

# PwC Australia Success Stories

2022





# Case Study: Driving Agility in Government Owned Energy Company



2500+ contractors



3+ years of collaboration with PwC



12+ months implementation

## Case study: End to End SAP SuccessFactors Implementation

### Client challenge

PwC have been engaged to work alongside a company in the government owned energy sector to deliver the full suite of SAP SuccessFactors capability. It was identified that the company's current systems supporting the HR lifecycle are outdated, resource intensive and do not meet the requirements of the business.

### Our Approach

The project was implemented using PwC Transform Methodology, which is aligned with SAP Activate. The Agile implementation approach resulted in a trained and motivated workforce. By using our accelerators we have been able to speed up the implementation process, helping the business to better align to leading practice and realise the business benefits faster. PwC People & Organisation team delivered the organisational change for easy adoption of large scale technology and process transformation.

### Business Impacts

- Reduction in employee effort associated with an improved online performance plan process
- Improved efficiency in Recruitment and Onboarding processes
- Improved usability/user interface of SAP HR applications,
- Improved efficiency of approval workflows, with automated reporting and metrics,
- Increased support of critical HR functions such as Talent/Succession Planning and recruitment
- Improved data entry into a fit-for-purpose system reducing manual report creation

SAP SuccessFactors modules delivered	Employee Central	Recruitment	Onboarding	Payroll
	Learning Management	Performance Management	Compensation & Variable Pay	Change Management

Services delivered by PwC
  Services not delivered by PwC

# Case Study: Delivering HR Transformation in Government-owned Renewable Energy Utilities



150+ employees  
2000+ contingent workers



3+ years of  
collaboration with PwC



< 12 months  
implementation

## Case study: End to End SAP SuccessFactors Implementation

### Client challenge

PwC have been engaged for the implementation and transformation of a Finance, Talent, Payroll and Time Management solution. Working alongside the client we delivered the full suite of SuccessFactors capability, including payroll. The company was a new start up and was looking for guidance on developing leading practice processes with a large focus on the Employee experience. The project had additional complexity due to the acquisition of additional assets and business units which required a specific rollout strategy to ensure adoption and uptake of the solution was successful.

### Our Approach

The SAP suite of modules allowed for modern and efficient Talent, Payroll and Time Management processes, to drive ongoing business benefits, primarily with regards to employee experience and engagement and enabling data driven decisions. It is envisaged that delivery will ultimately ensure Talent, Payroll and Time Management is able to focus more on strategic, value-adding activities.

### Business Impacts

- Increased employee engagement associated with an online performance plan process
- Engaging and efficient Recruitment and Onboarding processes
- Created visibility and compliance alignment across sites with a robust LMS
- Simplicity in the workforce planning and payroll processes
- Creation of efficient approval workflows, with automated reporting and metrics,
- Visibility of critical HR functions such as Talent/Succession Planning and Recruitment

SAP SuccessFactors modules delivered	Employee Central	Recruitment	Onboarding	Payroll
	Learning Management	Performance Management	Compensation & Variable Pay	Change Management



Services delivered by PwC



Services not delivered by PwC







# Case Study: Delivering HR Career Frameworks Transformation in Utilities & Resources sector



12,000+ employees  
3,000+ contingent workers



2+ years of  
collaboration with PwC



< 12 months  
engagement

## Case study: End to End SAP SuccessFactors Implementation

### Client challenge

PwC were engaged by a global mining company, to embark on a HR transformation journey to establish a new HRIS Career Framework that encompasses Job Architecture, Competency Mapping, establishing Career Pathways and map Governance Structure. This was developed with the company's complex global workforce structure including functional areas, business partners and PwC, to better support adoption and reflect the strategic direction of the business. PwC has been further engaged to enhance the frameworks established and prepare an approach to further support the adoption and system implementation in the future. SAP on-premise, HR, Payroll and SuccessFactors talent modules are already utilised by the business. Next steps in the journey is to rollout the HRIS Career Framework in the SAP and SuccessFactors applications.

### Our Approach

The Career frameworks were established by a collaborative, co-design approach using online tools and strong stakeholder consultation. Strong stakeholder engagement was incorporated into the approach to achieve a robust framework and global alignment. All feedback was considered and incorporated from sites to reflect all capabilities and ways of operations to ensure a framework that was relevant to the client and its industry.

### Business Impacts

- Strong global alignment and adoption of Career Frameworks
- Ability to communicate informed and consulted career pathways to employees globally
- Improved performance by supporting employees in their career paths and professional development plans
- Increased business performance through workforce upskilling and developing technical competence to support strategic direction
- Increased employee empowerment and motivation to build a career through career development and progression pathways
- Clear governance structure to ensure the longevity and continued evolution of the career framework investment, and the integrity of the Career Pathways into the future.



# Case Study: Delivering HRIS Transformation for Government Transport agency



7,000+ employees



2+ years of collaboration with PwC



< 12 months engagement

## Case study: SAP SuccessFactors Implementation

### Client challenge

Government Transport Agency's vision is to become a modern, world class rail service. A key enabler of this vision is the digitisation and improvement of the employee experience and transformation of people processes to create a more agile and digital organisation. The Human Capital Management strategic intent was to implement a full-suite, cloud-based SAP SuccessFactors solution to replace the legacy, on-premise SAP HRIS and learning technology. PwC was engaged to assist with the transformation of manual performance and development processes into a digitised, systemised process. PwC was responsible for the build and deployment of the SAP SuccessFactors Performance Management & Goal Management, Career Development Planning modules, Organisational Readiness and Change Management across the organisation.

### Our Approach

Our approach was focused on digital transformation to ensure successful change management and operational readiness. This was achieved through:

- *Driving digital adoption* – extending the current SAP suite through the collaborative design and agile implementation of a digital solution supporting performance and development processes.
- *Organisational change management* - an integrated approach to people, process and technology which ensured positive, sustainable change by engaging people in the change journey to drive buy-in and ownership of the changes.
- *Just-in time', fit for purpose training* - leveraging multiple methods (videos, quick reference guides, in person training) that made learning easy and accessible, with a train the trainer approach.
- *Hands on experience* - prioritised 'moments that matter' as the focal point for building trust, loyalty, and a positive organisational culture that supported ongoing change.

### Business Impacts

- Transformation of organisational performance management processes, better aligning organisational purpose, vision and target performance outcomes with team member's day-to-day work.
- Capability uplift with the new system and training driving an entirely new way of working for employees removing multiple manual paper-based activities with improved digitised practices to regularly deliver and receive feedback, set meaningful goals, and enable a culture of continuous performance.
- Shared accountability for performance between leaders and team members through a greater focus on performance through clearer goals/KPIs and review mechanisms.
- A single source of truth providing a holistic view of performance management and improved reporting capability and the removal of manual data gathering activities.
- Data driven decision making through improved reporting capability to support talent and succession programs, identify capability development needs, and support workforce transformation.

SAP SuccessFactors  
modules delivered

Performance  
Management

Career  
Development  
Planning

# Thank you

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