



Picture Credit | Mohawk Industries, Inc., Calhoun Georgia.
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Mohawk's transition to SuccessFactors

Executive Summary

Mohawk Industries wanted to improve employee productivity by providing a positive, caring work environment using simplification and automation. After a careful analysis of the leading players they decided to move to the SuccessFactors solution for all employee data and talent management, SAP HCM for benefits/ payroll and Concur for travel management. Before transitioning to a full SuccessFactors solution, Mohawk Industries was using Workday together with some best-of-breed applications.



Mohawk Industries | From Workday to SuccessFactors

Challenges

Mohawk Industries needed an integrated global HR solution for all their divisions. There was a pressing desire to have a unified overview of HR operations across hundreds of offices and manufacturing locations worldwide. Disparate HR systems needed to be replaced with a single solution. Additionally, they were on a tight schedule as the implementation needed to be finished by January 1st 2017 due to the contract with Workday.

Results, Return on Investment and Future Plans

The different modules were delivered on time and within the fixed price which was agreed upon. Several components of the solution went live early: learning management went live 7 months early and all of Europe went live two months early. The Mohawk team was very impressed with the functionality and usability from SuccessFactors and the swift and professional implementation services of Exaserv.

The Global presence of Exaserv, with offices in the US and Europe, made the difference together with the Executive involvement. Exaserv's ONE concept which will provide continuous consulting, training and support will make sure that Mohawk will continue to take full advantage of their SuccessFactors solutions.

"Exaserv was the perfect partner due to their global footprint, knowledge of SuccessFactors and SAP HCM and their fixed price approach. This reduced the cost of the overall project considerably especially comparing to one of the larger consulting organizations"

How product helped

Mohawk implemented the SuccessFactors Employee Central, Performance and Goals, Recruiting, Onboarding, Compensation, Learning, Benefits and Payroll. As all the different modules work together many manual processes were eliminated and a holistic view of Mohawks HR function was enabled in the reporting with (pre) defined KPI's.

"During my career, I have heard many suppliers say they would complete a project on time and within budget. Exaserv is the first one who truly delivered as promised"
Jana Kanyadan, CIO - Mohawk Industries



34k employees



36 countries



>1 Mio savings

Mohawk Industries | From Workday to SuccessFactors

About Exaserv

Exaserv is a Global SuccessFactors Solution Provider. Our main packaged solution “Exaserv One,” combines the reselling of SuccessFactors with deployment, customer care and continuous improvement. Exaserv One truly creates a “no-worry” full predictable scenario for our customers. Exaserv’s clients range from small organizations (300 employees), to large global organizations, which include 10,000+ employees. Our global teams located in North America, Europe and Asia, guarantee customer care from the initial transaction through the entire lifecycle of the SuccessFactors environment.

At Exaserv, we believe solving HCM challenges requires a flexible approach. While every organization is unique, our primary focus is to work together to enhance the best practice scenarios with your company culture, and guide you through the Talent Journey as One.



Exaserv Offices

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