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Reigniting HR Success: How Tata Motors Design Tech Centre Unlocked the True Power of SAP SuccessFactors

Real-World Lessons for HR Leaders in Automotive and Beyond

TATA MOTORS
DESIGN TECH CENTRE

Executive Summary

Many organisations invest in world-class HR technology - only to discover it's underused, mistrusted, or failing to deliver real value.

Tata Motors Design Tech Centre (TMDTC), a global innovation hub within Tata Motors Limited, faced the same challenge.

This guide shares their story and the practical steps they took to rebuild trust in SAP SuccessFactors, drive engagement, and set their HR team up for strategic impact.

Inside, you'll find actionable lessons, proven steps, and expert advice you can use to reignite your own HR tech journey.

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About Tata Motors Design Tech Centre

Tata Motors Design Tech Centre (TMDTC), based in the UK, is a wholly owned subsidiary of Tata Motors Passenger and Electric Vehicles, and a centre of excellence for automotive design, engineering and innovation. TMDTC leads the global design and concept development for Tata Motors' expanding passenger and electric vehicle portfolio, turning ideas into real-world prototypes.

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About Jigsaw Cloud

Jigsaw Cloud is a specialist SAP SuccessFactors partner, helping mid-sized businesses across the UK and Europe achieve effortless, scalable, and people-focused HR transformation. We combine deep expertise with a personal touch to deliver affordable solutions that work seamlessly today - and grow with you tomorrow.

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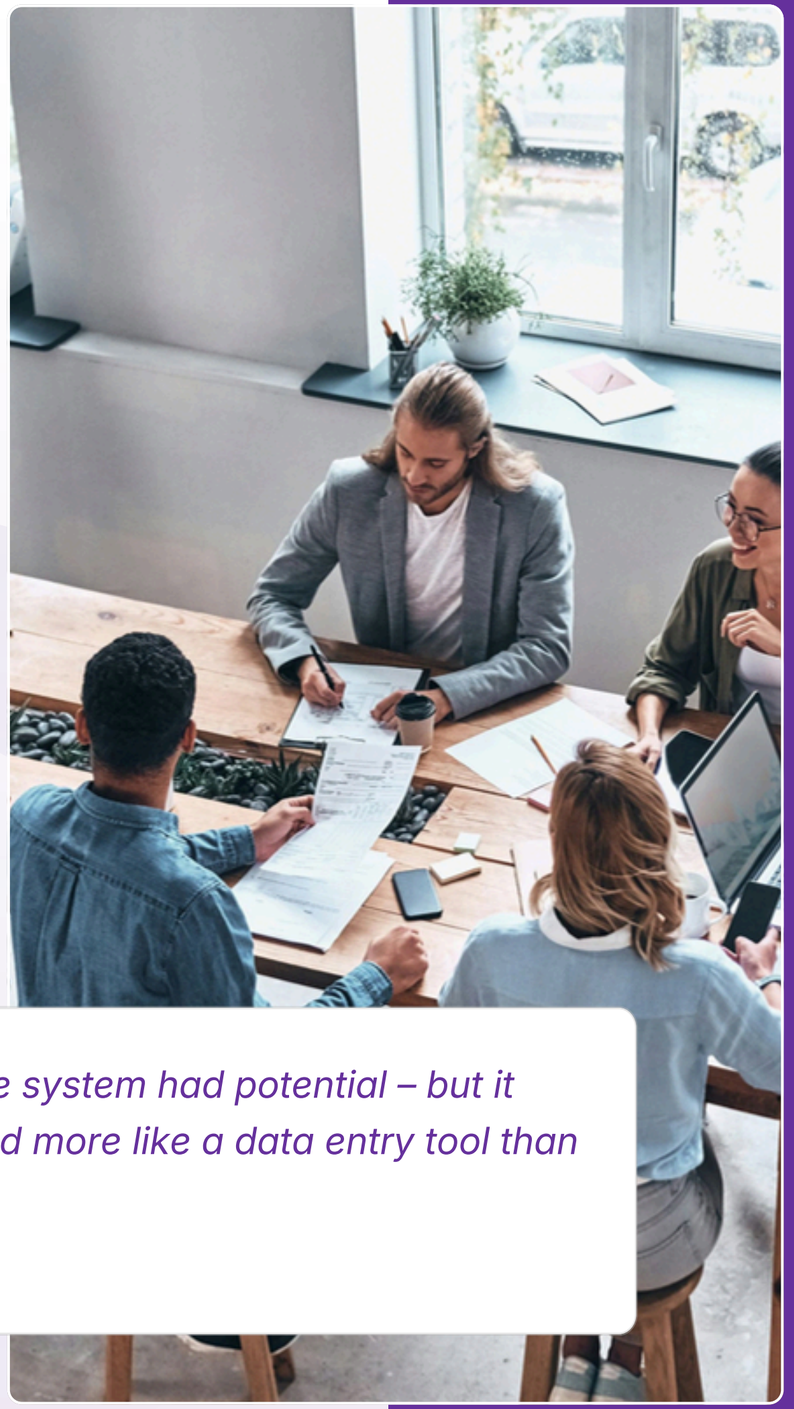
The Challenge: When HR Tech Isn't Delivering

When Zoë Knight became Head of HR at TMDTC, she inherited an SAP SuccessFactors system that was technically in place, but not truly used or trusted.

Key pain points:

- Minimal system adoption - manual inputs by HR only
- Data mistrust and low confidence across the team
- Lack of employee and manager self-service
- Engagement and value falling short



"There was a strong sense that the system had potential – but it wasn't delivering. It was being used more like a data entry tool than a business system."

– Zoë Knight, **Head of HR, TMDTC**

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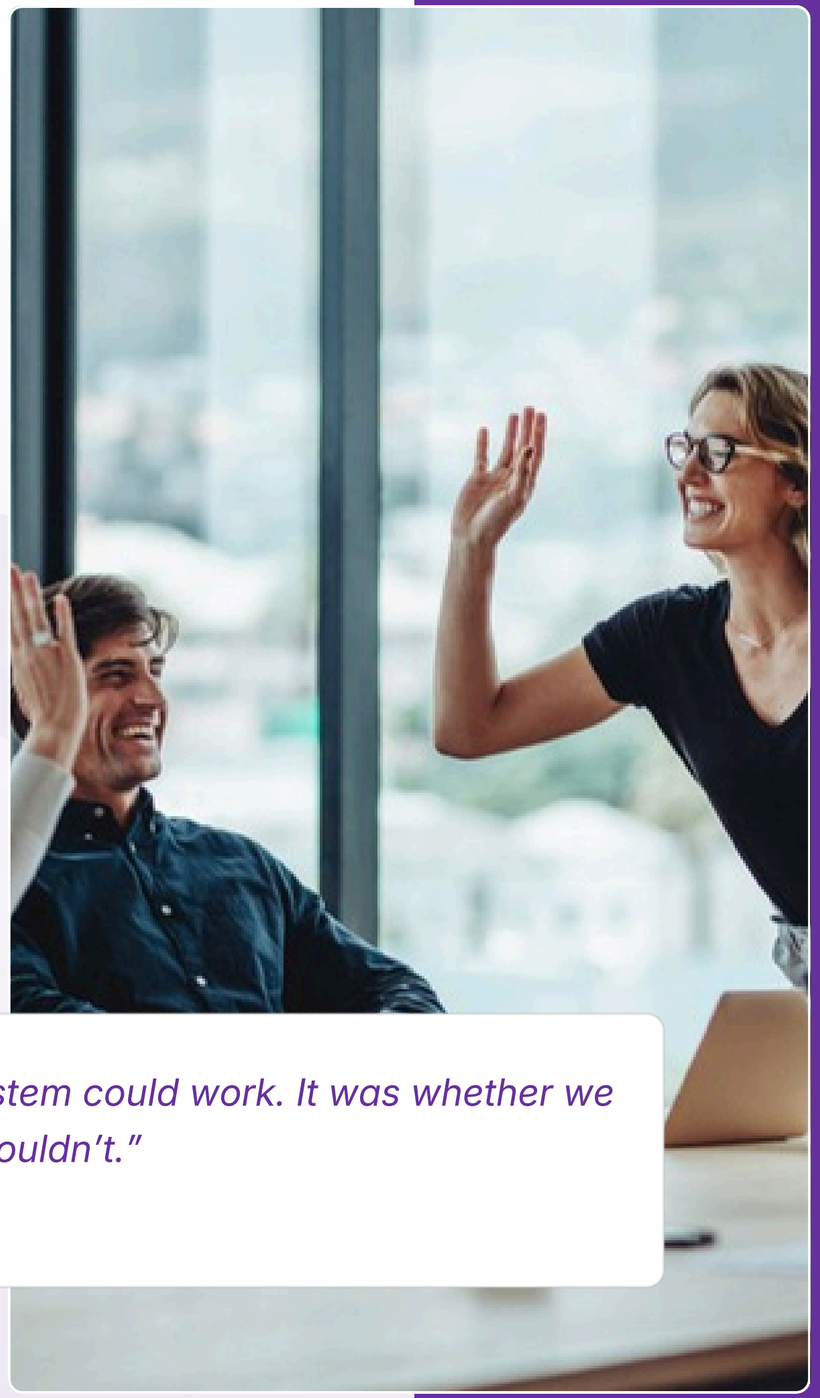
The Turning Point: Resetting for Success

Instead of blaming the technology or searching for a replacement, Zoë's team took a practical approach: reset, cleanse and re-engage.

First Actions:

- Honest assessment of where things stood
- Data improvement of Employee Central
- Clear project goals: trust, self-service, engagement
- Early buy-in from HR and key business stakeholders



"The issue wasn't whether the system could work. It was whether we could trust it. And right then, we couldn't."

— Zoë Knight, **Head of HR, TMDTC**

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Why the Right Partner Makes All the Difference

Jigsaw Cloud had supported TMDTC behind the scenes - but when transformation was needed, they stepped forward as a true partner.

- Delivered targeted training and process improvements
- Provided ongoing consultancy, not just technical fixes
- Focused on “how” and “why” - enabling Tata to build internal capability

“Jigsaw Cloud didn’t just answer questions - they helped us understand the ”how” and the “why”. They became a true partner, not just a vendor.”

— Zoë Knight, **Head of HR, TMDTC**

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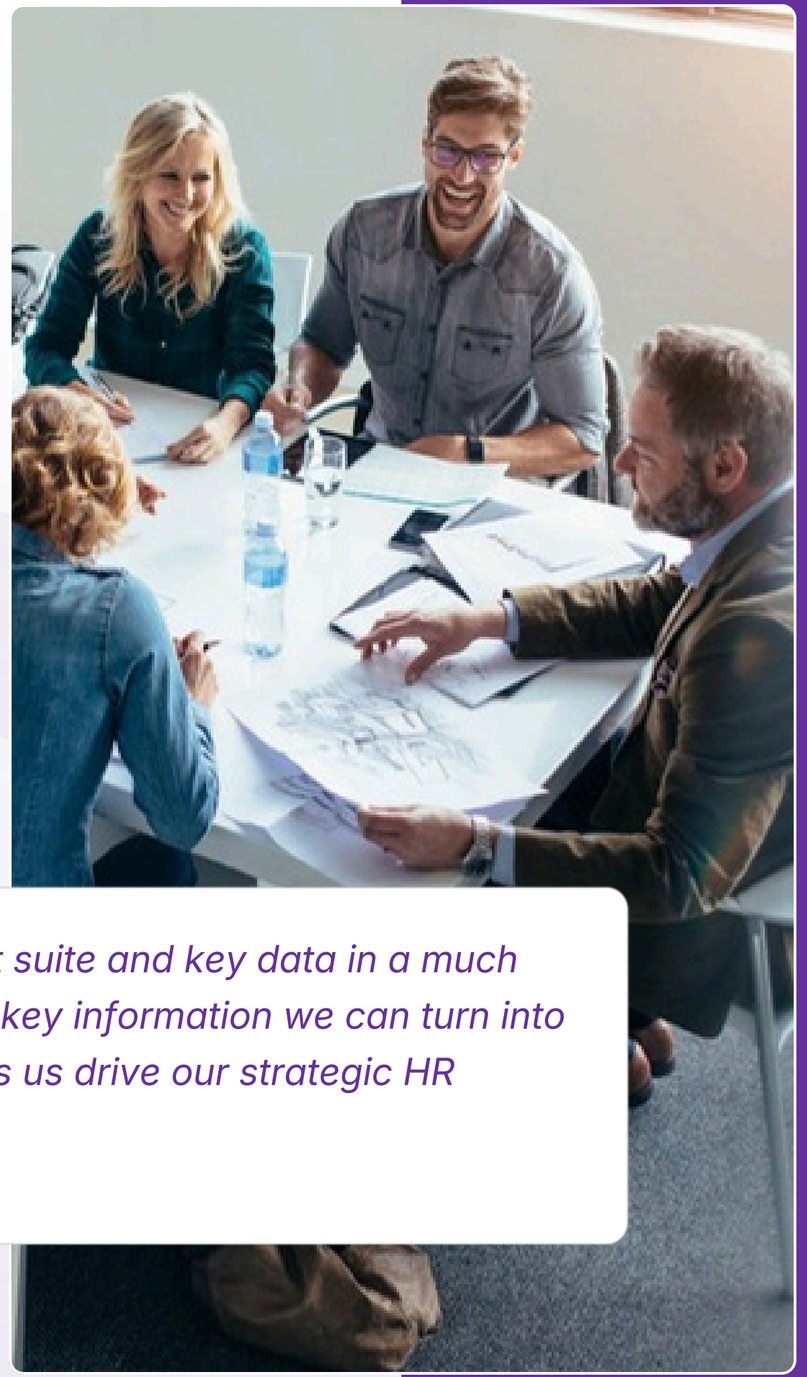
The Results: Trust, Insight & Strategic HR Value

- Clean, reliable HR data across Employee Central
- Self-service adoption across employees and managers
- Greater confidence and engagement with the platform
- Increased visibility through SuccessFactors reporting and report suite capabilities
- HR data transformed into meaningful management insight



"We're now able to use the report suite and key data in a much more meaningful way. It gives us key information we can turn into insight for management and helps us drive our strategic HR agenda."

— Zoë Knight, **Head of HR, TMDTC**

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Practical Checklist:
Steps to Reignite Your HR System

- Audit system usage – who's using it, and how?
- Survey HR and business users about trust and value
- Cleanse and simplify core HR data (start with Employee Central)

- Engage a partner for focused training and process review
- Launch employee and manager self-service for quick wins
- Communicate progress - share wins, celebrate milestones
- Plan your next phase of HR transformation

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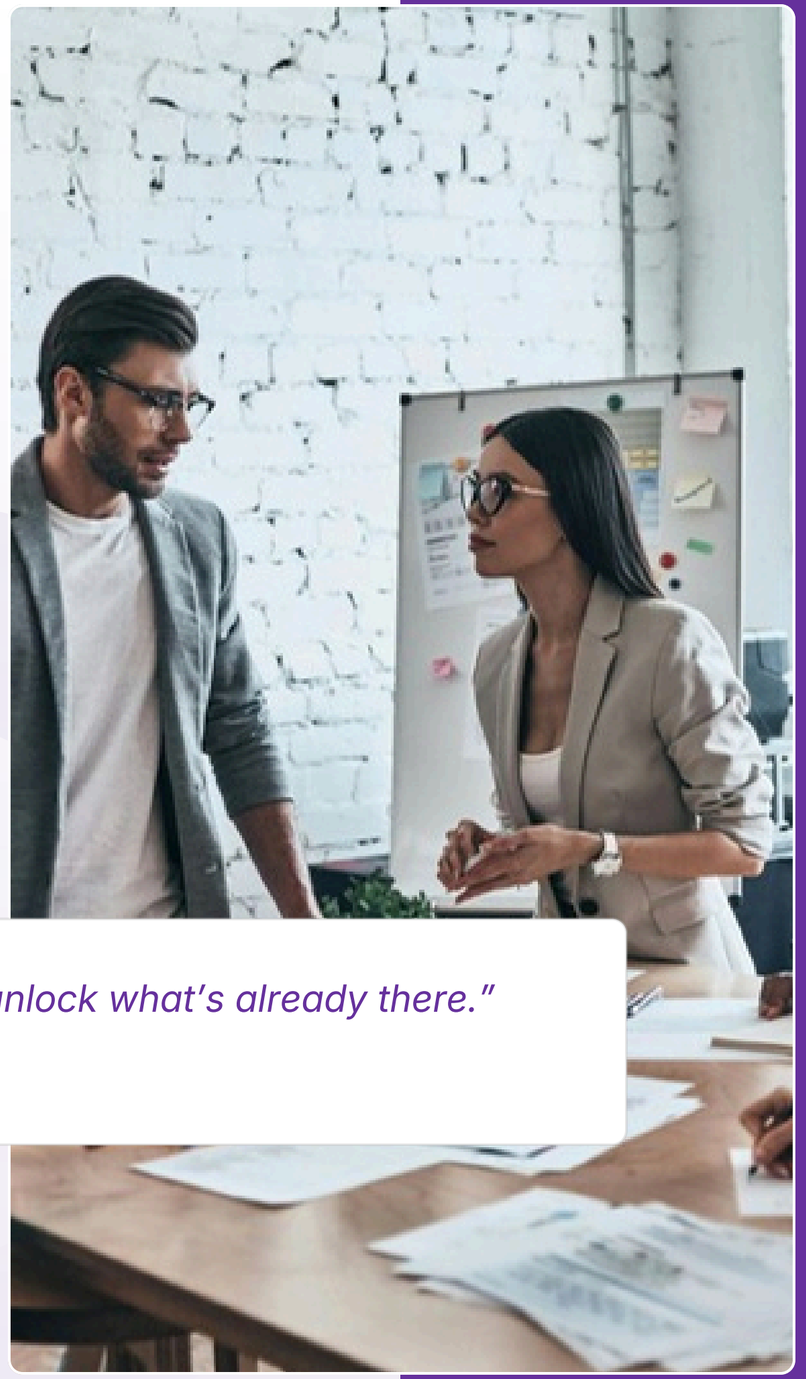
Lessons & Advice for HR Transformation

- Start with your current pain points; don't default to replacing tech.
- Rebuilding trust in data is the foundation for everything else.
- The right partner brings clarity and support - not complexity.
- HR digital transformation is a journey, not a one-off project.



"With the right support, you can unlock what's already there."

— Zoë Knight, **Head of HR, TMDTC**

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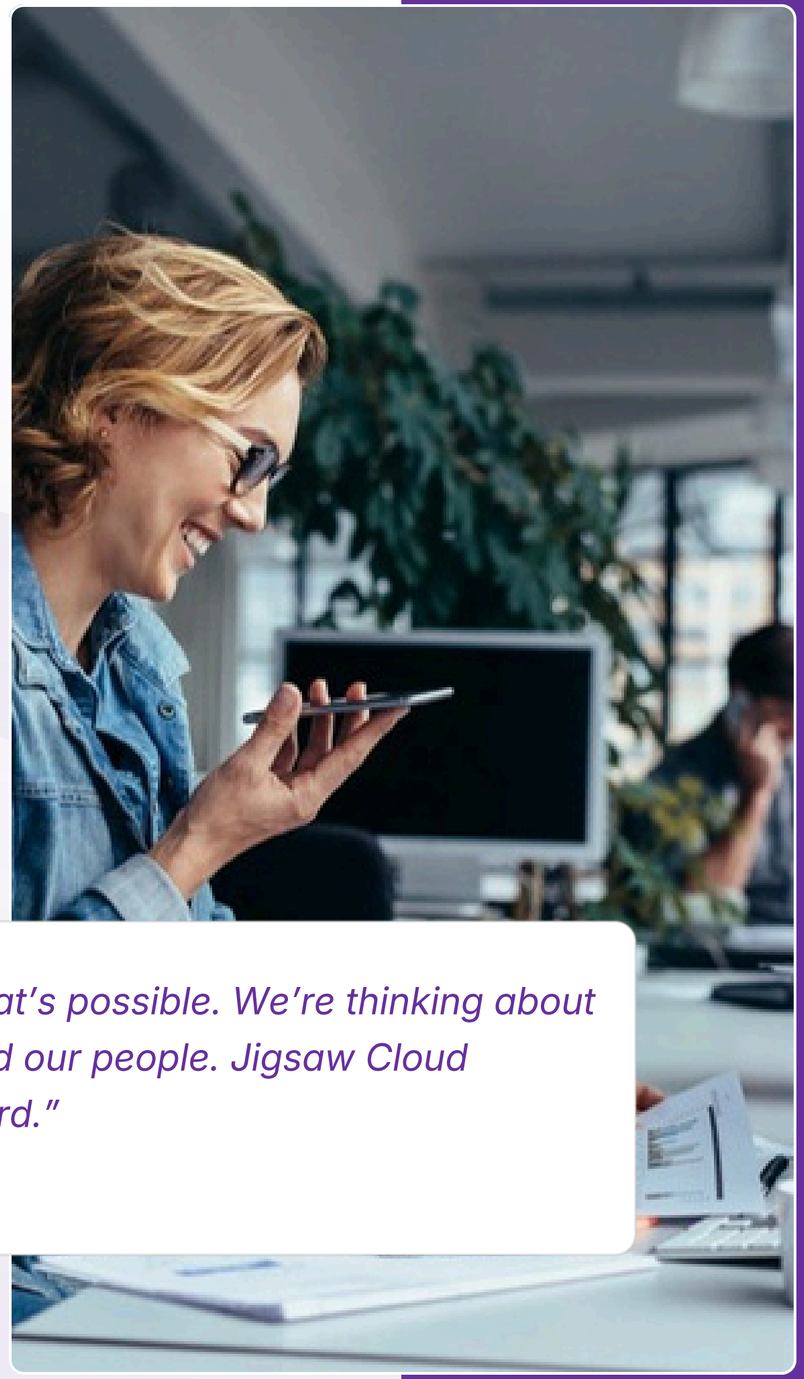
What’s Next for TMDTC?

With Employee Central now stabilised and self-service embedded, TMDTC continues to strengthen its people-focused and data-driven HR approach through continuous optimisation and greater use of HR insight.

- Expanding the use of SuccessFactors reporting and report suite capabilities
- Turning HR data into meaningful management insight
- Supporting a more strategic HR agenda across the business
- Continuing to optimise employee and manager experience



“We’re not just thinking about what’s possible. We’re thinking about what’s right - for our business and our people. Jigsaw Cloud continues to be our sounding board.”

— Zoë Knight, **Head of HR, TMDTC**

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Let’s Talk

Ready to Unlock Your HR Tech’s Full Potential? Reach out for a free SAP SuccessFactors readiness review with Jigsaw Cloud.

Download more resources at: **www.jigsaw-cloud.com** or
Book a consultation: **info@jigsaw-cloud.com**

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