

USER MERGE TOOL

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Our Solution

The success of any project is not only based on achieving learning objectives, user engagement, and satisfaction, but also on its sustainability.

A successful project, to be sustainable, should be able to adapt and improve over the time, responding to changes and the needs of the users involved.

Multiple accounts for LMS users create chaos and big loss of time and money.

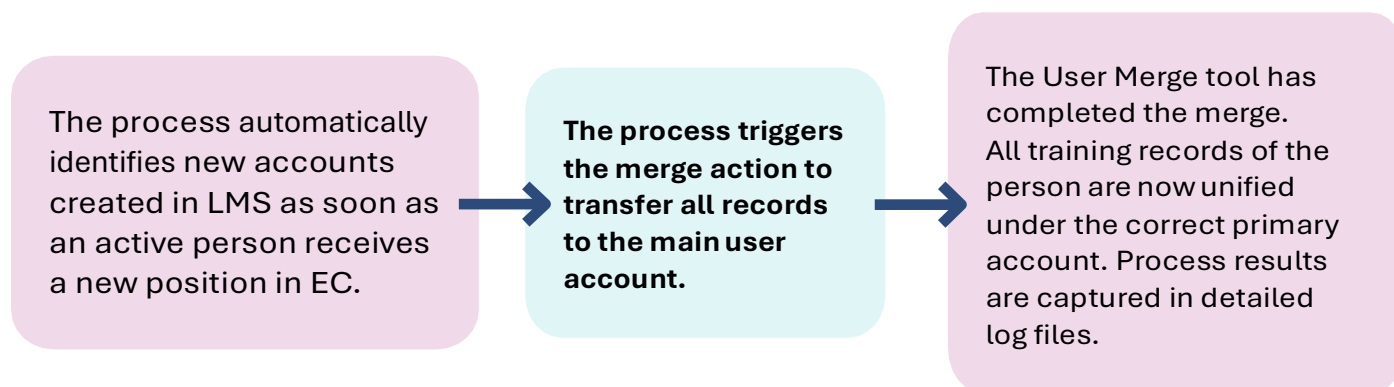
- The global situation of all users must be monitored continuously
- All manual operations required are critical operations

That's why we created the User Merge Automation for SAP SuccessFactors Learning.

The automation constantly monitor the creation of multiple accounts in the Learning Module.

Multiple accounts are automatically merged with no delay and zero errors.

How it works

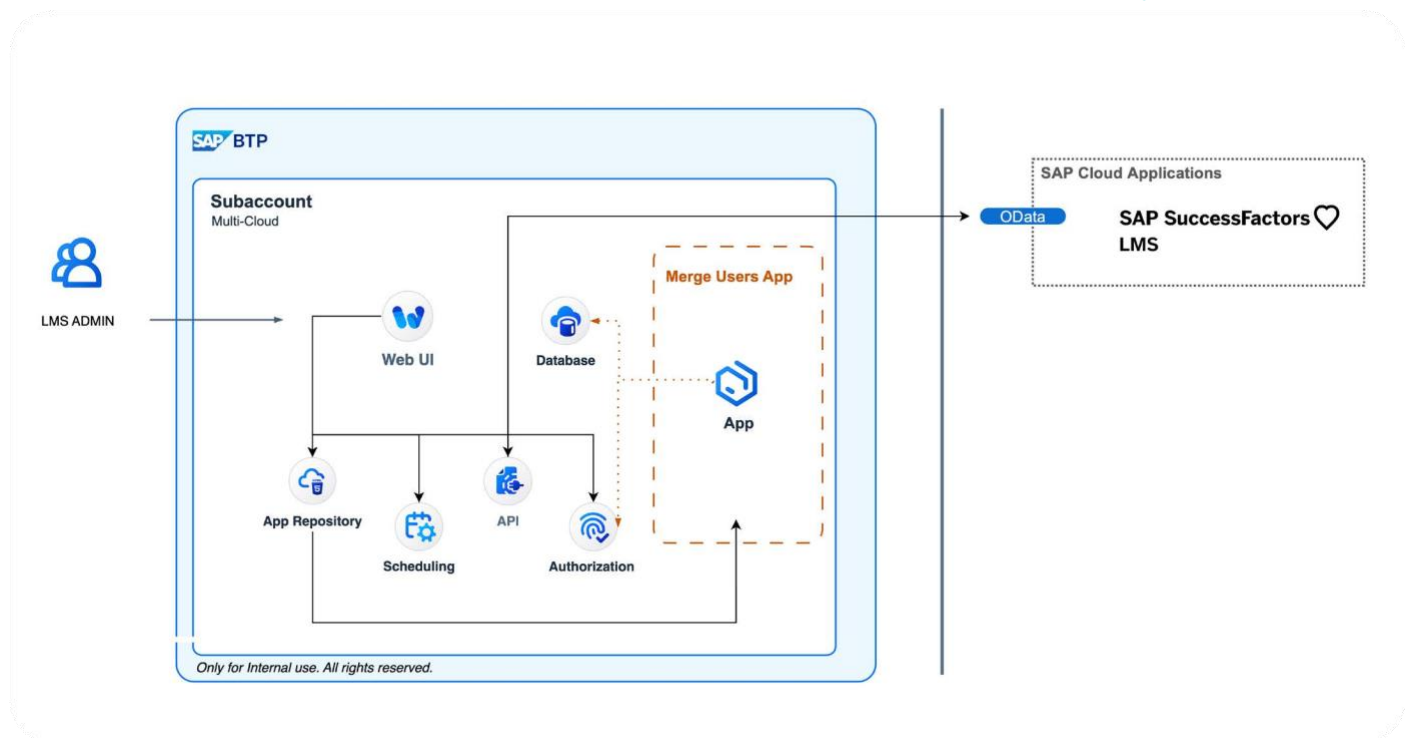


All the advantages of the User Merge Tool

- ✓ No manual tasks
- ✓ No duplicate training assignments
- ✓ Having a record of all the operations done in detailed LOG files
- ✓ Consistent and complete Learning History
- ✓ Full Automation to remove errors and reduce tickets



Architecture Diagram



New Features and Enhancements in Version 2.0

As of June 2025, **version 2.0** of the User Merge Tool has been released. This update includes a range of improvements focused on enhancing system stability, performance, and overall user experience.

A key addition in this release is a **dedicated LMS report** designed for administrators. This report provides clear visibility into user accounts that still require merging and helps ensure alignment with the merge process.