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## PUGET SOUND ENERGY: “SAP SUCCESSFACTORS TRANSFORMED OUR PEOPLE SYSTEMS”

Amit Rastogi, SAP Manager, Puget Sound Energy  
Brenda Reyes, Senior Director, Rizing HCM  
Session ID #84422

# About the Speakers



**Amit Rastogi**

SAP MANAGER,  
PUGET SOUND ENERGY

- SAP leader focused on technology transformation in the area of Human Resources, procurement, finance and CR&B applications
- Charity cooking and community service serving 5K meals a year



**Brenda Reyes**

SENIOR DIRECTOR,  
RIZING HCM

- Exclusively focused on SAP SuccessFactors projects for 6 years; SuccessFactors Certified Professional
- Volunteer with local search & rescue team in Grand County, Colorado

# Key Outcomes/Objectives



## Your HR transformation project

Ways to ensure success



What's really tough



What to watch out for



# Agenda

1

Introductions

2

Our HR Transformation Success

3

Feedback on Our Objectives

4

Common Challenges & Pitfalls

5

Closing



# About Rizing

**RIZING**

Leading global  
SAP® professional  
services companies



together since  
**2012**

**RIZING**

EAM

HCM

CONSUMER  
INDUSTRIES



**800+**

employees worldwide



## RIZING HCM

Specialists in SAP SuccessFactors and SAP Fieldglass. Experts in SAP HCM on-premise, hybrid and cloud implementations.

**2,000+**  
implementations  
completed

**5,000+**  
projects completed

**20%**  
revenue CAGR  
(2015 – 2018)

**\$145M**  
2018 revenue

## IN-HOUSE DIGITAL DEVELOPMENT CENTER (DDC)

Dedicated  
Development  
Operations

**Malaysia, India  
and the Philippines**



**SPANNING ALL SAP  
SUCCESSFACTORS MODULES**

# Introduction to Puget Sound Energy (PSE)



ENERGY  
COMPANY

based in



Bellevue,  
Washington

Providing electrical and  
natural gas power to

**1.1M+**  
customers



**3,000+**  
employees



**Union environment**  
with two collective  
bargaining agreements

# Introduction to the “TOPS” Project

## TRANSFORMING OUR PEOPLE SYSTEMS

TOPS joined the PSE **Strategic Project Portfolio** in 2018 as a joint **Information Technology** and **Human Resources** Business Transformation project

*An exciting multi-year effort, focused on updating our core people systems across PSE aimed at...*



Transforming the user experience



Providing people tools on the go



Generating efficiency through automation



Bringing people data to light

# Success through a Strong Business Case



## Transformation of **PEOPLE SYSTEMS**

- Intuitive employee and manager self-service
- Easy access to reporting for managers and executives
- Right service level for each people process
- Mobile capabilities
- Org change management



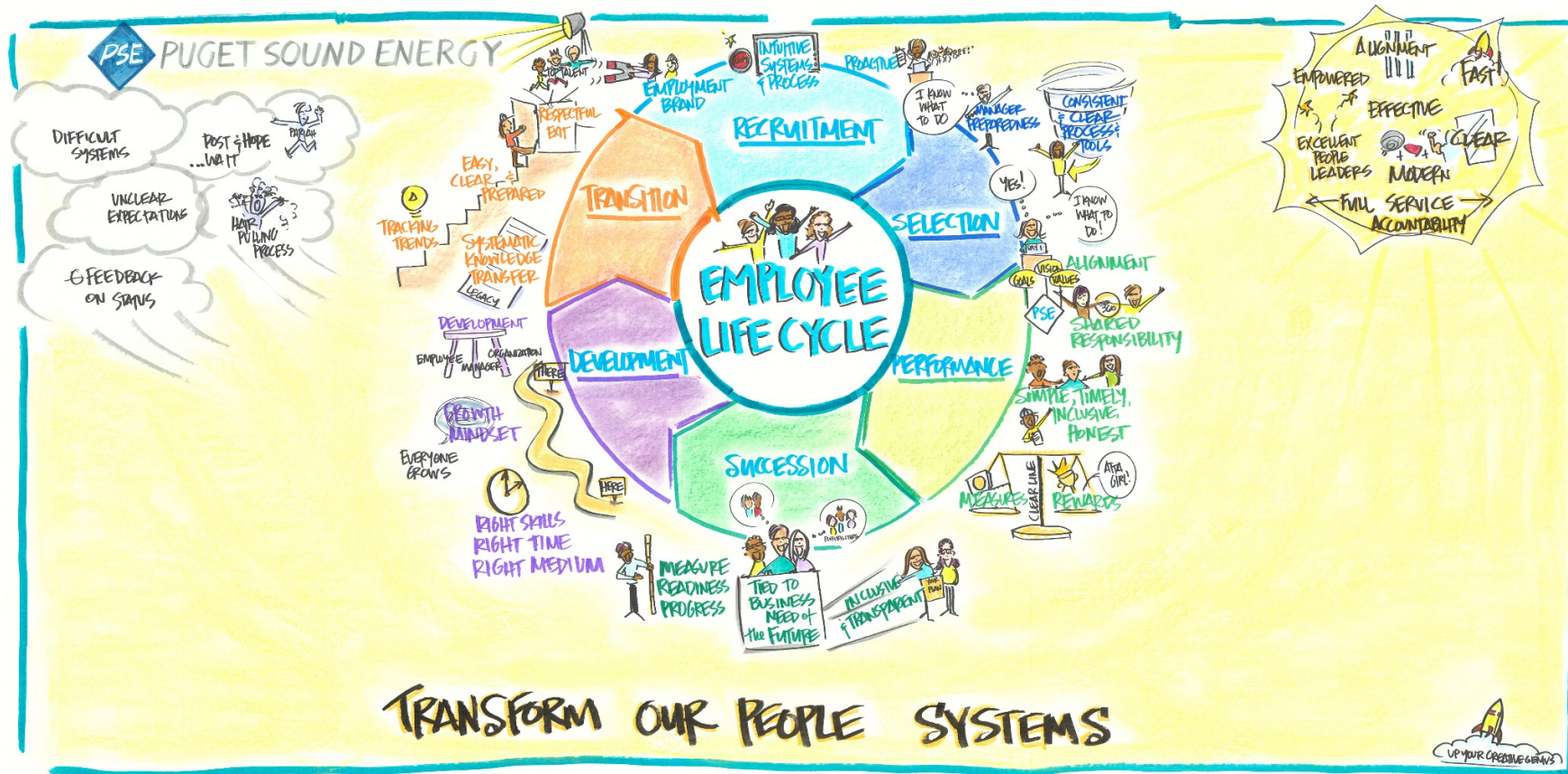
## Transformation of **BUSINESS SYSTEMS**

- Process re-engineering
- Allows for leadership and HR to increase focus on strategic, value-added initiatives
- Data governance structure
- Automated and easier compliance reporting





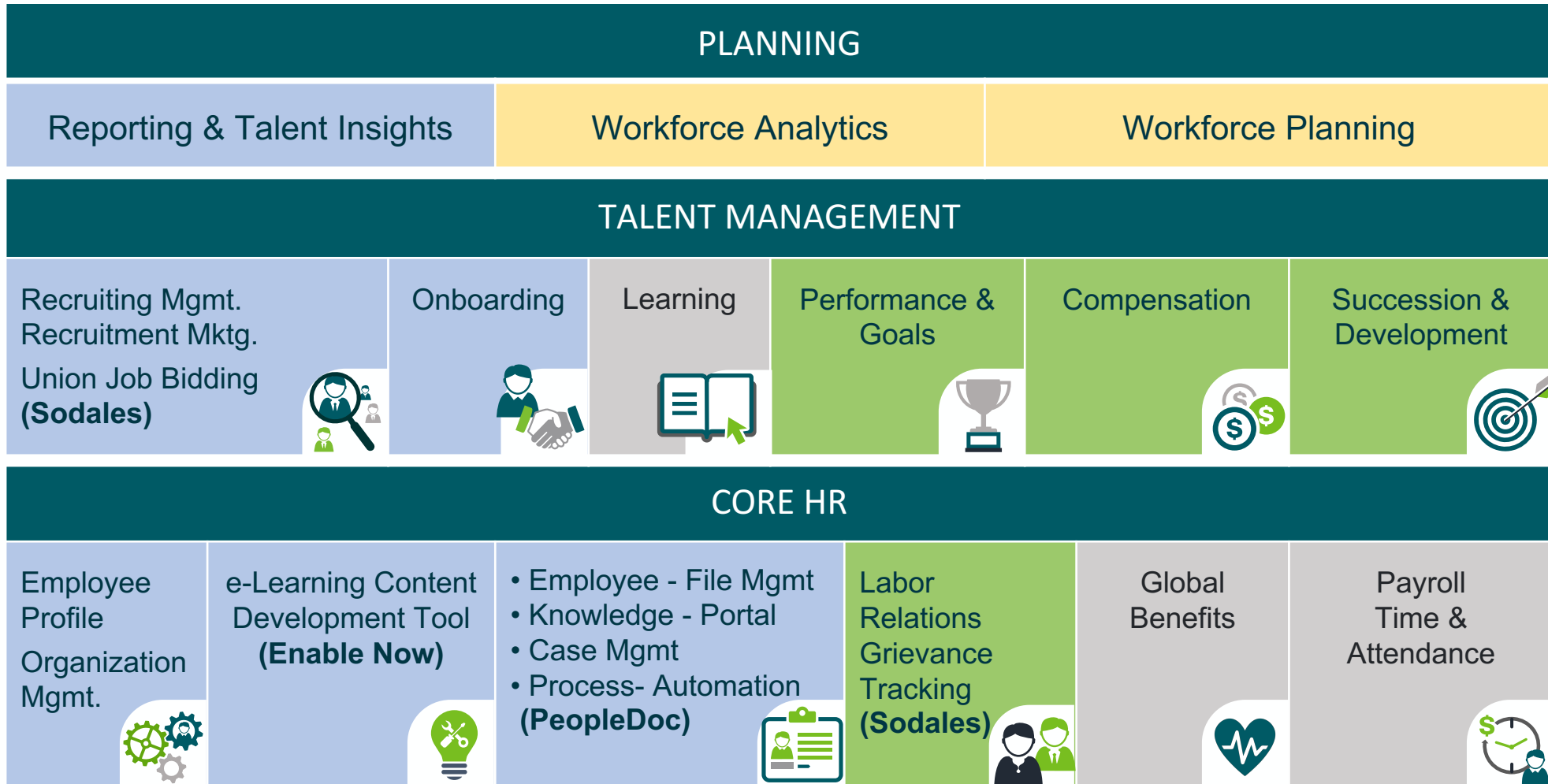
# Success through Employee-based Vision



Bringing the employee journey to life, with an eye on employee experience

Artwork Credit: Up Your Creative Genius, 2018

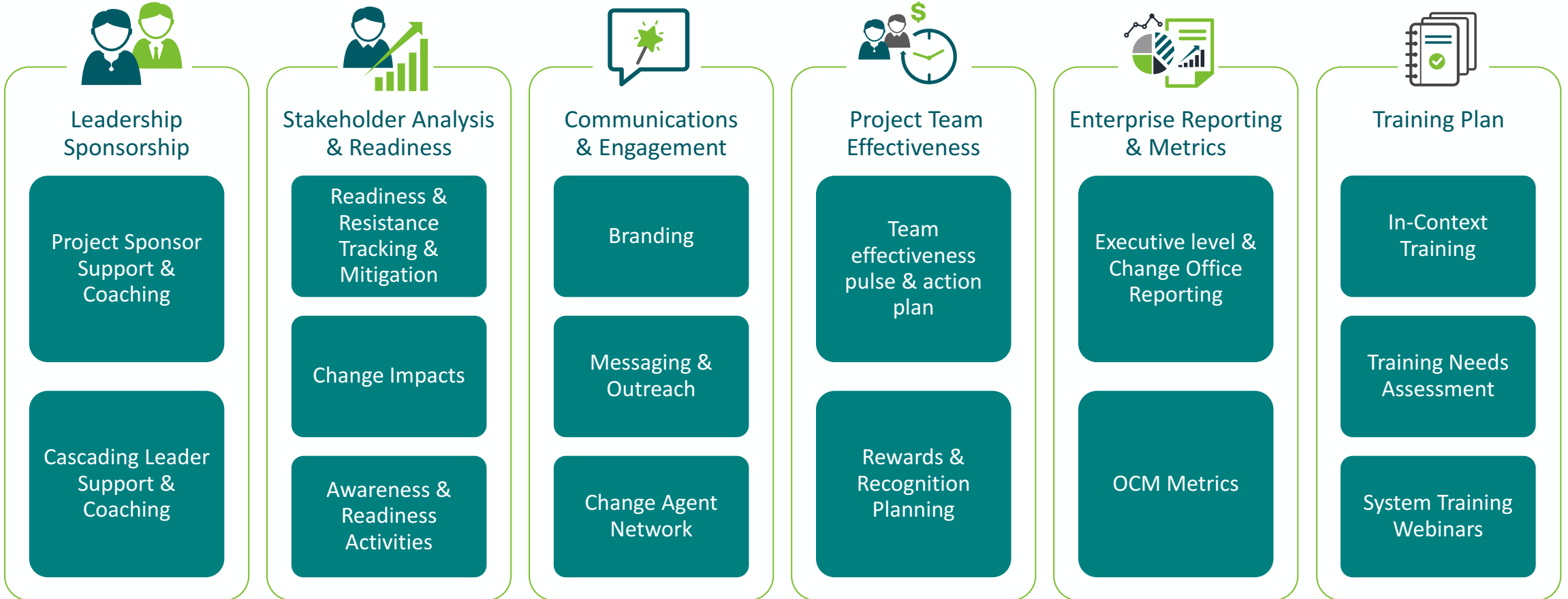
# Success through Smart Scope Planning



LEGEND:

Q2 2019
Q4 2019
Q1 2020
Out of Scope

# Success through Strategic Change Management

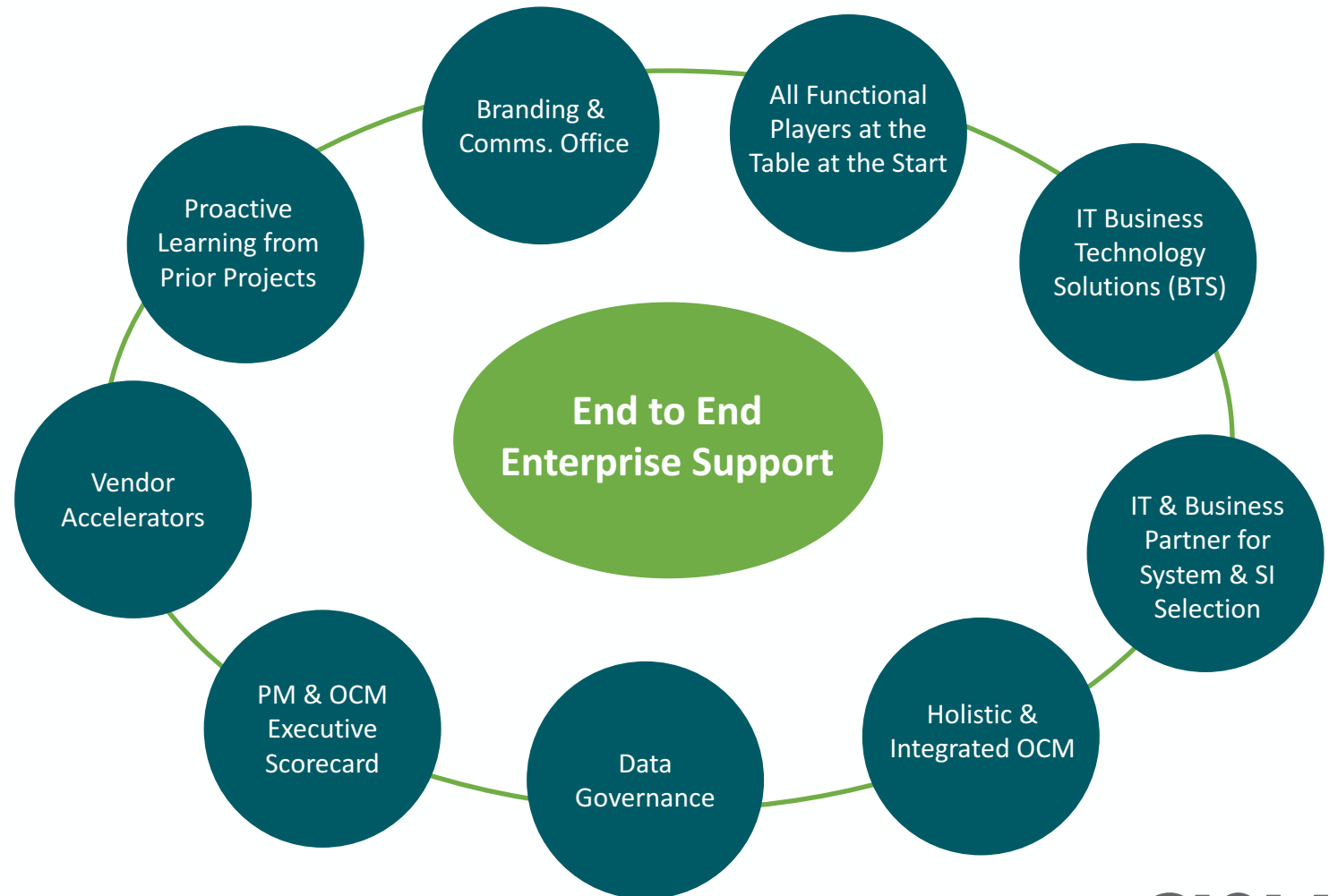


# Success through Alignment & Governance

Learning from  
past projects

Incorporating  
best practices

Ensuring  
transformation  
success  
through strong  
collaboration





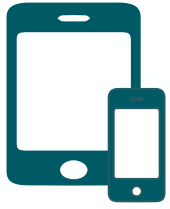
# Transforming the user experience

- ✓ *“Ability to quickly change my own info – simple and transparent...”*
- ✓ *“A much better external candidate experience...”*
- ✓ *“No more ‘black hole’ of onboarding...”*

The screenshot displays a HR system interface. On the left, a position hierarchy is shown with a central box for position 50003125 (Mgr Information Techno...) and three sub-positions below it: 50006080 (Sr App Configuration A...), 51000276 (Sr App Configuration A...), and 51000289 (App Configuration A...). A modal window on the right provides detailed information for position 51000276, including job requisition details, opening/candidate counts, and the names of the job req originator, hiring manager, and recruiter.

Section	Details
Position Details	Position: 51000276
Job Requisition Details	Id: 152, Template: Standard Requisition Template, Job Title: Sr App Configuration Analyst, Status: approved
Opening/Candidates	1 Opening, 3 Candidates
Job Req Originator	Anna Dye, Mgr Information Technology (M2), 1 FTE
Hiring Manager	Anna Dye, Mgr Information Technology (M2), 1 FTE
Recruiter	Cassie Ballering, Fabian Hernandez

*“I’ve never heard the word **intuitive** so many times.”*  
– TOPS UAT Facilitator



# Providing people tools on the go

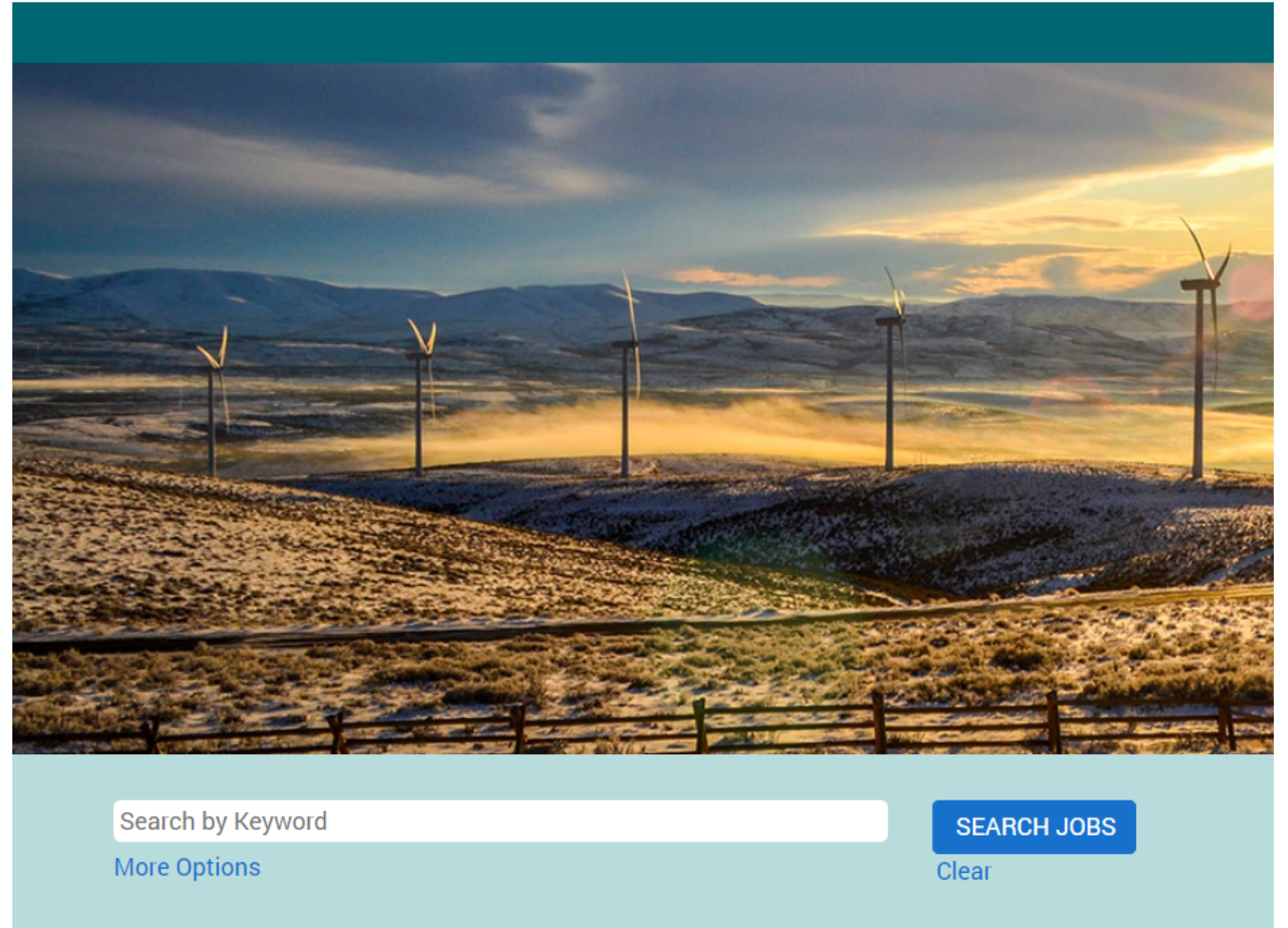
- ✓ *“Mobile app for core HR transactions and workflow approvals...”*
- ✓ *“**Applause!** It no longer takes 45 minutes to apply for a job...”*
- ✓ *“Mobile apply for external candidates...”*



CAREERS HOME

OUR COMPANY ▾

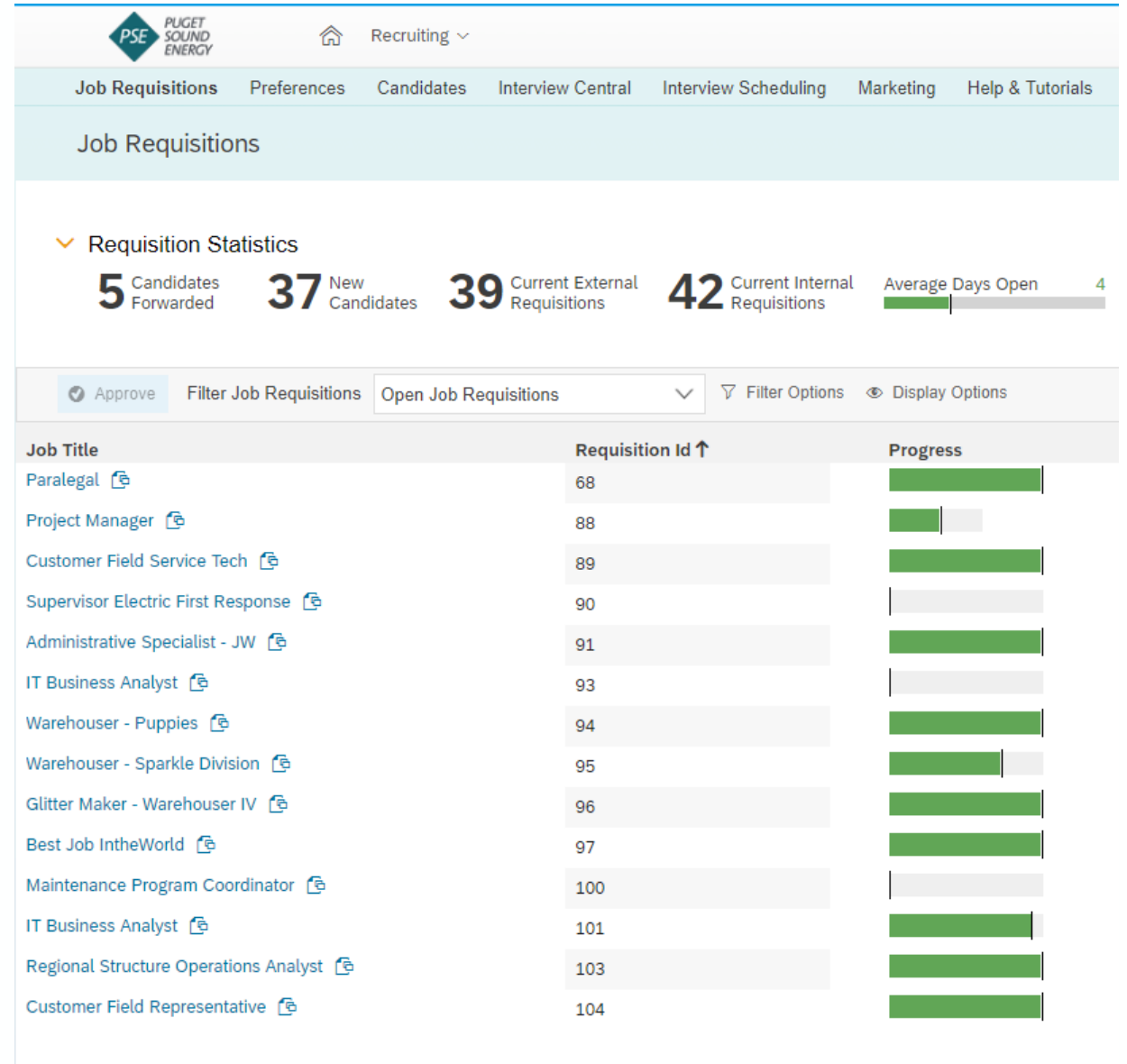
FEATURED JOBS ▾





# Bringing people data to light

- ✓ *“Flexible ad hoc reporting available to managers...”*
- ✓ *“Visibility for workflows, talent score cards, progress dashboards...”*
- ✓ *“Candidate tags available for high potential ‘silver medalists...’”*





# Automating for efficiency

- ✓ *“Near real-time integration to Identity Management system...”*
- ✓ *“Integration to PeopleDoc for employee file management...”*
- ✓ *“Replication to SAP HCM on-premise time & payroll...”*

The screenshot displays a user interface for Puget Sound Energy (PSE). At the top, the PSE logo and 'PUGET SOUND ENERGY' are visible, along with a 'Home' navigation link. The main content area is divided into several sections:

- To-Do:** Contains two task cards. The first, 'Onboarding Manager Activities', shows 2 tasks overdue. The second, 'Provide Interview Feedback', shows 1 interview due anytime.
- My Team:** Features a 'Start Process for Contractor' button with a team icon.
- My Work:** Includes four panels: 'Reports' (0 Favorites), 'SNAP', 'Quick Links', and 'IAM (Identity Access Management)'.



# Common Project Challenges

1

Third-party products add complexity – start early and plan ahead

2

Testing “recipe” requires a balance – align data and simplify where possible

3

Configuration and system issues always arise – establish a good line of communication with SAP SuccessFactors team

4

No time for sustainment planning at launch phase – develop admin and maintenance plans early

5

Data migration & replication can be challenging – requires strong resources, strong , strong focus

6

Super users and change champions are critical to user adoption – leverage iteration tests for “hands on” training



# Common Pitfalls to Avoid



Re-implementing yesterday's process



Silos for each work stream



Scope creep



Too many transformational projects



# Take the Session Survey.

We want to hear from you! Be sure to complete the session evaluation on the SAPPHIRE NOW and ASUG Annual Conference mobile app.



# Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

<http://info.asug.com/2019-ac-slides>

# Q&A

For questions after this session, contact us at [brenda.reyes@rizing.com](mailto:brenda.reyes@rizing.com).

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