



SAP SUCCESSFACTORS SUPPORT SERVICES

Q4 2020



BUSINESS DEMAND: COPING IN THE “NEW NORMAL”

- This year, many companies are experiencing an increased demand on their HRIT resources while also adjusting to new work environments and constrained budgets
- The “New Normal” has underscored the need to tap into low-cost extended resource networks to help provide relief



VALUE PROPOSITION

- Worklogix Support Services provide access to a robust network of certified experts who:
 - Provide day-to-day support
 - Troubleshoot issues
 - Perform minor change requests
 - Handle Partner-only configuration on-demand such as editing XML or changing Provisioning settings
- Support contract rates provide the power of many highly-specialized experts often for less than the price of one regular full-time resource



TYPICAL CONTRACT BREAKDOWN

- Set “bucket of hours” for Support per month or year
- Customer controls how issues / projects are prioritized
- The most appropriate expert(s) are allocated on-demand to work on the task
- Regular meetings are hosted by an assigned lead to track progress



USA PRIMARY SUPPORT TEAM



JEREMY MASTERS

Account Executive

Worklogix Founder

Compensation Specialist

Published Author 6 books

20+ Years as a Practitioner

Global Experience



MICHAEL A. WELLENS, M.S.

SuccessFactors Lead

Certifications and experience
across all modules

Experienced Program Manager

Published Author

15+ Years as a Practitioner

Global Experience



SUSAN TRAYNOR

Talent Management Lead

Performance & Goals

Succession

Published Author

25+ Years experience in HR

Global Experience



RINALDO CONDO

Recruiting Lead

Testing Coordinator

Deep SAP and SuccessFactors
Knowledge

20+ Years as a Practitioner

Global Experience

USA PRIMARY SUPPORT TEAM (CONTINUED)



ANDREA HARRISON

Compensation Lead

Compensation & Variable Pay

Complex Compensation
Solutions Experience

15+ Years as a Practitioner

Global Experience



VENKAT CHALLA

**Cloud Integrations and
Technical Lead**

Deep Coding and Integrations
Experience

20+ Years technical experience
across SAP & HCM solutions

Global Experience



VENKI KRISHAMOORTHY

**Versatile Configuration
Specialist**

Experience Across All Modules

Published Author

12+ Years as a Practitioner

Global Experience



BRANDON TOOMBS

**Deep Employee Central
Knowledge**

Employee Central newsletter
author with 800 subscribers

20+ Years SAP/HCM Experience

Global Experience

OFFSHORE SUPPORT TEAM (CHENNAI, INDIA)



PRAKASH RAMAKRISHNAN

Offshore Director

Technical Development and
Configuration Manager

20+ Years SAP/HCM Experience



KARTHICK LAKSHMANAN

Compensation Specialist

8+ Years HRIT Experience



SATISH KUMARASWAMY

**Employee Central and
Recruiting Specialist**

Development Experience

5+ Years Configuration and
Development Experience



**GOPINATH
PANNEERSELVAM**

Learning

Development Experience

15+ Years IT Experience

CASE STUDIES





CASE STUDY: SUPPLEMENTAL SUPPORT

Challenge: JetBlue is one of the largest Airlines in the United States. Just as the company completed its SuccessFactors LMS, Performance & Goals, and Recruiting implementation, it began facing dramatic revenue reduction as the global pandemic affecting the travel industry. In addition, the company was faced with increased HRIT demand to enforce ever changing policies and resource actions amidst the crisis. Not able to support the new system on their own, the company turned to Worklogix for help.

Solution: Worklogix support resources were contracted part-time to provide continuous daily support. Support resources acted as tier-3 specialists to handle pending scope requests from the implementation project, incoming support requests, new change requests, and regular SAP release testing and opt-in items. Worklogix resources worked alongside internal resources to teach them how the system works and actively troubleshoot items.

Result: With the help of Worklogix, the company has weathered the worst of the crisis while providing first-class support to business leaders. Jetblue has resumed hiring again using their new system. Support requests are under control and critical IT projects are resuming.



CASE STUDY: COMPENSATION RETROFIT

Challenge: Kellogg's is an American multinational food manufacturing company that has products marketed in over 180 countries. With 34,000 employees eligible for various compensation plans, it was important to combine all payment information into a single page compensation statement that represented Kellogg's branding and showed their employees how performance is rewarded within the company.

Solution: Worklogix reviewed the existing compensation statement template and worked with the business to decide on how the current design could be improved. By enhancing the existing compensation templates for merit, short-term & long-term incentives, additional data fields were added to show more robust pay information to managers and employees in both their local currency as well as the functional currency USD. Country and grade specific logic was added to suppress or show certain data elements based on country specific directives. Footnotes were added to further explain calculations regarding bonus proration as well as long term incentive vesting rules. A new Total Direct Compensation section was designed to pull in overall totals and show current year's target and award as well as the next year's target to show target percentage changes over time.

Result: A custom compensation statement was created to provide transparency on Kellogg's compensation philosophy to pay competitively within the market and link pay to Company and Individual performance. The single page document was translated into 5 languages and showcased Kellogg's specific branding and logos.

CASE STUDY: RELEASE UPDATE BACKLOG



Challenge: Houghton Mifflin Harcourt (HMH) is a global leader in Pre K - 12 educational content and services. Having implemented SuccessFactors multiple years ago, the company started to fall behind on reviewing and implementing opt-in items as part of the regular release cycle. Additionally the company felt like many best practices or features were being missed.

Solution: HMH contracted Worklogix for general support services to work through the backlog of opt-in items. Worklogix also conducted a module by module review of the system to look for optimization opportunities.

Result: Worklogix was able to identify multiple unused features left out of system configuration over the years. The team worked with business stakeholders to prioritize which ones would be helpful to activate and begun work. Features such as the ability to promote employees within Compensation Reviews led to increased process efficiency. Worklogix was also able to help the company adapt to the changing COVID-19 environment by extending the MDF position object to identify which roles were required to be in-person / on site- and which could be remote.



COMPANY PROFILE



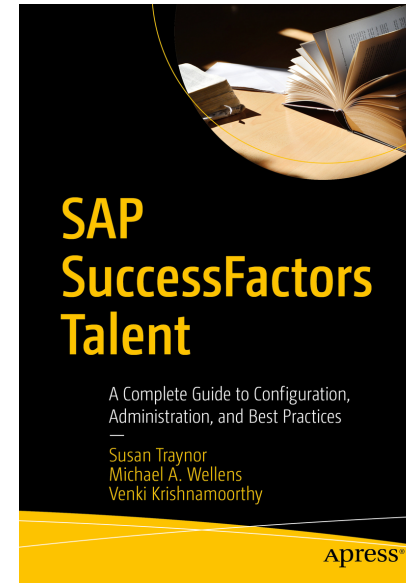


Industry Experts. Satisfied Customers.

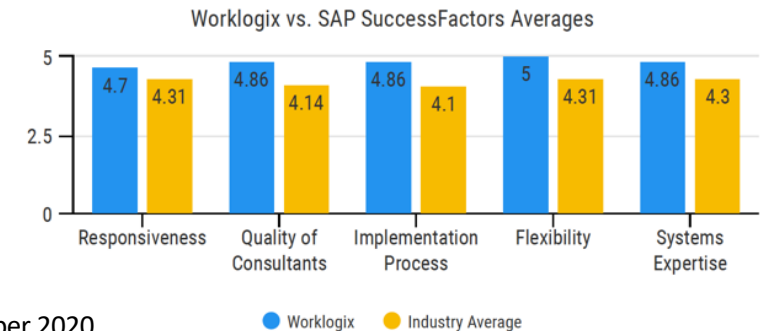
Worklogix is a 20+ year industry leader in SAP SuccessFactors HCM. We are a Global Services and Technology Provider focused on Human Capital Transformation. We deliver solutions for Human Capital business functions including: Advisory Services, Implementation Services, Application Support, Worklogix Cloud Products, and Worklogix Desktop Products.

SAP® Recognized Expertise
SAP® SuccessFactors® Talent Solutions

Worklogix is an SAP Silver Partner and one of the first partners to achieve SAP Recognized Expertise in Talent Solutions.



Worklogix practitioners have authored 7 published books on SAP and SuccessFactors solutions.



Worklogix has received one of the highest customer satisfaction ratings according to 3rd party research.



THANK YOU!



INFO@WORKLOGIX.COM



WWW.WORKLOGIX.COM