

alterDomus*

ABOUT ALTER DOMUS

Alter Domus is a fund and corporate services provider founded in Luxembourg in 2003. It has expanded its global service offering and today counts 39 offices and desks across five continents. This international network enables its clients to benefit globally from the expertise of more than 1,800 experienced professionals active in fund administration, corporate secretarial, accounting, consolidation, tax and legal compliance, depository services and debt administration services.



HIGHLIGHTS

- Integration of SAP SuccessFactors delivers business value, integration and capability to the heart of Alter Domus
- Strong interface between HR and Finance supports everything from recruitment to talent management
- The digital tool has centralised HR and enabled Alter Domus to recruit more than 600 people per year

DRIVING CONTINUOUS HR INNOVATION GLOBALLY WITH INTEGRATED SAP SUCCESSFACTORS

CHALLENGE

Alter Domus is an ambitious organisation that has been growing fast on an international scale over the last few years, particularly in Asia and North America. Its aim is to become the number one player in its sector providing a range of business services to best serve its international clients.

The expansion from a company of around 500 people based only in Luxembourg to an international outfit of some 1,800 staff globally has impacted considerably on the company's HR strategy, presenting some key challenges across its shared services management.

Alter Domus was looking for a solution that would allow it to handle HR from multiple locations and jurisdictions. The system would need to provide international operational management support for the specific HR users including 10 business partners across key locations who are dealing with the full employee work lifecycle on a daily basis.

A new system would need to adapt and respond quickly to the HR needs globally as well as integrate with the company's existing SAP systems. It was for these reasons the organisation selected SAP SuccessFactors (SSF). SSF would integrate well with the company's SAP ERP system which was used for finance management.

SOLUTION

SOA People was introduced to Alter Domus through a third party integrator and from there became its implementation partner. With offices in Luxembourg as well as an international reach SOA People had the right expertise and experience that Alter Domus was looking for.

"SOA People has international experience and years of implementing SAP solutions so the partnership worked." Jerome Graces, HR Manager - Analytics, Data & Projects, Alter Domus.

"We developed a close and really positive relationship with SOA People. Their technical skills and SuccessFactors knowledge gave us much need assurance. As we were implementing different modules we worked with a range of key people from business analysts, recruitment, people from the learning and management teams and sales people, all working alongside SOA People's team." Continues Jerome.

The time scales were challenging but successful with the implementation of two modules in three months.

The solution is changing the way the company drives its HR processes, going from disparate systems to a digital tool which enables it to recruit more than 600 people per year. By centralising the HR organisation, the system brings a lot of added value and increased efficiencies to the operations. SSF enables the company to manage all its HR processes, from recruitment, to onboarding, learning and development support, appraisals through to contract termination.

"SuccessFactors is at the heart of our HR architecture bringing us business value, integration and capability. We now have a strong interface between HR and Finance and we view SuccessFactors as a real partner for our HR organisation, supporting everything from recruitment to talent management," highlights Jerome Graces.



BENEFITS

Management of the employee work lifecycle: With SuccessFactors, Alter Domus can manage its global workforce at different stages of their career and with an evidence-based approach with reporting and analytics can drive effective business decisions.

Provisioning of an international solution: Alter Domus is operating in a legally compliant way from an HR perspective, for example handling different staff leave allowances across 16 of the 19 countries it operates in. The three remaining countries being recent or irrelevant for time-off management.

Self Service: HR staff access SuccessFactors directly and benefit from productivity gains, specifically in time management and workflow processes. Different permission roles allow staff to have access to their own profile and take necessary actions directly instead of sending emails. HR teams are currently using around 20% of the system capacity but it is anticipated this will grow in the future.

Addressing security needs: From GDPR to cyber security, Alter Domus can now meet its high standards of security without impacting its operations.

Roles based access for HR administrators: *"SuccessFactors allows us to organise our HR operation according to function, giving specific access to different people within the teams across the world. We have more than 30 people in HR who need to share documents and workloads. It gives us a real advantage and allows us to more effectively manage our teams,"* says Jerome Graces, HR Manager - Analytics, Data & Projects, Alter Domus

Efficiency gains: Alter Domus has gained efficiencies across process automation, operational optimisation and workload distribution. Processes have aligned and made recruitment much easier and automated and with improved reporting capability it is possible to view the bigger picture on a global scale, and include the company's business partners.



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