



SuccessFactors® Expertise.  
Delivering HCM Results.



# SAP SuccessFactors® Managed Services: Maintain Your Environment



A guide for HR leaders who want their systems to accelerate business impact, not just handle transactions.





# You're Not Asking for Too Much

You just want your HR system to work the way your business works.

But getting there takes more than reactive fixes. It takes experience, strategic insight, and the proper structure for long-term support.

EIR's unique value lies in support delivered by the same senior consultants who handle original deployments, emphasizing accountability, deep platform mastery, and a genuine investment in long-term client success. Support isn't an afterthought outsourced offshore; it's an ongoing relationship, embedded in EIR's client-centric culture and operational DNA.

**"We've knocked off issue after issue.  
We've gone from reacting to planning.  
And we're not done yet."**

EMPLOYEE RESOURCES APPLICATIONS MANAGER



# What We Hear From HR Leaders

You've likely said one of these out loud:

**"We spend more time fixing issues than improving anything."**

**"It's hard to justify a reimplementation, but our system feels misaligned."**

**"We can't get a straight answer on how to optimize."**

**"We need flexibility and speed, no matter the size of the project."**

We built our managed services model around real client challenges like these.

It's flexible, expert-led, and structured to give HR teams room to improve, without having to resell every small project internally.



**"When we needed to onboard six stores fast, I called EIR in a panic. They said, 'We've got this'—and they did. That's a true partner."**

INFRASTRUCTURE & NETWORK MANAGER, BRANDT



# What Makes EIR Different



## Strategic Guidance Comes Standard

We align EC Core and other SuccessFactors modules to your actual workflows, not just system defaults. We don't just take orders but provide expert-driven best practices.



## Multi-Module Expertise

We support the full suite. When Recruiting or Comp asks for help, you don't need a new contract or project kickoff.



## One Contract, Unlimited Capability. Your Business, Unstoppable

You commit an annual support budget, and we take it from there. No monthly burn buckets. No lost hours. *You can roll over unused budget into the following year.*



## Support From Experts Who Know Your System

There's no handoff to a junior team or separate business group. You work with the same consultants who build and optimize the platform for all EIR customers.



## Fewer Fire Drills, More Progress

We still handle critical issues, but our model is built to prevent them. Stability and progress aren't mutually exclusive.

**"The other firms were just too big. EIR fits us. They meet us where we are and help us build toward where we're going."**

DIRECTOR, HR TECHNOLOGY



# What Managed Services Includes

This isn't a help desk; it's a partnership built to scale with you year over year, tailored to your organization. Included services:

**System health checks and assessments**

**Process-aligned configuration updates**

**Legacy cleanup and reporting optimization**

**New module implementation and support**

**Compliance alignment and risk mitigation**

**EC Core rule and workflow enhancements**

**Targeted optimization roadmaps**

**Critical issue resolution (when needed)**

**Consistent visibility into spend through bi-monthly reports**



**"We went from no system to a standardized recruiting engine that drives the entire process now. We can finally track, measure, and report across the enterprise."**

INFRASTRUCTURE & NETWORK MANAGER

# A Few Numbers That Matter

Annual Budgets  
**as low as \$20,000 per year**

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Up to  
**50% budget rollover**  
from year to year

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**Response as low as 1 hour**  
for critical production tickets

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Budget can be applied to projects  
or production support, giving you  
**year-round flexibility**





# Ready When You Are



Whether your system needs a reset, refresh, or you're just tired of burning time on break-fix cycles, we can help you move forward at your pace and on your terms.

If you're ready for real support that understands HR, let's talk.

## EIR — Precision-Driven SuccessFactors® Managed Services

Founded in 2007 by France Lampron, a pioneer in HR technology, EIR brings a passion for innovation and a deep commitment to client success.

By aligning SAP SuccessFactors® technology with business needs, we help HR teams deliver measurable, strategic outcomes.

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