successfactors™
An SAP Company

Keolis: Accelerating Recruitment with SAP Cloud for HR Solutions

Keolis is a passenger transportation company that's going places – but until recently, their HR processes were stuck in neutral. Since going live on a suite of SuccessFactors solutions, Keolis has optimized their core HR tasks and given their managers easy access to quality data, while achieving major time savings in their recruitment and performance management functions.

Picture Credit | Keolis, 75320 PARIS Cedex 09. Used with permission.

SAP®

Keolis

Executive overview

Company or Organization
Keolis

Headquarters or Location
Paris

Industry
Public Transportation

Products and Services
SuccessFactors Employee Central
SuccessFactors Performance &
Goals
SuccessFactors Compensation
SuccessFactors Succession &
Development
SuccessFactors Recruiting

Employees
54,400

Revenue or Budget
€5.1 billion

Web Site
www.keolis.com

BUSINESS TRANSFORMATION

The company's top objectives
• Back up HR processes with an HRIS for the benefit of employees
• Build a secure yet transparent global system
• Empower and enlarge the business scope of HR teams

The resolution
• Implemented a suite of SuccessFactors solutions
• Gained the ability to configure specific features in response to business needs
• Enhanced service levels and the quality of professional services

The key benefits
• Gave managers and decision-makers easy access to reliable HR data
• Optimized core HR processes
• Engaged line managers in the role of local HR managers

1,000
people recruited each year

250
managers mobilized
internally per year

55%
of global revenues
invested in global salary

❝ While other software providers were answering our request with complex solutions, SuccessFactors came to us with an easy-to-implement suite of solutions."

Isabelle Lerin-Basset, Director of Organizational Development and Mobility, Keolis

Making the transition from paper-based processes

Keolis knows that their people are the key to their continued outstanding performance. But until recently, the company struggled to optimize their HR processes. Since Keolis managed their employees by way of spreadsheets and binders, their managers lacked adequate visibility into workforce data. Because HR processes weren't integrated into any IT systems, it was challenging for the company to increase efficiency. In addition, Keolis' paper-based processes were not compliant with data security compliance requirements.

These shortcomings played out in several ways. First of all, without an recruiting management system or talent pool software, Keolis' recruiters could not track applications effectively. As a result, the company's brand image as an employer was suffering. Even the company's employees had difficulty accessing internal job opportunities. And because employees could not update their own profiles, they found it challenging to manage their own career paths.

> " As we implemented SuccessFactors Performance & Goals, data entry related to performance reviews increased from 66% to 94%."
>
> Isabelle Lerin-Basset, Director of Organizational Development and Mobility, Keolis

Versatile solution goes live quickly

Keolis set out to meet their challenges by implementing a comprehensive, cloud-based HCM solution. Unlike other vendors, SAP was able to present Keolis with a solution that would be easy to implement and use.

"While other software providers were answering our request with complex solutions, SuccessFactors came to us with an easy-to-implement suite of solutions," says Isabelle Lerin-Basset, Director of Organizational Development and Mobility, Keolis. "We chose SuccessFactors primarily for its versatility and easy adoption."

Another key factor in Keolis' decision was SuccessFactors' acquisition by SAP. The merger gave Keolis confidence that it would benefit from an impressive product portfolio, as well as significant research and development resources that would enable SAP to meet Keolis' future functional needs. As a final point in SuccessFactors' favor, the company's implementation methodology was completely aligned with Keolis' objectives for the
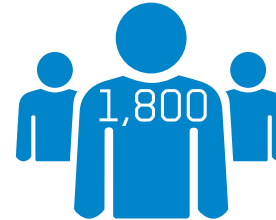
Managers log on
1,800 people managers now use the system across France and Belgium

product rollout.

With the help of SuccessFactors Professional Services, Keolis deployed a broad suite of SuccessFactors solutions, including Employee Central, Recruiting, Performance & Goals, Compensation, and Succession & Development. "The SuccessFactors consultants built a trusted relationship with our stakeholders throughout the project," says Lerin-Basset. "They were always available to fulfill our most challenging requests."

Talent Database saves money while enhancing recruiting

Now that Keolis has deployed SuccessFactors across Belgium and France, employees can easily update their own HR data and personal information. More importantly, they have started to manage their own career paths. Employees have easier access to internal job openings, and can automatically receive customized alerts on new opportunities. Keolis' HR staff has also used SuccessFactors to streamline the internal application process.

These benefits extend throughout Keolis' recruiting process. The company's HR staff has built a talent pool database that makes it much easier to manage applicants—leading to overall cost savings.

With real-time access to information through a user-friendly interface, Keolis' managers now have a much easier time tracking the performance review process. Thanks to greater overall efficiency, Keolis' HR team can focus on high-value tasks, rather than data entry and basic transactions.

Looking to Learning

With SAP Cloud for HR solutions in place, Keolis' HR team now looks forward to implementing SuccessFactors Learning. The company hopes to transition from an on-shelf learning catalogue driven by pre-configured career paths, to a talent-based training offering that will enable them to leverage development more effectively. SuccessFactors Learning will enable Keolis to use and share information collected through online succession planning and performance measurement.

In the months to come, Keolis further plans to roll out SuccessFactors solutions within their UK subsidiary, across North America, and in their Nordic and continental Europe subsidiaries.

Keolis

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