

Meet our speakers



Lore Van Elslande
Payroll Manager

Accent



**Anouk
Vandendriessche**
Teamlead Payroll

Accent



HR CONNECT DAY • 10 SEPTEMBER 2026

OUR SAP SUCCESSFACTORS JOURNEY

A client experience, from Accent Group

Lore Van Elslande — Payroll Manager, Accent Group

**HOW MANY TOOLS
DOES HR RUN ON?**

TOO MANY.

NICE TO MEET YOU!



Lore Van Elslande

Payroll Manager Accent Group



Anouk Vandendriessche

Teamlead Payroll



WHO WE ARE

- Specialised recruitment & staffing, focused on niches
- 300 offices across Belgium
- House of Accent; part of House of HR, an international HR Group
- Brands: Accent Jobs, CTRL-F, NOWJOBS, JobRoad, Sixie, Talent Lab
- “Everyone is a talent” – for candidates and for our own colleagues



THE TEAM BEHIND THE NUMBERS

1197

Employees on
the payroll

13

Entities across
Belgium

7

Payroll and HR
Advisors

551

Average # of
tickets, handled
per month

1/171

Payroll FTE to
Employee ratio



THE IMPLEMENTATION PROCESS



TOO MANY TOOLS, NOT ENOUGH TALKING

The Goal



To find 1 HRIS solution for Central use

Driven by Accent's fast growth and the need for one shared source of data across the whole group — something a fragmented landscape couldn't deliver.

The Challenge



Too many HR systems: Payroll, Time Tracking, Personnel Files, Training...



Own Inhouse ERP system = not future proof anymore



Integrations getting harder every year

The Decision Process



Stakeholder & Vendor Analysis

Price vs features vs design vs user-friendly and integration solutions



SAP SuccessFactors selected

Chosen to unify the HR landscape



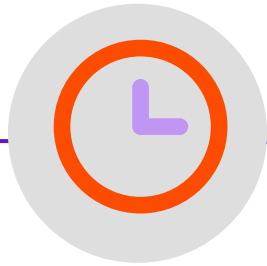
delaware as implementation partner

Supporting the rollout from day one

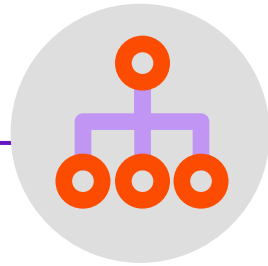


TRIAL BY FIRE: GO-LIVE IN MAY 2020

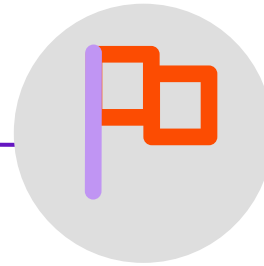
A transformation that outlasted 2 ceo's, 3 cpo's – and arrived exactly when covid-19 did



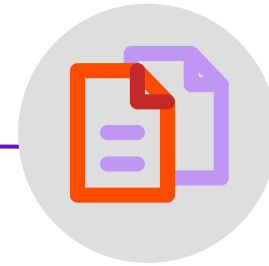
Resourcing
Delays – HR
Waited its turn



Leadership
Turnover



Go-Live May 2020



Double Running
Payroll & ERP

The SuccessFactors Landscape today



Employee Central
Core HR



Time Off
Absence Management



LMS
Learning



**FROM THE TEAM THAT LIVES
IN SF**



ONE CLICK, NOT TEN SPREADSHEETS

Variable pay, automated — a day-to-day example from my team



Fully automated today

600

employees now on automated variable pay in SuccessFactors

80 functions

10 subniches

300 offices



FTE proration, automatic

Every result is prorated by an FTE calculation pulled straight from the Time Off module in SuccessFactors.

100% sourced from SF Time Off



ONE CLICK

One click in SuccessFactors now runs the full calculation — nothing to upload, nothing to reconcile.

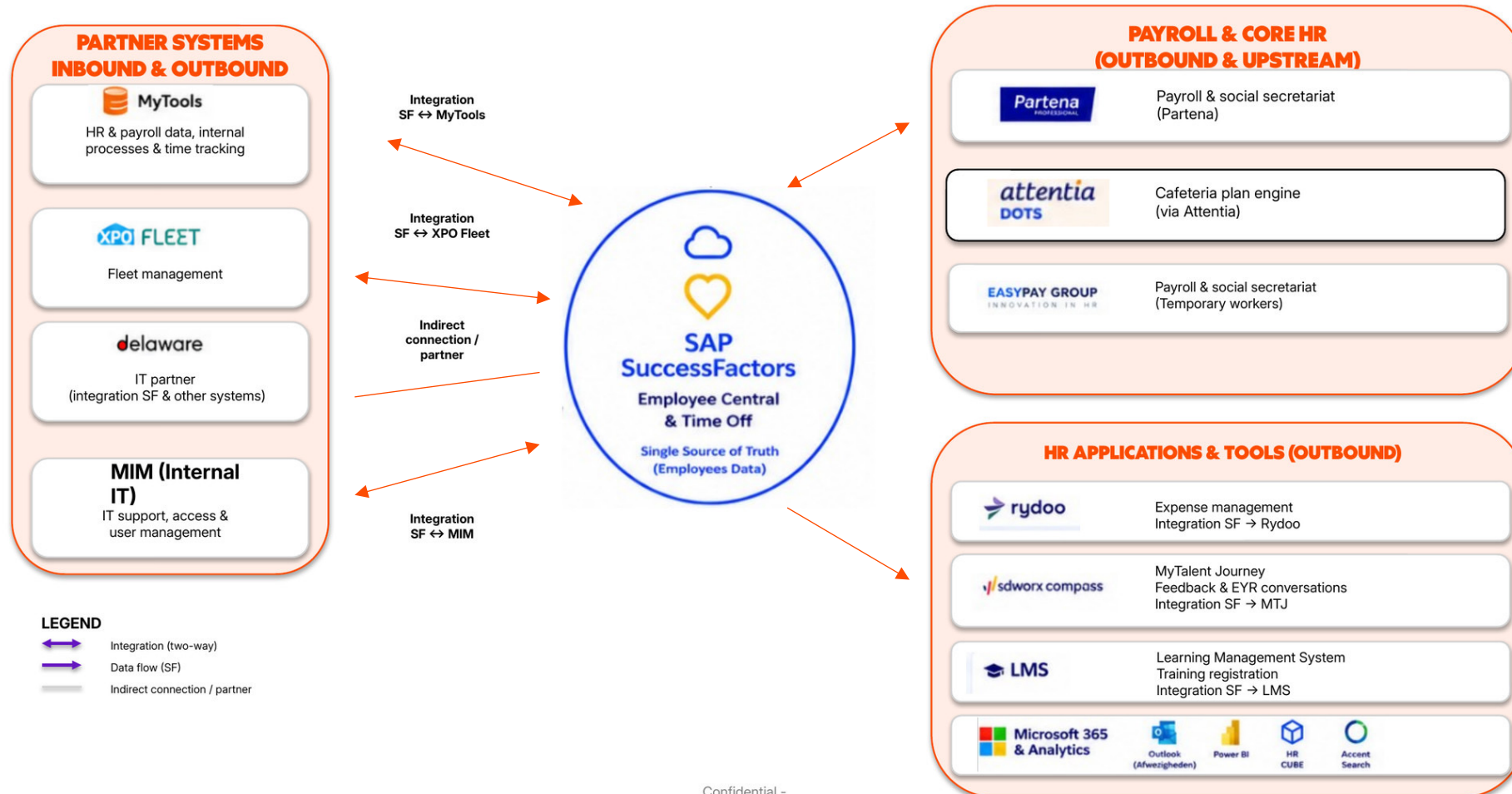
“

No manual calculations, no uploads — just one consistent, automated flow.

WHERE SUCCESSFACTORS CONNECTS

Start anywhere, go everywhere — the integrations SF makes possible today, expanding step by step as it fits Accent's pace

HR & PAYROLL SYSTEM LANDSCAPE



LOOKING AHEAD



WHAT'S NEXT?

Strategic initiatives we're exploring next, aligned with SAP's own direction



AI & agents

Following SAP's own AI direction — building on Joule, tracking new agent capabilities as they arrive.



SF-Partena integration

Made more future-proof by moving from a full data dump to a delta dump.



Performance & Goal Management

Analyzing and reviewing the module for a possible next rollout.



User Access Management

Further investment, with deeper process mapping.

Start anywhere, go everywhere — every next step is a deliberate choice, not a default.

KEY TAKEAWAYS



KEY TAKEAWAYS

From a payroll fix to a strategic HR foundation



Change management is the real work

- **Deadlines** shifted more than once — **training and adoption** never got the airtime the timeline assumed
- What made the difference: **outstanding aftercare and support from the project team**, well beyond go-live
- Invest in **networks** — other **SAP customers** are your fastest shortcut



Automation buys you time for strategy

- **Self-service** freed us from repetitive scheduling
- **Go-live is the start, not the finish** — **SAP's** fast pace (Joule, agents, other modules) means continuous **learning**, never a 'closed' project



delaware

The right partner, the right pace

- **delaware as implementation partner** mattered as much as the platform itself
- **A good partner also helps assess whether the organization is ready for the next step — not just execute the build**
- Start step-by-step — **expand the roadmap** at your own pace/ budget and needs

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Payroll is a promise to every employee that they will be paid correctly and on time. SAP SuccessFactors is how we keep that promise at scale today.

**THANK
YOU**