

Situation

SAP SuccessFactors, a comprehensive Human Capital Management (HCM) suite, faced significant challenges with its user experience across multiple product modules. Years of growth and development by different teams had resulted in an inconsistent and outdated interface that no longer met modern standards or customer expectations.

Key challenges included:

- Outdated look and feel across the product suite
- Inconsistent interface elements between modules
- Complex ecosystem of interconnected products
- Legacy system integration issues
- Accessibility compliance gaps
- Disjointed user experience
- Customer dissatisfaction with interface

Tasks

The organization needed to execute two major initiatives:

Fiori Horizon Uplift

- Implement new SAP-wide design system
- Update over 6,000 pages across the product suite
- Establish consistent visual design language
- Modernize all UI elements
- Ensure WCAG 2.2 accessibility compliance
- Align with broader SAP product standards

Win with UX Initiative

- Identify and implement 100+ UX improvements
- Address specific user pain points
- Enhance key product areas:
 - Homepage
 - Recruiting
 - Compensation
 - Performance management
- Modernize user flows and interactions
- Incorporate stakeholder feedback
- Improve overall user journey

Actions

Program Management (Fiori Horizon)

- Created comprehensive program management frameworks
- Developed process documentation and tools
- Coordinated across design, product, and engineering teams
- Established communication channels
- Created guidance documents and timelines
- Managed design system adoption
- Ensured alignment with SAP standards

Product Management (Win with UX)

- Conducted stakeholder interviews
- Synthesized customer feedback
- Created detailed user stories
- Translated requirements into JIRA tickets
- Facilitated cross-functional collaboration
- Managed implementation priorities
- Coordinated design and development efforts

Implementation Strategy

- Established phased approach to updates
- Created feedback collection mechanisms
- Developed quality assurance processes
- Set up progress tracking systems
- Implemented review cycles
- Created user testing protocols
- Managed stakeholder communications

Results

The transformation delivered significant improvements across multiple areas:

Visual Design Impact (Fiori Horizon)

- Successfully updated 6,000+ pages
- Achieved consistent visual language
- Met WCAG 2.2 accessibility standards
- Aligned with SAP product suite
- Created stable design foundation
- Improved legal compliance
- Enhanced visual cohesion

User Experience Improvements (Win with UX)

- Achieved 12% improvement in System Usability Score
- Implemented 100+ UX enhancements
- Received positive stakeholder feedback
- Improved user satisfaction metrics
- Enhanced ease of use
- Streamlined user flows
- Modernized key interactions

Organizational Impact

- Established effective program management practices
- Improved cross-team collaboration
- Created scalable improvement processes
- Built stakeholder trust
- Enhanced team efficiency
- Developed sustainable frameworks
- Strengthened customer relationships

Conclusion

The dual-approach UX transformation at SAP SuccessFactors demonstrates how combining systematic visual updates with targeted user experience improvements can revolutionize a complex product suite. By addressing both broad design system implementation and specific user pain points, the organization successfully modernized its interface while improving usability and accessibility.

This case study illustrates that successful UX transformation requires a balanced approach between systematic visual updates and targeted functional improvements. The lessons learned continue to guide ongoing UX refinements at SAP SuccessFactors, ensuring the platform maintains its modern, accessible, and user-friendly interface while supporting future innovations.