

Case Study

Life Sciences Leader Optimizes End-to-end HR Processes with SAP SuccessFactors Advisory by YASH

About the Client

The client is an American pharmaceutical company specializing in various preclinical and clinical laboratory, gene therapy, and cell therapy services for the Pharmaceutical, Medical Device, and Biotechnology industries. Its customers include leading pharmaceutical, biotechnology, agrochemical, government, and academic organizations around the globe. The company operates in 20 countries.

Engagement Snapshot

Industry: Life Sciences

Headquarters: USA

Project: SAP SuccessFactors



Business Need

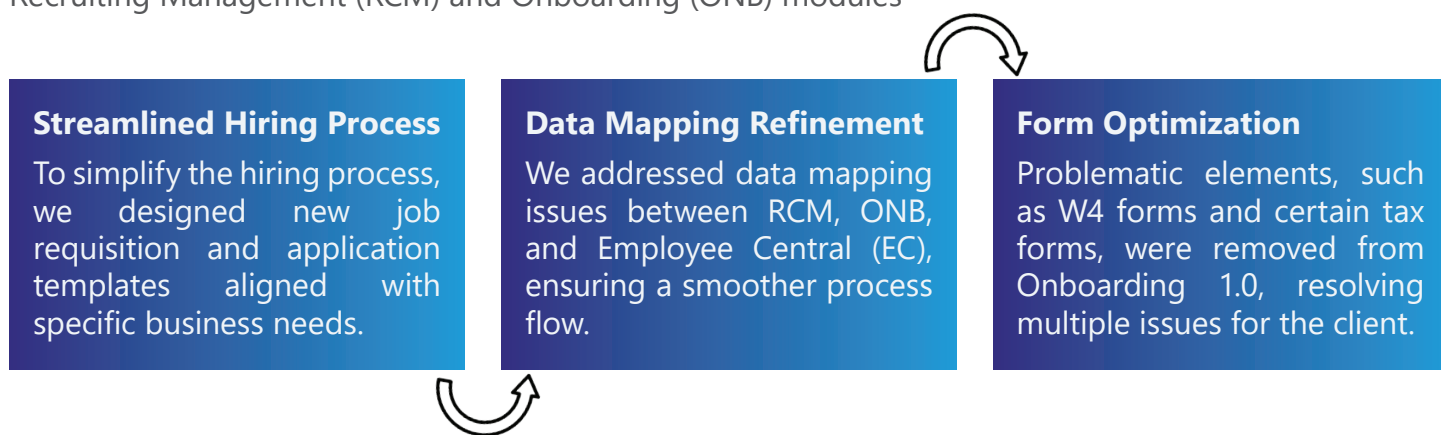
The client initially implemented SAP SuccessFactors (SF) in 2013. Over time, they encountered significant challenges, including the need to continually update the system with new releases and issues with their existing processes. These included problems with job requisitions, application processes, outdated data privacy statements, and complexities in integrating recruiting with other systems. The onboarding process faced synchronization issues and form-related problems.

Given their global presence and evolving needs, the challenges faced were multi-faceted:

- **Complex System Shared Across Multiple Countries:** The same SF system was used across multiple countries, making it inherently difficult to manage and enhance.
- **Integration Complexity:** SF was integrated with several critical systems, such as payroll and ServiceNow. Any changes made to SF directly impacted these integrations.
- **Data Privacy Hurdles:** The stringent data privacy requirements necessitated a cumbersome approval process for accessing the system.

Solution

YASH Technologies adopted a nuanced and structured approach to successfully enhancing SAP SF Recruiting Management (RCM) and Onboarding (ONB) modules



Agile Methodology

SAP Standard Best Practices: We followed SAP's best practices and regularly reviewed new release notes to stay current.

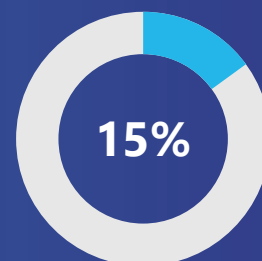
Change Management: Change requests from the client underwent a meticulous process; requirement gathering, client approval, configuration in the test system, client demonstration, User Acceptance Testing (UAT), and finally, production migration.



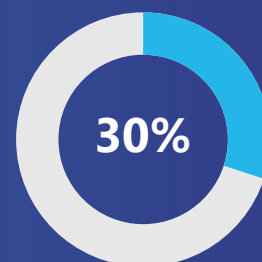
Business Benefits



- **Efficiency Gains:** By streamlining the hiring process and resolving data mapping issues, there was a significant reduction in the time taken to fill job positions, possibly leading to a measurable increase in productivity.
- **Cost Reduction:** Removing problematic forms and optimizing processes resulted in cost savings related to form processing and rectifying errors.
- **Improved Data Privacy Compliance:** Simplifying data privacy procedures led to quicker approvals and, in turn, faster access to the system.
- **Enhanced Integration Stability:** Ensuring that changes to SF don't disrupt integrations with critical systems like payroll and ServiceNow minimizes potential losses associated with integration-related issues.



Reduction in the average time it takes to fill a job position



reduction in approval times by simplifying data privacy procedures

For more information contact YASH today at info@yash.com or visit www.yash.com

About YASH Technologies

YASH Technologies focuses on customer success. As a leading technology services and outsourcing partner for large and fast growing global customers, the company leverages technology and flexible business models to drive innovation and value throughout its customer's enterprise. YASH customer centric engagement and delivery framework integrates specialized domain and consulting capabilities with proprietary methodologies and solution offerings to provision application, infrastructure and end user focused Right-Sourcing services. YASH is a SEI CMMI (Level 5) and an ISO 9001:2015 certified company with U.S. and India headquarters and regional sales and development offices globally with customers spread across 6 continents.

Global Presence

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