

How Is a Precious Metals Recycler Contributing to a Cleaner World by Helping Its Employees Shine?

Most of us rely on electronics – whether mobile phones, electric cars, or electronic gadgets – in our daily lives, but few of us consider the precious and rare metals that help these run. Umicore, a materials technology business that recovers and recycles these metals, planned to hire more than 1,000 people in two years to meet predicted growth. This posed a key question: how could it engage with, train, and develop these people efficiently and effectively?

Umicore chose to optimize and streamline its HR operations and processes by deploying integrated SAP® SuccessFactors® solutions. The new solutions have enabled more efficient HR processes and helped Umicore build on its reputation as an employer of choice. With the right people supporting its expansion, Umicore continues to grow its earnings and increase its capacity – helping make the world a more sustainable, safer place for all.



“Young people are very motivated to join a company that addresses some of the key challenges of the world and offers them **a deep sense of purpose in their work.**”

Mark Dolfyn, HR Development Director, Umicore NV/SA

Umicore is dedicated to improving lives through materials technology. With business units running independent HR solutions, the company found it difficult to attract, train, and retain the volume of new hires needed to support growth, and it had limited ability to manage and monitor enterprise HR performance. Umicore chose to equip itself for the future by deploying comprehensive SAP® SuccessFactors® solutions, enabling global management of processes, improving HR efficiency, and supporting its ambition to be an employer of choice.



9,921

Employees worldwide



€155 million

Invested in clean mobility, resource scarcity, and R&D projects in 2016



20

Precious and nonferrous metals recovered from used electronic scrap and other sources



Umicore NV/SA
Brussels, Belgium
www.umicore.com

Industry
Chemicals

Products and Services
Materials technology: precious and rare metals recovery and recycling

Employees
9,921 (2016)

Revenue
€2.67 billion (2016)

SAP® Solutions
SAP® SuccessFactors® Performance & Goals, SAP SuccessFactors Succession & Development, SAP SuccessFactors Learning, and SAP SuccessFactors Recruiting solutions

Inspiring and Motivating Global Recycling Practice with SAP® SuccessFactors® Solutions

Umicore leads the way in both clean mobility solutions and the recovery and recycling of precious and rare metals used in electronics. To better manage and motivate its global workforce, Umicore switched to all-cloud SAP SuccessFactors solutions, increasing efficiency, enhancing employee development, and helping its people work toward a cleaner, safer world for all.

Before: Challenges and Opportunities

- Boost ability to attract, train, and retain sufficient numbers of new hires, balancing skills and diversity
- Enable measurement, comparison, and management of HR performance and costs across global business units
- Become an employer of choice by emphasizing ecocredentials

Why SAP

- SAP SuccessFactors solutions, integrated with the SAP ERP Human Capital Management solution, for streamlined, standardized, and optimized global HR processes with embedded best practices
- Close integration with core SAP applications for improved operational cost control

After: Value-Driven Results

- More-accurate recruiting with active monitoring of gender balance and candidate capabilities
- Enhanced ability to attract and retain new hires, thanks to increased employee engagement in training and learning programs
- Focus on increased HR efficiency and productivity
- Capability for ongoing process review and improvement using cost metrics for all HR activities

“SAP SuccessFactors solutions are essential enablers of growth for Umicore, helping us drive HR performance, meet the personal aspirations of our people, and reach our corporate ambitions.”

Mark Dolfyn, HR Development Director, Umicore NV/SA



SAP SuccessFactors

630

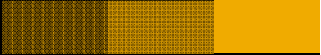
Open positions created in approximately one year

>10,000

Applications in the same period

500

Candidates hired



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