Pirelli: Optimizing the Performance and Stability of Its HR Solution with SAP® Enterprise Support Services

Whether you drive a sedan, SUV, motorcycle, or Formula 1 racing car, the tires you choose are where the rubber meets the road. In other words, they're vital to safety, performance, and control – traits that are synonymous with Pirelli tires. That's because Pirelli & C. S.p.A. embeds innovative technology into its 1,700 styles of tires. To bring the same high level of innovation to its HR organization, Pirelli turned to the SAP® SuccessFactors® HCM Suite and SAP Enterprise Support services.

Pirelli participated in the SAP Enterprise Support Advisory Council to access new support innovations, discover new features in its SAP SuccessFactors software, hear the real-world experiences of other SAP customers in the cloud, and learn best practices that enable a positive business outcome. SAP Enterprise Support transferred the knowledge and skills needed to make Pirelli's team self-sufficient in managing the software and simplified the issue resolution process. As a result, Pirelli was able to accelerate the process management functionality of its SAP SuccessFactors software, lower the cost of IT operations, and optimize the stability of its HR solution.

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Empowering IT with the skills to manage innovation

Company
Pirelli & C. S.p.A.

Headquarters
Milan, Italy

Industry
Automotive

Products and Services
Tires

Employees
36,753

Revenue
€6.3 billion

Web Site
www.pirelli.com

Objectives

- Build an HR system that boosts process efficiency and effectiveness
- Accelerate the pace of innovation

Why SAP

- 20-year partnership with SAP
- Cloud-based SAP® SuccessFactors® HCM Suite to automate HR processes and improve data quality, global reporting, and people management
- SAP Enterprise Support services to speed deployment, optimize operations, and guide the journey to the cloud

Resolution

- Relied on SAP Enterprise Support to enable a stable yet flexible HR solution
- Followed the SAP Enterprise Support value map for SAP SuccessFactors solutions and worked with the SAP Enterprise Support Advisory Council to better understand operations management and best practices for cloud solutions
- Used the SAP Enterprise Support advisory team to coordinate the project and create a road map to rapid innovation and continuous improvement
- Ran continuous quality checks to optimize the ongoing performance of the software

Benefits

- Empower IT with the knowledge, skills, and tools to manage the SAP solution
- Resolve critical issues quickly by simplifying the resolution process
- Limit postdeployment support
- Lower the total cost of operations

"SAP Enterprise Support provided valuable insight, guidance, and support throughout the innovation journey and implementation of new features. Thanks to SAP's recommendations, we've gained greater autonomy in managing our HR solution."
Mario Calabrò, HR System Manager, Pirelli & C. S.p.A.

40%

Less effort to administer and maintain employment cycle changes

Reduced

Cost of managing IT operations

Simpler

Issue management

Greater

Efficiency and effectiveness in handling performance management changes

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