

CASE STUDY: ENERGY, RESOURCES & INDUSTRIALS

# Standardizing HR to harness growing diversity

*“The Deloitte team has supported us not only with the configuration of SAP® Employee Central and other modules, but also with the integration into various payroll systems and further development of the modules. And Deloitte’s consultants have proven themselves to be adept at complex global projects, fitting in perfectly with Körber’s globally diverse project teams.”*

— Manager, HR Processes, Körber AG

## QUICK STATS

- +10,000 employees
- Operations in +30 countries
- +150 business entities

## KINETIC ENTERPRISE PILLARS

- Intelligent ✓
- Clean ✓
- Inclusive
- Responsive ✓

## KINETIC ENTERPRISE DRIVERS

- Operations Agility

## THE ISSUE

As a multi-industry holding company that grew from tobacco processing equipment into many other engineering and machinery specialties, Hamburg-based Körber AG saw that rapid change in its core markets required more top-down guidance, especially in HR.

## THE SOLUTION

Körber worked with Deloitte to transform HR not only on the technology front, but in process design, operating model, and change management—with a strategy designed to complement the flexibility of SAP® SuccessFactors® solutions. Along with the introduction of the new Shared Services Organization, ServiceNow was introduced as an enabling platform not only for IT but also for HR processes. The result was a major milestone toward harmonizing and digitalizing HR processes companywide. The project involved a move to a three-tier model, with end-to-end process modeling (supported by Deloitte’s HR FastForward offering) plus documentation to support user training.

## RISE WITH SAP

- Business Process Intelligence ✓
- SAP Business Network
- SAP Business Technology Platform
- Tools and Services
- SAP S/4HANA Cloud
- Cloud infrastructure by choice ✓

## SAP TECHNOLOGIES LEVERAGED

- SAP SuccessFactors modules including:
- Employee Central
  - Recruiting Management
  - Recruiting Marketing

## THE IMPACT

- Increased data quality by replacing manual record-updating processes with automated ones
- Enhanced insights to support decision-making
- Uniform HR processes and new efficiencies through increased self-service and automation
- Improved employee experience—with a modern and intuitive design
- 20 percent of employees in Germany updated their records in Week 1 to reflect new addresses, bank details, and other information
- More than 8,250 users engaged with SAP SuccessFactors technology in the first stages of the rollout (as of November 2019)

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