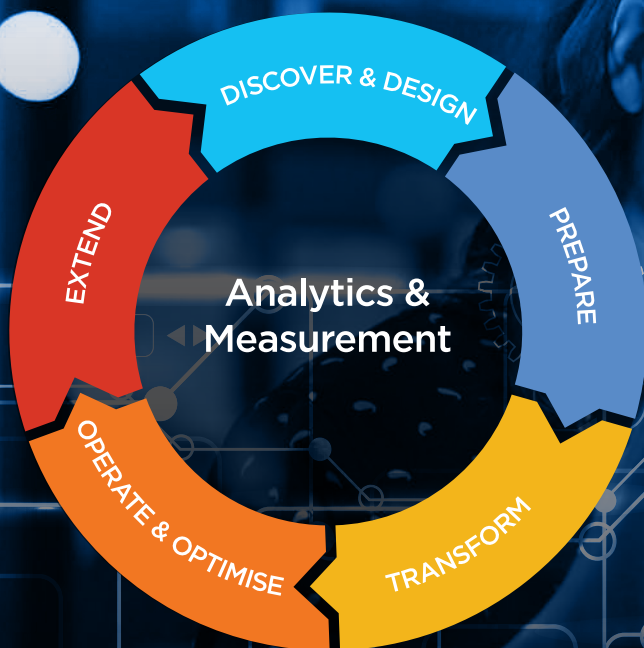


LEADERS IN DIGITAL HR ENABLED BY SUCCESSFACTORS



Expanding the Boundaries of Digital HR



Multi-award Winning Digital HR Practice



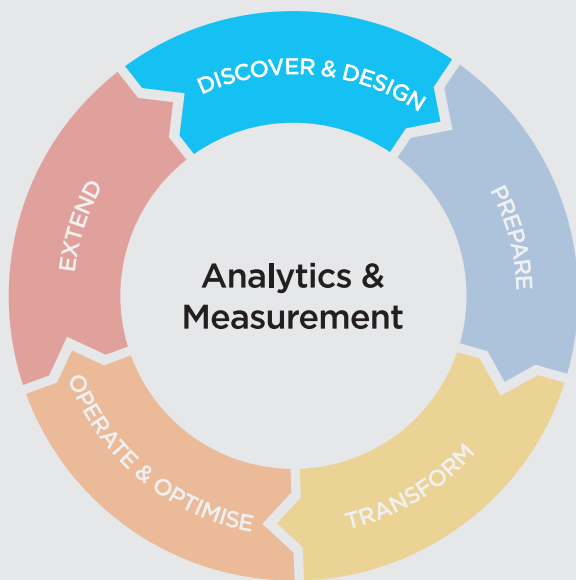
Live with the Worlds Largest EC Cloud Payroll



Conversational interaction with SuccessFactors



Placing the end user at the heart of our design



DISCOVER & DESIGN

Digital HR – When and How?

The question for HR leaders is no longer whether to modernise HR, but when and how?

In our experience, every organisation is unique — there is no single answer or ‘one size fits all’. Securing investment for transformation can be equally challenging. At HCL, we have supported many of our customers making the transition to digital HR cloud platforms, providing constructive, individualised expert advice and guidance based on our experiences.

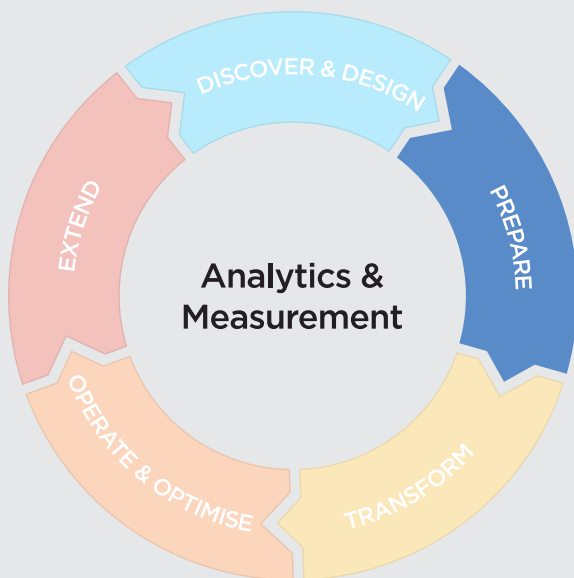
Digital HR continues to evolve at lightning speed. Whether you are looking to start your journey, or extend your digital HR footprint to the Cloud – Talent / Core HR / Payroll / Beyond Digital extension — HCL can help.

The HCL Approach

Our Digital HR Roadmap services help you to determine the right approach for your organisation to embark upon Digital HR Transformation. We balance business priorities with dependencies — technical and non-technical — delivering a roadmap, which rapidly and robustly defines your digital HR transformation journey. Our team provides advice on the latest digital offerings, combined with solid experience in older HR platforms, enabling us to deliver a best-in-class roadmap for success.

We understand the challenge of defining tangible benefits in HR, and leverage our benefits catalogue and experience to deliver a measured and realistic Business Case.

Moving to an HR Cloud Technology is a big step. Adopting standard features without customisation can be daunting. Several of our customers have benefited from our Gap/Fit analysis service, which builds their confidence that ‘Cloud’ really can deliver on their key business requirements.



PREPARE

Digital HR – Preparing the Organisation

Cloud based HR systems, enabled by new mobile, social and analytic technologies, are creating a significant change-challenge within organisations. Quick implementation cycles leave little time for the organisational and behavioural changes needed to realise the benefits of the IT investment.

The focus on fast technology development can often make business leaders outside a project slow to accept ownership of the change. This can detrimentally affect the delivery of the programme and make the transition from the old to the new ways of working more difficult.

The HCL Approach

HCL understands that the root of all successful technology implementations is delivering a great user experience. In the world of HR, we touch every employee within an organisation. Delivering a great experience fosters a digital culture and, will also have a positive impact on solution adoption.

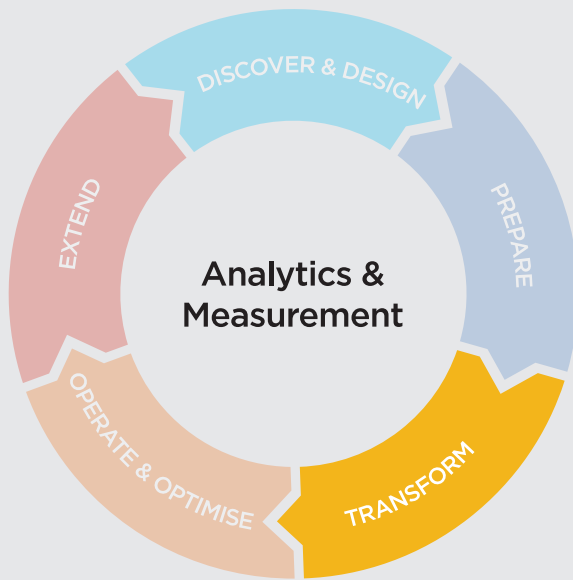
HCL's approach is first to understand and empathise with the end user – this insight impacts key decisions on system and process design, whilst driving the approach and structure of the change programme.

Rapid change is achieved through embedding modern, robust and road-tested change mechanisms into the project's delivery approach.

We help our clients proactively manage change adoption by identifying the programs of work required to embed the new capabilities, behaviours, and ways of working. This includes putting in place new competency frameworks, leadership programs, organization support networks and metrics.

As a result of our integrated transformation approach we are able help organisations build faster, more effective support for new behaviours and processes in environments where management capacity to engage deeply and frequently with every employee is constrained by time and geography.

With this investment in business change, HCL helps organisations dramatically improve the results they achieve from Digital HR.



TRANSFORM

Cloud HR Implementation: What Makes it Successful?

Cloud HR offers unparalleled opportunity for organisations to simplify and modernise their HR service provision. Significant benefits including - process globalisation; a fully integrated workforce; employee satisfaction, retention and engagement - can be enjoyed fully only by those employing a shift in mind-set when embarking on a Digital HR transformation.

Digital is not just about technology. It is about how you embrace and embed a culture that will change your ways of working. Processes must be smart and simple. User experience must sit at the very heart of design, leveraging digital channels that best enable and empower your workforce.

Cloud implementations are rapid and cost - conscious, and require a fresh approach to managing change. Stakeholder engagement and buy-in to a digital experience is key to transforming mindsets, for both those within the business and the project team.

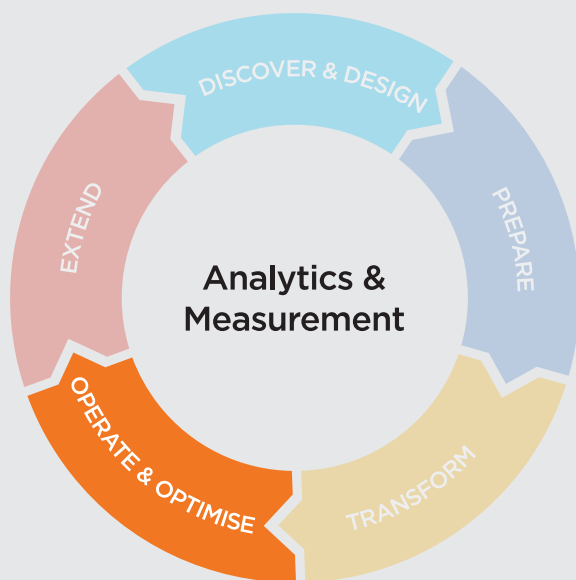
Simplicity is key, and this has been demonstrated through organisations 'Born Digital', who have been successful at quickly and effectively making decisions that embed effective and simplified processes.

The HCL Approach

HCL's own Activate+ Agile Methodology combines our unique 1-2-3 Design approach to delivering simplified Digital process - centred on user experience - with robust change management and technology excellence.

Leveraging our wide-ranging experience in implementing award winning large-scale SuccessFactors transformation projects, our RapidHR toolkit provides 'ready to go' templates to support the accelerated delivery of business change, regulatory compliance, systems implementation and deployment, integration, data migration, and user experience.

Combining our extensive libraries of accelerators, with our proven Activate+ Agile approach, we have continually been successful in rapidly delivering Digital HR transformation that maximises return on investment with minimum risk.



OPERATE & OPTIMISE

Live – Are you leveraging the best from Cloud HR?

The simplification of HR process and technology, integral to Cloud HR solutions, empowers HR to take a lead role in the Digital HR agenda. No longer must HR be reliant on an IT function to deliver system change. The simplicity of Cloud solutions means less dependency on IT teams to execute changes such as new performance cycles. HR is empowered.

Cloud solutions offer agility, values, and innovation at a rapid pace. However, once live it is easy to fall back to traditional ways of working, with IT taking a lead role in product upgrades and HR playing a reactive role. In our experience, technology is simply an enabler. Value is driven from HR taking a lead role in driving Digital HR business change. With product innovations delivered as often as every quarter, there is opportunity to step beyond competitors and drive Digital HR in your organisation.

The HCL Approach

At HCL, we consider that two key components are required to best leverage your Cloud investment:

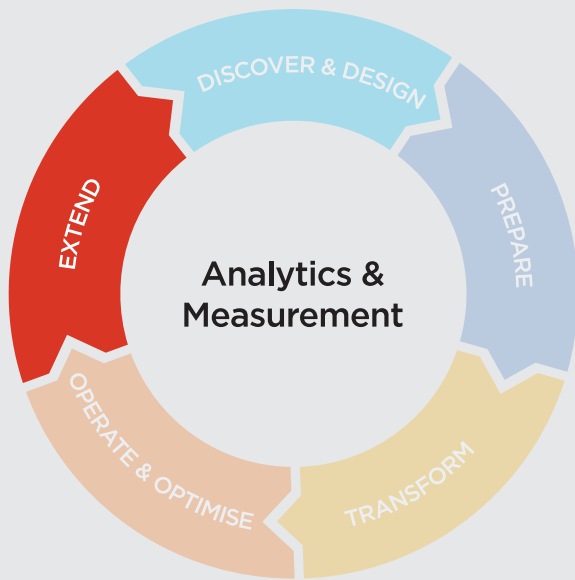
- Operate – Ensuring your business is equipped with the skills and knowledge to run HR
- Optimise – Executing an agile Digital HR strategy that embraces technology advancement

Our Operate services are designed to plug the gaps in vendor subscription support models, and to enable HR to run effectively and efficiently.

HCL'S OPERATE AND OPTIMISE SERVICES

- Support for end - to - end HR processes & systems
- On Demand - Experienced advice for HR administrators
- Expert HR Advice on product releases to highlight opportunity for digital advancement
- Reporting & Data Science Services

Traditional support models do not provide either the innovation or the continuous positive disruption needed in a Cloud environment. Our Optimise services at HCL excel by providing not just technology advice, but insight into Digital HR trends, best practices, and innovations while ensuring your roadmap is fully optimised for the right technology at the right time to digitally enable your business.



EXTEND - GOING BEYOND DIGITAL

Digital HR: Competitive Advantage?

Cloud HR solutions continue to deliver innovation at a rapid pace, enabling organisations who have adopted them to remain relevant.

Competitive advantage however, is achieved through differentiation and innovation. This can be accomplished through extending the scope of your HR Cloud solution, adopting new innovative solutions, or developing subtly innovative solutions that differentiate.

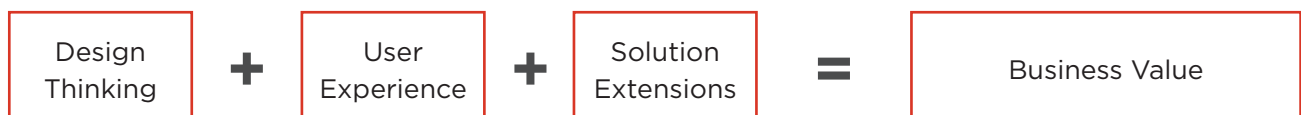
At HCL, we thrive on delivering change that delivers real business value. Using some of the latest digital experience tools on the market, we create innovative solutions that make a difference.

Our Extend services leverage design thinking to deliver user centred solutions that enable competitive advantage.

The HCL Approach

HCL's unique 1-2-3 Design approach to delivering Digital Transformation is fully centred on user experience, enabled by a broad range of technologies such as SAP Cloud Platform (SCP). We help build enterprises of the future, with a focus on Design and Technology to deliver lean operations and orchestrated experiences. Give us a problem that cannot be fixed through standard HR cloud solutions, and we will use true design thinking to deliver a best-in-class extension to your HR service.

SCP enables us to test the boundaries of innovative HR processes. The toolkit provides flexible modern technology to support development of UX, mobile apps, and product extensions, with key features such as GPS tracking, push notifications, integration with contacts, and calendars.



Case Study

HCL worked in partnership with a large UK based Logistics company, to modernise and improve their talent management processes. This programme was enabled through the implementation of the full SuccessFactors talent suite including integration with the existing SAP HR solution for over 148,000 employees.

THE CUSTOMER

This large UK Logistics company provides delivery services to every corner of the UK, operating from over 2500 locations and employing over 140,000 employees. Each year they recruit over 30,000 staff.

BUSINESS CHALLENGES

Following significant market change, the company found themselves competing in a new environment. There was a need to change the culture of the organisation to one which empowered employees to support the business strategy. Focussing primarily on talent management, SuccessFactors talent suite was selected as the enabler for this significant change.

HCL's ROLE

Having been a strategic HR Solutions Integration partner since 2009, HCL was the natural choice to help implement the full SuccessFactors talent suite. This long term partnership had already yielded 2 industry awards for the

quality and scale of their successful HR programmes. The programme ran over 12 months and successfully delivered new SuccessFactors solutions for Recruitment, Learning, Succession and Performance Management.

CLIENT BENEFITS



Fully integrated talent processes enabled by a single technology platform



Enablement of a capability framework to support all talent and people development processes



Robust Succession Planning - enabling sustainable success



30% reduction in time to recruit and a 35% reduction in approval process



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