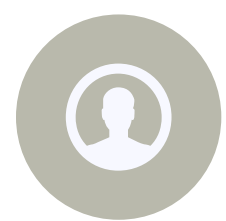


zensar

SAP Joule Implementation

▀ Case Study

An  **RPG** Company



Client profile

The client is the largest motoring organization in the UK, with annual revenue of approximately \$1.3 billion. It offers a wide range of services, including breakdown assistance, insurance, and financial solutions. Zensar was chosen as the strategic IT transformation partner under a multi-year engagement to provide integrated support across IT infrastructure operations and both SAP and non-SAP application development.



Challenges and opportunities

The client aimed to transform its HR function to support its evolving workforce and to align HR strategies with broader business goals. Key priorities included increasing operational efficiency, improving employee experience, and enabling data-driven decision-making.

Key challenges include:

- **Optimizing HR processes** to reduce operational costs while ensuring seamless employee access to HR data.
- **Enhancing decision-making** with intelligent, real-time insights for workforce planning, talent management, and compliance.

- **Automating manual tasks** to reduce administrative burden and allow employees to focus on strategic initiatives.
- **Improving employee experience** by providing self-service capabilities, real-time support, and AI-powered recommendations for career growth and learning



Solution

Scope:

Integrate SAP Joule with SAP SuccessFactors Employee Central (EC), enabling seamless AI-driven automation for HR processes. The integration delivers real-time insights, predictive analytics, and robust self-service capabilities to enhance HR operations.

Approach:

Leveraging Zensar's deep expertise in SAP implementations and AI-driven transformations, the integration was built using SAP BTP (Business Technology Platform) to ensure secure data exchange, regulatory compliance, scalability, and minimal system disruption.

With extensive experience in SAP SuccessFactors, AI automation, and cloud integrations, the Zensar team enabled automated employee query resolution, intelligent workforce planning recommendations, and AI-powered HR analytics.

The solution was seamlessly embedded within the SuccessFactors UI, leveraging SAP AI Core for advanced processing while maintaining data integrity, security, and optimal performance within the SAP ecosystem.

Benefits

The implementation of SAP Joule marks the beginning of a transformation in how the client delivers HR services. While still early in the journey, several key shifts are already underway:

- Seamless AI integration** – Embeds SAP Joule within SuccessFactors UI for a unified user experience.
- Enhanced HR efficiency** – Automates routine HR tasks, reducing manual effort and improving response times.
- Data-driven decision-making** – Provides AI-powered insights for better workforce planning and management.
- Scalability and flexibility** – Utilizes SAP BTP to ensure seamless integration with future SAP innovations.
- Improved employee experience** – Enables self-service capabilities, reducing dependency on HR teams.
- Secure and compliant** – Ensures data integrity, compliance, and security within the SAP ecosystem.
- Minimal system disruption** – Leverages Zensar’s expertise to execute a smooth and efficient implementation.



Impact

Increased operational efficiency — Freed up HR capacity with a **30–50% reduction in HR support tickets**, driven by AI-enabled self-service and query resolution.



Up to 26% improvement in employee satisfaction (ESAT)
metrics within months of deployment.

Faster time-to-decision across HR processes with predictive recommendations now embedded in core workflows.



At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the \$4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

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