

HCM Cloud Migration Market Report

Migrating your HCM from a legacy, on-premises system to the cloud is a daunting task. According to user feedback, SAP provides a reliable migration process through in-house support and their network of migration partners. SAP SuccessFactors HCM ranks highly in overall satisfaction, and migrating to the cloud unlocks even more capabilities.



Quality Migration Experience



Migrating employee data, payroll, and more to the cloud can be an intimidating process for even the most seasoned HR professionals. SAP offers migration assistance and a strong partner network to ensure their customers avoid the potential pitfalls and challenges of the migration process.

Migrating to the cloud allowed this customer to access new features and integrate with other SAP applications.

“We have [migrated] Core HR, time, payroll, [and] HCM to the cloud and the experience was awesome. [The solution was] scalable and easy to manage with a perfect cloud solution [that] had a lot of features and integration with other SAP applications like Concur and SAP Business Technology Platform, etc.”

Verified User | Program Manager in Information Technology | Information Technology Services Company, 10,001+ employees Incentivized



SAP's global expertise ensured this customer was positioned for success.

"We have moved from SAP ECC on premise to EC. Our partners were very knowledgeable and the global implementation was challenging due to country specific legislation, but SAP's provision of country specific fields also gave more confidence and assurance in the product."

Verified User | Consultant in Human Resources | Automotive Company, 10,001+ employees Incentivized



The SAP team and their partners ensured that this customer's migration was delivered seamlessly.

"The migration went well and the tools to do it worked but this was largely due to the data management team's approach. SAP supported us [throughout] and knew the timeframes for our delivery which was achieved."

Andrew Smith | Product Lead - Success Factors | Jaguar Land Rover, Automotive, 10,001+ employees Incentivized



This customer experienced improved productivity as a result of migrating from SAP ERP HCM on-premises system to SAP SuccessFactors HCM in the cloud.

"HR/Time/Payroll has moved and I know it has driven huge efficiency and productivity in our HR organisation."

Verified User | Employee in Human Resources | Telecommunications Company, 10,001+ employees Incentivized

Quality Core HR Features

SAP SuccessFactors HCM enabled this executive to establish a consistent, global, Core HR experience.

"SAP SuccessFactors HCM is great to have for a consistent global experience. [The solution] standardized [our] processes globally - we all have the same processes now. Its mobile function allows for ease [of use]."

Verified User | C-Level Executive in Human Resources | Consumer Goods Company, 10,001+ employees Incentivized



Feedback from SAP SuccessFactors HCM customers indicates that it's a reliable platform with features that are highly valued by users and positions them for growth.

Feature	SAP SuccessFactors HCM Rating	HR Management Category Average
Update personal information	8.6	8.2
View and generate pay and benefit information	8.3	8.1
View job history	8.3	7.8
Employee demographic data	8.2	8
Organisational charting	8.1	7.5
Organisation and location management	7.9	7.8

According to this Global HRIS Lead, SAP SuccessFactors HCM has transformed their HR processes for the 21st century.

“SAP SuccessFactors HCM enabled our organisation to transition from paper-based and excel-based processes and fully digitise and optimise our workforce management. It improved user adoption and ensured compliance to legal international legislation and GDPR. It empowered our employees in new ways of working and brought our business into the 21st century. From a practical perspective, it also allowed us to address several social economic factors, such as gender pay gap reporting, health and safety regulation reporting, and improvements.”

Pedro Costa | Global HRIS Lead | AB Agri Ltd, Consumer Goods, 1,001-5,000 employees Incentivized



AI Features



SAP SuccessFactors HCM is bringing AI into HR processes, from recruitment to retirement, via SAP Business Suite. By migrating from on-premises systems, users can unlock these new AI features.

SAP's AI features enable this user to automate routine HR tasks and make data-informed decisions.

"AI in SAP SuccessFactors HCM enables the automation of routine HR tasks, such as candidate screening and performance evaluations, saving time and reducing manual effort. AI could also provide insights into employee engagement and turnover risks, supporting HR teams in making data-informed decisions."

Verified User | Employee in Human Resources | Staffing & Recruitment Company, 201-500 employees Incentivized



This Director, HRMS notes that SAP's AI tools will improve self-service capabilities for both managers and employees.

"We envisage AI assisting with Manager Self Service and Employee Self Service transactions, whether by managers, team members, or our HR team. There have been significant advancements made over the last few years and I really appreciate their commitment to innovation and AI."

Melissa Torres | Director, HRMS | Wyndham Hotels & Resorts, Hospitality, 1,001-5,000 employees Incentivized

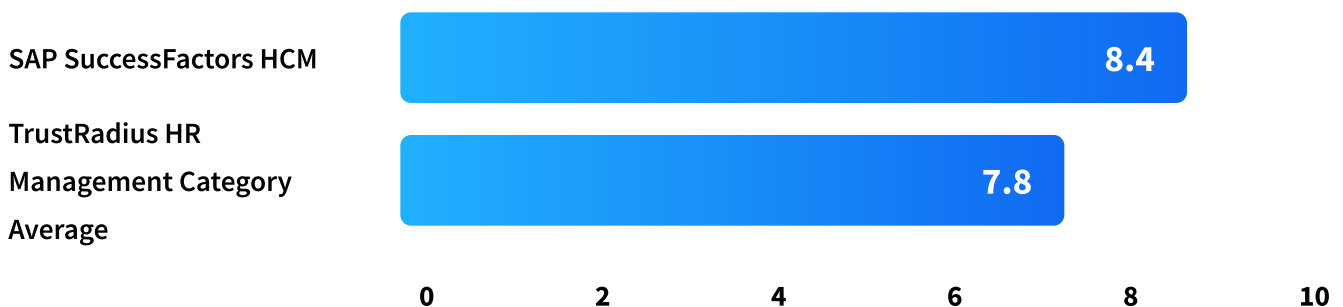


Overall Satisfaction



TrustRadius uses trScore as an indicator of overall customer satisfaction with business software products. SAP SuccessFactors HCM holds a high trScore, indicating that their customers are satisfied with the features that the product provides.

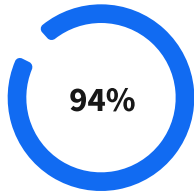
SAP SuccessFactors HCM's trScore outperforms the HR Management category average.





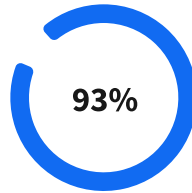
SAP SuccessFactors HCM customers are pleased with the value for money and feature set and say they would purchase the product again.

SAP SuccessFactors HCM Key Insights



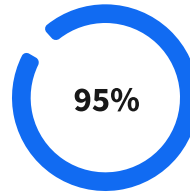
Would Buy Again

94% of TrustRadius reviewers said they would buy SAP SuccessFactors HCM again.



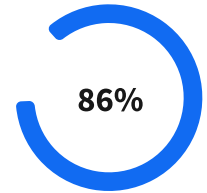
Satisfied with the Feature Set

93% of TrustRadius reviewers indicated being pleased with SAP SuccessFactors HCM's feature set.



Delivers Good Value for Money

95% of TrustRadius reviewers said SAP SuccessFactors HCM delivers good value for the money.



Lived up to Sales and Marketing Promises

86% of TrustRadius reviewers stated that SAP SuccessFactors HCM lived up to sales and marketing promises.

[Start Your Cloud Journey](#)

This report was created using TrustRadius reviews and data by the TrustRadius Research Team in August 2025.

