



OXFORD INSTRUMENTS CASE STUDY

Expertise and support to ensure smooth SAP SuccessFactors Operations

Oxford Instruments accelerates adoption of SAP SuccessFactors with the help of TalenTeam's dedicated technical and consultancy support

Key Outcomes

- Fast issue resolution enables existing HR resource to further enhance HCM experience
- Dedicated, technical support underpins SAP SuccessFactors modules
- A successful support partnership gives confidence to the central HR team
- Training being delivered to 36 HR administrators globally to support 2,000 employees



ABOUT THE CLIENT

Oxford Instruments plc is a leading provider of high technology products and services to global industrial companies and scientific research communities. It helps its customers to accelerate R&D, increase manufacturing productivity and drive innovations in key markets, including semiconductor and communications, advanced materials, healthcare and life science, energy and environment, and quantum technology.

With its roots in Oxford University, it now employs over 2,000 people worldwide and is listed on the FTSE250 index of the London Stock Exchange.

It recently announced its commitment to develop early talent as it recruits a record number of apprentices in the UK for 2023.

Sally Claridge, Reward Manager, and Tim Mackenzie, Group Talent Acquisition Manager at Oxford Instruments, both working with SAP SuccessFactors, highlight how together with TalenTeam they are optimising the system and making it work better for an enhanced HCM experience.

The Challenge

The need for deeper expertise Looking to enhance the global experience

People are a vital asset as Oxford Instruments strives to address some of the world's most pressing challenges and drives progress in scientific understanding in line with its purpose to enable a greener, healthier, more connected advanced society. The business has been using SAP SuccessFactors since 2017 to transform its human resources organisation and improve operational processes.

Although SAP SuccessFactors meets the business's HR needs globally, the HR team needs to resolve technical issues quickly and really optimise processes. The team realised they would benefit from additional support with deep specialist expertise in the platform to make the most of its capabilities.

Sally explains, "We were experiencing performance issues in some of the modules and we wanted access to deeper expertise and more dedicated support to configure and

manage the system, add new features and capabilities, and bring on new modules."

Oxford Instruments was looking for a new partner to help enhance the overall HR experience globally and make the process more seamless and effective. It operates in 17 countries and the system is configured to seven languages, so the global team of 36 HR professionals need a solution that consistently meets requirements for the complete HR spectrum, including reporting, compliance and data management.

SAP SuccessFactors modules already in place are:

- Employee Central
- Recruiting
- Learning
- Performance and Goals
- Succession and Development

The Solution

Choosing the right support partner

Having shortlisted three consultancies down from a list of five, Oxford Instruments selected HR technology experts TalenTeam as their support partner based on value for money and flexibility in approach.

The HR team appreciated being able to work directly with expert consultants from day one. TalenTeam demonstrated the necessary knowledge and expertise to address any issues or challenges that may arise. This allows for quicker problem resolution and will ultimately lead to more efficient and effective outcomes for the business.

Rowena, HR Director, Group Functions, at Oxford Instruments, highlights, "From the outset, TalenTeam was willing to work with our budget and aligned with the level of support we needed. Starting off on this footing of collaboration and flexibility laid the groundwork for a successful partnership where we could communicate our needs and achieve our goals."

Sally adds, "The fact that the team focuses exclusively on HCM gave us confidence that we're receiving best practice HR solution advice."

A dedicated approach to faster time to value

As the business evolves, SAP SuccessFactors needs to reflect those changes. TalenTeam works closely with the HR team to get the most out of the system by making this happen, from systems audit, to business-as-usual, to strategic changes – all ensuring a faster time to value.

“TalenTeam handles our change requests and technical issues. We just raise a ticket with the ‘fresh’ desk which is quickly picked up by the relevant consultant.” Sally continues, “The response is pretty much instant, and sometimes the consultant will arrange a Teams call which usually resolves things quickly.”

Tim agrees, “I really like the flexibility of the support. I can email the consultant with a small question which they often resolve within minutes. They are also good at explaining things, giving us a layperson’s version of technical ‘SAP speak’ so we understand the reasons why a function is operating in a certain way, and will challenge us about whether it’s appropriate to make a change.”

Equipping the core team

One of the advantages of the flexible contract Oxford Instruments has with TalenTeam is the training and learning to upskill and increase the admin knowledge of the global HR administrators.

Sally explains, “We’re running training on each module for our 36 HR administrators based worldwide. Upskilling them will provide the additional knowledge, skills, and motivation so they can use the system more effectively and support our end users.”

Technical support is vital

SAP SuccessFactors technical support is integral to the success of the system and makes life much easier for the HR team.

Tim highlights, “We’re also working together on some upcoming major changes as we develop our roadmap, such as a new model for managing timesheets or exploring how further modules will benefit our business.”

Roadmapping HR for future success

Optimising cost savings is a key focus for most organisations and Oxford Instruments is no exception. Integrating time and attendance functionality in Employee Central will simplify and automate the company’s business processes and support its HR workflows. It is also looking to integrate the Compensation module in the next financial year which will optimise budgeting and help improve employee engagement.

Benefits



Swift issue resolution

The HR team gets issues resolved quickly with knowledgeable, experienced consultants who ensure SAP SuccessFactors runs how they want it and when they need it.



Enabler of change

Making it easier for the HR team to make changes and deploy new modules to deliver better operational processes to its HCM programme.



Empowering HR admin

Training will give the global HR administrators the skills and knowledge they need to use the system effectively.



Filling the gaps

Working with TalenTeam provides the back-up technical, training, and expert consulting support that HR staff need to run and develop SAP SuccessFactors.



Value for money

Oxford Instruments gets a trusted HCM advisor with a flexible support contract that enables them to buy a pool of support hours or pay for new projects as and when they need them.

Working with TalenTeam

“We have been partnering with TalenTeam for just over a year,” says Sally. “They are really helping us get the most out of SAP SuccessFactors. I enjoy working with their team who are friendly and professional. The strong relationships we’re building makes resolving issues much quicker as they get to know us and how we work.”

“I’m looking forward to work on some bigger projects with TalenTeam,” adds Tim. “They have an amenable, pragmatic approach, challenge us when we need challenging, and are very patient with us!”

