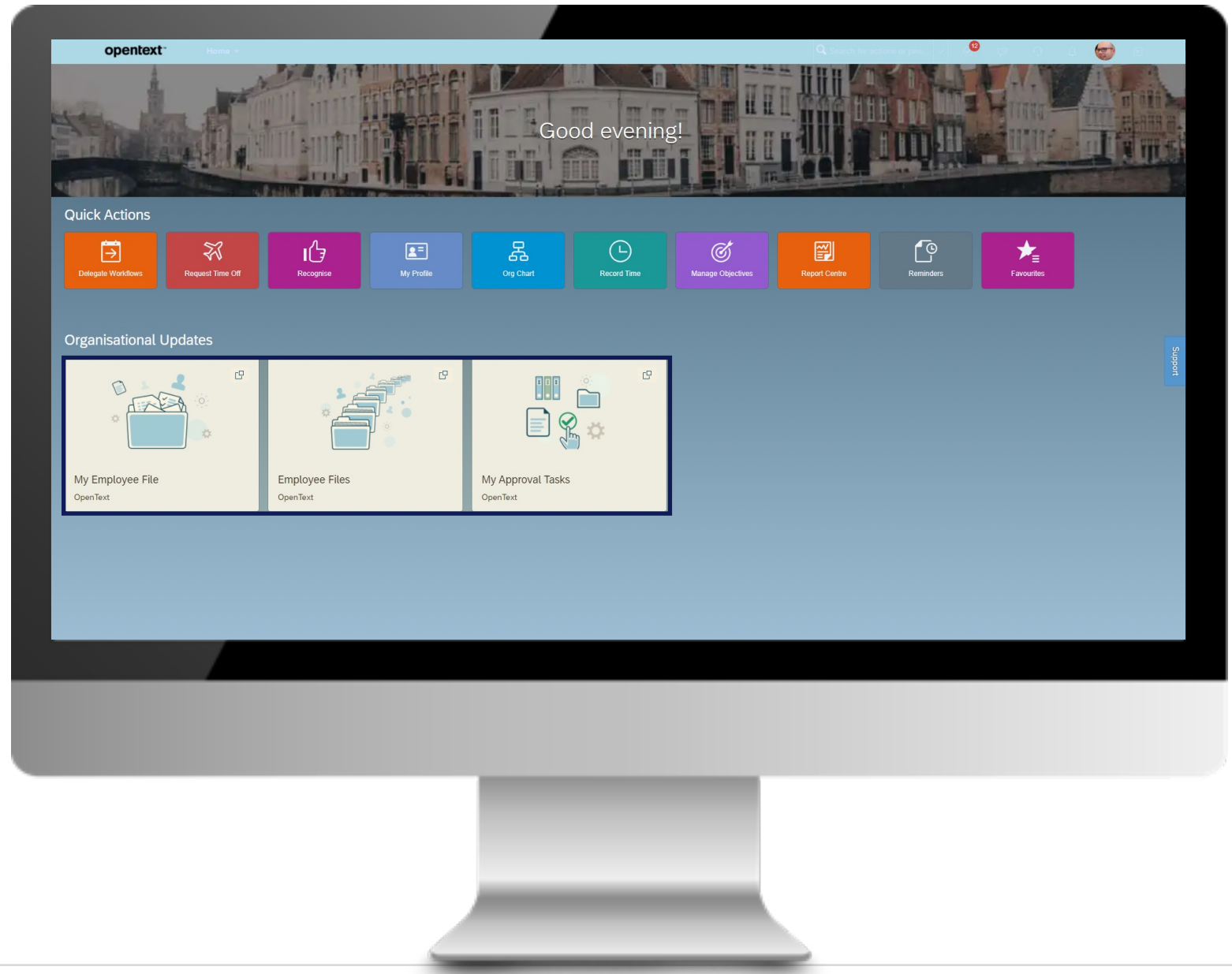
Customer Stories

Vodafone Group: 85% of core business processes standardised across 24 countries

[Watch the video](#)[Chat with us](#)**vodafone**

#1

Secure access to employee files from within a single integrated digital platform



- #2 Talent management & OnBoarding

Reduce employee self-service overhead by shortlisting vendors that provide seamless integrations with employee collaboration tools or enterprise messaging solutions. Align these with broader HCM and digital workplace applications to develop a shared vision for the employee experience.

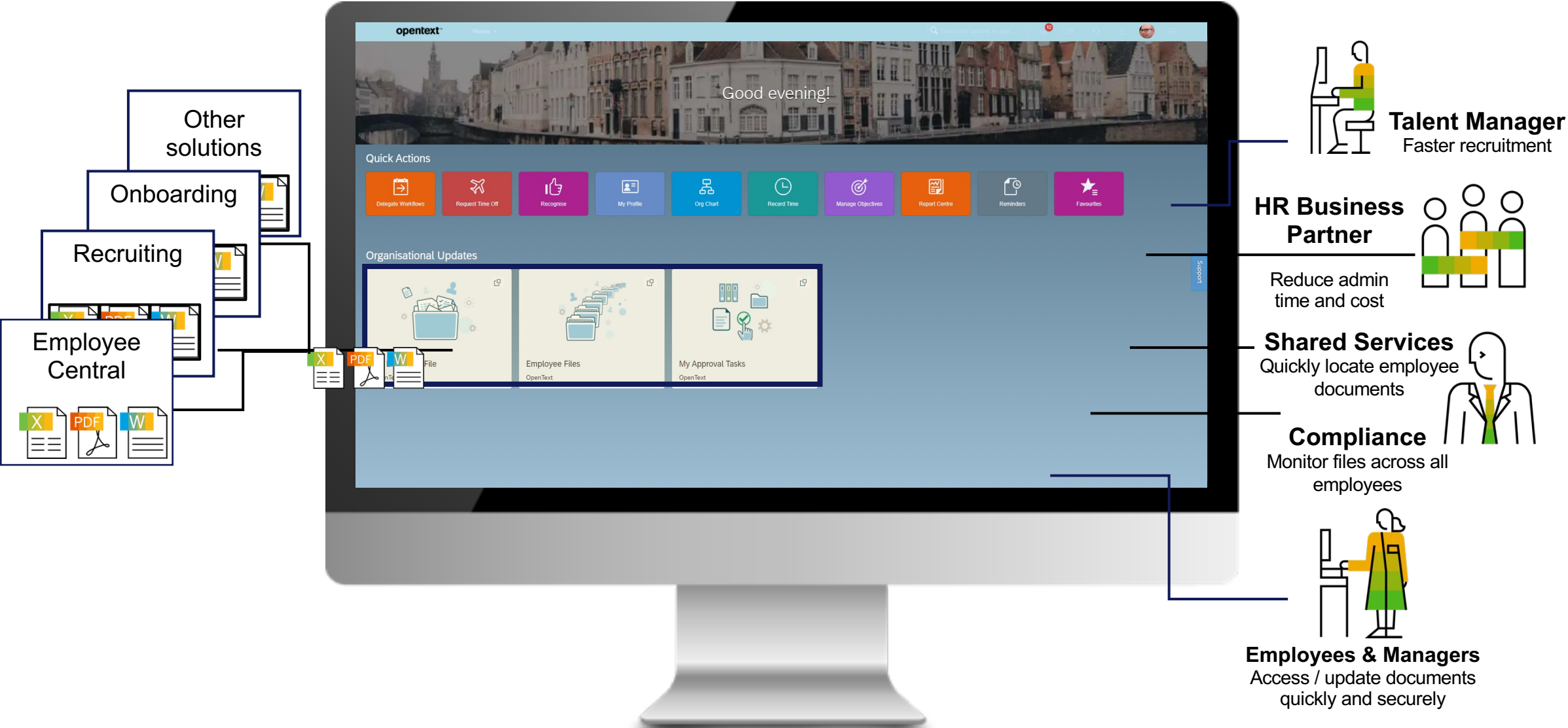
– Gartner Market Guide Published 29 November 2021

#2 Talent Management & OnBoarding

- Integrated HR service management.
- Manage physical and/or virtual HR shared services operations.
- Deliver “content in context” to employees and managers in support of employee-related processes, policies and programs.
- Internal and external candidates stay connected within an organization from the first touch point.
- Instant permission change with internal moves and cross-departmental projects.



Core digital workspace



A large, abstract blue graphic consisting of two rounded, parallel diagonal bands that sweep from the top right towards the bottom left, creating a sense of movement and depth.

- #3 HR owning business transformation

#3 HR to take ownership



Business
analysis



Software requirement
description



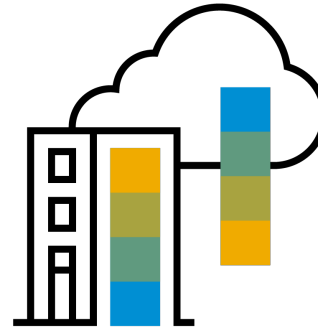
Vision and scope
document

- #4 Preparing for multiple futures

Evolving with a cloud solution



**Rapid deployment &
automated upgrades**



**Enterprise scaling &
proven security**



Runs Anywhere

Quantified benefits



Costs

- **30%+** operational savings
- ROI within **24** Months
- **No** more upgrades



Resilience

- **12 Hours** less downtime per year
- Avg **6%** better performance
- **2x** Faster deployments



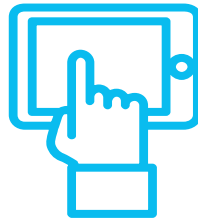
Support

- **24 X 7** Availability and support with defined SLA's
- Focus on the Business and not on infrastructure

#4 Providing 24/7 services

Candidate documents uploaded via portal and automatically stored in a centralised location.

Candidate experience



Self Service

View & access records while on the move

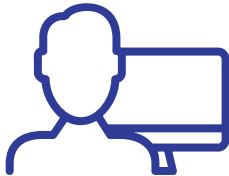
Upload documents and documents are stored in a Digital Personnel file

Employee Experience



Manager Experience

Remote & Inclusion access



New Hire Experience

View, access, download, print their own offer letter, welcome documents, contract, benefits information from anywhere

Hybrid Application



Team Dashboard

Gain insights and visibility of your team

Secure search and reporting

Create personalised employee documents, email communication

#4 Automated content driven services



Employee & Manager

Employee self service document generation

Create personalised employee communication. Adjust them interactively.



HR Shared Service

Access personalised employee documents.

Generate on demand correspondence.

Respond to requests first time.



Processes Driven

Generate simple or complex personalised employee communication, with integration to digital signing



Event Based

Automation: Documents are generated automatically based on integrated HR data, events and rules.



Bulk Generation

Scheduled high-volume batch document generated based on HR data and integrated to Esigning to support straight through processing.

#5 Preparing for compliance obligations

Trust in the organisation

- Employees need to know that their records are protected.
- HR business users' need controls to be applied automatically based on document type, country and even role, to meet region needs.
- Compliance Officers need to automate disposition processes to free uptime.
- Legal need eDiscovery to be quick and simple to reduce legal costs.

The screenshot displays a SharePoint interface. The top navigation bar shows the path: Enterprise > Departments > Human Resources > Personnel Records. Below this, a folder named 'Personnel Records' is selected. A table lists several records with columns for Name, RSI, and Size. The records are:

Name	RSI	Size
103747 Nick Wheeler	✓ (with red hand icon)	RETAIN 7 YEARS, 4 items
122668 Scott Granger	✓	RETAIN 7 YEARS, 4 items
191901 Elizabeth Armstrong	✓	RETAIN 7 YEARS, 4 items
231811 Emily Kearney	✓ (with red hand icon)	RETAIN 7 YEARS, 4 items
237888 Bertrand Russell	✓	RETAIN 7 YEARS, 4 items
239858 Paul Friesen	✓	RETAIN 7 YEARS, 4 items

Below the table, a document titled 'Invoice 102.docx' is selected. The document's properties are shown, with the 'Security Clearance' tab active. The 'Security Clearance' section displays 'Security Clearan...' and '60...Company Confidential'. The 'Records Management' tab is also visible.

Summary

#1 Create resilience

#2 First impressions are crucial

#3 Business case will support future needs

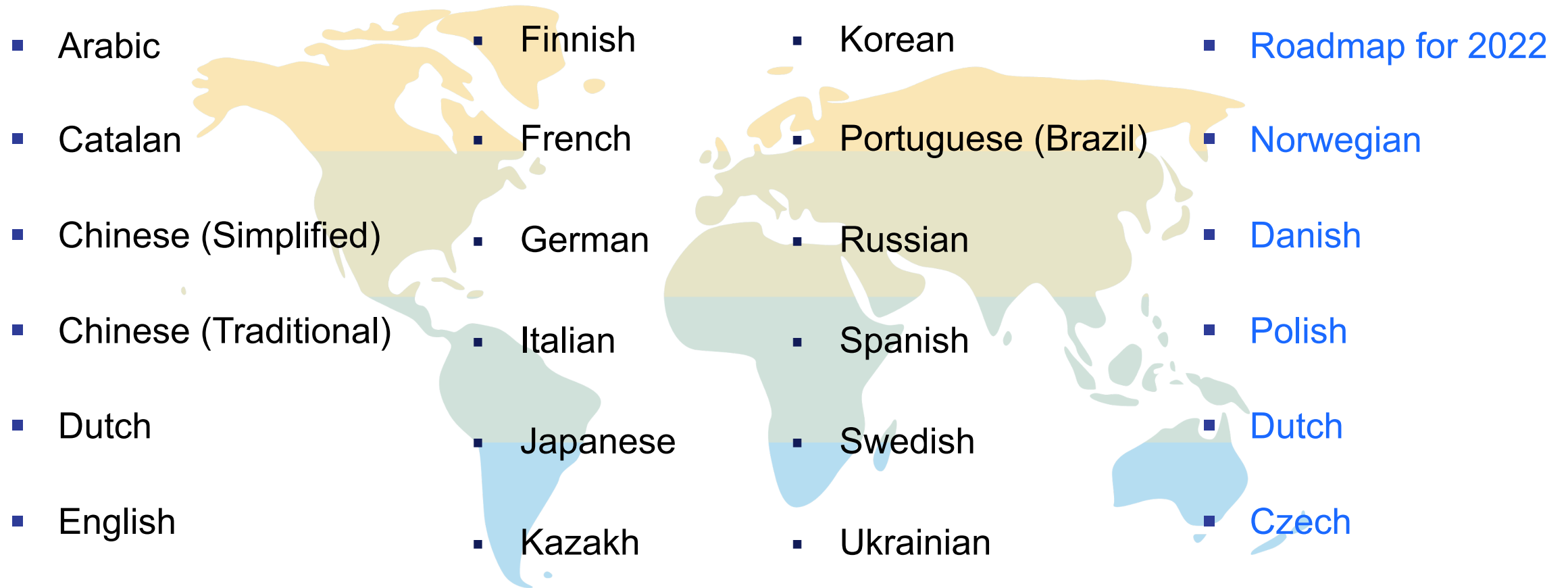
#4 Challenge your assumptions

#5 Limit data protection breaches



- Q&A

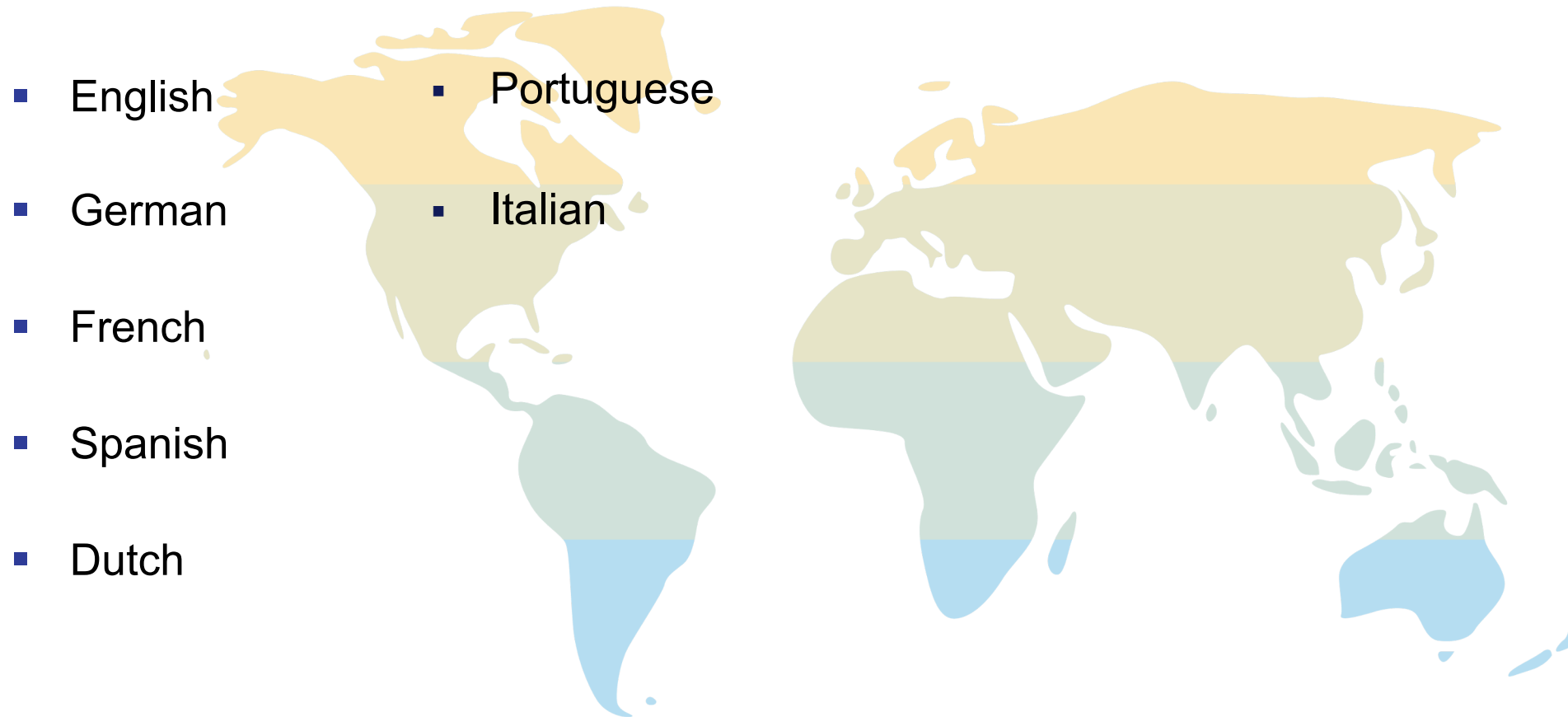
Languages supported with SAP SuccessFactors Extended Enterprise Content Management by OpenText



Please note that only the end user interface is localized. The preferred language is set by the user preferences aligned to their Success Factors login.

The administrative user interface and user guide are only available in English at this time.

Languages supported with SAP SuccessFactors Document Management Core by OpenText



Please note that only the end user interface is localized. The preferred language is set by the user preferences aligned to their Success Factors login.

The administrative user interface and user guide are only available in English at this time.

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For future support :

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