

CASE STUDY: CONSUMER

Delivering strategic insights and a better employee experience

“An engaged workforce is the first critical factor in delivering exceptional service to our customers. For that to happen—consistently and frequently—we needed to deliver an exceptional experience to our employees.”

— Chief Human Resources Officer, Major Canadian Retailer



For more information contact

Arvind Mathur, Partner, Deloitte Inc.
arvmathur@deloitte.ca

QUICK STATS

- Canada-wide supermarket chain
- 13 banners
- 93,000 employees in 1,000 stores

THE ISSUE

To support growth ambitions and a larger strategic talent plan, the client needed to transform HR's fragmented platforms and applications that required too much manual effort and the data landscape that lacked visibility and left leaders without insights to advise the business.

THE SOLUTION

A major Canadian retailer worked with Deloitte to redesign systems and processes that would deliver a better employee experience for its 93,000 employees and drive a key strategic people-centric vision. SAP® SuccessFactors® was launched across all 1,000 stores and, enabled by Employee Central, HR processes have been harmonized and solutions integrated across the employee life cycle ensuring HR can provide insights into the business. Intuitive, consumer-grade solutions are delivering a much-improved user experience, and with a single system of record in place, they have the foundation to expand its access to other SAP SuccessFactors modules.

SAP TECHNOLOGIES LEVERAGED

- SAP SuccessFactors Employee Central
- SAP SuccessFactors Onboarding 2.0

THE IMPACT



HR system optimized to harmonize processes for future development and further the organization's talent plan



Streamlined, integrated solutions across the employee life cycle have been combined to build a powerful foundation for future HR analytics insights into the business



Intuitive, consumer-grade HR solutions deliver the desired user experience and help encourage innovation and growth



Maintaining data integrity through one employee system of record



System of record allows the expansion of access to SAP SuccessFactors, setting a foundation for the future



Providing employees with a single system to access important documents and claim greater ownership of their data



Standardized processes ensure a consistent employee experience across the business