

## Sun Communities: Saving 2,700 Worker-Hours Per Year with Intelligent Services

As the premier provider of mobile homes and RV resorts in the United States, Sun Communities, Inc. puts a roof over thousands of residents' heads. In the past, Sun Communities' employee termination processes were manual and error prone. Terminations often occurred when IT staff were not available to cut off access to systems. This led to a gap between somebody leaving the firm and their access rights being withdrawn – a security breach that had the potential to impact audits.

To streamline its termination processes, Sun Communities decided to enable intelligent services available as part of SAP® SuccessFactors® HCM Suite. Today, employee access rights are automatically revoked within seconds of termination. Moving to an automated system saves Sun Communities 2,700 worker-hours per year, enabling HR to focus on more-strategic initiatives across the company.



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# Sun Communities uses intelligent capabilities

## Company

Sun Communities, Inc.

## Headquarters

Southfield, Michigan

## Industry

Banking – financial services

## Products and Services

Ownership, operation, development, and financing of manufactured housing communities and RV resorts

## Employees

>3,500

## Revenue

US\$719 million

## Web Site

[www.suncommunities.com](http://www.suncommunities.com)

## Objectives

- Streamline and automate core HR processes
- Accelerate the cut-off of former employees' access to Sun Communities' systems
- Minimize the number of errors linked to termination

## Why SAP® SuccessFactors® solutions

- Superior functionality of intelligent services available as part of SAP® SuccessFactors® HCM Suite
- Straightforward configuration that requires no costly middleware or external support

## Resolution

- Improved recruiting, time-off, and termination processes, enabling HR and IT to focus on more value-added tasks
- Reduced the risk of error, minimizing any potential impact on audits
- Removed the gap between somebody being terminated and their access rights being revoked, boosting security
- Reduced duplication of data entry for core HR processes

## Future plans

- Automate further HR processes with intelligent services
- Use the intelligence service center tool, enabling better integration across SAP SuccessFactors solutions and other enterprise applications

## 2,700 hours

Saved per year – the equivalent of roughly 1.5 full-time employees

## Eliminated

Manual data entry between systems with data replication functionality

## Automated

Shut off of user access to systems immediately upon termination

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“The intelligent services are so easy to enable and use across our SAP SuccessFactors software systems. It takes just minutes for an HR administrator to enable them. We are using them to better manage our employee terminations and leave-of-absence processes across SAP SuccessFactors solutions and other business applications.”

Marc Farrugia; Vice President of Human Resources; Sun Communities, Inc.

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