How Does a **Strategy Focusing on People** Improve the Health of Business Performance?

**Digitalizing HR to empower employees to help 10 million customers lead healthier lives**

Discovery Limited provides life and health insurance services to millions of people around the world. Its core purpose is to help its customers be healthier and to enhance and protect their lives. To achieve its “Ambition 2023” goals to be the world’s best insurer and to act as a force for social good, Discovery needs highly engaged employees who contribute exponentially to business results. With its new, intelligent, cloud-based HR platform, Discovery combines data, skills, and technology to help **attract and retain the brightest talent** and ensure that it always has the right person in every role.
Discovery modernizes its HR function and people strategy to support ambitious business goals.

With the SAP Digital Business Services organization helping to innovate with SAP® SuccessFactors® Human Experience Management Suite, Discovery was able to:

• Replace disparate legacy systems with an all-in-one, cloud-based HR information system (HRIS) based on SAP SuccessFactors Human Experience Management Suite
• Standardize and automate HR processes across the group, removing complexity and boosting efficiency
• Establish a master repository for employee data, ensuring a single source of truth
• Enable real-time reporting on KPIs, such as headcount and diversity, saving 519 hours a month (3 FTEs)
• Put core HR metrics at managers’ fingertips, enabling self-service analytics to support smarter decision-making
• Enable digital sign-off for key people workflows, shortening approval cycles by two days
• Streamline the recruitment process, making it quicker and easier to source and hire the brightest talent and get the very best person into every role
• Build up a talent pool of 73,000 candidates and onboard over 1,900 new hires in just over two years
• Enable continuous performance and development engagement to liberate the best in its employees
• Introduce a mobile app for 24x7 access to self-service features, increasing employee engagement
• Roll out a groupwide social collaboration tool based on the SAP Jam collaboration platform, making it easier for employees to connect, share, and learn from each other

“SAP SuccessFactors solutions underpin an intelligent HR function, enabling us to drive business results and get our people ready for the future.”

Kammy Sing, Head of People Operations and Business Programme Owner, Discovery Limited