



CASE STUDY

Impax: Continued Support After a Full Employee Central and Talent Management Implementation

The services described in this case study were performed by Hula Partners, now GP Strategies Corporation.



SITUATION

Impax Laboratories is a technology-based specialty pharmaceutical company using core competency in drug delivery and formulation expertise. They develop, manufacture, and market branded and generic products. Impax engaged Hula Partners for an implementation of Employee Central and the talent suite and for ongoing support after the implementation was finalized. The implementation was completed in 6 months, including extensive learning and knowledge transfer. This was a key aspect for Impax so that they would feel comfortable supporting their system internally going forward. After the implementation, Impax continued to partner with Hula to implement a solid, yet scalable tiered support model that would minimize their footprint so that resources could be allocated and used toward their core business processes.

The Challenge

In addition to an on-time, in-budget, and high-quality go live of SuccessFactors, two other project objectives were critical to the implementation: learning and knowledge transfer and a robust, ongoing support model. The goal was to ensure that Impax's investment in SuccessFactors would continue to progress and operate with high quality. To do this, Hula aimed to arm Impax's internal resources with the training and knowledge necessary to maintain the system for the benefit of their employees. Hula was also positioned as an outside resource to maintain things such as quarterly releases, progressive functionality and process application, and continued education for the Impax resources.

Providing **IMPLEMENTATION**
and **ONGOING SUPPORT**
to create an effective business
environment.



GP Strategies® Solution

Hula facilitated timely learning and knowledge transfer through foundational project team orientation materials and exercises, suggested readings, guidance on navigating the bounty of learning and support materials available on various SuccessFactors websites, and structured, guided knowledge transfer sessions. Hula is also supporting the implementation of a support model for Impax. Through this model, both Impax and Hula could ensure a high-quality end user experience, minimized downtime, progressive functionality and processes, and regular support for quarterly releases while allowing for Impax to gain knowledge through experience and more formalized learning.

Business Impact

100%



usage from all employees and managers

5%–8%



measurable ROI related to improvements and streamlined business processes

After a 6-month implementation for SuccessFactors Employee Central, talent management functions, and integrations, Impax quickly achieved 100% usage by all employees and managers for Employee Central, benefit open enrollment, and year-end performance management processes. They also achieved between 5% and 8% measurable ROI related to improvements and streamlined business processes in three functional areas: job changes (new hire, termination, data changes); compensation administration and payments tied to annual merit, bonus, and other nonrecurring payments; and benefit open enrollment.

“This partnership has allowed us to effectively support our talent management systems, ensure quality is maintained, continue to grow our internal knowledge and experience, solicit input on ideas and strategy, and know that the consultants are staying abreast of all developments and releases—we can count on Hula to provide skilled business partners to support our business needs.”

— Scott Steele, Sr Director, HRIS

For more information about successful **SYSTEMS IMPLEMENTATION** for your organization, visit www.gpstrategies.com/solution/workforce-process-excellence/

About Hula

Hula Partners is a provider of HR software, strategic consultation and SAP HCM & SuccessFactors implementation services. We draw on more than 80 years' collective experience in providing global transformation services to oil and gas, aerospace and defense, among others, along with a rich history of creating custom solutions.

About GP Strategies

Founded in 1966, GP Strategies delivers performance improvement programs that strategically align with your unique business objectives and differentiate your global workforce, leaders and salespeople to ensure business excellence. Our sole focus is performance improvement, and everything we do, from technical and compliance training to process improvement and human capital technology integration, is focused on helping your organization deliver meaningful results. Visit gpstrategies.com for more information.

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