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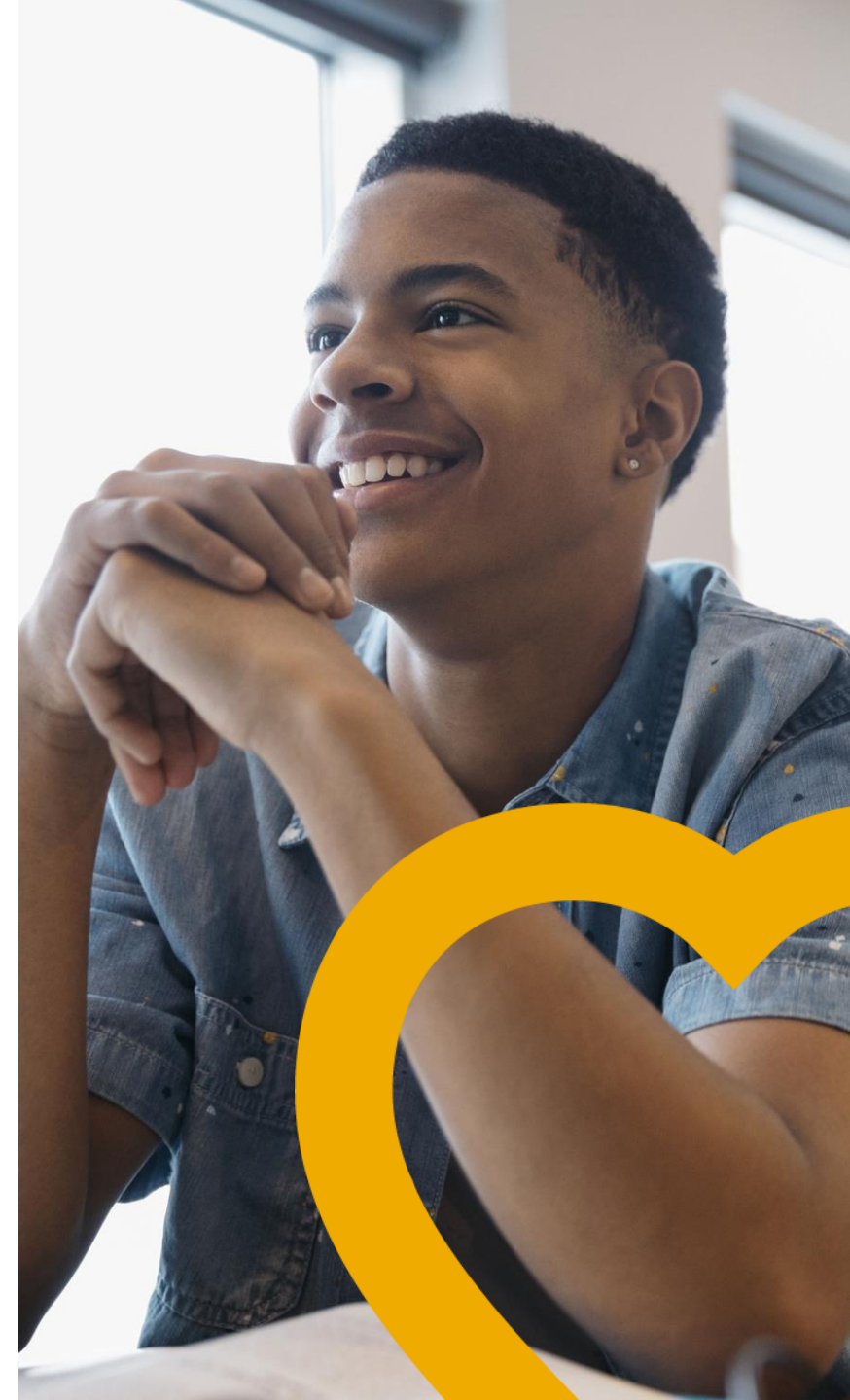
The Prince's Trust: Empowering Employees to Help Disadvantaged Young People in the UK

The Prince's Trust is the UK's leading youth charity, dedicated to helping young people aged 11 to 30 get into jobs, education, and training. To provide the best working experience for its purpose-driven employees, the Trust transformed its HR function with a modern, digital platform. Employees are delighted with the convenience and simplicity of self-service HR, while the Trust has cut costs and improved HR efficiency. Higher data quality and faster reporting have improved funding bids, helping the Trust to secure donations. Crucially, The Prince's Trust can better support its employees in **changing the lives of disadvantaged and vulnerable young people**, and make a positive contribution to society.

SAP SuccessFactors 

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THE BEST RUN 



Nurturing Employees' Compassion and Talent with SAP® SuccessFactors® Solutions

Before: Challenges and Opportunities

- Replace an outdated HR system with a modern, cloud-based solution
- Enhance the employee and candidate experience
- Ensure compliance with the UK government's charity guidelines and European Union data regulations
- Improve data quality to support better decision-making

Why SAP and AKT

- SAP® SuccessFactors® portfolio offers user-friendly and integrated solutions
- Support for the EU's General Data Protection Regulation (GDPR)
- Proactive support services from SAP Cloud Solutions consultancy AKT

After: Value-Driven Results

- Established a one-stop shop for all HR activity and a single, accurate source of truth for employee data
- Reduced the risk of error associated with manual processes, boosting trustees' confidence in data quality
- Improved speed and accuracy of reporting, empowering leaders to make data-driven decisions and helping to support funding bids
- Enhanced the employee and candidate experience with automated workflows and self-services
- Allowed managers to track completion of mandatory training programs
- Automated the recruiting process for candidates and volunteers, reducing the Trust's reliance on external agencies and increasing its employer brand
- Built portlets in the SAP SuccessFactors Employee Central solution to manage employees' Disclosure and Barring Service (DBS) checks on criminal record history for safer recruitment decisions



Prince's Trust

“SAP SuccessFactors solutions enable us to work as efficiently and effectively as possible, so we can **dedicate more time, energy, and resources to helping disadvantaged young people** across the UK.”

Kimberley Cleland, Director of People and Learning, The Prince's Trust

100%

Confidence in the recruitment process; no complaints from candidates

97%

Payroll accuracy

24x7

Digital access to HR services for all employees

Featured Partner

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Rebuilding Young People's **Hope for the Future**

The UK's leading youth charity, The Prince's Trust helps young people aged 11 to 30 get into jobs, education, and training. The Trust offers free courses, grants, and mentoring opportunities to inspire young people to build their confidence, gain new skills, and change their lives for the better.

Founded by HRH The Prince of Wales in 1976, the Trust has helped more than one million young people to date. The Prince's Trust is open to young people – no matter if they have been facing serious issues such as homelessness or if they have been in trouble with the law.

The Trust's 1,100 employees are dedicated to **helping young people reach their full potential**. "Our employees are extremely passionate about what they do," says Kimberley Cleland, director of people and learning at The Prince's Trust.

She continues, "We want to **nurture that drive and enthusiasm by investing in our people and developing their talent** throughout their journey at the Trust. To do that, we wanted to put the right systems and processes in place."

For example, the Trust relied heavily on manual processes, particularly for compliance checks, which had the potential for gaps and errors. And without a unified overview of data, the HR team found it difficult to report accurately to the business, which impacted decision-making.

Kimberley Cleland comments, "Our existing on-premise HR system was no longer fit for purpose. We wanted to **modernize the HR function and, crucially, enhance the employee experience**."



Modernizing HR

The Prince's Trust selected SAP® SuccessFactors® solutions to underpin the modernization of its HR function, replacing its outdated on-premise system with a cloud-based solution.

Liz Cranny, People Systems Manager at The Prince's Trust, comments, "The **simplicity** of the SAP SuccessFactors solutions appealed to us, as did the built-in self-service functionalities. We were also **impressed by the tight integration of the different modules**, which cover the entire employee lifecycle."

Today, the SAP SuccessFactors Employee Central Payroll and Employee Central solutions serve as the master system for payroll and central repository for all employee data, including DBS checks. DBS checks are carried out by the Disclosure and Barring Service, a UK government agency, to establish a person's criminal record history.

The Trust built custom portlets in the SAP SuccessFactors Employee Central solution to manage employees' DBS check status. Automatic alerts are triggered when DBS checks near their expiration date, reminding managers to apply for new checks in a timely manner. These checks help employers **make safer recruitment decisions**, helping to prevent unsuitable people from working with vulnerable groups, including children.

"**Compliance is really important as a charity**," says Kimberley Cleland. "Previously, we relied on people doing these checks manually. The automatic alerts from SAP SuccessFactors Employee Central solution helps us to keep track of employees' DBS status and to check compliance."



1 million

Young people helped by The Prince's Trust to date



>3 in 4

Young people will move into work, education, or training



£1.4 billion

Returned in value to society over 10 years

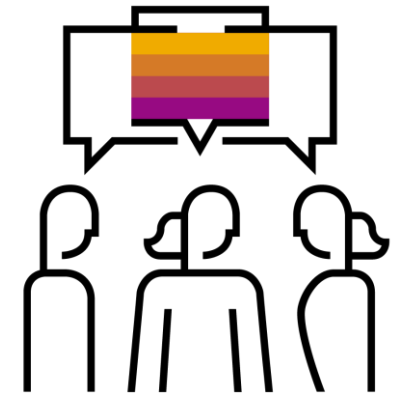
Getting Help from the **Experts**

The Prince's Trust engaged AKT, an SAP People Cloud Solutions consultancy, to build up its existing SAP SuccessFactors environment, promote the best system management practices, provide ongoing application management services, and work in collaboration with the HR team to build internal competency.

“The AKT team has a great can-do attitude,” says Liz Cranny. “Not only do they provide us with day-to-day support services, they also help us to make improvements to our SAP SuccessFactors solutions to ensure that they meet our needs in the future too.”

“We love that AKT always listen to our feedback and work with us to make the employee experience even better,” adds Kimberley Cleland. “They understand that, as a charity, we have a tight budget, and they help us to find creative ways of achieving our goals without breaking the bank.”

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Putting People First

The SAP SuccessFactors solutions serves as a one-stop shop for all HR activity at The Prince's Trust. "All employees have access to self-services and, as everyone has their own laptop, SAP SuccessFactors fits seamlessly into their working day," says Liz Cranny. "Being able to access everything online has **improved the employee experience** so much, and staff are really happy with the self-services."

The HR team and management benefits from a single source of truth for employee data. This has **dramatically improved the accuracy and speed of reporting**, which is becoming more and more important for the business. Kimberley Cleland explains, "When bidding for funding, we need to be able to provide information on everything from headcount to diversity – fast. With SAP SuccessFactors, we can get hold of that data very quickly, helping us to secure funding."

With the SAP SuccessFactors Recruiting solution, The Prince's Trust centralized all employee and volunteer recruitment, providing a unified overview of the training level and vetting status of everyone who works for the Trust. A new recruitment website and automated processes have improved not only the candidate experience, but also the recruiter experience, too. The SAP SuccessFactors solutions enable recruiters to make better hiring decisions, reducing the Trust's reliance on external recruitment agencies and slashing costs – **freeing up resources to invest in youth services**.

The SAP SuccessFactors Learning solution underpins the Trust's new employee development strategy, designed to equip employees with the competencies they need to support young people, such as **mentoring and conflict resolution skills**. Employees now have access to a central catalog of digital training programs, and the HR team can track course completion, helping to ensure that all employees undertake mandatory and career-progression training.

100%

Adoption rate

300

People recruited each year

Staying on the **Right Path**

Looking to the future, the Trust plans to give volunteers access to the SAP SuccessFactors Learning solution, so that they can develop key skills to help them provide the best support to young people.

To enhance the employee experience even further, the Trust is planning to roll out the SAP SuccessFactors Mobile App, enabling staff to access HR services on the go.

The Prince's Trust also plans to integrate the SAP SuccessFactors Mobile App with other corporate applications, such as its expenses management system, to make life even easier for employees.

Kimberley Cleland concludes, "With the SAP SuccessFactors solutions, we have all the information we need at the touch of a button, from headcount and attrition rates to employee DBS check status to training completions. Ultimately, this helps us **get the right people with the right skills out in the field to support vulnerable young people across the UK.**"

