

Managing Enterprise Health, Safety, and Employee Labor Relations Life Cycle with Sodales Solutions



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INTRODUCTION

Highly regulated and labor-intensive industries, such as healthcare, utilities, automotive, manufacturing, and public sector institutions, struggle with the life-cycle management of people, processes, and policies across enterprise health, safety, and employee labor relations within their organizations. It is important to recognize that a positive, safe, and healthy workplace enhances employee morale, productivity, and performance.

A safe workplace boosts morale and productivity, but complex labor laws and internal conflicts can lead to legal issues.



While Sodales' vision regarding its solution was clear, selecting its inception path from building to marketing to running the business was a process of finding the right platform that would enable the product and the company to flourish.

Organizations that focus on creating a safe and healthy workplace reduce the likelihood of disputes and grievances. However, managing the many aspects of labor laws, regulations, and union relationships and ensuring high levels of safety for all employees while dealing with internal conflicts, communication barriers, and training concerns can often tax the organization, leaving it open to legal issues and penalties.

Sodales Solutions decided to help close these employer-to-employee gaps while reducing absenteeism, improving employee productivity, and enabling employees to use their skills in different work roles and environments within their organization. Sodales' vision was to close these gaps in such a way that organizations could benefit

immediately, including their employees. Since its inception in 2013 and with its product's launch, organizations using the Sodales solution have found faster incident response resolution, shorter return-to-work cycles, improved employee productivity, reduced absenteeism, and increased job accommodation programs. The solution helps organizations with regulatory and government compliance requirements, meeting HR policies, and managing collective bargaining agreements.

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Technology Partnerships

Technology partnerships can often be tricky, but when the partnership is born on one of the partner's technology platforms, the product can yield immediate benefits for all of the technology platform's clients, bring new clients to the technology platform partner, and end up becoming a win–win scenario for both partners.

A little over 12 years ago, Sodales Solutions, an AI-enabled enterprise health, safety, and employee relations life-cycle management provider, built its solution in the SAP Labs and on SAP Business Technology Platform (BTP). For Sodales, building the product on the SAP platform was an easy decision based on the following factors:



SAP Business Technology Platform was an easy selection, as it could facilitate building Sodales' mission-critical product and tailor it for the company's most important verticals, such as healthcare, utilities, and governments.



Sodales could easily select the use cases that would encapsulate the most white space within SAP's client base and solve the organization's issues within the desired verticals (those with the most opportunity).



Sodales recognized that using SAP's BTP offered differentiation from a regulatory and compliance aspect. SAP's BTP can adapt policies and transactions simultaneously, removing multiple steps and latency from an organization's processes.



Sodales learned that many organizations are afraid to store their data in the cloud, and not all solutions it viewed could do this type of work like SAP's BTP does.



The user experience was extremely important to Sodales, especially to ensure the product's quick adoption. Because Sodales' solution targets regulatory compliance for industries with skilled workforces, such as healthcare and energy, SAP BTP was the only solution that enabled the product to integrate at the process, data, and skill levels, a primary reason why the technology platform took off so quickly.



Sodales needed to become profitable quickly to scale rapidly. SAP's capacity to provide technical guidance and go-to-market capabilities made it simpler for Sodales. Leveraging SAP's go-to-market capabilities helped reduce Sodales' product costs.



SAP provides a high-level sponsor within its organization to help companies grow. This human element helps Sodales move beyond customer complaints to ensure that the customer gleans even more from its products. In addition, as Sodales achieves higher retention rates and renewals, SAP will present it with more opportunities, such as introducing it as part of the customer's road map.

For every **37** proofs of concept in the AI journey ...



...just **14%**
conversion
success.

IDC's *Future Enterprise Resiliency and Spending Survey*, April 2024

AI Enablement

AI is now a huge part of every organization's technology road map. IDC finds that every organization's AI journey is different and fraught with numerous trials and errors. IDC's April 2024 *Future Enterprise Resiliency and Spending Survey*, found that for every 37 proofs of concept, there are five production launches — a 14% conversion success. The top factors limiting success are a lack of skilled developers and tools, inadequate infrastructure performance and availability, poor coordination, and technology and services partners not meeting project specifications.

SAP's partnership enabled Sodales' use of SAP Business AI, a framework that is constantly evolving across functional areas, including security, ethical framework testing, and data and its overall use. This enhanced the Sodales solution, brought a greater ROI for its customers, enabled customers to more easily meet their KPIs, and simplified client sales cycles. One organization found that using SAP's Business AI with the Sodales solution enabled it to review its employee issue and nonconformance history, uncover that the company was missing valuable employee training, and recommend that employees use safety boots.

Business Outcomes

Sodales has found customer success with its AI-enabled platform, providing a unified approach to health, safety, and employee and labor relations. In the company's words, the AI-enabled platform safeguards an organization's most important assets — its people.

Sodales focuses on labor-intensive and highly regulated organizations with at least 1,000 employees. These organizations need productivity enhancements and must ensure compliance and enforce and follow HR policies. In addition, many of these organizations utilize SAP SuccessFactors, SAP S/4HANA, SAP Supply Chain Management, and SAP Payroll solutions. Managing enterprise health, safety, and employee labor relations for these labor-intensive industries can be tough, especially

with the constantly evolving policies and regulations. The Sodales solution brings together all aspects of life-cycle management, integrating into business suites and across important dimensions for labor-intensive businesses, including employee relations complaint management; integrated incident and disability management; preventative safety measures; grievances, discipline, and collective bargaining agreement management; and environmental safety.

All of these companies are experiencing the benefits of using the Sodales solution, including:

- ▶ **Compliance:** Combining all safety and labor laws with regulatory aspects in SAP Business Technology Platform and augmenting the system with SAP's Business AI provide organizations with self-service capabilities, meaning that government alerts and other policy update information are immediately available. If an organization can remain compliant and cost efficient, the savings could be immense.
- ▶ **Incident investigation:** Organizations are experiencing at least a 50% reduction in the time it takes to investigate workplace problems or incidents. The faster an organization can investigate an incident, the faster it can return employees to work, increasing operational uptime and minimizing disruptions.
- ▶ **Absenteeism:** Be it health and safety factors, physical or psychological issues, harassment, or employee–boss issues, the Sodales solution can provide alternative options. This means organizations can focus on providing the employee with job accommodations, return-to-work plans, or modified duty plans. All of this helps keep the employee working and engaged and the organization running. Without it, organizations find that the longer an employee is absent from work, the more likely it is that they will not return, which means rehiring, education, and training fees. A police force found that when an individual was injured on the job, it could, in many cases, reassign the officer to desk duty while they recover and then move them back into their regular position over time.
- ▶ **Workplace safety:** A manufacturing organization found that it had approximately 5,000 reported incidents a year. When looking at the incidents, it learned that it took five different people in various roles to review each incident and about 30 minutes to complete the review. The organization found that using the AI-enabled Sodales solution decreased health and safety processing time by 70%, ultimately reducing employee absenteeism and improving retention.
- ▶ **Corrective action:** Organizations also found that when they employed the entire Sodales platform, spanning health, safety, and employee and labor relations, they achieved a 50% improvement in corrective action processing.

ISV Partner Profile

Sodales provides an all-in-one solution for enterprise health, safety, and employee relations. Organizations use the system to manage enterprise health and safety proactively, enhancing workplace well-being.

The solution ensures effortless compliance with government regulations, HR policies, and collective bargaining agreements. In addition, customers using the system find that they can cultivate positive labor relationships to prevent penalties, labor disruptions, and harm to brand reputation. Sodales' purpose-built solution for highly regulated industries uses the SAP Business Technology Platform and Business AI and is revolutionizing health, safety, and employee relations with its AI-driven platform, offering configurable industry processes with real-time analytics and reporting. Its quick implementation and seamless integration into other business

applications mean organizations can be up and running in as little as four weeks. The Sodales solution has a seamless desktop and mobile user experience with self-configuration capabilities.

Organizations using the Sodales solution find they have a full view of their employees, including gig workers and temporary and full-time employees, and can access historical and current information to make better decisions regarding their employees. SAP clients, in particular, find a quick, winning solution to capitalize on across their current SAP products.

Challenges

Sodales' solution is one of many components that work as a unified system within the market that looks at health and safety factors in organizations, besides other labor relations software packages. All of these solutions provide value, with organizations adding them as they encounter issues that require addressing. **Organizations may only need one aspect of a particular solution's functionality, so they must carefully consider what they really need during the review and selection of the final product.**

When choosing a software solution for health, safety, and labor relations, organizations should consider all factors, including compliance, regulatory aspects, issue resolution, and outcomes that include faster response times, increased ROI, and the total cost of ownership, as part of their full assessment.

SAP and Sodales Solutions Partner Relationship

Sodales Solutions has found that SAP's mentorship has enabled a commercially ready product with an exceptional team guiding it through the process of product considerations and advancements. In addition, SAP has provided many leads from its client base, as these leads go through their own HR digital transformation and need to focus on compliance. SAP has also kept the Sodales Solutions team focused on its growth targets, KPIs, ARR, and customer retention and satisfaction goals. These important aspects have allowed Sodales Solutions to move the needle to higher levels.

Together, SAP and Sodales Solutions are addressing the HR and employee side of the business. They are looking at ongoing safety and labor changes, helping clients to remain current, stay connected, and meet their employees' needs. In addition, they are helping their clients stay up to date with regulation changes, ensuring employees and supervisors take the right courses. They are also helping organizations improve collaboration among their employees, supervisors, and leaders, integrating the right data, processes, and functional aspects necessary to run their companies successfully. In addition, they are

advancing industry and functional best practices to help organizations operate more safely and quickly review incidents so employees and companies can move beyond any issues.

Without this partnership, organizations could have blind spots in everyday incident responses, leading to long response times, greater absenteeism, and labor relations issues. The partnership enables greater visibility, faster response times, and an ability to uncover the facts that lead to improved worker retention.

About the IDC Analyst



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Mickey North Rizza is group vice president for IDC's Enterprise Software. She leads the Enterprise Applications and Strategies research service along with a team of analysts responsible for IDC's coverage of next-generation enterprise applications, including digital commerce, employee experience, enterprise asset management and smart facilities, ERP, financial applications, HCM and payroll applications, procurement, professional services automation, and related project-based solutions software, supply chain automation, and talent acquisition and strategies. In her role, Rizza and the team advise clients on these intelligent, modern, and modular enterprise applications for businesses of all sizes, with an emphasis on the key trends, opportunities, innovation, and IT and business buyer concerns, requirements, and buyer behaviors.

[More about Mickey North Rizza](#)

Message from the Partner



Sodales is an all-in-one SaaS platform that offers a unified, integrated approach to managing health, safety, and labor relations throughout the employee experience.

More than just a compliance platform, Sodales empowers organizations to enforce policies that protect their most valuable asset — their people. By closing operational gaps with AI-driven insights and seamless integration into downstream processes, Sodales helps highly regulated, labor-intensive industries reduce safety risks, boost productivity, and build high-performing workplaces.

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