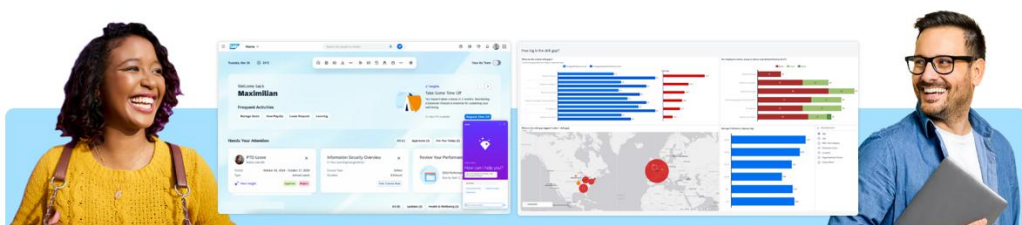# Client-side support for SuccessFactors implementation

Challenges of a global implementation

As part of a global SuccessFactors implementation, several modules – Employee Central, Recruiting, Onboarding, Learning, Performance & Goals, and Succession & Development – were implemented simultaneously at the Hungarian subsidiary of an international group of companies. The main challenge of the project was to ensure that, despite the strict global framework, local Hungarian specificities were taken into account, and the logic of local processes was preserved wherever possible. We were asked to act as client-side consultants to ensure this and to provide general support to the Hungarian team.

One People Experience

Employee Experience (Work Zone) • Digital Adoption (WalkMe) • HR Analytics & Planning (People Intelligence)

| Employee Central Core HR | Time Tracking | Employee Central Payroll | Enterprise Service Management | Recruiting | Onboarding | Learning | Career & Talent Development | Performance & Goals | Compensation |

Strongest Global Core HR + Powerful Skills Foundation

SAP SuccessFactors

AI-enabled solution

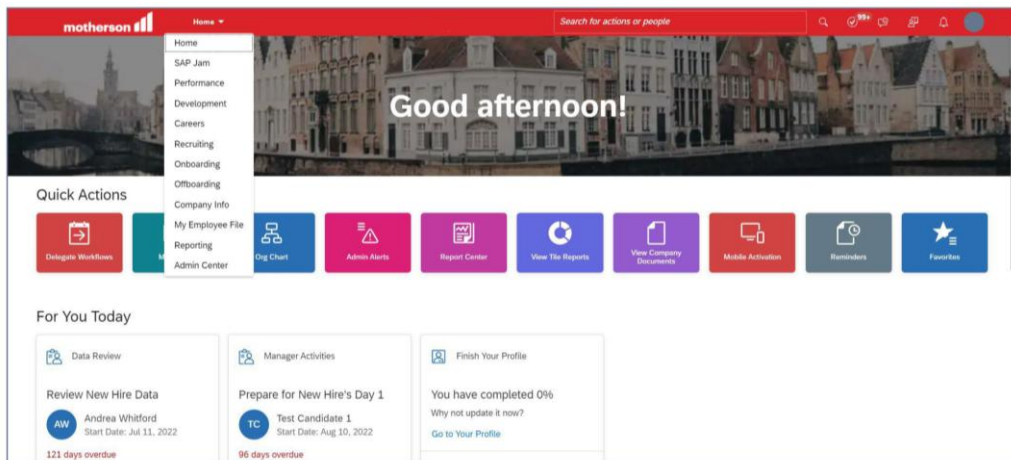## Project challenges

- Complex project conducted in English
- Fast-paced implementation
- Parallel module rollouts
- Limited client-side resources

Role of the client-side consultant

- Expert-level guidance
- Active participation in meetings
- Hungarian-language explanations and demonstrations
- Proactive consultancy with emphasis on key decision points
- Representation of Hungarian requirements (country-specific data and processes)

How we helped

The challenges we faced

The results we achieved

Our primary role was to represent the Hungarian requirements within the given framework, particularly concerning country-specific data and processes. Due to the fast-paced implementation, each workshop required the client to absorb a significant amount of new information and processes within a short period of time. To support this, we took an active role in providing clear and detailed explanations and demonstrations in Hungarian, ensuring that the client received timely, comprehensible guidance and was able to make informed and independent decisions throughout the project.

In a collaboration of this kind, it becomes evident that consultancy support requires more than technical expertise.It also demands a deep understanding of the client's processes, challenges, and objectives, and the ability to balance differing interests and perspectives to ensure a successful implementation.This is what makes client-side support a particularly distinctive form of consulting.

As a result of the collaboration, we successfully preserved the logic of local processes within the global framework, while the new system now effectively supports day-to-day operations.By the end of the project, the client's team had become more independent in their decision-making, confidently using the new solutions.

The EasyCON team provided maximum support not only professionally, but also on a personal level. Without their flexibility, commitment, and expertise we would not have been able to carry out the implementation so smoothly. They were always available and responded quickly. Alongside their professional support, they also brought a touch of humour to our meetings, so the collaboration took place in a very good atmosphere.
HajnalkaTóth, Regional HR Director, Eastern Europe and Germany / SMR Automotive Mirror Technology Hungary Bt.