



SAP SuccessFactors Administrative Services



System Support That Meets Your Needs

The SAP SuccessFactors administrator role is critical to the ongoing success of your system. Finding the right person - with SAP SuccessFactors system expertise and knowledge of your unique business processes and configuration - can be nearly impossible. If you're lucky enough to have a knowledgeable SAP SuccessFactors administrator, you may still struggle with keeping pace with system upgrades, maintaining documentation, and training new users. Even more worrisome is what happens when your in-house expert takes a vacation, or worse, leaves the organization?

At 3D Results®, we have developed an exceptional support network of experienced professionals with deep technical knowledge in SAP SuccessFactors who can fulfill your administrative support needs. Our team will proactively develop an in-depth understanding of your critical human capital management initiatives, culture, and business objectives, and use this knowledge to administer your system and enhance its operation.

Our Services

SAP SuccessFactors Administration

Our experienced administrators are qualified to perform the entire range of SAP SuccessFactors administrative and technical processes across the HCM suite. We carefully design a support program to meet your needs. We can assist with activities such as:

- Supporting goals, performance, and development cycles
- Managing system elements, including performance and recruiting forms, goal plans, employee and candidate profiles, translations, and platform elements like themes
- Preparing for compensation cycles including form management, data preparation, and support
- Building and supporting calibration sessions for performance, compensation, and succession
- Providing support, guidance, and training to administrators
- Monitoring nightly file feeds, research/triage and working with IT and SAP SuccessFactors to resolve any issues
- Working directly with IT on technical issues relating to SAP SuccessFactors
- Evaluating SAP SuccessFactors quarterly releases for system impacts and making recommendations for upgrades
- Troubleshooting and resolving issues
- Documenting and maintaining system administration processes and procedures
- Supporting dashboards and reporting needs



Support Models

Managing all of your administrative support needs - Let us manage your system and free up your personnel for more strategic and critical work. We'll ensure you have a well-trained person, documentation, coverage, and back up.

Temporary support - If you lose your administrator and need coverage, we can help. We will also help train your replacement and provide transition information to set them up for success.

Peak time staff augmentation - During annual performance cycles or new product implementations or upgrades, you may find you need additional support. We can help fill the gaps.

Ad hoc support and training - Fully equipping your administrators can be a difficult job without support from knowledgeable resources. Our administrators can provide support and training to your staff as they need it.

Our Advantage

As your SAP SuccessFactors partner, we support you in every area of your administration. We focus on operational excellence and include the following critical services as part of our standard support model:

- Regularly scheduled meetings to review open cases, important issues and top priorities
- Planning meetings to provide guidance and ensure the system is ready to meet your business needs
- Develop critical documentation including standard operating procedures and checklists for established administrative processes
- Access to an entire company of SAP SuccessFactors experts when technical escalation is necessary
- Review of quarterly release information to take advantage of new functionality and test where appropriate
- Backup for time off, training, and testing is all on us; we manage your system and ensure you have the correct level and depth of support

Our Promise

When you work with 3D Results to support your SAP SuccessFactors administration, we understand that you are entrusting us with mission-critical processes and technology. We take that trust seriously, and are committed to providing the highest levels of professional support.

Backing up our administrative team, we have an unparalleled team of experts who assist in difficult or challenging situations and help develop creative solutions. We deliver Results.

ABOUT 3D RESULTS

3D Results® provides consulting services for SAP SuccessFactors and IBM Kenexa cloud HCM suites. Our Process on Purpose® methodology ensures a successful implementation, while optimizing business processes and aligning systems with organizational talent strategy. Our experienced professionals offer thought leadership, a consultative style, and a focus on data science. We deliver Results.



SAP® Recognized Expertise
in HR Cloud Solutions

847.582.4252

www.3DResults.com • Info@3DResults.com