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A sky-high employee experience—across the globe

“Inconsistent business processes and multiple outdated systems across HR and payroll were hampering the company’s ability to effectively serve and manage its global workforce.”

—Jen Kuenzli, Managing Director,
Employee Technology, American Airlines

QUICK STATS

- \$42 billion in annual revenue
- Approximately 110,000 employees
- 6,700 flights daily to 350+ destinations in 57 countries

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THE ISSUE

Inconsistent business processes and multiple outdated systems across HR and payroll were hampering the company’s ability to effectively serve and manage records for over 335,000 employees, retirees and non-employees worldwide.

THE SOLUTION

American Airlines—one of the world’s largest airlines—worked with Deloitte to create and deploy a single, unified global solution for HR, payroll, and talent management. Enabled by multiple SAP® SuccessFactors® modules and an SAP Payroll Platform powered by SAP HANA® Enterprise Cloud, the solution drives new digital business processes and enhances the employee experience for more than 110,000 team members along with 225,000 non-employees globally.

SAP technology enabled

SAP SuccessFactors

SAP Cloud Platform

SAP HANA Enterprise Cloud

THE IMPACT



Single world-class employee experience across every region and for every team member



Significant cost savings and efficiencies from migrating to the cloud different systems, processes, records, and support operations across 57 countries



Consistent and accurate data, global/local functionality, and enhanced reporting capabilities empower the workforce to make improved local and corporate decisions. HR-related payroll errors, for example, were reduced to zero



Provided integrated employee performance, compensation management, and leadership succession planning capabilities



Extensible cloud-based technology platform, which enables continuous improvement and new innovation



Reduced the job candidate application process from 45 minutes to 10, and provided a digital onboarding experience for new employees



Enhanced General Data Protection Regulation (GDPR) compliance and other data privacy improvements

For more information, contact: Robert Park - rpark@deloitte.com; or Satish Fernandes - sfernandes@deloitte.com