

SAP SuccessFactors Partners With Boomi to Scale HR Digital Transformation

With nearly 1,500 joint customers and a long-standing partnership, SAP SuccessFactors and Boomi equip organizations to streamline HR processes and improve workforce engagement

For more than a decade, SAP SuccessFactors and Boomi have teamed up to help organizations streamline human resources processes and improve employee performance. The partnership is more important now than ever in today's era of workforce transformation.

SAP SuccessFactors provides a premier cloud-based human capital management (HCM) platform. With more than 120 million users, it counts more than 6,800 of the world's leading organizations as its customers.

SAP SuccessFactors is ideal for organizations focused on creating a culture of rich employee engagement to improve hiring, retention, performance, and profitability.

And in the new normal triggered by COVID-19, SAP SuccessFactors and Boomi help organizations improve employee digital experiences and support remote work with an agile, integrated framework that streamlines HR and business processes.

ORCHESTRATING HR PROCESSES

Anchored by its core Employee Central module, SAP SuccessFactors streamlines onboarding and manages the full recruitment-to-retirement lifecycle. With its full suite of HCM applications, SAP SuccessFactors helps organizations boost HR operational efficiency and embrace data-driven workforce analytics.

Yet SAP SuccessFactors needs to integrate with other business systems — and that's where Boomi comes in. Nearly 1,500 joint customers rely on Boomi to integrate SAP SuccessFactors with both cloud and legacy on-premises applications.

"Boomi orchestrates all the integrations and data that need to flow between SAP SuccessFactors and different systems within the enterprise," says David Ragonas, senior vice president at SAP SuccessFactors. "Boomi's greatest strengths are that it is proven, it is cloud-native, it scales really well, and it's easy to use. It provides a great developer experience, and it has all the flexibility and capabilities organizations need to proceed on their cloud journey."

EVOLUTION OF A STRONG PARTNERSHIP

The partnership between SAP SuccessFactors and Boomi is a story of evolution. It began in 2010, when SuccessFactors selected Boomi as the preferred integration technology for its core Employee Central product. Customers licensing Employee Central had Boomi bundled in at no cost.

"We didn't have an integration platform at the time," Ragonas says. "Our customers were looking for a low-code, easy-to-use integration platform. Boomi was the natural choice, and we've scaled together over the years."

The partnership expanded as both companies grew. SAP acquired SuccessFactors in 2012, and since then the SuccessFactors customer base has nearly doubled, from 3,500 to over 6,800 customers. And the company introduced a host of new modules, which today include core HR, payroll, time and attendance management, learning and development, recruiting and onboarding, performance and compensation, and workforce planning and analytics.

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David Ragonas, Senior Vice President, SAP SuccessFactors

Boomi has achieved similar growth in its customer base (now numbering over 11,000 organizations) and its product lineup. Building on its core integration technology, Boomi’s unified platform now features capabilities for API creation and management, workflow automation, data quality governance, B2B/EDI management, and data preparation and cataloging.

ENTERPRISE-CLASS INTEGRATION SCALABILITY

Expanded functionality in each product set has benefitted customers as they add new best-of-breed cloud applications and strive for greater automation and visibility across both business and IT operations. Fast, flexible integration is vital in connecting SAP SuccessFactors to applications such as ERP, identity management, and CRM, as well as third-party providers of insurance or retirement plans.

In addition, customers may choose to use some, but not all, elements of the SAP SuccessFactors suite. So, they may need to connect Employee Central with a third-party payroll or recruiting system. Joint development has helped ensure that Boomi and SAP SuccessFactors can scale from smaller organizations up to the world’s most demanding enterprise environments.

For example, one of the world’s largest airlines relies on Boomi to connect SAP SuccessFactors with approximately 100 other systems involving performance management, recruitment, payroll, and other processes for 135,000 active personnel and 300,000 former employees.

“There’s a huge amount of complexity in large global companies, and an easy-to-use tool like Boomi makes that transition easier,” says Ragonas. “Boomi has been proven out in our largest Global 1000 customers, and we and our customers have a ton of confidence that Boomi will continue to scale with their businesses.”

SAP SuccessFactors is agnostic in how its customers choose to tackle integration, Ragonas says. While Boomi is a top partner, SAP also has its own integration option, called SAP Cloud Platform Integration.

“If a customer has chosen Boomi, that’s their choice, and we’re definitely going to support them and make them successful with Boomi,” Ragonas says. “If they choose SAP technology, our posture is the same. Ultimately, it’s about making the customer successful.”

SUPPORTING THE CUSTOMER’S DIGITAL JOURNEY

Ragonas credits the Boomi team for collaborating with SAP SuccessFactors to build a strong and dynamic partnership that’s mutually beneficial to both companies, and, most importantly, to joint customers.

“I’ve been very impressed with the energy that Boomi puts into the partnership and the attention it is given, all the way up to Boomi’s CEO, Chris McNabb,” Ragonas says. “We’ve had a ton of success, a ton of joint customers, and we look forward to continuing the momentum and expanding the footprint.”

As an example, SAP SuccessFactors’ Intelligent Services,

a real-time event-handling framework, is a natural fit with Boomi Flow, a workflow automation development platform. This helps address the growing need for organizations to move from periodic batch processing to real-time business.

“As we introduce new capabilities like Intelligent Services, we’re working with Boomi to make sure those capabilities are supported,” Ragonés says. “We’ve created content that’s native to the Boomi platform so Boomi can take Intelligent Services events and easily integrate them with other downstream systems.”

Boomi’s API management capabilities also play a role as customers look to access and manage APIs within SAP SuccessFactors and other applications for data exchange with legacy, cloud, and mobile applications. And Boomi

Master Data Hub for data governance helps ensure SAP SuccessFactors customers are working with accurate, trustworthy information.

Boomi provides native integration for SAP applications in addition to SuccessFactors, such as Concur, Ariba, Hybris, and S/4HANA, offering opportunities to expand Boomi’s partnership across the SAP family of enterprise applications.

“We want to build the footprint so that Boomi is able to engage with other applications in the SAP portfolio,” Ragonés says. “It’s not just about the journey within HR. It’s really the journey across the whole digital lifecycle. Boomi is the perfect partner for helping our customers carry out their digital transformation efforts.”

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David Ragonés, Senior Vice President, SAP SuccessFactors

BUSINESS GOAL

Provide SAP SuccessFactors customers with fast, flexible, low-code integration in best-of-breed environments.

INTEGRATION CHALLENGES

Manually connecting HCM with other business systems can be costly, time-consuming, and resource-intensive.

HOW BOOMI HELPED

Boomi gives SAP SuccessFactors and its customers agile, low-code integration to accelerate HR digital transformation.

PARTNER SPOTLIGHT

Software Market:	Human Capital Management
Headquarters:	South San Francisco, Calif.
Founded:	2001
Customers:	6,800+