

Taylor's Education Group: Transforming Employee Experience to Compete for Top Talent

With the celebration of its 50th anniversary in prospect, Taylor's Education Group (TEG) took the opportunity to re-evaluate its vision for the next half century. The organization operates in a market where high-quality talent comes at a premium, and competition for the best people across all functions is fierce.

To reinforce its reputation as one of the top education providers in Malaysia, Singapore, and Vietnam, TEG decided to redesign its HR systems and processes to empower its HR team and deliver meaningful, engaging experiences that would help employees learn, grow, and become even more productive.



Streamlining HR to Transform Employee Experience with SAP® SuccessFactors® and Concur® Solutions

Before: Challenges and Opportunities

- Vision to be the market leader and one of the best employers in the region
- Key focus on staff retention and development in a highly competitive sector
- Goals around improving employee efficiency, productivity, and satisfaction
- Desire to drive continuous improvement of HR competencies and systems

Why SAP and NTT Data

- Single integrated platform for a broad spectrum of HR services, including payroll, performance management, compensation, recruiting and onboarding, learning, and succession and development from SAP® SuccessFactors® Human Experience Management Suite
- Global business processes supported by country localizations
- Transparency and automation of expense claims with Concur® Expense solution
- Implementation services, support, and shared best practices from NTT Data

After: Value-Driven Results

- Enhanced recruiting and onboarding experience, helping to build market perception of Taylor's Education Group as a top employer within the region
- Improved HR workflows and resulting experiences, earning excellent feedback from employees
- Digitalized many core HR processes, saving administrative work and enabling faster responses
- Reduced the need for manual data input, improving data quality and mitigating the risk of errors
- Accelerated employee compensation calculations and streamlined payroll processing
- Automated expense claim procedures, saving hours of time-consuming manual checks
- Improved localization capabilities, aiding compliance with each country's laws and regulations



Taylor's Education Group

“Our SAP solutions are empowering us to streamline our HR processes and improve employee retention, **strengthening our position as an employer of choice in the education sector.**”

Puven Nalatambi, VP of Group Human Resources, Taylor's Education Group

10 minutes

Manual work saved per leave request with instant approval

75%

Of employees agree that HR systems are now more powerful, more transparent, and easier to use

33%

Improvement in onboarding efficiency

Featured Partner

NTT DATA

SAP SuccessFactors 

Taylor's Education Group
Selangor Darul Ehsan,
Malaysia
www.taylors.edu.my

Industry
Higher Education
and Research

Services
University education,
international schooling,
and ancillary services

Employees
2,800

Featured Solutions
SAP SuccessFactors HXM Suite
and Concur Expense

THE BEST RUN





Defining a Vision for the **Future of the Workplace**

Over the past half-century, Taylor's Education Group (TEG) has grown from a small pathway college to one of the largest and best-regarded private education groups in Malaysia, Singapore, and Vietnam.

With Taylor's University, the British University of Vietnam, Taylor's College, and a network of successful international schools, the organization aims to deliver educational excellence at every stage of its students' journeys. According to the [2020 QS World University Rankings](#), Taylor's University is the top choice of employers among Malaysian private universities and ranks in the top 1% globally.

Education is a highly competitive sector in the region, as institutions compete fiercely to attract and retain top teaching and administrative talent. To maintain its prestigious reputation, TEG must ensure that it is viewed as an outstanding employer and an excellent place to work.

As TEG's 50th anniversary approached, its HR team set out a vision to achieve these goals by transforming the working environment through technology.

By replacing its outdated HR information systems (HRIS) with a modern, centralized platform, TEG aimed to free its HR professionals from routine administrative tasks and enable them to focus on the employee experience.

At the same time, TEG set a goal of providing all employees with tools that would help them work in new ways and become even more engaged and productive. By creating an HR Shared Services Center, HR operations would become more efficient and strategic. And by empowering employees with self-service functionality, TEG would create a dynamic, engaging workplace that would equip it for success over the next 50 years.



Building an **Engaging Employee Experience** with **SAP® SuccessFactors®** and **Concur®** Solutions

TEG began its HR digitalization journey by implementing a set of solutions from the SAP® SuccessFactors® Human Experience Management Suite to streamline a wide range of HR and payroll administration processes, saving time for HR teams and employees.

For example, the SAP SuccessFactors Employee Central solution gives employees rapid access to HR information in just a few clicks, and transfers data seamlessly to the SAP SuccessFactors Employee Central Payroll solution, reducing the need for manual data input and preventing errors. The SAP SuccessFactors Compensation solution feeds into the payroll process, automatically loading compensation data with a significant time saving compared to manual uploads.

The SAP SuccessFactors Recruiting and SAP SuccessFactors Onboarding solutions also play a critical role by creating a good first impression with candidates and demonstrating that employee experience is core to its brand.

By providing a more streamlined and engaging process for all recruiting and onboarding participants, candidates make a seamless transition to new hires and have everything they need to be productive from day one.

Following its success with these solutions, TEG has also started using SAP SuccessFactors Performance & Goals, SAP SuccessFactors Learning, and SAP SuccessFactors Succession & Development solutions. As it embeds these solutions into its HR operations, TEG is enabling staff to work more productively.

TEG also uses the Concur® Expense solution which is tightly integrated with SAP SuccessFactors Employee Central Payroll and the finance system, saving time and effort. Employees no longer need to submit manual expense forms, and there's full transparency on expense status. Claims that are subject to tax or are benefits in kind can be easily identified thanks to the seamless and regular flow of information between systems.



2 clicks

For managers to access any information they require



100%

Payroll data accuracy, as data flows automatically between systems



20 minutes

To load compensation data for 2,600 employees – a task that previously took 1 week

Working in Partnership

To help design and implement its new centralized HR platform and resulting experiences, TEG partnered with NTT Data, an SAP partner, with over 30 years of experience with SAP technology.

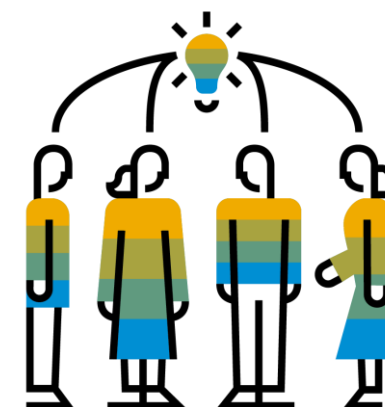
NTT Data made a significant contribution by introducing leading practices from market leaders in the HR space, helping TEG understand the current trends and identify areas of its existing HR systems and processes to prioritize for improvement.

Working with the SAP SuccessFactors team and NTT Data, TEG was also able to localize the solutions for different markets to fulfill legal mandates and gain peace of mind.

Localization expertise proved critical to help TEG embed a detailed understanding of the culture, customs and conditions in its different markets, as well as taking different languages, legal frameworks, financial reporting standards, tax calculations and other regulations and legislation into account.

NTT Data's experience and knowledge helped TEG achieve a successful implementation of its new platform, enabling the organization to go live with the SAP® SuccessFactors® Employee Central solution in Malaysia and Singapore. TEG is now working to extend the platform to its operations in Vietnam.

NTT DATA



Rapid Realization of **Business Benefits**

With the SAP® SuccessFactors® and SAP Concur® solutions in place, TEG now has a powerful platform for transforming the employee experience.

For example, with its new recruiting and onboarding workflows, new hires receive information well in advance of their start date, including a personal email from their manager welcoming them to the organization. Their goals are clearly set, they have access to the materials and resources they need, and they can be assigned a “buddy” to help them find their feet, so they have a positive day-one experience. Feedback from new hires has been outstanding, helping to reinforce the perception of TEG as a top employer across the region.

More generally, surveys show that TEG staff are impressed with the new employee experience: 75% agree that HR systems are now more powerful, more transparent, and easier to use. There are numerous examples of tangible time savings and productivity gains: for example, processing leave approvals used to take 10 minutes per employee; now the process is instant.

Finally, with a single centralized platform, manual data entry is reduced, significantly improving data quality. As a result, payroll errors are largely a thing of the past, ensuring that all staff get paid correctly and on time, including the right expenses.

“Using SAP SuccessFactors HXM Suite to provide a one-stop solution for all our employees’ HR needs is a transformative step. It shows our people that we are **putting their experience at the center of everything we do.**”

Puven Nalatambi, VP of Group Human Resources, Taylor’s Education Group

93.9%

Reporting efficiency

10%

Increase in timesheet accuracy

35%

Faster payroll system processing time



A Culture of Continuous Improvement

As TEG continues the rollout of SAP® SuccessFactors® HXM Suite in Vietnam and expands its use of the solutions for learning, succession and development, and performance and goals, the organization expects to see additional benefits.

A comprehensive change management plan has been established, to help drive continued adoption and identify additional areas of opportunity. For example, at present, the SAP SuccessFactors Succession & Development solution is only used by TEG's senior leaders – the executive chairperson and C-level executives. Over the coming year, the focus will be on extending its use to the next two levels of management, which should significantly increase the number of people who benefit.

Similarly, TEG plans to start using the SAP SuccessFactors Learning solution to deliver mandatory training courses for all employees. Once users become familiar with the system for mandatory training, TEG expects it to be increasingly adopted as standard for other types of training too.

Puven Nalatambi, VP of Group Human Resources, Taylor's Education Group, concludes: "As we continue our digitalization journey, our SAP solutions are empowering us to streamline our HR processes, improve staff retention, and strengthen our position as an employer of choice in the education sector."

