



Harbinger Systems
Your partner in technology innovation

Simplifying the integration of employee relocation solution with an HCM platform.

Harbinger helps in automating the process of fetching employee information by integrating the employee relocation solution with employers' existing HCM platform/SuccessFactors.

About the Client

A leading US-based ISV into US domestic & global mobility services providing solutions for numerous relocation functions to multiple companies.

Business Situation

- The client's Mobility Management Solution (MSS) helps employees plan, implement, and execute relocation functions across various industries. The solution is hassle-free and ensures employees get settled as quickly as possible.
- Employers would look up details in their HCM platform/SuccessFactors for employees that are to be relocated. These details would be communicated to service providers over email and phone.
- The traditional method of sharing employee details was error prone and time-consuming. Keeping a track on the data and determining what data was received posed a significant challenge.

- Missing data posed another big challenge and would increase the overall efforts resulting in higher turnaround time.
- The client wanted to automate the process of fetching employee details from customers by integrating their mobility solution with their HCM platform/SuccessFactors.

Harbinger Solution

- Harbinger analyzed the steps carried out to get the employee data via employer from source systems. We designed a solution which enabled MSS provider to get notified once any employee relocation event is raised in SuccessFactors and then initiate request for required data related to respective employee from SuccessFactors. The API endpoints are exposed by SuccessFactors which can be consumed by third-party applications.
- The solution provides an endpoint that listens to the events raised by SuccessFactors for employee relocation requests.



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Harbinger Solution contd..

- SuccessFactors intelligent service events are configured on subscription mechanism wherein SuccessFactors will post a notification to the configured endpoint. This notification is processed and transformed in required structure and then sent to the MSS system.
- There is another component to this solution that works by way of sending individual requests to SuccessFactors in order to fetch required employee data using SuccessFactors API calls. This component is invoked by the MSS system for respective employee(s) records on need basis. The component is hosted with MSS app in order to provide seamless communication between the two apps. The connector takes care of authentication, fetching data, sanitizes, and transforms the data in required structure and then sends this data to the process that invoked it.
- Also, now MSS system can take care of fetching any additional data from SuccessFactors almost immediately when needed via the connector without any to and fro over emails or telephonic conversation.
- The solution could combine multiple sequential requests to traverse through data with different levels of nesting into simpler calls with minimal roundtrips for connector which helped in achieving good performance on the connector side.

Benefits

- Notification for employee relocation request is completely automated now for MSS system.
- Employee data can now be pulled from HCM as per need and any number of times by MSS without manual intervention. This reduced the turnaround time, the risk of errors and cut down the bottlenecks.
- The automated process freed up HR's and MSS provider's time and they could now spend more time on adding value to the employee relocation experience.