

How Can a Great HR Solution Inspire Employees to Be the Best Version of Themselves?

The world is changing faster than ever before, with technologies such as artificial intelligence transforming society and the workplace. Delaware International helps its clients keep pace with that change, offering advanced solutions and services that deliver sustainable competitive advantage. To do this, delaware relies on skilled consultants who share its core values of respect, team spirit, care, commitment, and entrepreneurship. As delaware goes from strength to strength and continues to grow, how could it keep these essential employees motivated and inspired?

To offer its consultants the best possible support and training, delaware chose SAP® SuccessFactors® solutions, providing a master platform for employee data and integrating HR processes with its existing SAP S/4HANA® Cloud software. Using SAP SuccessFactors solutions, delaware can track every aspect of employee interaction and deliver continuous feedback to help keep staff aligned with company values and goals. Similarly, better insight into training requests enables HR managers to tailor courses to meet demand, engaging and motivating employees to excel and to serve clients even more effectively.



“Continuous performance management enables us to give employees ad hoc feedback, providing instant kudos and motivation – inspiring them to grow and be the **best that they can be.**”

Ann Hendrix, HR Manager, delaware International CVBA

With SAP® SuccessFactors® solutions, delaware International has transformed HR from an admin-heavy, spreadsheet-based slog to a simple, slick, cloud-enabled joy. As well as reducing the time spent on paper shuffling, delaware benefits from having a single source for all employee data. This insight enables the HR team to plan training more cost-effectively, tailor content and sessions to meet employee demand, and provide instant, continuous feedback. Motivated, engaged, and inspired consultants are now fully equipped to offer customers the best possible service, helping delaware and its clients succeed.



delaware



32

Nationalities among employees worldwide



27

Offices in 13 countries



100%

Cloud-based IT infrastructure



Winner

SAP S/4HANA® Partner of the Year for Cloud at the 2017 SAP Pinnacle Awards



Maintaining a Family Culture with SAP® SuccessFactors® Solutions



delaware International
Kortrijk, Belgium
www.delaware.pro

Industry
Professional services

Products and Services
IT solutions and
consultancy services

Employees
1,700

SAP® Solutions
SAP S/4HANA® Cloud,
SAP® Cloud Platform, and
SAP SuccessFactors®
Employee Central,
SAP SuccessFactors
Performance & Goals,
and SAP SuccessFactors
Learning solutions

As it grew, delaware International wanted to retain the small-company culture and openness that make it such a great place to work, and to keep employees aligned with its core values. By moving to a single, streamlined HR platform based on SAP SuccessFactors solutions, delaware gained a unified overview of its workforce, helping safeguard its unique company ethos.

Before: Challenges and Opportunities

- Slowed down by spreadsheet-based HR processes, which were time-consuming to administer
- Lacked a company-wide overview of employee data, limiting insight into the workforce
- Recognized that rapid company growth threatened the “big family” culture that employees enjoyed

Why SAP

- Opportunity to consolidate all HR data and processes onto a single, cloud-based platform and to digitalize performance-feedback processes
- Chance to plan and structure training sessions more effectively
- Seamless integration with SAP S/4HANA Cloud and other SAP solutions

After: Value-Driven Results

- Greater accuracy, transparency, and efficiency with a single master platform for employee data
- More-effective project allocation aided by a clear overview of the entire workforce
- Staff motivated and empowered to progress more rapidly, thanks to instant, continuous feedback
- Cost savings enabled by ability to track training costs accurately and visibly and highlight cancellation fees
- Even better customer service, thanks to consultants’ soft-skills training
- Move toward complete digitalization with key tasks such as holiday requests enabled for mobile
- Retention of a unique family culture supported by a connected, engaged, and inspired workforce

“With SAP SuccessFactors solutions in place, we have a single source of employee data that feeds all our other systems. This boosts efficiency and provides a clear overview of our workforce, so we can plan projects more effectively.”

Ann Hendrix, HR Manager, delaware International CVBA

SAP SuccessFactors 

13

Countries in delaware’s network
harnessing SAP technology

5%

Reduction in training cancellation costs

12%

Less time spent on HR administration



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