



**MURPHY**

WORLD-CLASS INFRASTRUCTURE

**CASE STUDY**

# MURPHY IS ENGINEERING SUCCESS WITH SUCCESSFACTORS

Founded in 1951, **J. Murphy & Sons Limited** is a leading global, multi-disciplined engineering and Construction Company, operating in the UK, Ireland, and Canada. Murphy provides a range of construction services to infrastructure sectors including rail, water, power and natural resources. Directly employing a highly skilled global workforce of more than 3,000

engineers, professional managers, and skilled operatives, Murphy has expertise in delivering a wide range of services including; pipelines, process engineering, design marine, tunnelling, fabrication, bridges, and piling.

In the age of accelerated technology, many organisations are now finding that the systems and solutions that have been supporting their business for a number of years are no longer a correct fit for the future. Murphy's legacy HR and talent solutions had stood the test of time, however, to help propel their business forward they knew that a modern HR system was now required.



For further information please contact us on:  
telephone: 0121 767 9280 | [marketing@edenhousesolutions.co.uk](mailto:marketing@edenhousesolutions.co.uk)  
[www.edenhousesolutions.co.uk](http://www.edenhousesolutions.co.uk)

**Edenhouse**  
THE FIRST NAME FOR SAP



With a number of unintegrated HR systems and solutions in place, Murphy were duplicating employee data and had no single source of the truth. This had resulted in the data becoming too disparate and difficult to accurately report on.

A number of administrative processes were also heavily laden upon the HR department, including:

- **Performing all updates of basic employee data (no self-services)**
- **Managing paper-based performance review and reward processes**
- **Managing employee learning and development programs through spreadsheets**
- **Managing all recruitment processes (offline through spreadsheets)**

Murphy's, therefore, wanted a modern, cloud-based HR and talent solution that would help to deliver the business' core values and visions, decentralise and automate their HR and talent processes, and most importantly implement a solution that would enable them to prove regulatory compliance across the workforce.

Edenhouse's recommendation to Murphy's was to implement the market-leading cloud-based HR and talent suite, SAP SuccessFactors. As a full suite of fully integrated modules that cover all aspects of core HR, talent management, and HR analytics, SuccessFactors was the perfect fit for Murphy. They chose to implement the following solutions:

## EMPLOYEE CENTRAL

As a global core HR solution, Employee Central now enables Murphy's to not just manage and engage directly with their staff based in the UK, but also provides them with the option should they wish, to roll out SuccessFactors to their other business entities based in Ireland and Canada.

Using the latest in SAP's Cloud Integration Services alongside Employee Central provides the opportunity to transfer key employee data to feed into multiple third-party platforms if required.

## RECRUITING AND ONBOARDING

With Murphy's internal recruitment team previously being heavily reliant on manual processing and the maintenance of spreadsheets, the SuccessFactors Recruit module now allows them to easily and quickly source, engage, hire and on board the right talent across the organisation. The entire recruitment process is streamlined, faster and more efficient with a fully integrated Onboarding for all new employees.

## LEARNING

Working within an industry where adhering to regulations and compliance is paramount, Murphy's needed to be able to easily monitor their employee's compliance levels, identify whenever regulatory re-training was due, and provide a solution that enabled them to meet all external auditor requirements.

With this in mind, the SuccessFactors Learning module was implemented which now provides Murphy's with the ability to maintain a fully online learning catalogue and decentralises the responsibility of compliance monitoring with both line managers and employees having direct access to all learning requirements. All mandatory training and re-fresher training requirements are determined within the solution and automatically presented to the employees through their personal learning homepage. Murphy's Learning team are also able to fully report on compliance levels and the learning progress of all employees.

## PERFORMANCE AND GOALS

Keen to ensure that the business is engaged and empowered, Murphy's last action was to look for a solution that could replace their existing offline and paper-based performance review process.

SuccessFactors Performance and Goals solution was chosen to help remove the time-consuming and off-line processes, and enable employees to manage and develop their own personal objectives whilst receiving the appropriate input and coaching advice from their line manager, ensuring that there is continuous performance management and performance reviews are executed meaningfully.

**George Kundi, Human Capital Systems Manager at Murphy commented;**

“SuccessFactors provided us with a solid core HCM foundation, with a broad range of additional modules that enabled us to streamline our transactional processes. It made us challenge our traditional processes to follow best practise, have immediate access to real-time information on headcount, turnover and performance across our workforce. The business will evolve over time and SuccessFactors is agile enough to grow with it. I'm confident that SuccessFactors can keep pace.”