itelligence
NTT DATA Business Solutions

The University of Cincinnati, Cincinnati, Ohio

SuccessFactors Drives Leading Institution's Recruiting and Onboarding Success

> "Our work with itelligence has enabled us to drive more effective HR solutions across UC locations, promoting overall visibility and strategic alignment. As such, with our HR and IT collaborative alliance, we are able to drive more effective HR solutions."
>
> Angie Sklenka, Executive Director-HR Business Partner, University of Cincinnati

Challenges
- Need to centralize all recruitment business processes to provide full-cycle visibility
- Paper-heavy manual processes for HRIS operations and recruiting processes
- Cumbersome HR reporting based on insufficient data mining and limited applicant tracking capabilities
- Prolonged candidate processing and hiring times

Benefits
- Fully automated recruiting processes with increased productivity and simplified administrative tasks
- One integrated system of record with real-time data for better business decisions
- Accelerated hiring, onboarding and engagement processes for employee success
- More proactive approaches to identifying and achieving strategic objectives

Solutions
- SuccessFactors Recruiting Management
- SuccessFactors Recruiting Marketing
- SuccessFactors Onboarding

Why itelligence?
- Extensive SAP and SuccessFactors HCM hybrid integration experience
- Strong functional knowledge of SuccessFactors Recruiting Management, Recruiting Marketing and Onboarding
- Deep HR business background plus expertise in all facets of an implementation and post Go Live support
- Success with other public and private sector organizations
- A strategic trusted advisor and holistic project management style
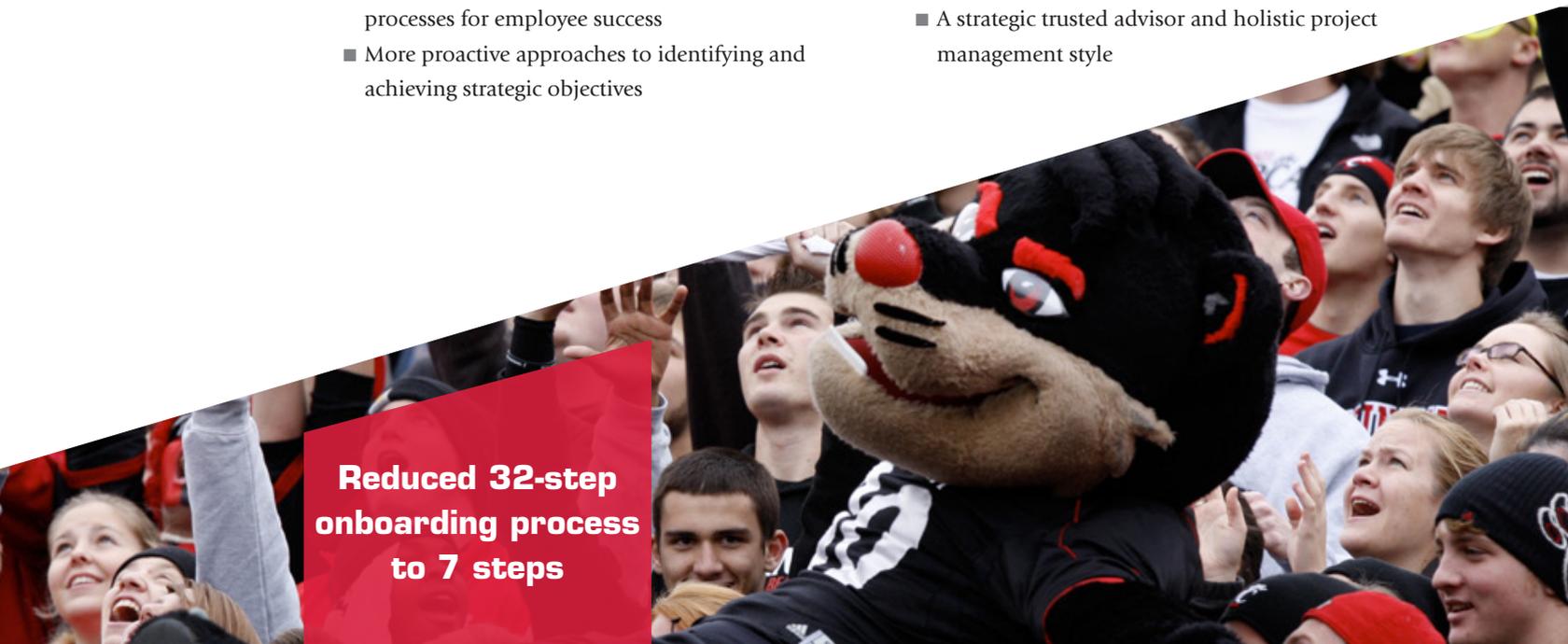
Reduced 32-step onboarding process to 7 steps
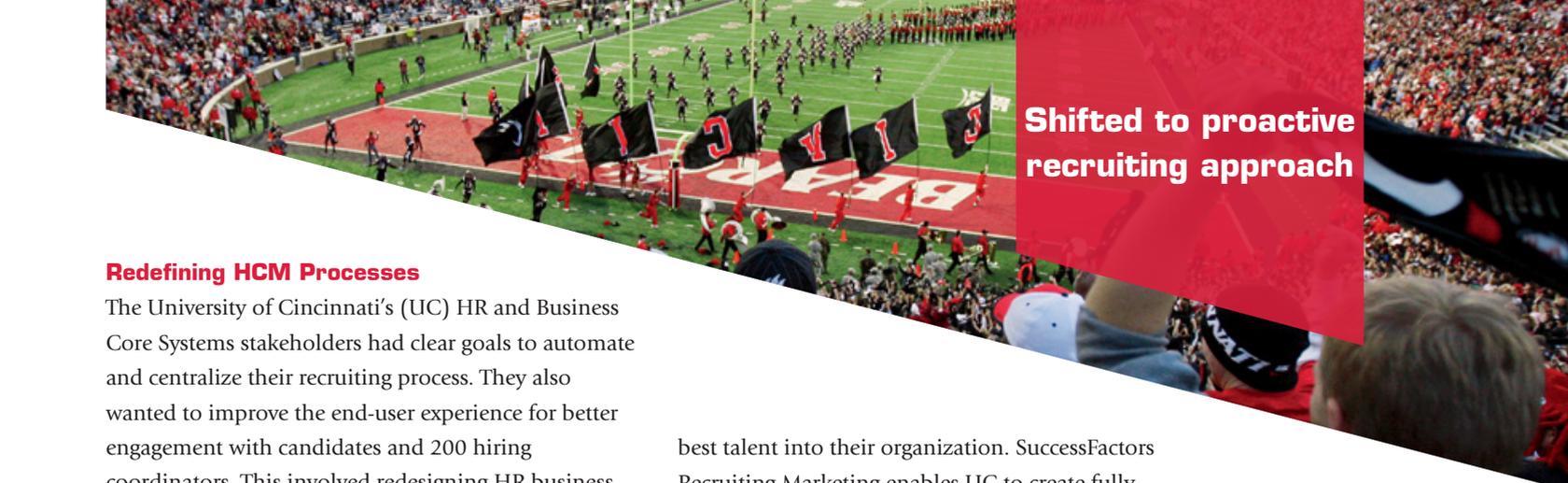
Redefining HCM Processes

The University of Cincinnati's (UC) HR and Business Core Systems stakeholders had clear goals to automate and centralize their recruiting process. They also wanted to improve the end-user experience for better engagement with candidates and 200 hiring coordinators. This involved redesigning HR business processes with an existing Human Capital Management (HCM) platform. Decision makers knew they needed a solution and an implementation partner that would leverage best practices based on industry trends and business expertise to simplify processes and lead the team to achieve the transformation success.

After an extensive evaluation of multiple technologies, UC decided that the cloud-based SuccessFactors solutions provided the best platform fit for their stakeholders' goals. SuccessFactors met their business requirements, especially given the University's need to integrate the new recruiting solution with their existing SAP HCM on-premise system. UC selected itelligence as its implementation partner because itelligence had the right combination of specialized HCM technology (SAP and SuccessFactors) and HR business expertise. They also wanted a firm experienced in working with public sector organizations that have unique needs.

"As we considered our workforce and how people like to connect and communicate, we wanted a solution that would be easy to use and engaging for all generations through a seamless experience and interface," said Angie Sklenka, Executive Director – HR Business Partner, University of Cincinnati. "SuccessFactors offered a comprehensive system that enabled change and could be personalized by employees."

Accelerated Recruiting and Onboarding

With the integration of SuccessFactors Recruiting Execution to SAP HCM on-premise via PI middleware, UC now has one integrated system of record. The University also has a cutting-edge combination of comprehensive talent acquisition solutions which help drive strategic business initiatives and recruit the best talent into their organization. SuccessFactors Recruiting Marketing enables UC to create fully branded career portals, customer landing pages and marketing programs to attract the right talent into specific segments of the organization. SuccessFactors Onboarding has accelerated new-hire engagement and contribution to better position them for success.

"Today, our onboarding is so much easier and our processes are faster, more seamless and up to date," said Sklenka. "We love not having to do paper work! The transparency is extremely valuable in tracking exactly where a hiring candidate is in the pipeline, and we have received a lot of feedback about the visual quality and ease of use."

Solution-Oriented Partner Value

Reflecting on itelligence's role in the SuccessFactors project, Sklenka said, "itelligence helped us ensure system settings enforced a proactive recruiting approach with simplified administrative tasks, allowing our recruiters to focus on strategic activities such as filling skills gaps and identifying future growth needs." "With itelligence, no problem was too big. They were very personal and real advocates in helping us break barriers to find solutions and bridge loose ends," said Christina Diersing, Director – Application Services, University of Cincinnati.

A New Cloud Journey

Looking forward, Sklenka and Diersing believe the cloud gives UC many more opportunities to achieve technology-enabled HR improvements. "We eventually want to see everything automated, jobs stored in the cloud and an Amazon-like interface experience," said Sklenka. "The way information can be delivered gets people to ask questions about possibilities." Diersing added, "With our cloud solution, the HR business has access to the future of technology and our new portal success community makes info available to all users, not just IT."

Company:
University of Cincinnati

Industry:
Higher education and research

Products:
Higher education (undergraduate and graduate school programs)

Number of employees:
16,000

Headquarters:
Cincinnati, OH

Website:
www.uc.edu