



## VIDEO TRANSCRIPT

# TRANSFORMING HR PROCESSES WITH SAP SUCCESSFACTORS

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I'm responsible for the overall implementation of HR systems at the company and we've just engaged in a massive transformation of our processes and technology here. At CMHC, we've had a lot of challenges throughout the years. The biggest one was data, where the data was actually residing. We had older systems. We had a mainframe going on. It was coded in a very old-fashioned way and couldn't be supported anymore. So, we decided to look at other technologies to help us drive the business processes and to find the efficiencies and work with the New.

The SuccessFactors modules that we (considered was) essentially the entire suite that SAP was offering. We were looking at Employee Central, Compensation, Recruiting. We've had many other third-party systems in the past and we were looking for a fully integrated system to help us drive our business.

The scope of the project was really large. Accenture came in to actually streamline our business processes and to really help us integrate the technology aligned with those processes. So, we had Accenture start workshops with our SMEs and our process owners internally at CMHC as a first step to figure out where we were coming from, where we were going and how to find the efficiencies in there. Once the technology was selected, this is where the Accenture team also brought their expertise of how to implement successfully all the modules.

In a partner, we were looking for the ability and the agility to actually complete the project with a very aggressive timeline. At CMHC, I put in place a high level plan of about a year or so to implement most of the modules and Accenture came to us with a notion of high velocity. So a prepackaged product within SuccessFactors and that appealed to us and I think that worked well in the long run.

The business benefits that we got out of this project with Accenture is the agility and the flexibility of actually promoting innovative technology solutions with SuccessFactors, something that we couldn't do in the past.

We are now positioned to actually look at how we deliver the HR business to our customers, to our employees. Now, we're going to be more strategic and I think that'll help us looking at the future.