

SAP SuccessFactors 



## Tecnológico de Monterrey: Connecting Campuses for a Unified Workforce with SAP® SuccessFactors® Solutions

With 55 campuses all managing their own HR processes, how could Instituto Tecnológico y de Estudios Superiores de Monterrey foster a more unified workplace? By replacing disparate systems with a single platform based on SAP® SuccessFactors® solutions, the organization successfully connected campuses, enabling staff to communicate and collaborate more easily than ever before.



# Executive overview

## Organization

Instituto Tecnológico y de Estudios Superiores de Monterrey

## Headquarters

Monterrey, Mexico

## Industry

Higher education and research

## Products and Services

Degree programs, research programs, and higher education courses

## Employees

32,000

## Web Site

[www.tec.mx/en](http://www.tec.mx/en)

## Partner

Deloitte, Intellego, and SAP Consulting

## BUSINESS TRANSFORMATION

### Objectives

- Foster a unified workplace culture across 55 campuses all over the country
- Ensure that staff have the right tools to give students the best possible education
- Gain a unified overview of HR activity across the organization

### Resolution

- Worked with partners to deploy the entire SAP® SuccessFactors® HCM Suite and SAP Jam™ Collaboration
- Centralized and standardized HR processes across the university
- Digitized and automated previously manual, paper-based processes

### Benefits

- Connected countrywide campuses, enabling employees to communicate and collaborate with each other much more easily
- Gained an integrated, comprehensive overview of the entire workforce to support strategic decision making
- Streamlined and automated the employment contract process, making it easier to onboard professors each quarter

Read more ►

“SAP SuccessFactors solutions enable quick, easy communication between locations – allowing staff to work together more conveniently than ever before.”

Hernán García González, Vice President of Talent and Culture, Instituto Tecnológico y de Estudios Superiores de Monterrey

# 65%

Of professors signed employment contracts using SAP SuccessFactors solutions within a week of launch

# 40,000

Employment contracts generated each year with SAP SuccessFactors solutions

# Easier

Communication between campuses for better employee collaboration

Executive overview

## Company objectives

Resolution

Business transformation

Future plans

# Unifying the workforce

Instituto Tecnológico y de Estudios Superiores de Monterrey is a private university system of affiliated schools and colleges located in 55 cities across Mexico. Tec de Monterrey, as the system is commonly called, serves around 140,000 students through its wide range of high school, undergraduate, and graduate programs.

Hernán García González, vice president of talent and culture at Tec de Monterrey, begins, “We are one of the highest-ranked universities in Mexico, but we refuse to rest on our laurels. We want to be the best university not only for students, but also for staff. We want professors to feel positive and enthusiastic about working at Tec de Monterrey so that they can pass their love for learning on to students.”

Tec de Monterrey recognized that there was a significant roadblock to fostering a culture of excellence across the organization, however. García

González explains, “Tec de Monterrey has grown significantly over the last 40 years. There are now university and school campuses spread all across the country – some very far from Monterrey.”

Previously, each campus had its own systems for managing HR. Without any integration between the systems, it was almost impossible for the central HR department and senior management to get a unified overview of the workforce.

García González recalls, “With such a wide range of systems in place, it was very tricky to get even very basic information about the organization, such as employee headcount and demographics. Not only did this hinder strategic decision making, it also meant that each campus existed in its own ‘bubble.’ We wanted to introduce a standard system across all campuses, helping to establish a single, unified workplace culture.”



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# Turning to a tried-and-tested solution

Tec de Monterrey decided to replace the many disparate HR systems in place across campuses with a standard system. Based on his personal experience of SAP® SuccessFactors® solutions at previous jobs, García González made the case for deploying the cloud-based HR platform at Tec de Monterrey.

He comments, “What I love about SAP SuccessFactors solutions is the breadth and depth of the suite. It covers everything from core HR functions to workforce analytics – everything you could possibly need. This was a really important deciding factor – we didn’t want to install lots of different systems that we’d have to integrate, and then manage and upgrade separately. We wanted a one-stop shop for everything HR, and that’s exactly what SAP SuccessFactors solutions offer.”

The organization partnered with Deloitte, Intellego, and SAP Consulting to deploy the entire SAP SuccessFactors HCM Suite. García González says, “Working closely with our partners, we were able to centralize and standardize all of the previously fragmented data sources. Today, all 32,000 employees use the SAP SuccessFactors HCM Suite regularly.”

By running training sessions for new functionalities as they are released, Tec de Monterrey is making sure that nobody gets left behind. “Feedback from senior management and leadership has been great,” notes García González. “They really appreciate the flexibility of the SAP SuccessFactors solutions, and the fact that we’re able to make changes and tweak the software so that it meets the organization’s unique requirements.”



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# Connecting campuses

Today, all 55 campuses across the country use the SAP SuccessFactors solutions to manage every aspect of HR – from organizational management to talent management.

“Having coworkers’ information at your fingertips is crucial when collaborating on research projects, for example,” remarks García González. “In the past, people would waste time struggling to find out who works in which department on which campus. Now, staff simply log in to the SAP SuccessFactors HCM Suite, type in the name of the person they’re looking for, and up pops their employee profile with all of their information: contact details, picture, and their place in the organizational chart.

Where before campuses existed in isolation, SAP SuccessFactors solutions enable quick, easy communication between locations – allowing staff to

work together more conveniently than ever before. Standard HR processes and the SAP SuccessFactors HCM Suite, along with SAP Jam™ Collaboration, are the glue that bring the different campuses together as one organization.

As well as standardizing HR systems with SAP SuccessFactors solutions, Tec de Monterrey took the opportunity to digitize and automate existing manual, paper-based processes. García González gives an example: “Department directors used to have to print out individual employment contracts, arrange a face-to-face meeting with the member of staff renewing their contract, and sign the document together before submitting it for approval. This was a time-consuming, often frustrating task for directors with busy schedules. Now, employees can sign contracts directly in SAP SuccessFactors Onboarding – saving time, effort, and a lot of paper!”





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