

RIZING

Crafting a People-first Business in the New Age of Professional and Financial Services

It was never more
necessary...or easy





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The impact of the pandemic made it commonplace for business and technology press (among other authorities) to cite technology as the ship that provided some calm and continuity for many enterprise types.

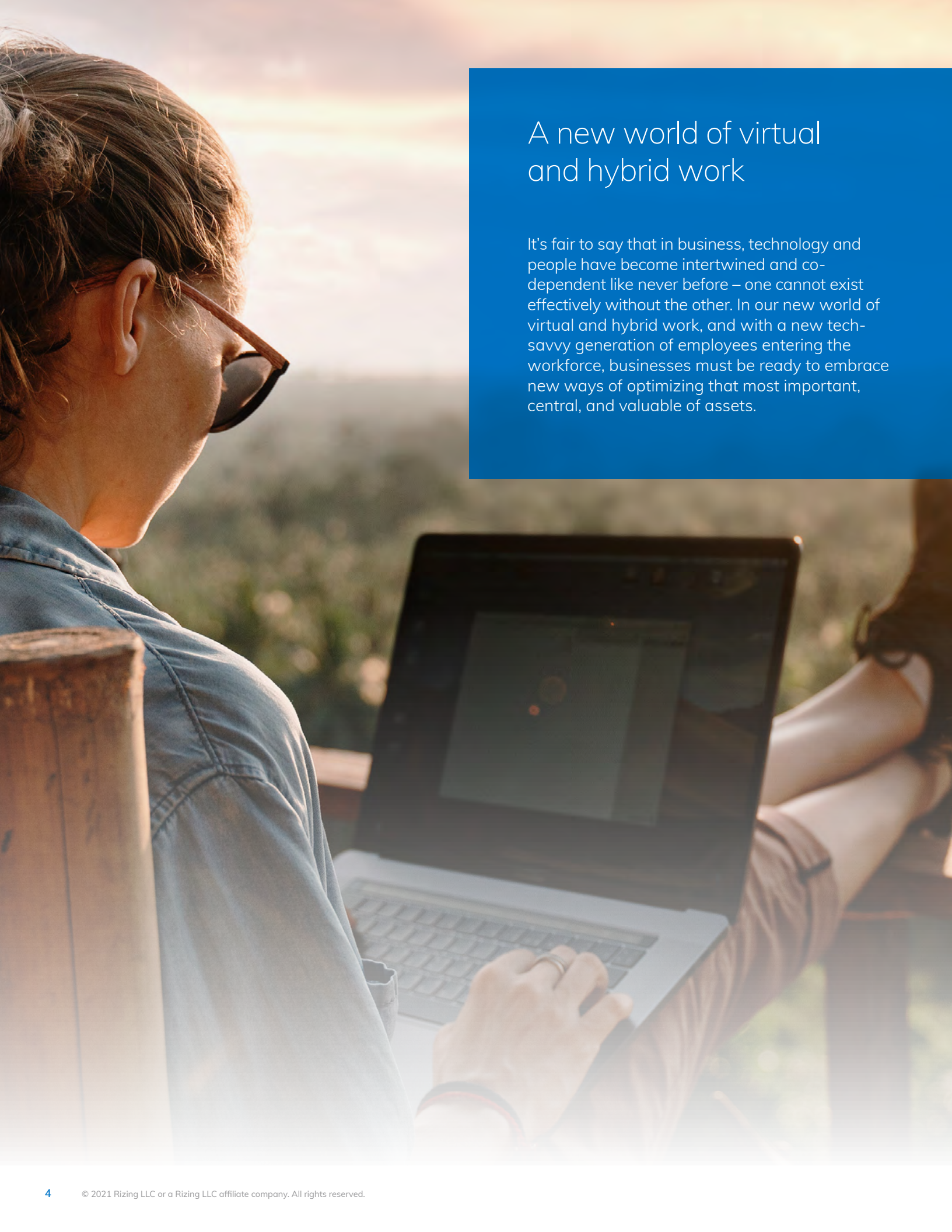
But the reality is, the COVID-19 pandemic joins several other disruptive influences on the financial and professional services sector. The result? Changes fueled by the mass technologies now dominate our everyday lives: social media, mobile, cloud computing, day-to-day use of AI (artificial intelligence) and big data analytics.

In addition to these outside influences, service sector customers now expect “always-on” service – a service that prioritizes the individuality of the customer, the highest quality of user experience and the immediate responsiveness of the service provider’s teams.

While the financial sector is perhaps not the fastest to respond to change (the vertical is known for its understandable conservatism when it comes to change in many ways), there are signs that significant changes are on the way.

Within the financial and professional services sector, change revolves around the types of expertise required at the touch of a button and the way such expertise is presented. Therefore, transformation must occur both in communication and customer experience to develop a fully omnichannel delivery model and realign in-house staffing policies to address new customers’ requirements better.





A new world of virtual and hybrid work

It's fair to say that in business, technology and people have become intertwined and co-dependent like never before – one cannot exist effectively without the other. In our new world of virtual and hybrid work, and with a new tech-savvy generation of employees entering the workforce, businesses must be ready to embrace new ways of optimizing that most important, central, and valuable of assets.



HR in a New Age of Professional and Financial Services

02

The evolution and growing impact of HR itself has been facilitated by increasing access to technology; software that enables effective resource planning, requirement forecasting, talent sourcing, and recruitment assessments.

Today, around **three out of four** HR teams worldwide use recruiting software to attain top talent effect.



But the same technologies are increasingly in everyday use by customers, who are coming to vendors better informed, armed with recommendations from crowdsourced data, and acting on advice given (in part) by AI-powered algorithms.

Finding, onboarding and keeping employees in the financial services needs to reflect this increased level of awareness overall. Thus, the challenge is on to source a new generation of HR solutions capable of responding to the permutations and unique needs of the service supplier with much more agility.

Employees who are expected to be agile in skillsets and knowledge need freedom from repetitive and bureaucratic burdens. HR has its role to play here, more than any other operational department. Innovative features for staff like on-the-job training through mobile platforms (with subjects offered aligned to customer demands) will soon be the bare minimum expected by new hires.



In each phase of the employee lifecycle – from pre-onboarding to exit strategies – technology platforms provide the required speed and elasticity of employee support and development.

Beyond individual employee satisfaction, when executed in a way tailored to the organization and its individuals, Human Capital Management (HCM) achieves a workforce that’s motivated, collaborative, continually developing – and one that feels rewarded and recognized for its performance.

For performance-driven organizations, such as those in the finance and professional services sectors, tech-centric HR teams must ensure their HCM tools are optimized to enable their people to adapt and grow into the new era of hybrid work.

Organizations that prioritize and foster employee well-being and champion flexible, inclusive, and dynamic cultures produce the best output from their people. And with the people of an organization forming a significant part of the overall end-user’s experience as the “public face” of the company, ensuring knowledgeable and helpful people on the front line is imperative.



HCM for the Remote Workforce

03

SAP SuccessFactors

SAP® SuccessFactors® is the most comprehensive and powerful HCM platform available to businesses today that aligns with this highly competitive service-based sector's changing nature. However, leveraging SuccessFactors in a way that tangibly provides business value is a complex and resource-intensive undertaking, requiring specialist knowledge. Utilities that can accurately and efficiently forecast needs in the Network Planning area have clear insights into the asset master data and assess asset criticality to avoid risk and high costs from assets' failure.

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That's why some of the best-run companies today are turning to **Rizing**, the go-to partner for SuccessFactors implementation and software extension. Our team of specialists know both HCM and this industry vertical inside-out.

Many issues—such as health and safety, upskilling and reskilling, and new ways of working—are familiar to leaders in HR and across the business. But most have now taken on a unique complexity and speed of change.



To address this, Rizing's flagship **Synchrony People** solution is an out-of-the-box solution with a host of offerings deployable in as little as just a few weeks. Rizing populates the required modules and processes, "turns on" reporting, and lets organizations choose the level of application maintenance support that best fits their needs.



Modular Successes

04



SYNCHRONY PEOPLE CORE HR

The Synchrony People Core HR module aims to digitize and simplify service organizations' processes to improve operational efficiency and facilitate insight on the workforce, all while complying with local and global requirements.

While most HR transactions definitely aren't even the weight of the bare necessities (requesting time off, updating personal information, keeping org charts up to date, etc.) adds up in a world where seamless employee experience and people-centric solutions driver customer retention.

At Rizing, we know there's a direct correlation between employee and customer experiences. In financial and professional services, people and their knowledge form much of the high-quality customer interaction.



SYNCHRONY PEOPLE TALENT ACQUISITION

Rizing's Synchrony People Talent Acquisition modules ensure financial service businesses can quickly onboard the best talent according to their unique strategic needs. It marries recruitment marketing, recruitment posting (on specialist or generic job boards) and recruiting management (for selecting and hiring the best candidates). The result is a recruiting function that's closer aligned with overall company direction. Once that talent is identified, Synchrony People Onboarding will accelerate new starters' productivity and enable pre-start engagement, so new hires get a jump start, ready to respond on day one to whatever challenges the market may bring.



SYNCHRONY PEOPLE LEARNING

Meanwhile, the Synchrony People Learning solution instills a culture of dynamic and continuous learning throughout an organization and its people. Managers use the software to quickly navigate to a team member to which they'd like to assign a training program, select up-to-date courses, and assign them to team members with deadlines. Employees can log in and make progress on learning tasks on any device, while managers can check in on employee progress and ongoing development at any time. Managers align employee activities with organizational strategy and monitor progress towards achieving those goals. This replaces outdated annual or bi-annual performance measurements with a focus on continuous, meaningful feedback and coaching. It also enables companies to quickly adjust to the dynamic changing world and ensure that their employees are on track at any time of the year.



SYNCHRONY PEOPLE PERFORMANCE & GOALS

For performance-driven financial and professional services firms, Synchrony People Performance & Goals modules are worth mentioning. These modules enable managers to align employee activities with organizational strategy and monitor progress towards achieving those goals. This replaces outdated annual or bi-annual performance measurements with a focus on continuous, meaningful feedback and coaching. It also enables companies to quickly adjust to the dynamic changing world and ensure that their employees are on track at any time of the year.



Building the 360° View





Synchrony PEOPLE

We've only just scratched the surface on how Rizing can enhance an organization's approach to managing their most important and valuable asset: their people. If that's inspired you to run a health check on your current practices and see how your organization stacks up against its industry peers, Rizing has developed a Talent Management Industry Benchmark Report (including insights from over 5000 participants) to help you out. Use it to compare practices with competitors' or as hard evidence for decision-making.

It's time to ensure your organization is putting people first as it adapts to the new world of work.

Learn how Rizing and Synchrony People can empower your HR journey.



Are you ready to enable your workforce for the new world of hybrid and virtual work? Contact our Rizing experts today to find out how.

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