THE ISSUE
As a multi-industry holding company that grew from tobacco processing equipment into many other engineering and machinery specialties, Hamburg-based Körber AG saw that rapid change in its core markets required more top-down guidance, especially in HR.

THE SOLUTION
Körber worked with Deloitte to transform HR not only on the technology front, but in process design, operating model, and change management—with a strategy designed to complement the flexibility of SAP® SuccessFactors® solutions. Along with the introduction of the new Shared Services Organization, ServiceNow was introduced as an enabling platform not only for IT but also for HR processes. The result was a major milestone toward harmonizing and digitalizing HR processes companywide. The project involved a move to a three-tier model, with end-to-end process modeling (supported by Deloitte’s HR FastForward offering) plus documentation to support user training.

THE IMPACT

- Increased data quality by replacing manual record-updating processes with automated ones
- Enhanced insights to support decision-making
- Uniform HR processes and new efficiencies through increased self-service and automation
- Improved employee experience—with a modern and intuitive design
- 20 percent of employees in Germany updated their records in Week 1 to reflect new addresses, bank details, and other information
- More than 8,250 users engaged with SAP SuccessFactors technology in the first stages of the rollout (as of November 2019)

QUICK STATS
- +10,000 employees
- Operations in +30 countries
- +150 business entities

SAP technologies leverage

**SAP SuccessFactors modules including:**

- Employee Central
- Recruiting Management
- Recruiting Marketing

For more information, contact: Falko Kranz at fkranz@deloitte.de