

Case Study: KAPSARC - SAP SuccessFactors Human Capital Management Implementation

Comprehensive HR Digital Transformation Solution

Client: King Abdullah Petroleum Studies and Research Center (KAPSARC)

Solution Provider: OTT Middle East (Omnitell Tech Middle East)

Location: Saudi Arabia

Project Duration: Multi-Phase Implementation

Sector: Research and Energy Policy

Project Type: Complete Human Capital Management Transformation

Project Overview

OTT Middle East delivered a comprehensive SAP SuccessFactors implementation for KAPSARC, transforming the organisation's human capital management capabilities through an integrated digital platform. This strategic initiative modernised HR processes across performance management, recruitment, onboarding, and learning management for the prestigious research institution.

The implementation represents a significant advancement in KAPSARC's operational capabilities, positioning the organisation with world-class HR technology infrastructure supporting its critical role in energy research and policy development.

Key Deliverables

SAP SuccessFactors Core Modules:

- Performance and Goals Management system
- Comprehensive Recruiting Management platform
- Streamlined Employee Onboarding processes
- Advanced Learning Management System
- Complete system integration and data migration

Implementation Services:

- Complete offshore delivery model ensuring cost efficiency
- Comprehensive system configuration and customisation
- Bilingual support with English and Arabic language packs
- Extensive user training and knowledge transfer programmes
- Post-implementation support and optimisation services

Solution Components

Performance and Goals Management:

- Comprehensive performance evaluation and tracking systems
- Goal setting and alignment with organisational objectives
- Advanced analytics and reporting for performance insights
- Automated workflow management for review processes

Recruiting Management:

- End-to-end recruitment process automation
- Candidate management and talent pipeline development
- Interview scheduling and evaluation workflows
- Integration with external job boards and recruitment channels

Employee Onboarding:

- Structured new employee integration processes
- Automated documentation and compliance workflows
- Role-specific orientation and training programmes
- Digital employee handbook and resource access

Learning Management System:

- Comprehensive training programme delivery and tracking
- Personalised learning paths and skill development
- Certification management and compliance monitoring
- Advanced reporting on training effectiveness and ROI

Technical Implementation

System Integration Architecture:

- Seamless integration with existing organisational systems
- Data migration from legacy HR systems ensuring data integrity
- Two-iteration approach allowing for testing and refinement
- Robust security framework protecting sensitive employee data

Multilingual Capabilities:

- Native English and Arabic language support
- Culturally appropriate interface design and functionality
- Localised compliance with Saudi Arabian employment regulations

- Regional best practices integration throughout system configuration

Offshore Delivery Model:

- Complete remote implementation reducing on-site costs
- Global expertise with local market understanding
- Accelerated delivery timeline through proven methodologies
- 24/7 support capabilities across different time zones

Implementation Methodology

Phase 1: Project Initiation and Planning

- Comprehensive project charter development
- Detailed implementation plan with milestone definitions
- Stakeholder engagement and communication framework
- Resource allocation and team structure establishment

Phase 2: System Configuration and Blueprint

- Detailed workbook completion and system blueprint
- Custom configuration aligned with KAPSARC requirements
- Integration design and data migration planning
- User acceptance testing preparation and protocols

Phase 3: Training and Knowledge Transfer

- Comprehensive user training programmes across all modules
- Train-the-trainer sessions for internal support capabilities
- Documentation and user guide development
- Change management and adoption support

Phase 4: Go-Live and Deployment

- Coordinated system deployment across all modules
- Live data migration and system validation
- User support during transition period
- Performance monitoring and optimisation

Phase 5: Post-Implementation Support

- Two weeks intensive post-go-live support
- System performance monitoring and troubleshooting

- User feedback collection and system refinement
- Ongoing maintenance and support framework establishment

Strategic Business Benefits

Human Capital Optimisation:

- Enhanced performance management driving organisational excellence
- Streamlined recruitment processes attracting top-tier talent
- Improved employee onboarding and retention rates
- Comprehensive learning and development capabilities

Operational Efficiency:

- Automated HR processes reducing administrative burden
- Improved data accuracy and reporting capabilities
- Enhanced compliance with local and international standards
- Streamlined workflows increasing HR team productivity

Research Excellence Support:

- Talent management aligned with research objectives
- Enhanced capability to attract and retain leading researchers
- Improved performance tracking supporting academic excellence
- Learning management supporting continuous professional development

Regional Expertise

Middle East Market Understanding:

- Comprehensive knowledge of Saudi Arabian employment regulations
- Cultural sensitivity in system design and implementation
- Local language support ensuring user adoption
- Regional best practices integration throughout solution

Research Institution Specialisation:

- Understanding of academic and research organisational structures
- Specialised performance management for research professionals
- Learning management suited to continuous education environments
- Talent acquisition aligned with research and academic requirements

Investment Value

Cost-Effective Implementation:

- Competitive pricing with additional discount applied
- Offshore delivery model reducing implementation costs
- Comprehensive solution addressing multiple HR requirements
- Strong return on investment through process automation

Long-term Value Creation:

- Scalable platform supporting organisational growth
- Modern technology foundation for future HR innovations
- Enhanced employee experience and satisfaction
- Improved talent management and retention capabilities

Quality Assurance

Proven Implementation Methodology:

- Structured milestone-based delivery approach
- Comprehensive testing and validation protocols
- Risk management and mitigation strategies
- Quality checkpoints throughout implementation process

Post-Implementation Excellence:

- Dedicated support period ensuring smooth transition
- Performance monitoring and optimisation services
- User feedback incorporation and system refinement
- Ongoing partnership for future enhancements

Organisational Impact

Research Institution Excellence: KAPSARC's implementation of SAP SuccessFactors enhances its position as a leading research institution through:

- World-class HR technology infrastructure
- Enhanced capability to attract and manage top talent
- Improved operational efficiency supporting research activities
- Modern digital workplace supporting institutional objectives

Strategic Advantage:

- Competitive talent acquisition and retention capabilities
- Enhanced performance management driving research excellence
- Improved compliance and reporting for institutional governance
- Scalable platform supporting future organisational growth

Future Development

Continuous Enhancement:

- Ongoing system optimisation based on user feedback
- Regular updates and feature enhancement implementation
- Advanced analytics and reporting capability development
- Integration opportunities with additional organisational systems

Strategic Partnership:

- Long-term relationship ensuring continued system excellence
- Access to latest SAP SuccessFactors innovations and updates
- Ongoing consultation for HR strategy and technology alignment
- Regional support ensuring localised service delivery

Project Classification: Human Capital Management Transformation

Contract Type: Comprehensive HR Technology Implementation

Focus: Research Institution Excellence and Operational Efficiency