Enterprise Information Resources

SuccessFactors® Expertise. Delivering HCM Results.

CASE STUDY

KRONES

Client Overview

Company
Krones, Inc.

Industry
Manufacturing (Packaging and Bottling Equipment)

Employees
~1,200

Operations
U.S. division of a global manufacturing leader, with a strong focus on technical hiring

The Challenge: A Critical Transition to Onboarding 2.0

When SuccessFactors® announced the sunset of Onboarding 1.0, Krones, Inc. faced a pivotal moment. Their HR systems team—already lean and stretched—needed to migrate quickly to Onboarding 2.0 without disrupting critical hiring workflows.

Past experiences with larger consulting vendors had left Krones skeptical. Service had become less personalized, and turnaround times were slow. With over 185 new hires annually—including a major service technician recruitment initiative—Krones needed an implementation partner who could combine deep technical expertise with flexibility, speed, and care.

> *"We needed a partner who would meet us where we are, explain clearly, and help us move forward with minimal business interruption."*
> HAILEY SEIFERT, HR BUSINESS PARTNER

The Turning Point: Choosing EIR

Krones evaluated multiple vendors, ultimately selecting EIR based on:

- **Positive Past Experience:** Previous collaboration with EIR's Lorne Kurtz demonstrated unmatched clarity and responsiveness.
- **Personalized Attention:** A stark contrast to the transactional experience with larger providers.
- **Deep System Knowledge:** EIR's ability to explain complex technical concepts in user-friendly terms.
- **Competitive Pricing:** High-value expertise at a reasonable cost.

Introduced through an SAP representative, EIR quickly demonstrated their value as a true partner, not just an implementer.

> *"They didn't just push 'best practices' at us. They worked with our processes, customizing where it made sense."*
> HAILEY SEIFERT

Partnership in Practice

Throughout the project, EIR's approach was defined by:

- **Structured Flexibility:** Weekly project meetings plus ad-hoc calls ensured steady momentum without rigid bureaucracy.
- **Responsiveness at Every Turn:** EIR's team, including hands-on support from SMEs, adapted to Krones' evolving needs—even providing live support outside standard hours when needed.
- **Business-First Mindset:** Rather than forcing rigid templates, EIR focused on how onboarding could best support Krones' real-world HR processes.

"They didn't hide behind process when we needed a quick answer or shift. They jumped right in to solve it."

The implementation was completed on time—and slightly ahead of schedule—with minimal disruption. Transitioning to Onboarding 2.0 involved barely an hour of downtime during go-live.

Impact Delivered

Challenge	Impact Delivered by EIR
Required quick transition to Onboarding 2.0	Completed project on time (slightly early)
Risk of disruption during go-live	Smooth transition with ≈1-hour downtime
Loss of key features from 1.0 migration	Guided clear expectations and workarounds
Need for user adoption and minimal retraining	Provided informal, responsive training and real-time guidance
Desire for personalized attention	Senior-level support, proactive scheduling, and business-aligned solutions

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Looking Ahead

Following the success of the onboarding project, Krones is now:

- Considering EIR for broader SuccessFactors support, including integrations and updates.
- Exploring ongoing managed services to optimize further and future-proof their HR systems.

"EIR delivered the right blend of expertise, flexibility, and personal touch that we weren't getting before. We're excited to explore future projects."

Conclusion

EIR Delivers Confidence in Every Engagement

At a time of transition and risk, EIR empowered Krones to move forward with confidence. Through precision execution, boutique-level service, and a commitment to real outcomes, EIR turned onboarding from a looming challenge into a strategic success.

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