



## Digital Personnel Record with SAP SuccessFactors and cuSmarText HR at Erste Group

## Modern personnel management

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With the goal of making it easier for employees to access personnel records, Ceska Sporitelna, as part of Erste Group, began digitizing all personnel documents back in 2014. The banking group is now successfully using the digital personnel record cuSmarText HR in numerous countries for modern personnel work.





## Information about the project

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- Branch: Banks
- Solution: Digital Personnel Record
- Software: cuSmarText HR from valantic

## Challenges

A SAP-based solution for digitization in HR, customized for different countries, hybrid solution can be used with SuccessFactors and Employee Central.

## **Goodbye paper file! Thanks to digital personnel record**

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It all started with the plan to digitize more than 17,000 files with around 330,000 documents and archive them in an audit-proof manner. Česká Sporitelna, the largest bank in the Czech Republic based in Prague, faced this task in 2014. Due to new legal regulations, the financial institution had to grant each of its approximately 11,000 employees access to their personnel record from their workplace. This inevitably required the digitization of the previously paper-based personnel documents. The HR department also decided to make other processes in the Human Resources (HR) department paperless. For example, employees no longer received paper payslips, but digitally via access to their own personnel records. When selecting the provider of a digital personnel record, the choice fell on the cuSmarText HR solution in Czech.





## Individual customizing within Erste Group

Ceská Sporitelna is a part of the Erste Group, one of the largest financial service providers in Central and Eastern Europe. "The successful deployment of the cuSmarText HR solution in the Czech Republic was the prelude to the implementation of the digital personnel record in many of our companies in

***"The personnel record represents a central building block in our IT strategy for the human resources area in order to bring together all document-based processes."***



Thomas Joschenak,  
Head of Department Human Capital Management  
Solutions at Erste Digital GmbH:

several countries," says Ivan Bucko, Human Capital Management Solutions at Erste Digital GmbH.

This was followed by the introduction of cuSmarText HR at Erste Group Services, Erste Holding, the savings banks in Austria, and Slovenská sporitelna in Slovakia. The launch in Romania is also imminent.

There are different requirements in each country. “It was crucial for us that individual customizing takes place depending on the country. This ranges from the language setting to different documents to legal requirements. The cuSmarText solution was able to do this and was one reason why we were able to gradually introduce it in many countries,” says Bucko.

## **Well thought-out folder and access function**

Even with the first project in the Czech Republic, it was clear how important close cooperation with the HR department was. A clear folder structure for individual use can only be created together with the department. In addition, there are different access authorizations for all employees. “A well thought-out document structure is one of the success factors when introducing a digital personnel record. It forms the basis for further decisions, such as the defini-





tion of access groups and the associated authorization logic," says Bucko.

## **Hybrid deployment with SAP SuccessFactors**

Since the first implementation of the digital personnel record in the Czech Republic, many new challenges have arisen. SAP SuccessFactors Employee Central is now used across the board. Since cuSmarText is a SAP-based solution anyway, integration was never a problem. "Our digital personnel record can also be used in hybrid deployment. This means that it is not only connected to SuccessFactors, but can also be used with SAP HCM at the same time," says Stefan Heins, Managing Director at valantic.

Various modules are used when using SuccessFactors. With Employee Central and master data management and the recruiting and onboarding process, the digital personnel record comes into play in very different processes. "Documents are created using the cuSmarText HR system. Without such a problem-free connection to SuccessFactors, our HR processes would not be optimally covered," says Ivan Bucko. In addition, numerous self-service processes are mapped in SuccessFactors. All documents submitted there are automatically filed in the respective personnel record in order to achieve cross-process control and complete filing of all relevant documents.

## About Erste Group Bank

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Erste Group Bank AG, or Erste Group for short, is one of the largest banking groups in Central and Eastern Europe with 16 million customers and more than 2,500 branches in 7 countries. It belongs to the Austrian Savings Banks Group and is represented in the Austrian Savings Banks Association.

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## About valantic

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valantic is N°1 for digital transformation and is one of the fastest growing digital solutions, consulting, and software companies on the market. valantic combines technological competence with industry knowledge and humanity. More than 500 blue chip customers already put their trust in valantic - 28 of them out of 40 DAX companies and just as many of the leading Swiss and Austrian companies. With more than 2,000 specialized solutions, consultants, and developers and a turnover of around 250 million euros in 2021, valantic is represented in Germany, Austria and Switzerland at 24 locations and internationally at a further 8 locations. valantic is organized in a unique structure of competence centers and teams of experts - always precisely tailored to the digitization needs of companies. From strategy to tangible implementation. The range of services includes the areas of Digital Strategy & Analytics, Customer Experience (CX), SAP Services, and Supply Chain Excellence, as well as Financial Services Automation.

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