



Digital Transformation to Cloud New York Life's Story

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About the Speakers

Helaine Schnall

- Corporate Vice President – New York Life, HR Operations
- Learning, developing and growing with SAP and SuccessFactors for 18 years
- Avid Broadway and baseball fan!

Soumyajit Roy

- Senior Software Engineer-Center of Expertise, SAP NA
- HCM & SuccessFactors Consultant with 13 years of experience.
- Terminator-II Fan!

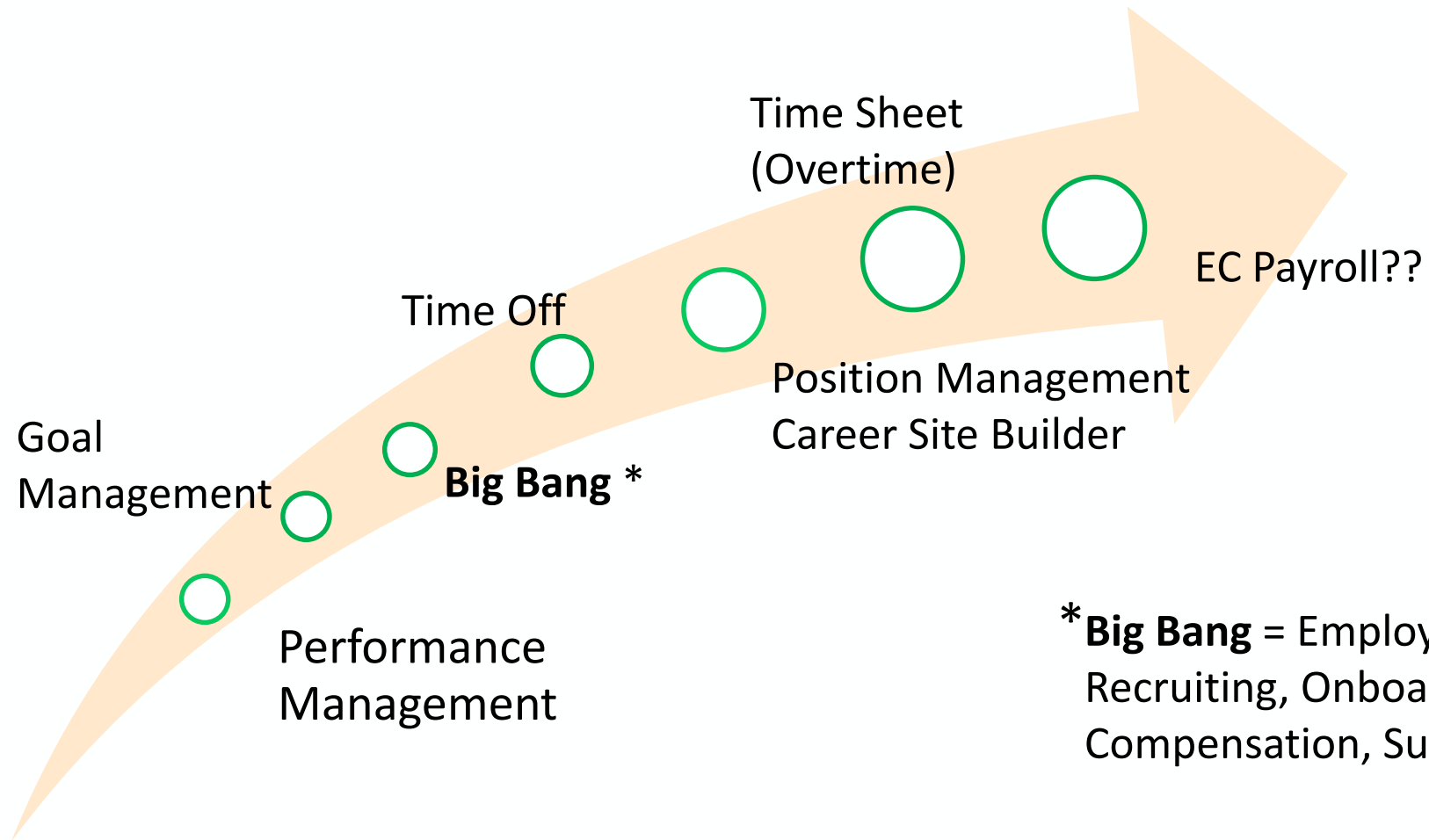
Key Outcomes/Objectives

- Digital transformation can be a great experience for all involved
- Continue to evolve after going live – the journey never ends
- New ways to engage with SAP

Agenda

- New York Life's Digital Transformation Journey
- Overtime Project Success Story
- Engagement with SAP Max Attention
- HCM Automation Initiatives

New York Life's SuccessFactors Digital Transformation Journey (Highlights)



* **Big Bang** = Employee Central,
Recruiting, Onboarding,
Compensation, Succession

New York Life's SuccessFactors Digital Transformation Journey

- Go Live in August 2014 was just the start of our journey
- Continuous process improvement and user experience enhancement
- Sometimes it's hard to be a pioneer



Overtime Project Success Story



- Overtime was recorded in custom front-end application in SAP on-Premise ERP
- Needed a more consistent user experience
- Still need to replicate to SAP on premise (IT2010)
- Unique requirements for approvals and escalations for part time non-exempt employees
- Varying state specific laws and regulations



Overtime Project: The Journey to Success



Technical
Feasibility
Check

Best
Practice
Demo

Build
Design
Workshop

Proof of
Concept

Realization

Go-Live

A New Way to Engage

Technical
Feasibility
Check

An assessment of critical end-to-end core business processes, technical infrastructure, critical interfaces and data consistency strategy, time windows, data volume and performance.

Best Practices
Demo

Demo build covering the end to end overtime process with localized US specific federal and state rules.

Build Design
Workshop

Fit/Gap exercise to highlighting opportunities to streamline processes and user experience.

Proof of
Concept

Collaboration with product engineering on identified gaps. Proof of concept with innovative workarounds to mitigate the gaps.

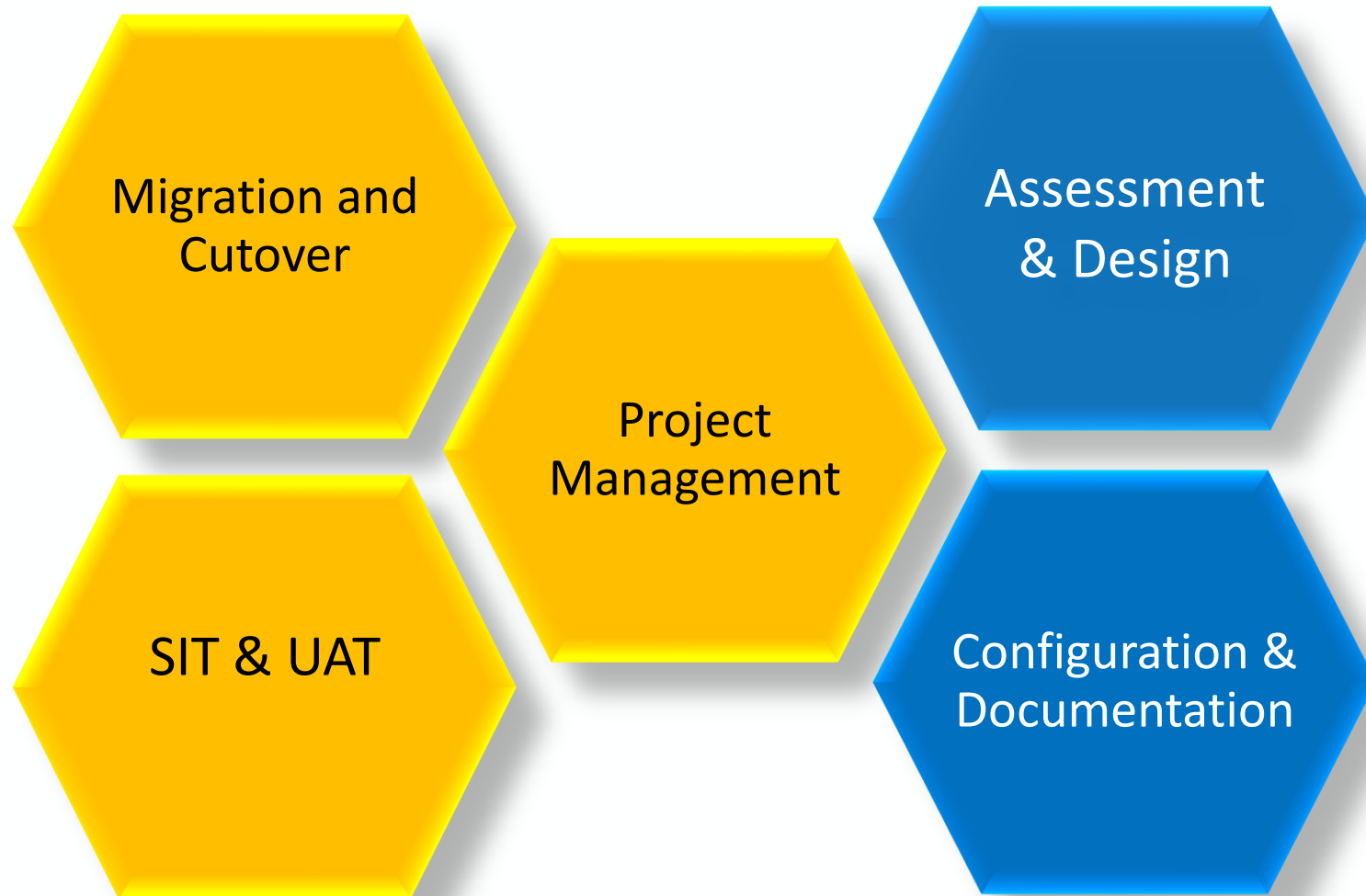
Realization

Collaborative project delivery model between New York Life and SAP Max-Attention team.

Go Live

Go-live and support during the most critical milestone.

Overtime project: Collaboration Model



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Co-Innovation: HCM Automation Initiatives

- Primary objectives: improve efficiency, reduce manual efforts, prepare to move to EC Payroll
- Collaboration between NYL & SAP Max-Attention on various initiatives:
 - Delimiting benefits records
 - Automate Vacation Payout and Severance Payment at termination
 - Docking process automation
 - SuccessFactors Onboarding API modernization
 - PoCs for new API based HCM Integration Scenarios



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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
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