

Turn workforce compliance data into operational readiness

An illustrative customer scenario for organizations managing licenses, certifications, skills, and authorizations across distributed or safety-critical workforces.

THE CUSTOMER CHALLENGE

Compliance information is often spread across HR systems, spreadsheets, email chains, documents, and operational platforms. This can make it difficult for managers to confirm whether a worker is ready and authorized to perform specific work when the decision is needed.

Typical customer profile

Distributed workforce Employees, contractors, and contingent workers operating across multiple sites or business units.	Compliance-intensive roles Work requiring current licenses, certifications, competencies, or role-specific authorizations.	Multiple source systems SAP SuccessFactors plus rostering, learning, document, or operational systems holding related data.
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What the organization needs



One trusted view Bring workforce compliance information together so managers and compliance teams can see current status without reconciling multiple spreadsheets.



Proactive exception management Identify missing, expired, or unverified records early and route actions to the people responsible for resolving them.



Operational context Connect compliance status with workforce and rostering processes so readiness can be considered before critical work is assigned.

Common compliance scenarios

Expired license A worker's required license has passed its expiry date before an upcoming assignment.	Missing evidence A certification is recorded as required but supporting evidence has not been provided or verified.
Role requirement change A role or site requires a new authorization that is not yet reflected in manual tracking.	Fragmented status Different systems show different information, making it difficult to determine the current readiness position.

Use case focus: workforce readiness, governance, and compliance visibility - not a replacement for the underlying systems of record.

How CrowdComply supports the use case

CrowdComply provides a centralized compliance layer that helps organizations bring together workforce readiness information, apply business rules, surface exceptions, and support operational decision-making.

1	Connect	Bring relevant workforce, license, certification, and authorization data together from SAP SuccessFactors and connected systems.
2	Validate	Compare worker records with role, skill, license, or certification requirements using configurable mappings and rules.
3	Monitor	Track expiry dates, missing records, and verification status so compliance gaps are visible before they become operational issues.
4	Act	Use alerts and workflows to direct remediation activities to employees, managers, HR, or compliance teams.
5	Decide	Provide dashboards and readiness status that help managers make informed workforce deployment and rostering decisions.

Example in practice

A manager is preparing a team for upcoming work. CrowdComply surfaces each worker's current compliance status against the configured requirements. If a license is expired, a certification is missing, or an authorization is still awaiting verification, the exception is visible and can trigger the appropriate follow-up workflow. The manager can then make a better-informed deployment decision using current readiness information.

Expected business value

Strengthen compliance visibility Give managers and compliance teams a clearer view of workforce readiness and outstanding compliance gaps.	Reduce administrative effort Reduce spreadsheet reconciliation, email follow-ups, and duplicated maintenance of compliance records.
Support safer deployment decisions Make relevant licenses, certifications, skills, and authorizations easier to check before work is assigned.	Improve governance and auditability Maintain clearer status, workflow, and record visibility to support governance and audit activities.

Integration context



Scope note: This document describes an illustrative use case. Available capabilities and integrations depend on the agreed CrowdComply configuration, connected systems, and implementation scope.