

# HR Application Management

HR software is becoming increasingly powerful - but also more complex to operate. To get real added value from the solutions, you need specialist knowledge and the corresponding capacities. Our Application Management Service provides you with both.

## HR software is becoming a racing car – but can you drive it?

Like any modern HR software, SAP SuccessFactors thrives on constant innovation, new functionalities and a wide range of configuration options. With the Porsche among tools, your HR department is **in the fast lane**: HR processes can be defined and configured flexibly in the solution.

But **can you keep up the pace** all the time? We often see these difficulties in practice:

- **Scarce resources:** Adjustments, updates, documentation, communication – day-to-day operations quickly become time-consuming. As a result, strategic HR work suffers.
- **Knowledge deficits:** Only the balancing act between process and system knowledge, HR and IT, brings real added value. But the associated upskilling of employees is time-consuming.
- **Rising costs:** The labor market remains dynamic – hiring, training and onboarding the right specialists quickly becomes a cost risk.

## Safe at the wheel. With HR Application Management.



### We support your operations

From technical support and training for your key users to complex change requests: we are ready to take on any challenge. As experienced consultants, we are your extended workbench – flexible and uncomplicated.



### We are ready to help

Shortage of capacity due to new projects or team absences? No problem: simply open a ticket with us and we will take care of the rest – directly, efficiently and exactly when you need it.



### We speak your language

Whether it's English or German, business or technical: we speak your language. No anonymous call center – as a permanent team of SAP-certified HR IT consultants in the DACH region, we know what you're talking about.

HR Application Management: More than just Support.

[Learn more](#)

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## Our portfolio

### Incident and problem management: **reacting quickly**

We analyze the error, take care of the solution and offer quick assistance. In doing so, we place great emphasis on timely communication, whether with your key user or the software provider.

### Change request: **easily customize systems**

From quick adjustments to small projects: in close cooperation with you, our consultants take over the entire change request process, including analysis, evaluation, coordination, conception, implementation and documentation.

### Release management: **always informed**

Are you fully informed about the ongoing releases and updates of your HR cloud solution? Only by understanding the changes can you reliably assess the impact, opportunities and risks for your HR system. Our experienced consultants prepare the information tailored to your HR processes and are at your side as sparring partners.

### Enhancement requests: **thinking outside the box**

Even if customer-specific requirements go beyond the standard: our digital HR experts can report on a whole range of successful custom development projects – and draw inspiration from them for your individual request.

### Business support: **creating acceptance and satisfaction**

Whether through training and coaching your key users, providing support in day-to-day operations or defining change requests and testing: we take the pressure off your employees.

*„HR application management from tts? For our teams, this means above all **fast and uncomplicated support in our daily work**. From technical support and training to expert advice – as our „extended workbench“, tts is there when we need expertise“*

**Bilfinger SE**



HR Application Management: More than just Support.

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