



SAP SuccessFactors

Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

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Sap Success Factors Learning Consultant at a recruiting/HR firm with 501-1,000 employees

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WHAT IS MOST VALUABLE?

SuccessFactors includes a variety of talent solutions, core HR, collaboration tools and workforce analytics. One of the talent solutions is a learning management system (LMS), which is also my main area of responsibility. Based on my overall experience in the SAP world, I consider the LMS a key component-tool to engage people across the organization. It might be challenging to set it up and align with clients' requirements. However, once it is done, it becomes very handy and easy to use from a user perspective. It is attractive enough to come and launch this application on a periodical basis due to its user-friendly interface and intuitive functioning. Shorter implementation timelines (comparing to on-premise SAP solutions), quicker response on configuration change cycles, modern look and mobile integration possibilities: Everything together makes SuccessFactors LMS a well-recognized and demanded talent solution across different types of organizations.

HOW HAS IT HELPED MY ORGANIZATION?

It provides easier access to corporate learning contents and advanced tracking possibilities.

WHAT NEEDS IMPROVEMENT?

SuccessFactors LMS generally is not a financial system. However, some of the clients previously asked for more advanced financial integrations; mainly invoice processing and mainly with external systems. Learning functionality, in this case, hardly can fulfill the requirements. On the other hand, there is actually ongoing improvement in this area, and new features are introduced on a periodical bases. Definitely a positive sign.

FOR HOW LONG HAVE I USED THE SOLUTION?

I have used this product for three years.



[Read 10 reviews of SAP SuccessFactors](#)

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We had stability issues from time to time.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We have not really had scalability issues.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical supports gets 4/5.

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

Previously, we used SAP ERP. Then we jumped into the cloud world.

HOW WAS THE INITIAL SETUP?

Setup was really straightforward with a simple implementation road map and an open configuration that can be easily or mostly supported by local company admins.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

Be prepared for price surprises. It's quite expensive. However, once you have maintained and started utilizing it correctly, it should be a great payback on your resource development.

WHAT OTHER ADVICE DO I HAVE?

Work on requirements. Clear vision will simplify the roadmap. Prepare your master data if any. Start with easy processes implementation and usage, if possible, rather than focusing on complex heavy processes that are not obviously needed across the organization. Use the opportunity for reorganizing or at least structuring your business processes.

Learn more: [Read 10 reviews of SAP SuccessFactors](#)