

A MAJOR PLAYER IN FOOD DISTRIBUTION

COMBINING SUCCESSFACTORS INNOVATION WITH SAP HCM RELIABILITY

A major player in food distribution, the group employs more than **11,000 employees**, a significant majority of whom, **around 9,000 are frontline field staff working in order picking and delivery roles**.

For this population, leave requests had until then relied on an entirely paper-based, manual process: employees filled out a request on a paper form and handed it to their manager, who then re-keyed it after the fact into SAP HCM so it could feed into the payroll and time systems.

Leave and other absences are managed through the **SAP HCM time management module**. This precise and sophisticated setup was refined over several years and tailored to the full body of applicable regulations, whether statutory or collective. Recurring challenges such as part-time management, hires and departures, penalizing absences, and the impact of sick leave are all handled in a robust and compliant way. They represent an undeniable functional asset of the HR information system.

As part of its strategy to modernize the HRIS, and having naturally chosen SuccessFactors for its native and efficient integration with SAP HCM, the company faced the question of whether to move time management over to the SuccessFactors Time Off / Time Tracking module.

This is a modern solution with a pleasant, ergonomic interface, powerful workflows, and easy mobile access. That last quality is a defining requirement for the company's field-heavy operations. The one drawback was the need to reinterpret the absence-management rulebook inside this new tool.

Rebuilding that rulebook would require:

- A complete analysis of the existing system
- Workshops with subject-matter experts and company decision-makers
- The creation of a large number of rules in SuccessFactors

On top of that, moving time management away from payroll in this way raised concerns about keeping the two sets of information synchronized and aligned.

Time Off / Time Tracking is SAP's modern evolution of time management. The module advances week after week, steadily adding features and capabilities that clearly draw on the vendor's vast experience in the field.

The objective was clear: deliver a modern self-service experience to all 11,000 employees, with no disruption to payroll continuity and no overhaul of the existing SAP HCM asset base.

It was in this context that the company selected Time Off Hybrid to bring the two systems together:

- **SuccessFactors Time Off** serves as the single entry point for absence management: employees submit their requests (including on the go from the iOS/Android app), managers approve through the workflow, and balances can be checked in real time.
- **SAP HCM** remains the time-management engine: all business rules, calculation schemas, rotation plans, cascading deductions, and half-day handling continue to apply without any modification.



- Hybrid Time Off provides real-time, two-way synchronization between the two systems, ensuring that absence requests from SuccessFactors are automatically recorded in SAP HCM and made immediately available for payroll processing.

Performance and large-scale processing capacity

TiHybrid Time Off has demonstrated its ability to handle the group's real-world absence volumes without disruption.

Over the period from October 2025 to May 2026, more than 40,000 absence requests were processed end to end by the connector, with peaks exceeding 7,000 requests per month. The integration between SuccessFactors and SAP HCM ran in real time and without incident, including during the periods of strong seasonality characteristics of the food distribution sector.

Mobility for frontline staff

Field employees, in particular delivery drivers, order pickers, and mobile staff, now have direct access to absence management through the SAP SuccessFactors mobile app. They can view their leave balances, see their team's absences, and submit a request in just a few taps, wherever they are. This autonomy puts an end to manual paper processes and extends self-service to the entire workforce, including those who had previously been excluded from it.

Elimination of manual data entry

HR and payroll administrators no longer perform absence data entry in SAP HCM. Requests approved in SuccessFactors are integrated automatically and in real time, allowing teams to refocus on higher-value activities and eliminating the risk of transcription errors.

Payroll reliability and continuity

The full set of SAP HCM rules, calculation schemas, shift rotation plans, cascading deductions, and half-day handling, continues to apply without modification. Absence data is available immediately for payroll processing, with a level of reliability consistent with the group's long-standing standards.

Optimized return on investment

Implementing Hybrid Time Off avoids any costly overhaul of SAP HCM while fully unlocking the value of SuccessFactors. The group leverages both of its HRIS investments at once, with no compromise on business complexity or operational continuity.

About us



- SAP Partner for over 16 years.
- Expert in SAP HCM, SuccessFactors, and S/4HANA.
- Integrator and software provider for Cloud, On-Premise, and ABAP solutions.
- Recognized for tailored support, from advisory and implementation to maintenance.

