



SuccessFactors® Expertise.  
Delivering HCM Results.



# Unlocking SuccessFactors®

The One Choice That Could Make  
or Break Your Implementation



Choosing the right SAP SuccessFactors™ implementation partner isn't just a step in the process—it's the difference between a seamless transformation and a costly headache. In this guide, we'll show you how to spot a partner who delivers real results, so your HR technology works **for you, not against you.**



Core HR



Recruiting &  
Onboarding



Learning &  
Development



Performance  
& Goals



Compensation



Succession  
Planning



Platform  
Support



# One Decision. Massive Impact.



SuccessFactors is a powerful tool for HCM transformation. Companies that successfully implement SuccessFactors modules see significant improvements in talent management, employee engagement, and operational efficiency with measurable outcomes that elevate HR's strategic impact.

However, a tool as transformative as SuccessFactors comes with a complex implementation process. The implementation process must unite HR and HRIS to ensure a seamless, technically sound implementation that meets or exceeds requirements while maximizing system capabilities. Success lies in balancing these priorities — delivering tangible business value while executing a technically flawless implementation that leads to improved decision-making, optimized workflows, and a more engaged workforce.

The best implementation partners understand both sides of this equation.

- They bring deep HR business acumen and the requisite technical expertise, serving as a unifying force between HR strategy and IS execution.
- They ensure alignment across teams, keep projects on track, and translate business needs into actionable system configurations.

**In this guide, we'll explore three unmistakable signs that you've chosen a partner who will deliver your SuccessFactors implementation to its fullest potential.**

Selecting the right implementation partner can mean the difference between a transformative experience and living out a cautionary tale.



# Partners Should Power our HR, Your Way

The right SuccessFactors implementation partner acts as a strategic advisor guiding you through the complexities of transforming your HR operations with cloud-based technology. Their role is multi-faceted, touching every stage of your journey, from initial planning to long-term optimization.

A more experienced partner brings a depth of knowledge not only in the specific SuccessFactors modules you might be implementing but also in understanding your industry's unique challenges and workforce dynamics. In advance of important milestones or opportunities, they're already taking into account strategic goals, adjusting configurations to better fit the company's workflows, and integrating SuccessFactors seamlessly.

Here's a look at some of the ways a SuccessFactors implementation partner plays a crucial role in guiding your organization through maximizing its cloud-based HR system:

| Critical Function                                                                                                                                                                       | Specific Examples                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Strategic Planning</b><br>Helping define project goals and aligning technology with business needs.                                                                                  | Conducting a thorough discovery and needs assessment to understand business objectives, and developing a implementation roadmap that minimizes disruption, and aligns with organizational goals.                                                  |
| <b>Customization &amp; Configuration</b><br>Ensuring the system is set up correctly for your unique HR processes.                                                                       | Tailoring SuccessFactors modules to align with unique business processes and goals, rather than relying on out-of-the-box configurations.                                                                                                         |
| <b>Data Migration &amp; System Integration</b><br>Moving data securely and connecting SuccessFactors with other enterprise systems like payroll, finance, and workforce planning tools. | Safely transferring large volumes of sensitive employee data from legacy systems without data loss, corruption, or jeopardizing compliance or security.                                                                                           |
| <b>Change Management &amp; Training</b><br>Ensuring HR teams and employees adapt smoothly to the new platform.                                                                          | Guiding the organization through cultural and operational changes, fostering user adoption, and minimizing resistance. Using clear timelines, milestone tracking, and consistent communication to keep the project on schedule and within budget. |
| <b>Ongoing Support &amp; Optimization</b><br>Providing post-go-live assistance, updates, and continuous improvements.                                                                   | Training and Support: Providing hands-on training sessions and ongoing support to ensure employees are confident and capable of using the new system.                                                                                             |



**“EIR is our most reliable SuccessFactors configuration partner and we highly appreciate their technical, interpersonal, and business expertise. They are super knowledgeable, solutions-oriented, and a true pleasure to work with!”**

HRIS ANALYST, MEDICAL EQUIPMENT / MANUFACTURING / GLOBAL, EMPLOYEES: 7,500

# SuccessFactors Done Right: A Lesson in Real-World Complexity



## Challenge

Consider the experience of a multinational manufacturing company embarking on its SuccessFactors journey.

The company faced a complex mix of challenges, particularly around compensation reporting and compliance with global pay transparency regulations. Their existing system lacked integration with payroll and benefits providers, making it difficult to track and analyze compensation data across regions.



## Approach

A less-experienced partner might have focused solely on the technical configuration — setting up compensation modules without considering the broader business impact.

This approach would have left the company unprepared for pivotal growth moments, such as mergers or regulatory changes, that required real-time compensation insights.



## Outcome

EIR approached the project differently, leveraging its deep understanding of both HR strategy and SuccessFactors technology. By implementing a process-centric framework, EIR ensured that compensation tools were not only correctly configured but also optimized for seamless integration with payroll and third-party benefits administrators. The result was a robust reporting system that provided leadership with real-time compensation analytics, reduced compliance risks, and enhanced employee trust through greater pay transparency.



# Results Speak Louder Than Promises

When choosing the right partner, it's helpful to look at their past work. Choosing a partner with a solid track record gives you peace of mind because their experience brings practical ideas and tested solutions to your project, leading to smoother implementation and a system that works well for the long term.

Run through the following checklist to ensure your partner offers a proven track record of delivering results:

- ✓ Do they have experience in implementation of your specific SuccessFactors module and discipline?
- ✓ How many years have they been working with SuccessFactors?
- ✓ How many years have they been working in the HR space? Is this their sole focus (highly specialized) or is HR one of a myriad of disparate areas they serve?
- ✓ Have they successfully completed projects for other companies like yours? Can they tell you specific examples of what they've seen work?
- ✓ Are they consultative or transactional?
- ✓ Are they equipped to understand your industry? Your global requirements (if applicable)? Your company size/scale?
- ✓ Are they aware of and focused on getting to your desired outcomes?
- ✓ Can they share examples that show how they handled challenges and delivered good results?
- ✓ When you meet with their foremost experts, does the conversation flow?
- ✓ Will you get the level of service you deserve or will you be 'just another number'?
- ✓ Is the process and project management well documented with clear stages, deliverables, and timelines?
- ✓ Are the people you meet the same ones you'll be working with directly if you move forward with their team? How senior is the team and what is the makeup of the team?
- ✓ How do they handle unique challenges? Are they critical problem solvers?

Beyond technical success, team make-up, and service level, it's imperative the partner has the ability to manage the project holistically. They follow structured methodologies to keep projects on track and within budget, maintaining open lines of communication, setting clear expectations, and regularly updating stakeholders on progress.

**They truly should be part of your team.**



***"Superior product knowledge, first rate customer support, and unparalleled problem-solving is a powerful combination and one you cannot afford to miss out on. EIR has all of this! We could not have had a successful cycle without them."***

GLOBAL COMPENSATION, AUTOMOTIVE / GLOBAL, EMPLOYEES:155,000

# Go-Live Isn't the Finish Line— It's the Starting Point

A great partner's role doesn't end when the system goes live. At that point, most companies seek to go beyond the basic implementation. A thoughtful approach to post-implementation support and optimization goes beyond troubleshooting to focus on continuous improvement, optimizing workflows, advanced analytics, and reporting, and introducing automation where it makes sense. This ensures the system stays efficient and valuable long after the go-live date with:



## Reporting

Your partner should have the expertise to develop custom dashboards that provide real-time insights into what matters most to your organization and functional area. These dashboards ensure HR and executives have access to accurate, actionable data for decision-making.



## Integration

Your partner should ensure seamless integrations between SAP SuccessFactors and third-party systems like payroll, benefits providers, and talent assessment tools. This minimizes data silos and enhances HR system efficiency.



## Automation

A strong implementation partner will help identify and implement areas for automation to reduce manual work and improve efficiency. For example, automation can significantly cut compensation planning time while maintaining compliance across multiple regions.



## Executive Dashboards

The right partner can build custom executive dashboards that consolidate key HR metrics, including workforce trends, retention risks, and pay equity analysis for example. This enables leadership to make data-driven decisions on talent strategy.

## Additional Configurations

Your partner should continuously enhance SuccessFactors functionality by introducing new workflows, role-based permissions, and predictive analytics that help organizations adapt to evolving business needs.

In the long run, partners who focus on continuous optimization and automation help organizations get the most out of their SuccessFactors investment. They get to know your organization by helping you maintain the system, then they help the system grow alongside your business, ensuring it remains a valuable tool for years to come.



# The Right Partnership Brings SuccessFactors to Life

Taking into account all that a strong partner can help with, it's vital they view the relationship as a long-term collaboration. They shouldn't just 'set and forget' your system; they should stay engaged through change management, training, and ongoing support. They ensure HR teams are equipped to adapt and thrive with the new technology, continuously optimizing the system to evolve alongside your business.

SAP SuccessFactors is a go-to solution for enhancing talent management, workforce planning, and overall HR efficiency. But a successful implementation depends heavily on selecting the right implementation partner. A partner who goes beyond code and configurations to grasp the rhythms and intricacies of HR and weave them into how the technology supports your organization.

The depth and breadth of your partner's experience shape the success of your implementation. The right partner goes beyond installing software to help you unlock its full potential, turning SuccessFactors into a strategic asset that drives real, measurable business results.



**The result of your SuccessFactors implementation should be a solution that doesn't just function, but one that feels intuitive and tailored to your organization's unique needs.**





SuccessFactors® Expertise.  
Delivering HCM Results.



# Partnering With You for Long-Term Success



By combining deep expertise with a client-first approach, EIR ensures every engagement produces meaningful outcomes. We transform HCM technology into a strategic enabler of business success, helping HR & HRIS teams deliver quality, impactful results that elevate their organizational role.

**Let's work together.**

**Book some time with our SuccessFactors Experts**

Founded in 2007 by France Lampron, a pioneer in HR technology, EIR is built on a passion for innovation and a commitment to excellence. Our collaborative approach and proven expertise ensure tailored, state-of-the-art solutions for every client, solidifying our reputation as a trusted partner in delivering measurable results.

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[info@eir-inc.com](mailto:info@eir-inc.com)

[www.eir-inc.com](http://www.eir-inc.com)