

How Is Proactive Software Support Helping a Cleaning Systems Giant Make the Most Out of Its IT Investments?

Whether at home, in the office, or on the shop floor, keeping your space clean is a must. That is why consumers and businesses the world over count on cleaning systems, products, and services from Alfred Kärcher GmbH & Co. KG. As the world's leading provider of cleaning technology, the family-owned enterprise has set the standard in cleaning technology, service, and design to provide maximum benefit to customers. To better support its global staff in this continuing achievement, Kärcher uses multiple SAP® SuccessFactors® solutions. And to help ensure it is maximizing the value of this investment, it turned to SAP Digital Business Services and SAP Enterprise Support services.

From online learning tools to expert-guided workshops to proactive issue resolution and prevention, the SAP Digital Business Services organization is there to help Kärcher employees get the most out of SAP SuccessFactors solutions. It has also provided a clear road map for the future, making it possible for Kärcher to build the business case for future digital HR deployments in the cloud. The result has been faster ramp-up on new functionality and higher user satisfaction – which means the people of Kärcher can stay focused on cleaning innovation.



“SAP Digital Business Services brings the **expertise we need** – helping us get the most out of our SAP software.”

Prof. Dr. Matthias Mehrtens, CIO, Alfred Kärcher GmbH & Co. KG

“We pride ourselves on functionality, user-friendliness, and sophisticated design that we back up with the **very best customer service**. So we expect the same from SAP.”

Andreas Zenner, IT Project Lead SuccessFactors, Alfred Kärcher GmbH & Co. KG

When cleaning systems manufacturer Alfred Kärcher deployed SAP® SuccessFactors® solutions to help manage its 11,000 global employees, it needed support to help ensure maximum value from its investment. Working with the SAP Digital Business Services organization, it got the help it needed as well as guidance on making the business case for additional digital HR deployments.



233,778
Patents and utility models



36,000
Dealers



>160
Countries

Making the Business Case for HR in the Cloud with **SAP® Digital Business Services**



Alfred Kärcher GmbH & Co. KG
Winnenden, Germany
www.kaercher.com

Industries

High tech, industrial machinery and components

Products and Services

Cleaning equipment and full cleaning systems

Employees

>12,000

Revenue

€2.5 billion (December 2017)

SAP® Solutions

SAP® SuccessFactors® Recruiting, SAP SuccessFactors Learning, SAP SuccessFactors Performance & Goals, and SAP SuccessFactors Succession & Development solutions as well as SAP Digital Business Services offerings, SAP Enterprise Support Advisory Council, and SAP Learning Hub; plans to deploy the SAP SuccessFactors Employee Central Payroll solution on SAP Cloud Platform

A longtime user of SAP solutions, Kärcher needed to optimize performance and use of its SAP SuccessFactors solutions. The SAP Enterprise Support Advisory Council helped the company maximize on its investment.

Before: Challenges and Opportunities

- Increase expertise in integrating SAP SuccessFactors® solutions with other SAP software systems
- Make a business case for the deployment of the SAP SuccessFactors Employee Central and SAP SuccessFactors Employee Central Payroll solutions integrated on SAP Cloud Platform
- Get support for working with the local German workers' council to ensure fair and comprehensive support for all workers, including those who may not interact frequently with digital HR systems

Why SAP

- Comprehensive solution support from the SAP Enterprise Support advisory team, with a focus on quickly escalating and resolving and then proactively avoiding issues that negatively impact users
- Innovation and adoption through proactive review of resources and tools offered within SAP Community and learning platforms from SAP to enhance integration architecture and user experience
- Integration architecture guidance for on-premise, cloud, and hybrid scenarios through the SAP Enterprise Support Advisory Council, including expert-guided Webinars on integration architecture for SAP SuccessFactors Talent solutions, the SAP SuccessFactors Employee Central solution, and middleware platforms, as well as on network and security integration for SAP SuccessFactors solutions based on SAP Cloud Platform

After: Value-Driven Results

- Clear understanding of requirements and deployment options to help build the business case for SAP SuccessFactors Employee Central and SAP SuccessFactors Employee Central Payroll integrated on SAP Cloud Platform
- Better user experience through effective user tools and expert guidance
- Greater user knowledge of functionality of and of how to use SAP SuccessFactors solutions

“The expert advice we get through SAP Digital Business Services helps us better prepare for upcoming deployments. We save a lot of time and have a better understanding of the solutions and what lies ahead.”

Andreas Zenner, IT Project Lead SuccessFactors, Alfred Kärcher GmbH & Co. KG

SAP SuccessFactors

5 days

Of training saved by collaborating with the integration team of the SAP Enterprise Support Advisory Council

20%

Less time needed to gain an understanding of the various integration deployment options when compared to other new IT initiatives

Higher

User satisfaction through active engagement with support to resolve issue impacting work



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