



# LESSONS LEARNED FROM IMPLEMENTING SAP SUCCESSFACTORS / EC PAYROLL

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AOIFE CONWAY, IT DELIVERY MANAGER, SMYTHS TOYS  
HENRIK TROLLE, COUNTRY MANAGER, MARK INFORMATION

# ABOUT SMYTHS TOYS

- Founded in 1986, Smyths Toys is the leading toy store in Ireland, providing children's entertainment products within all categories at the lowest prices
- With over 100+ stores, Smyths Toys is present all across the UK and Ireland. In addition, they have another 100 stores in Central Europe
- The UK company employs about 4,000 people and the workforce doubles in the run up to Christmas
- Each store runs its own payroll and submits data every Monday morning



# PROJECT BACKGROUND

## FROM NO HR SYSTEM AND AN END-OF-LIFE PAYROLL SOLUTION TO EC/ECP

- Smyths Toys needed a new payroll solution as their current system was outdated and end of life in March 2022 and never had HR system in place
- They required something modern and in line with the other applications across the company
- They chose SAP-based HR and payroll products as they use SAP applications across all of their departments; Buying, Logistics, IT and Finance
- Along with the Employee Central Payroll (ECP) module of SuccessFactors, they also implemented Employee Central (EC) and Recruitment Management – two HR-based modules
- ProMark was the existing Workforce Management solution at Smyths Toys

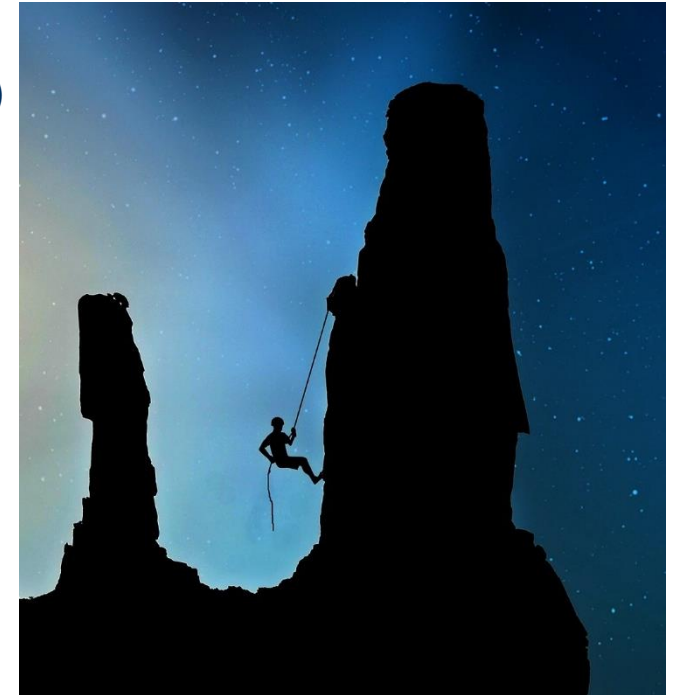
# PROJECT TIMELINE

## FROM NO HR SYSTEM AND AN END-OF-LIFE PAYROLL SOLUTION TO EC/ECP

- The project started up in October 2019
- Implementation of Employee Central (EC) and Recruitment Management together with integrations to ProMark started in February/March 2020, but was on hold until April/May 2020 due to the Pandemic. Go live with EC in July/August 2020
- Roll-out of Employee Central Payroll (ECP), integrated to ProMark, started in July 2021 and will be finished in February 2022 covering all payroll areas

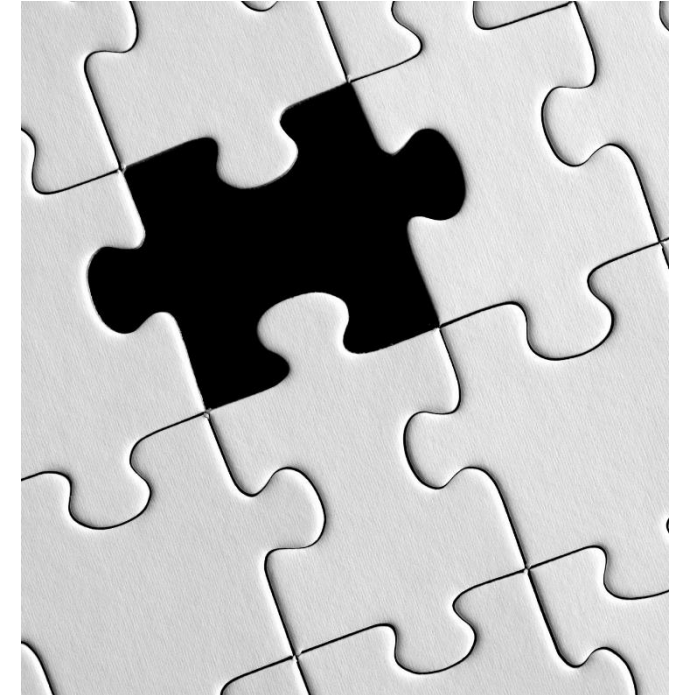
# LESSONS LEARNED

- From onsite team to remote team working due to the pandemic
  - Make sure that key people had the right IT equipment (desktop → laptop)
  - Less travel but ...
  - Everything takes longer time
    - Communication via email instead of workshops
    - Project team members based in 4 different time zones (UK, Denmark, Romania and India)
    - Different languages
  - → Steep learning curve for all parties
  
- Open discussion between vendors
  - Willingness to discuss issues and work through a solution
  - What works and what doesn't, what is the best way to achieve the goal based on a common understanding



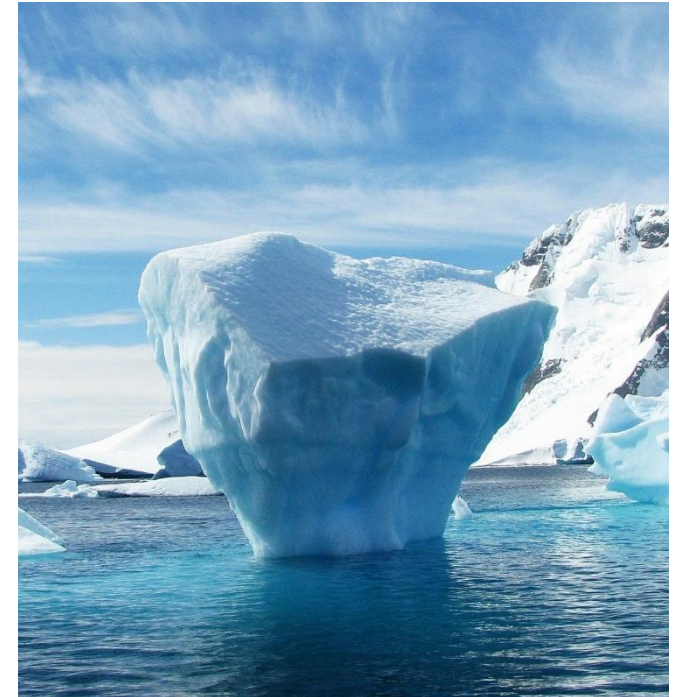
# LESSONS LEARNED

- **Functionality gaps**
  - ECP: Ability to calculate average working hours for holiday pay
  - ProMark: Allowing for making changes to closed periods as managers aren't always doing what they should in a timely manner
- **Adding in EC Payroll**
  - Challenges: The SuccessFactors partner based in India had no experience from a UK-based company
  - Parallel runs: Running weekly payroll in parallel for 3-4 months
  - Delayed by Payroll team due to the pandemic



# LESSONS LEARNED

- Resourcing
  - Do not underestimate how much time a project like this will take
  - Try to keep/maintain resources on the project
    - Staff turnover during the project can be costly
  
- Hypercare is key
  - 2 calls a week to make sure that the project is on track
  
- Remember the bigger picture
  - What are you trying to achieve – and why?
  - Simple to forget when you are dealing with the day-to-day details



# SUMMARY AND CONCLUSIONS

- Resourcing and project time frame
- Spend more time scoping
  - The devil is in the detail
- Don't presume
- Customer experiences





# WHO IS MARK INFORMATION?

- Nordic software and hardware provider developing and marketing the Workforce Management solution ProMark
- Hardware offered in cooperation with dormakaba
- ProMark offered as SaaS solution and on-premise
- Partnerships with SAP and Microsoft among others:

**SAP® Certified**  
Integration with SAP Applications

**SAP® Certified**  
Integration with SAP S/4HANA®

Gold  
**Microsoft Partner**



# THANK YOU FOR LISTENING



**Aoife Conway**  
IT Delivery Manager  
Smyths Toys



**Henrik Trolle**  
Country Manager & EVP Sales  
[htr@mark-info.com](mailto:htr@mark-info.com)

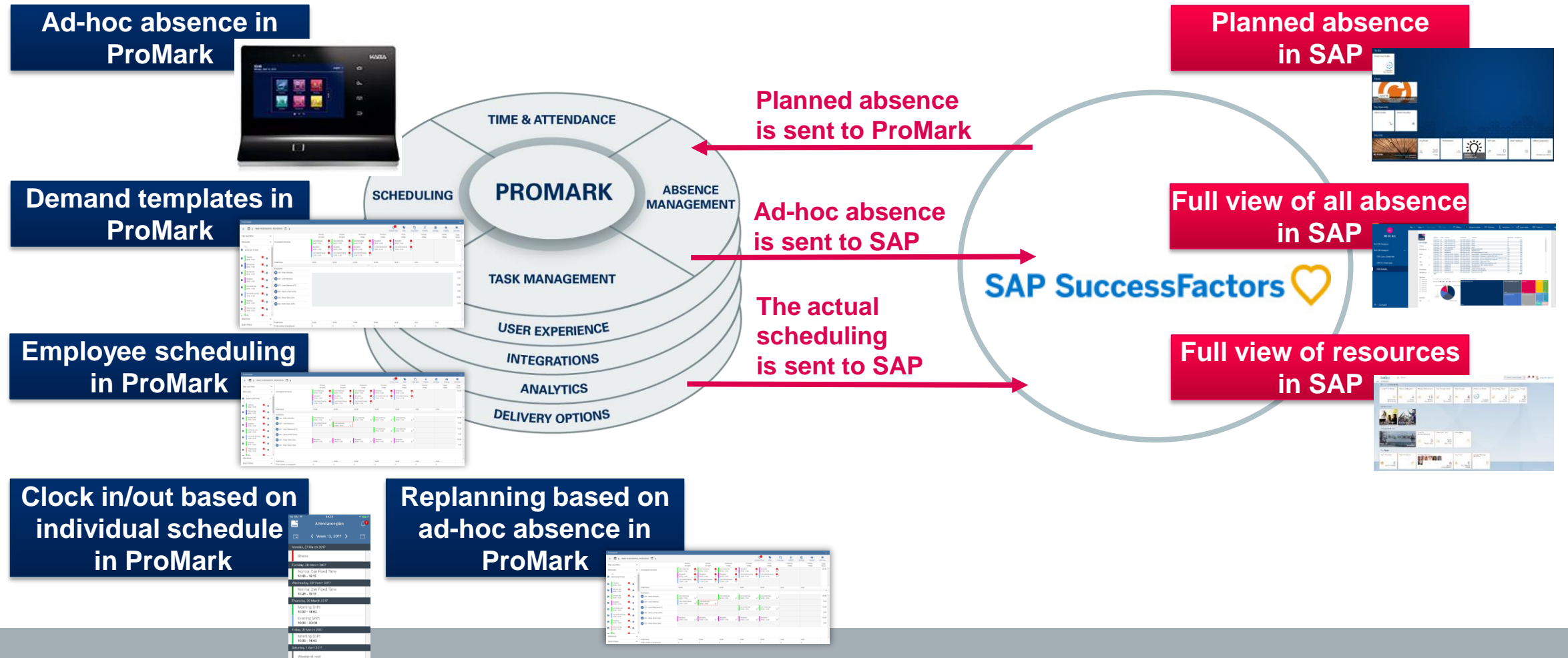
Mark Information  
[www.mark-info.se](http://www.mark-info.se)



## SUPPORTING SLIDES

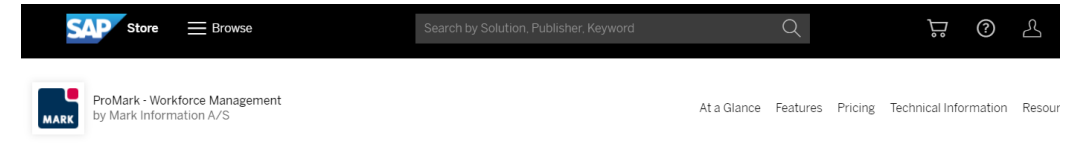
MARK INFORMATION/PROMARK & SAP

# SUCCESSFACTORS + PROMARK WORKFORCE MANAGEMENT = MODERN SCHEDULING SOLUTION

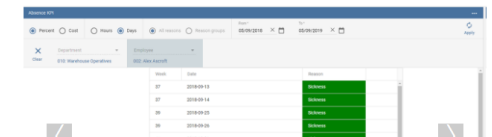


# MARK INFORMATION & SAP

- SAP PartnerEdge Build Partner:  
Develops, integrates or extends SAP solutions
- ProMark certified in SAP App Store
- ProMark certified via SAP ICC  
(SAP Integration and Certification Center)
- ProMark certified and verified with multiple SAP Solutions, including S/4 HANA



A best of breed Workforce Management solution fully integrated with SAP SuccessFactors



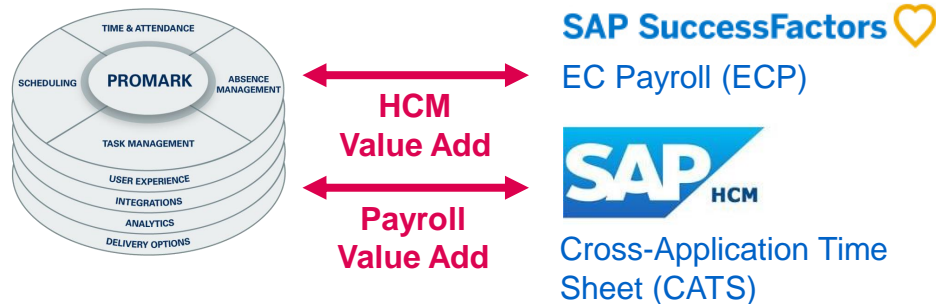
**SAP<sup>®</sup> Certified**  
Integration with SAP Applications

**SAP<sup>®</sup> Certified**  
Integration with SAP S/4HANA<sup>®</sup>

# PROMARK & SAP – HCM & PAYROLL SOLUTIONS



Modern standardized HCM suite with best of breed standardized Workforce Management capabilities



## Time & Attendance

- Ensuring complete and validated Time & Attendance timeline per employee for minimal administration
- Efficiently configure the most complex work rules, in particular for blue-collar workers – without custom code or costly implementations
- Designed to handle and automate national regulatory work rules in the Nordics

## User Experience

- Exception driven – intelligent employee dialogues, notifications and approval flows
- Manage registrations without being online with SAP/SFSF
- Offers Workforce Management hardware (timeclocks & labour collection solutions)

## Scheduling

- Manage regulatory work rules and local labour agreements
- Schedule based on qualifications and fatigue work rules
- Offer employee self-service flows for maximising employee satisfaction and lean administration

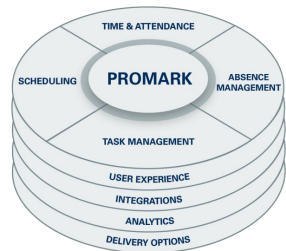
## Absence Management

- Manage complex and regulated absence management flows within sickness and holiday rules
- Digitise reimbursement processes
- Full real-time overview of employee attendance across the organisation

# PROMARK & SAP – TASK MANAGEMENT SOLUTIONS



Modern standardized ERP suite with best of breed standardized Workforce Management capabilities



Task Mgmt  
Value Add



Cross-Application Time Sheet (CATS)

Production Planning (PP)  
Customer Service (CS)  
Project Systems (PS)

## Task Management

- Exception driven – intelligent employee dialogues, notifications and approval flows
- Combine Time & Attendance with Task Management for full distribution into cost centers, projects and orders
- Support team-driven task planning and execution
- Multiple real-time registration options including smart functions/logic minimizing end-user errors
- Manage aspects like material consumption and outputs
- Track performance and progress in real-time via Production Displays