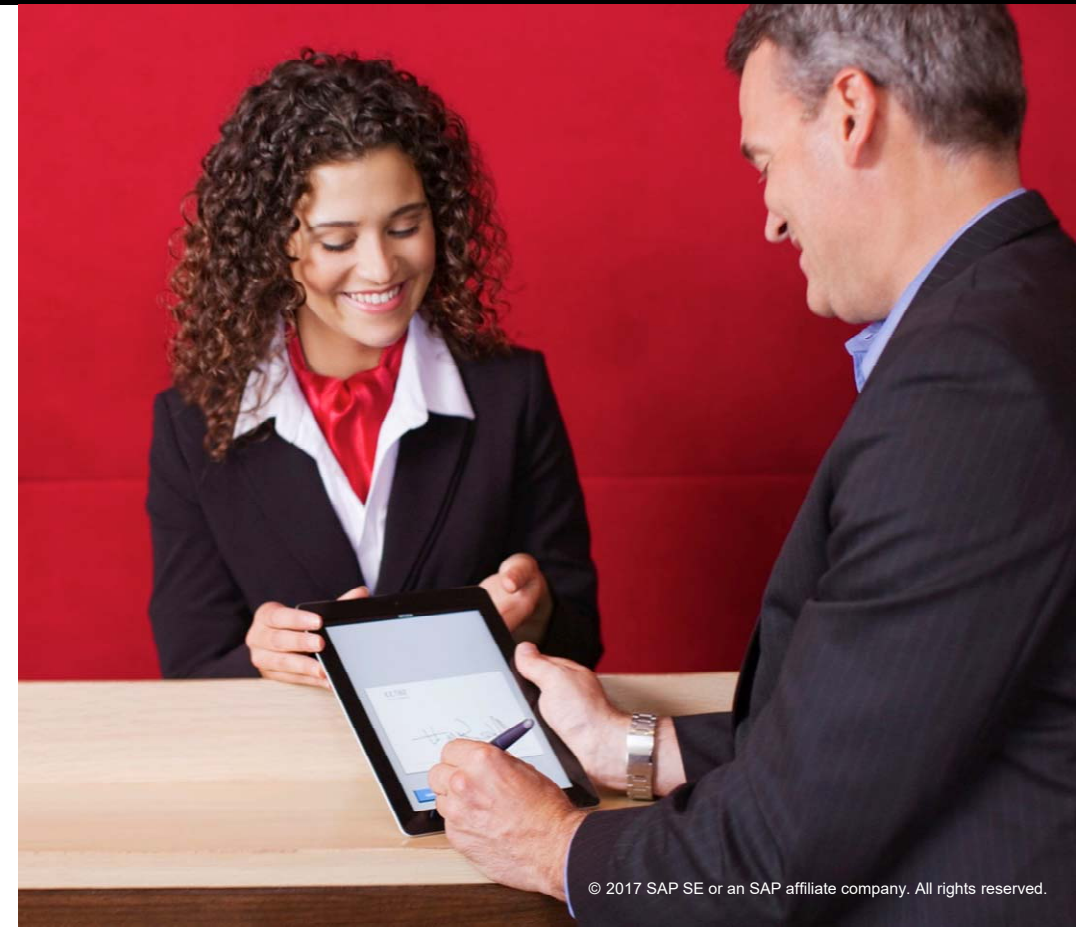


How Do You Find the Right People to Deliver Superb Public Services?

From providing asylum seekers with food and shelter to operating a city's entire metro system or running a prison, staff members at Serco Group plc make a real difference in people's lives. This is why it is critical that the government services provider hires the right candidates to fill each position. However, recruiting to fill contracts across the globe in sectors as diverse as transportation, healthcare, prison services, and government administration is a vast and complex task.

To streamline and improve the efficiency of its HR processes, Serco Group implemented SAP® SuccessFactors® solutions. Consolidating candidate data on a single platform helped the company eliminate duplication of effort in recruitment processes and made it easier to track training progress. Meanwhile, by advertising positions through social networks and enabling online applications, it is now easier to reach and engage with potential candidates. As a result, the company can find and train high-caliber staff more quickly, whatever the industry or country. Public sector customers can be confident that staff are up to the job, and citizens around the world benefit from top-quality public services.



“We’ve enhanced the user experience for employees, managers, and external candidates.”

John Wallace, Group HR Director, Governance Strategy and Systems, Serco Group plc

Every day, millions of people across the globe experience services provided by employees of Serco Group plc. Thanks to SAP® SuccessFactors® solutions, the government services provider can quickly and efficiently find the right people to serve citizens around the world, while meeting the compliance and training requirements of its public sector customers.



300%

Improved recruiter experience



Improved

Service quality and candidate experience



100%

Training compliance against targets



Delivering High-Quality Public Services with **SAP® SuccessFactors® Solutions**

Serco Group plc
Hook, United Kingdom
www.serco.com

Industry
Public sector

Products and Services
Government services

Employees
50,000

Revenue
£3.01 billion (€3.41 billion)

SAP® Solutions
SAP® SuccessFactors®
Recruiting and SAP
SuccessFactors Learning
solutions

Government services provider Serco Group plc relies on high-caliber staff to deliver a wide range of public services with the highest standards. The company deployed SAP SuccessFactors solutions and has enhanced its HR processes as a result, speeding up recruitment, improving training compliance, and making significant cost savings.

Before: Challenges and Opportunities

- Support the recruitment of high volumes of staff across multiple skill sets, industries, and countries
- Establish an HR function that can scale up and down quickly to meet rapidly changing needs of customers
- Deploy and record compliance training for a diverse group of employees who deliver critical services across the globe

Why SAP SuccessFactors Solutions

- Centralized, international recruitment solution
- Agile, cloud-based deployment
- International accessibility and robust security
- Support for assigning mandatory compliance training to a large staff population and easily tracking completion

After: Value-Driven Results

- Accelerated recruitment processes to help get new contracts up and running more quickly
- Improved insight into candidates to ensure that high-caliber staff are hired, which enhances service quality
- Reduced HR administration time, freeing up managers to focus on leading their teams effectively
- Increased customer confidence as a result of improved compliance training
- Lowered recruitment costs, due to reduced reliance on external recruitment agencies
- Made the employee experience simpler, from recruitment through career development

“We now have 21st-century technology in place, and that’s something that is actually helping to **transform our HR function.”**

Phil Clarke, Head of Global Resourcing, Serco Group plc



SAP SuccessFactors

>500

Government contracts around the world

15,000

New hires each year

>£1 million

In recruitment cost savings



Click here to watch Phil Clarke and John Wallace discuss the transformation at Serco in this 2-minute video.

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