



ABOUT USG

USG People is a Dutch-based recruitment and human resources company. It is Holland's second-largest employment company with a presence in 4 European countries; The Netherlands, Belgium, France and Germany. In 2016 the Recruit Holdings based in Japan acquired USG People, with a name change to Recruit Global Staffing.



HIGHLIGHTS

- Productivity gains with USG employee self-service access to SAP Fiori 2.0
- SAP Fiori migration enables cost reductions and ROI measured against costs of operational content
- Modern UX branding enhances corporate feel of SAP environment and makes it easy to use for up to 2000 staff
- SAP SuccessFactors – now also accessed via the Fiori Launchpad – creates one central entry point

USG MODERNISES SAP USER EXPERIENCE WITH **SAP FIORI**

SOA People empowers USG to reduce costs and achieve ROI within a year with migration to SAP Fiori for employee self-services

CHALLENGES

USG had been using SAP Enterprise Portal and Adobe interactive forms to support the recruitment of new hires, as well as updating details for existing employees and leavers. But over the years the system had required more and more customisation and coding to enable form completion and integration into their other systems had become more challenging. Additionally, the look and feel and usability of their portal got out-dated, which resulted in lower user satisfaction and adoption.

They required a new solution that would migrate all the functionality they needed to SAP Fiori and SAP UI5 based on SAP's latest technology and design strategy.

SOLUTION

The main objective of this project was to modernise the company's SAP environment by phasing out ageing technologies. SOA People was selected to migrate the physical systems and servers over to SAP Fiori which didn't result in additional licences. The aim was to reduce costs and achieve ROI within a year.

ROI was measured on the cost of the project against the cost of the operational content, including servers, hosting, technical application management, upgrades and updating portal servers and plugins. By adopting SAP Fiori 2.0 and apps for employee self-service processes USG would be able to phase out their physical SAP landscape and reduce costs for the maintenance, upkeep and hosting of their incumbent systems.

In phase one all the initial necessary migration activity took place. Phase two involved modernisation of the front end by making it more attractive and easy to use for their 2000 users (some occasional). USG wanted one unified branded company with corporate colours and a new modern way of working with the SAP system.

Additionally the recently implemented SAP SuccessFactors is now also accessed via the Fiori Launchpad creating one central entry point for all their self-service needs.

The company also uses My Inbox, a standard SAP app, with improvements to enable managers to keep all their work items together in one place. My Inbox solution also allows them to

approve or decline requests and other tasks. The self-service Fiori portal gives managers and employees the ability to manage:

- HR processes regarding leave, declarations, salary details,
- Purchasing processes regarding shopping catalogs, creating and tracking purchasing
- Financial processes around debtor management

BENEFITS

Improved productivity: The intuitive self-service access to the SAP system has improved staff productivity.

Enhanced corporate feel: The modern brand with corporate colours on the new SAP portals has created an enhanced corporate image.

Increased user engagement: The modern look and feel has improved the way staff interact and engage with it.



"As a SAP Fiori expert and adviser on best practise, SOA People has helped identify the best solution for USG. The experience has been a positive one, and the implementation itself was quick and painless."

Arjan van Arkel, Manager of Business Process Management HR and SAP