

# How Do You Energize Employees to Stay Competitive?

In the fiercely competitive energy sector, things are changing fast. Greater customer interest in sustainability, growing demand for renewables, and a constant stream of new market entrants are some of the big challenges facing energy companies today. To succeed, Uniper SE requires an ultraskilled workforce – now and in the future.

After breaking away from E.ON, Uniper took the opportunity to develop its own employee-centric “HR for the future” strategy. Eager to move all core business processes to the cloud, the company is migrating its on-premise SAP® ERP Human Capital Management solution to the SAP SuccessFactors® Employee Central solution and will also take advantage of the SAP SuccessFactors solution for managed payroll by NGA HR. New, digital self-service capabilities and mobile functionality, as well as innovative chatbot technology, will completely change the employee experience for the better – boosting engagement. Critically, SAP SuccessFactors solutions will support data-driven decision-making, empowering Uniper to make smarter strategic plans to ensure it has the right people with the right skills at the right time to stay competitive.



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“Many companies are so focused on customer centricity that they forget to look closer to home. To be successful, you need to make sure that your services are **employee centric** too.”

Kay-Christian Schersich, Head of HR Technology, Uniper SE

To keep ahead of the competition in the high-pressure energy sector, Uniper is always on the lookout for new ways to support staff members in their day-to-day work. To streamline essential HR services, the company is moving from the on-premise SAP® ERP Human Capital Management solution to SAP SuccessFactors® solutions. It is digitalizing, modernizing, and simplifying HR with intuitive self-service, mobile, and artificial intelligence features. With SAP SuccessFactors solutions, Uniper can now make data-driven strategic decisions to stay innovative and competitive.



>40

Countries around the world in which Uniper operates



One

Of the world's largest power generators



100

Years of experience in the energy sector



# Sparking Greater Employee Engagement with SAP® SuccessFactors® Solutions



**Uniper SE**  
Düsseldorf, Germany  
[www.uniper.energy](http://www.uniper.energy)

**Industry**  
Utilities

**Products and Services**  
Energy, power generation, natural gas infrastructure and storage, commodity trading, and engineering services

**Employees**  
13,000

**Revenue**  
€1.7 billion (2017)

**SAP® Solutions**  
SAP® SuccessFactors® Employee Central Service Center, SAP SuccessFactors Learning, SAP SuccessFactors Recruiting solutions, and SAP Preferred Success service

Energy company Uniper is putting its employees front and center by digitalizing and modernizing its HR function with SAP SuccessFactors solutions and support from NGA Human Resources. Now, employees will be able to access all the tools and services they need, on any device, for the best possible user experience. Meanwhile, data-driven insight will enable more astute workforce decision-making, sharpening Uniper’s competitive edge.

## Before: Challenges and Opportunities

- Transition to a modern, future-oriented energy company
- Streamline operations following the split with E.ON
- Move all business processes to the cloud and create employee-centric HR services
- Optimize operational costs

## Why SAP and NGA Human Resources

- Seamless transition from the existing on-premise SAP ERP Human Capital Management solution to new solutions
- Strong commitment to the cloud, which Uniper sees as the future
- SAP’s continuous research and investment in innovative technologies
- Fully managed payroll service from NGA Human Resources, mitigating risk
- Proactive support from SAP Preferred Success, from road-map planning to incident management

## After: Value-Driven Results

- Digitalized HR processes with fast and efficient online and mobile workflows
- Introduced self-service capabilities, giving employees the tools they need at their convenience
- Relieved the burden on HR staff with “Ask HR” chatbot technology that answers basic support questions in real time
- Improved usability with an attractive, intuitive, modern user interface, boosting employee satisfaction
- Established a single source for all employee data, laying the groundwork for the SAP Analytics Cloud solution
- Enabled data-driven decision-making for smarter strategic planning

**“We’re determined to put people at the heart of everything we do – both customers and our employees, who are vital to our success. SAP SuccessFactors solutions are helping us to do just that.”**

Kay-Christian Scherschich, Head of HR Technology, Uniper SE

SAP SuccessFactors

Featured Partner



80%

Of employees taking advantage of self-service features, up from 40%

70%

Fewer staff members required to manage the same IT landscape

25%

Reduction in HR costs per employee served, thanks to digital self-services

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