

How Does Expert Guidance from One Partner to Another Help Both Ensure Customers Get the HR Technology They Need?

When enterprises large and small are ready to move into the digital future, they can count on Mphasis Limited to provide cutting-edge IT solutions and expert consulting for all lines of business. As an SAP software solution and technology partner, Mphasis often steers clients toward SAP. So, when it came time to move from its own on-premise HR system to the cloud, SAP® SuccessFactors® solutions were the natural choice.

In order to support its new SAP SuccessFactors solution system, Mphasis took advantage of SAP Enterprise Support services. Working through the SAP Enterprise Support Academy program and SAP Enterprise Support Advisory Council, Mphasis consultants participated in expert-guided workshops on integration architecture on a variety of topics. Now they have a clear understanding of the kinds of requirements, deployment options, and potential challenges their customers might face – helping Mphasis recommend and support the best solutions to meet their needs.



Helping Customers Make the Right Choices with **SAP® Enterprise Support**



Mphasis Limited
Bangalore, India
www.mphasis.com

Industry
High tech

Products and Services
IT solutions and services,
including applications,
business process outsourcing,
and infrastructure services

Employees
>22,000

Revenue
US\$940 million

SAP® Solutions and Services
SAP® Enterprise Support services, SAP Enterprise Support Advisory Council, SAP Enterprise Support Academy program, SAP SuccessFactors® solutions

SAP partner Mphasis is dedicated to providing cutting-edge IT solutions that help businesses succeed. So, when it was ready to move its own HR systems to the cloud, it chose SAP SuccessFactors solutions. Working with SAP Enterprise Support, Mphasis not only got the guidance and training it needed for the implementation, it also gained the knowledge and expertise to promote and support successful SAP SuccessFactors solution deployments for its customers.

Before: Challenges and Opportunities

Increase knowledge of SAP SuccessFactors solutions in order to support customers moving HR to the cloud

Why SAP

- Strong relationship as an SAP software solution and technology partner
- User of the on-premise SAP ERP Human Capital Management solution
- Ability to manage HR processes end to end with SAP SuccessFactors solutions
- Solution architecture and implementation expertise available with SAP Enterprise Support

After: Value-Driven Results

- Guidance on integration architecture for on-premise and hybrid deployment scenarios through SAP Enterprise Support Advisory Council
- Expert-guided planning sessions on integration architecture for SAP SuccessFactors Talent solutions, SAP SuccessFactors Employee Central, middleware platforms, and network and security based on SAP Cloud Platform – all delivered through SAP Enterprise Support Academy
- Expert-guided workshops with integration specialists that provided a clear understanding of requirements, deployment options, and challenges, helping Mphasis choose the best solution for each customer's needs
- Greater knowledge of the cloud integration road map for SAP SuccessFactors solutions, allowing Mphasis to better respond to queries and promote and position solutions to customers

“The workshops and advice from SAP Enterprise Support helped us prepare for customer implementations of SAP SuccessFactors solutions. We now have the expertise to position the software going forward.”

Balasubramaniam V, SVP and Chief Delivery Officer – DXC and HP Business Unit, Mphasis Limited

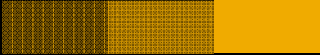
SAP SuccessFactors 

5 days

Of training saved working through SAP Enterprise Support Advisory Council

50%

Less time to gain an understanding on the various deployment options for SAP SuccessFactors solutions



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