



InfraServ Gendorf

HR processes digitized across the board



The personnel processes at InfraServ Gendorf are diverse and specific due to the complex company structure. To make them more efficient, transparent, and sustainable as a whole, Fujitsu introduced SAP SuccessFactors in a greenfield project.

Challenge

Due to a complex company structure and a growing number of employees, the diverse HR processes could no longer be managed efficiently using the outdated HR system.

Solution

Digitization and simplification of HR processes involving personnel administration, time management, work schedules, and much more via the implementation and operation of SAP SuccessFactors.

Outcomes

- Rapid implementation of the solution and increase in HR process efficiency through expert consulting
- Sustainability through digital payroll
- Reduction of work schedule complexity

“Fujitsu quickly understood what our pain points were and provided expert support during the implementation of SAP SuccessFactors.”

Rainer Schweighofer, Project Manager SAP SuccessFactors

Industry:
Chemical

People:
1,100

Location:
Germany

Website:
infraserv.gendorf.de/en

About the customer

With around 1,100 employees, InfraServ Gendorf operates the largest chemical park in Bavaria and also offers networked solutions for the central areas of responsibility of companies in the chemical and process industries. These include comprehensive site services relating to infrastructure, safety, environment, logistics, supply and disposal, innovative industrial services such as the planning, construction, and maintenance of plants, as well as IT services and trainings.



80%

**fewer work schedules
that the HR department
currently needs to maintain**

A focus on HR management

At InfraServ Gendorf, the workforce works in a wide variety of occupational fields with many different collective agreements, working time models, and shift schedules. This makes the HR processes very complex, from onboarding to administration and staff planning to retirement. There was therefore an urgent need to simplify these processes in order to relieve the pressure on HR staff. However, InfraServ Gendorf was using an outdated human resources system that was no longer able to cope with the complex company structures. Over the years, this system had evolved so far away from the standard that it was no longer sustainable. Since InfraServ Gendorf is pursuing an SAP strategy in general and was planning to migrate to S/4HANA, it made sense to also rely on SAP when it came to HR software.

“The decision to go with SAP SuccessFactors was actually a foregone conclusion for us,” recalls Rainer Schweighofer, project manager at InfraServ Gendorf. “What was not certain, however, was which partner we would use for the implementation. By providing expert and individualized consulting paired with the right approach, Fujitsu made the decision a very easy one for us.”

The HR managers were also quickly impressed by the consulting expertise of the long-standing SAP partner and its experience in the HR field. “Fujitsu had an excellent grasp of our complex company structure with its wide range of personnel requirements and processes,” recalls Rainer Oeser, Head of Payroll. “The consultants analyzed our processes in detail and made some very good suggestions for solutions. At the same time, they recognized and accepted the areas where our company structure imposed unalterable limits,” Oeser continues. Based on the results of the analysis, Fujitsu designed the new system and introduced it at InfraServ Gendorf using a greenfield approach. In addition, Fujitsu will also take over the operation (application management) of the SAP SuccessFactors environment after the project has been successfully completed.

Complex processes optimized

SAP SuccessFactors is a modular solution for digitizing the entire employee life cycle—from recruitment, onboarding, development, and payroll to departure or retirement. The SuccessFactors Employee Central core module forms the foundation for this and includes personnel administration, time management, and organizational management. For this reason, Fujitsu introduced this module first. In doing so, it standardized the personnel master data, worked with InfraServ Gendorf to centrally define positions, and reduced the number of work schedules from around 700 previously to 140. In addition, payroll accounting was digitized and converted to electronic distribution: “Digital payroll accounting is now faster, more sustainable, and takes an enormous amount of pressure off the HR department. Feedback from employees has also been extremely positive.”

The plan is to gradually introduce additional SAP SuccessFactors modules with an eye towards implementing a modern, standardized, and future-proof HR platform for the entire life cycle of all employees, including self-service.

Customer:



Fujitsu

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