



SUCCESS STORY

ContourGlobal transforms HR content management with docuflow for SAP SuccessFactors

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ContourGlobal develops, acquires, owns and operates power generation assets around the world, producing reliable energy responsibly. Today, they operate 138 thermal and renewable power generation plants in over 22 countries across Europe, Latin America, and Africa.

138

THERMAL AND RENEWABLE
POWER GENERATION PLANTS

22+

COUNTRIES ACROSS EUROPE,
LATIN AMERICA, AND AFRICA

With thousands of employees spanning multiple continents, **ContourGlobal struggled to establish a single standard for managing their HR and employee-related documents across their global operations.** The power generation giant uses SAP SuccessFactors as its Human Capital Management (HCM) software platform, which it runs globally to manage its workforce.



Navigating global HR documentation challenges

Managing HR documentation across multiple continents is no easy feat. And ContourGlobal encountered many challenges across its global operations.

“When you have a footprint like that, it’s complicated.”

LISA FERRARA · GLOBAL HEAD OF SAP/BPC TECHNOLOGY

“We operate in 22 countries. As you can imagine, there are a lot of different roles, requirements, and documentation types when you’re operating in that many different countries,” says Lisa Ferrara, Global Head of SAP/BPC Technology at Contour Global. “When you have a footprint like that, it’s complicated.”

HR managers at ContourGlobal’s various locations were using different methods to store critical employee documents.

Documents were being stored across Box, SuccessFactors, and on HR employees’ local network drives.

This lack of standardization resulted in inefficiencies, scattered content, and compliance concerns.

Furthermore, there was no clear way to understand whether an employee was missing a key document as part of their employment file. This presented risk to ContourGlobal: if an employee didn’t have the correct certifications, they could face costly fines or even shut-downs.

Another core challenge ContourGlobal experienced was that employee documents were inaccessible to anyone outside of HR. “Employees wanted access. Managers did too. So that was something we were trying to fix,” Ferrara says.



The path to centralized content management

ContourGlobal was committed to optimizing their overall business processes, and finding an HR document management solution was a top priority. “We started with SuccessFactors because our immediate need was around our HR system,” says Ferrara.

“We were looking for a solution that would not only help us store content, but also help us improve some of our processes.”

With Box already implemented as their document repository, ContourGlobal wanted to fully enable Box as their single source of information for HR documentation. “We didn’t want people to have to toggle back and forth between systems anymore,” says Ferrara. **“We wanted all of our content in Box.”**

A direct integration with SAP was also critical. **ContourGlobal envisioned storing content on Box while continuing to use SuccessFactors as their front-end.**

But there was additional thinking around this: “We wanted to make sure that we could use the solution in other places if we decided to,” Ferrara says.

Finding the right fit: docuflow for SAP SuccessFactors

ContourGlobal was committed to optimizing their overall business processes, and finding an HR document management solution was a top priority. “We started with SuccessFactors because our immediate need was around our HR system,” says Ferrara.

“The solution is great. It meets our requirements to structure Box as our single source of truth for our content, it presents us with an opportunity for automation, and it’s easy for us to manage. And, the team is great to work with.”

LISA FERRARA · CONTOURGLOBAL

“We had recommendations from Box, but we also wanted to do our own analysis,” says Ferrara. “We worked with Gartner and looked at a few different middleware options. We researched capabilities, narrowed our selection, and performed some proof of concepts (POCs) to help make our decision.

In the end, we also recommended the docuflow solution.” For ContourGlobal, docuflow was a perfect fit.

“It really met our document storage requirements and had the potential for automation at a responsible cost,” says Ferrara. “Other solutions we looked at did not have a direct integration with SAP or Successfactors.”

From content chaos to standardized, centralized information

ContourGlobal teamed up with VersaFile to implement [docuflow for SAP SuccessFactors](#) and integrate SuccessFactors with Box. With the help of VersaFile, the ContourGlobal team was able to standardize their HR documentation processes, migrate all of their legacy content and employee documents into Box, and empower employees to seamlessly access HR documentation through SuccessFactors.

STANDARDIZING DOCUMENTS GLOBALLY

Previously, there was no consolidated approach for documentation across ContourGlobal's global locations. "We had a lot of our documentation already on Box, but it was all over the place in various folders and formats, and structured differently depending on the country," Ferrara explains.

After consulting with ContourGlobal's HR team, VersaFile established a standard set of

metadata and a taxonomy for the different types of employee documentation. **This helped apply proper governance and policies to employee documents globally, while respecting SuccessFactors' role-based permissions access.** "Reproducing the SuccessFactors security was a big concern, especially since we're talking about employee data," Ferrara says.

"We had some digital workflows and end-to-end processes that really needed to be improved. docuflow gave us the ability to optimize those processes."

LISA FERRARA · CONTOURGLOBAL

CENTRALIZING HR DOCUMENTATION IN SUCCESSFACTORS

With a structured folder system in place, VersaFile migrated ContourGlobal's legacy content and employee documents into Box. All employee documents are automatically indexed and linked back to SuccessFactors. **This further enhanced document organization, access, and governance.**

"Our overall objective was to build out Box as our single source of truth for our unstructured content and utilize SuccessFactors as our front-end," Ferrara says. Content in SuccessFactors was replaced with a docuflow LinkCard, which helped save storage in SuccessFactors and retained a consistent SuccessFactors experience for users.

ENHANCING CONTOURGLOBAL'S EMPLOYEE EXPERIENCE

Today, ContourGlobal employees and managers can access and manage HR documents in SuccessFactors. **Not only does this reduce the administrative burden on their HR team, it also allows users to access files from their mobile devices.**

Furthermore, users can now search across employee documentation to discover whether critical employee certifications or documentation is missing from an employee's file.



Every document is right there. It's easy to get to, and it's easy to retrieve," says Ferrara. "We haven't done a formal satisfaction survey yet, but I would say it's 100% satisfaction in the sense that documents are accessible now."

A SINGLE-SOURCE- OF-TRUTH FOR HR DOCUMENTATION

With docuflow, ContourGlobal was able to consolidate all of its HR content from 22 countries into Box.

Document management became more efficient, saving time for HR and employees while enabling self-service, safeguarding sensitive data, and introducing more modernized content management.

“We’re very happy with the overall success of the project,” Ferrara says. “Working with the VersaFile team was nice and easy. When we had challenges, we all worked together. It really felt like we were all on the same team.”

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The road ahead

ContourGlobal has since moved on to do other projects with VersaFile to further optimize their business processes across their global operations.

“It’s not that common that it’s a no-brainer for me, and that’s exactly how I presented it to my steering committee. docuflow has been such a success on the SuccessFactors side that we should do it for SAP ECC,” Ferrara says. **“All**

in all, docuflow is a perfect solution for us.”

ContourGlobal is currently working with VersaFile to connect SAP ECC to Box using docuflow, and they have future plans to do the same for Coupa.

docuflow was founded by a team of seasoned SAP & ECM developers. Tired of custom solutions, the team extended docuflow beyond ERP to now integrate content with SuccessFactors.

docuflow for SAP SuccessFactors helps HR Professionals, Business Managers, and Employees save time by providing instant access to documents they are permitted to manage all within SuccessFactors. docuflow also helps the HR business unit save costs by leveraging your existing Content Management systems and since docuflow is no code – low code, you can avoid further costs associated with expensive custom software development & sustainment.

Our promise is outcomes that make a difference and implementations that add value, even if it costs us!

Ready to get started?

Book a demo

Contact us



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