



SAP Business Transformation Study | High Tech and Life Sciences | Corning

How Does a Global Industrial Giant Digitalize and Optimize a Daunting Amount of HR Data in the Cloud?

Glance at a smartphone, a tablet, or a television screen, and chances are you're looking at Gorilla® Glass, which protects devices that millions of us depend on daily. Developed and manufactured by Corning, Gorilla Glass covers screens of billions of devices from many major brands worldwide – and it's just one product from Corning. The world leader in specialty glass and ceramics, Corning works closely with customers like Apple and Samsung to understand their customers' needs, explore possible solutions, and then bring those solutions to life through world-class scientific and manufacturing capabilities.

To accommodate a workforce required for such global development and manufacturing resources, Corning needed to modernize its HR practices and on-premise software. Aware of the growing number of mobile devices at work as well as the increasing reliance on cloud-based enterprise software, Corning chose SAP® SuccessFactors® solutions as its cloud-based human capital management (HCM) platform accessible to mobile devices. Support for the huge global migration project, including the massive amount of data and many HR modules and interfaces, was provided by SAP Preferred Success and SAP Support Portal services.

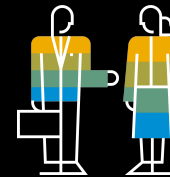
CORNING



“At Corning, we believe **people are our most important sustainable resource and treat all employees with dignity and respect so they can achieve their professional and personal goals. Our global diversity is a source of Corning’s strength and a vital resource for communities where they live.”**

Christine Pambianchi, Senior Vice President, Human Resources, Corning Incorporated

Corning succeeds in attracting and retaining dynamic, global industry leaders as corporate customers through sustained investment in research, development, and engineering, material and process innovation, and its most valued sustainable resource – employees. Using SAP® SuccessFactors® solutions, Corning provides its employees with quick, comprehensive cloud access to innovative HR resources through diverse mobile and desktop devices.



95%

Global salaried employee retention rate



24

Countries throughout the world where employees work and live



107

Global locations where our employees add value to the communities

A Global Cloud HCM Platform Ready for Growth Using **SAP® SuccessFactors®** Solutions



Corning Incorporated
Corning, New York
www.corning.com

Industries
High tech and life sciences

Products and Services
Glass, ceramics, and related materials for industrial and scientific applications.

Employees
40,700

Revenue
US\$9.39 billion in 2016

SAP® Solutions and Services
SAP® SuccessFactors® solutions and SAP Preferred Success and SAP Support Portal services

Corning applies expertise in glass and ceramics science, optical physics, and deep manufacturing and engineering to develop products that transform industries and enhance people's lives. To sustain its expert and talented employees, Corning relies on SAP SuccessFactors solutions to support its commitment to innovative HR practices and processes.

Before: Challenges and Opportunities

- Replace an outgrown, on-premise, global HCM platform that encompassed all HR modules with many interfaces, including talent acquisition and management, compensation, and employee data management
- Modernize HR practices as the workforce increases throughout 70 manufacturing facilities worldwide
- Accommodate the use of mobile devices at work for accessing corporate HR resources

Why SAP

- Extensive test plan and tracking of project milestones and critical issues
- Consistent implementation and ongoing support of SAP SuccessFactors solutions delivered by SAP Preferred Success and SAP Support Portal services
- Change management reduced from months to weeks after go-live as a majority of employees accessed the new HCM platform

After: Value-Driven Results

- Comprehensive access to HR resources using smartphones, tablets, laptops, and desktops
- Global HCM platform encompassing capabilities for HR data and talent management, recruiting, succession planning, reviews, and compensation for employees from 22 countries speaking 12 languages
- Extensive HR data quickly and efficiently accessible from the cloud
- Many preconfigured capabilities incorporated along with customized legal and compliance requirements
- Future plans to simplify interfaces, increase user adoption, and optimize system performance and processes

“SAP SuccessFactors is at the edge, not only in terms of where the future is going, but in investment capability and ability to support a large industrial partner ... We took as much as we could out of the box.”

Christine Pambianchi, Senior Vice President, Human Resources, Corning Incorporated

SAP SuccessFactors 

60%

Of the employee base accessed the HCM platform during the first four weeks

20,000

Candidates applied through the new HCM platform during the first month

250,000

Hits, including 125,000 on the career page, during the first month



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