

SAP SuccessFactors 

# The Gold Guide

Welcome to the Human Revolution

THE BEST RUN



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## Why SAP® SuccessFactors® Solutions?

We put people at the center of the HR transformation journey



A human revolution is happening in the workforce. It is a revolution that makes the powerful voice of your employees heard. It is a revolution that requires you to make sure that your entire workforce is motivated, skilled, and equipped to make their biggest impact.

The old ways of working don't allow companies to compete in today's world. The heart of this human revolution beats to the speed of today's business. And that speed is radically changing the workforce.

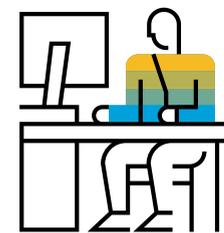
### Greg Tomb

President, SAP SuccessFactors (SAP)

Consider these facts:

#### By 2020, 50% of the workforce will be millennials.<sup>1</sup>

This generation of workers is used to having technology integrated into their personal lives. And they expect that from technology in the workplace. We must give them a working environment in which they can be successful.



#### Forty-four percent of average workforce spend is now directed outside the employee base.<sup>2</sup>

The number of external, contingent, contract, and freelance workers keeps growing. Your ability to harness that workforce will determine whether your company grows and succeeds.

#### A surprisingly high number of employees say that their jobs are harming their physical or emotional health.

Think about the positive impact that improving the physical and mental well-being of every single employee could have on your company. It could be huge.

1. "[Leaders 2020: The Next-Generation Executive: How Strong Leadership Pays Off in the Digital Economy](#)," Oxford Economics, commissioned by SAP.
2. "[External Workforce Insights 2018: The Forces Reshaping How Work Gets Done](#)," Oxford Economics and SAP Fieldglass (SAP), 2018.

**Leading companies are engaged in a war for talent.**

I expect this challenge to increase as the global talent deficit grows larger every year. Estimates of this deficit range from 65 to 85 million workers in the next 10 years. And think about the trillions of dollars in lost revenue potential. Those companies that focus on attracting, retaining, and retooling their talent will win.

**TAPPING INTO OUR COLLECTIVE HUMANITY**

Harnessing the workforce and having a laser focus on talent are critical to scaling our companies. HR leaders are essential to helping our companies compete with speed and navigate the rapidly changing workforce.

We see it in our own company. Like many of you, SAP has operations all over the world. We are not exempt from the challenges of attracting the best people, enabling our workforce, and keeping up with ever-changing regulations.

We developed SAP® SuccessFactors® solutions to meet these needs – for our own 94,900 employees in more than 130 countries and for our 413,000 customers around the world. Using these solutions helps us have the right talent in the right positions. It helps us create meaningful employee experiences and build a highly motivated workforce in sync with our corporate objectives. And SAP SuccessFactors

solutions put the power of data-based insight into our HR department, our managers, and, most important, our employees. What's more, [analysts consistently recognize](#) SAP SuccessFactors solutions as the leading products in our industry.

But a top-line executive summary of our offering isn't enough. That's where this guide comes in. *The Gold Guide* not only offers the big picture of what we do but also helps you think about how you might use our tools – and our partnership – to tap into the full potential of your people and meaningfully connect them to your company's purpose and mission. Here you'll find thoughts and insights on turning innovation into best practice as well as the why and how of SAP SuccessFactors solutions – and what they mean for you. All this plus industry use cases, customer case studies, and a directory of our applications in one regularly updated go-to guide.

As you peruse this guide, we hope it inspires you to learn more about the opportunities available thanks to the power of SAP SuccessFactors solutions combined with a vibrant partner ecosystem and a comprehensive set of technologies. We want to help you be the best company you can be. And you can do that only by attracting, developing, and retaining the best people. The battle is on, and we're here to help you win. ■



**Greg Tomb**

**WHY I LOVE THE SAP SUCCESSFACTORS HCM SUITE**

People always ask me why I'm so excited to talk about SAP SuccessFactors solutions. There are five main reasons for my enthusiasm.

**We're simplifying data privacy and compliance.**

The world is getting smaller, with many companies supporting operations around the world. But managing people, regulatory requirements, and data privacy is getting harder. We believe it is our responsibility to help you remain compliant and build trusted relationships with customers. SAP SuccessFactors solutions fully support data privacy regulations such as the General Data Protection Regulation, as well as many local, country-specific mandates.

**Our solutions support total workforce management.**

Every person in the extended workforce is an agent of your company. They represent your brand, your ideals, and your offerings to your customers. To succeed, you need to enable this workforce just as you do your own employees. With integration between SAP SuccessFactors and SAP Fieldglass® solutions and SAP S/4HANA, you can centrally manage your entire workforce.

**Powerful analytics help you make better decisions, improving business outcomes.**

People analytics enabled by the SAP Analytics Cloud solution combines the power of the SAP HANA® business data platform with the flexibility offered by SAP Cloud Platform. It supports not only workforce analytics but also operational reporting, planning, and predictive modeling capabilities – all on a single platform.

**We help you create a great employee experience, anytime and anywhere.**

Employees expect an amazing, intuitive, consumer-grade experience – but not just on the desktop. Mobile devices and apps are used everywhere, and your workforce needs to move seamlessly between desktops, laptops, and mobile devices. That's why we introduced our mobile user interface for both iOS and Android. Thanks to our close relationships with Apple and Google and by leveraging SAP Cloud Platform services and comprehensive capabilities, you can deliver the kind of mobile experiences that support productive, engaged employees.

**Our partner ecosystem expands the ROI of your SAP SuccessFactors solutions.**

We can't be the best of the best on our own. That's why we partner with the top implementation and innovation partners in the business and why they, in turn, build and innovate with SAP Cloud Platform. Offering extensions and innovative technologies, our ecosystem helps you realize quick value. ■



# Our HR Vision, Your Business Value



In today's world, rapid change has become the norm. So many new technologies, connections, and data volumes can overwhelm your workers.

**By Brigette McInnis-Day**

Chief Operating Officer, HR Strategy & Digital Transformation, SAP SuccessFactors

As the pace of change exceeds the human ability to adapt, people become disconnected from their goals, and their professional development lags. How can your company meet its mission without people at the center of your vision?

To thrive in this new world, we need to tap into our collective humanity. We need to learn how to connect with each other and our machines in new ways. And we need HR to spearhead a human revolution that allows organizations to focus time, talent, and energy on what really matters: the people driving business outcomes.

The future of the workplace is all about your people. Success depends on your ability to maximize the uniquely human skills of judgment, vision, intuition, wisdom, creativity, and resilience.

And for early talent, the bar is higher: millennial and generation Z employees and recruits increasingly expect employers to stand for something more than quarterly earnings and profits. They want to work for brands that align with their desire for purpose.

The business value of purpose is well understood. Purpose-driven organizations create meaningful work, strong engagement, high performance, and innovation. Companies with a purpose-driven culture are more profitable, and they have far more success attracting and retaining employees (see sidebar).



## Create Meaningful, Relevant Employee Experiences

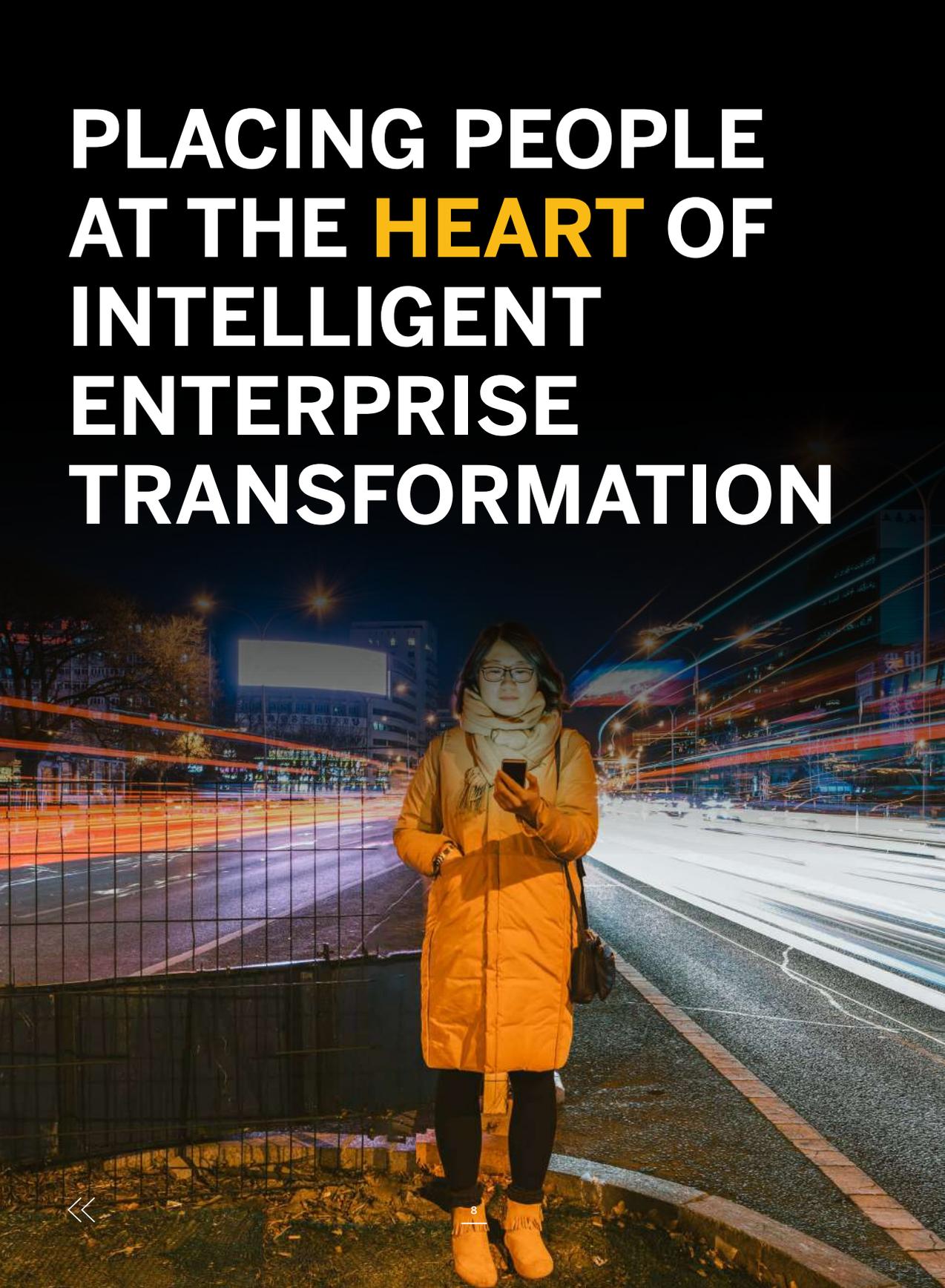
Our goal is to help HR leaders like you put your organization's purpose into practice, bringing more meaning to people's work. By helping you manage your total workforce, our solutions enable you to create a positive, fulfilling experience for your people – and by extension, your customers.

To do this, we leverage our intelligent suite, linking HR across the business. Our solutions are supported by our digital platform, including the SAP HANA

business data platform and SAP Cloud Platform. And our intelligent technologies, with SAP Leonardo and advanced analytics, help you accelerate innovation. It's time to put change to work for you. Let's rethink the role of HR so you can inspire employees and foster an engaged workforce that improves performance and profit while creating a winning culture. We are committed to helping you put people at the heart of your intelligent enterprise transformation.

 [Watch the video](#) to find out how you can put purpose into practice with SAP SuccessFactors® solutions. ■

# PLACING PEOPLE AT THE HEART OF INTELLIGENT ENTERPRISE TRANSFORMATION



As you work to respond to today's critical market pressures, SAP solutions, platforms, technologies, and services are right there beside you.

With our solutions, you can focus on creating engaging experiences and provide visibility that helps improve your total workforce experience – and, by extension, the experience of your customers. We are uniquely positioned to help you become an intelligent enterprise, because we bring together

not only the capabilities of our solutions but also the global strength you need to extend your transformation beyond the walls of HR (see Figure 1).

Our intelligent suite helps you link HR across the business. The digital platform – including SAP HANA Data Management Suite and SAP Cloud Platform plus our intelligent technologies such as SAP Leonardo and advanced analytics – helps you innovate and bring new ideas to market quickly.

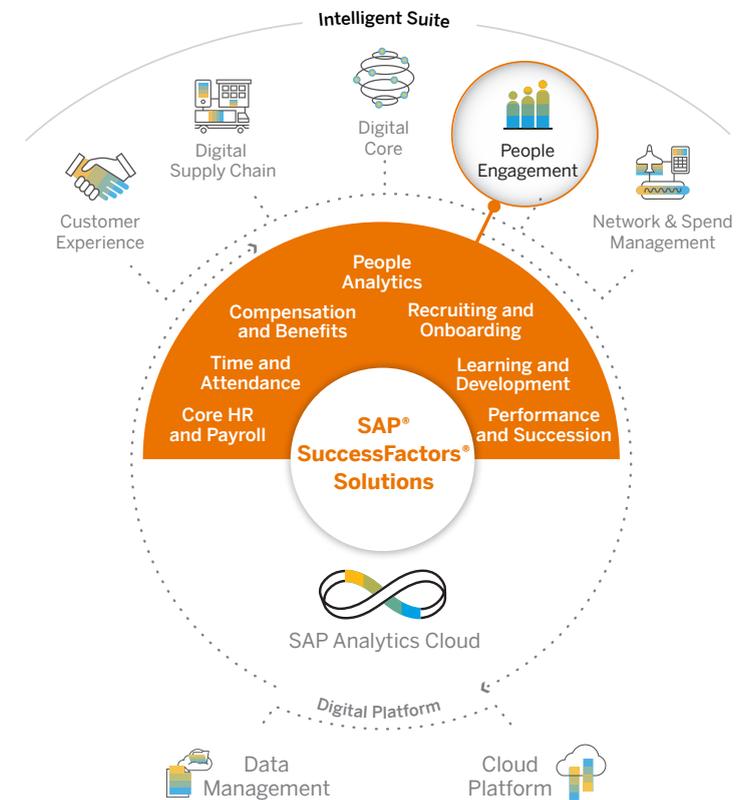


Figure 1: People Engagement in the Intelligent Enterprise

### CHANGE BEGINS WITH HR

It's time to rethink the role of HR. We can help you inspire employees and foster an engaged workforce that improves performance and profit, ultimately creating a winning culture.

#### Enhance engagement

Elevate and connect people's experiences on all devices through personal, role-based personas for your entire workforce. Deliver engaging work experiences by leveraging innovations such as SAP's digital workplace experience, which intelligently connects people, data, content, processes, services, and information within one branded experience designed around how people most productively think and work.

#### Improve agility

You can spark motivation and improve agility with our intelligent, comprehensive human capital management (HCM) capabilities. Solve your unique HR needs by tapping into the breadth and depth of our global HR solutions – spanning core HR, talent management, and people analytics. Addressing both the operational and strategic aspects of HR, our

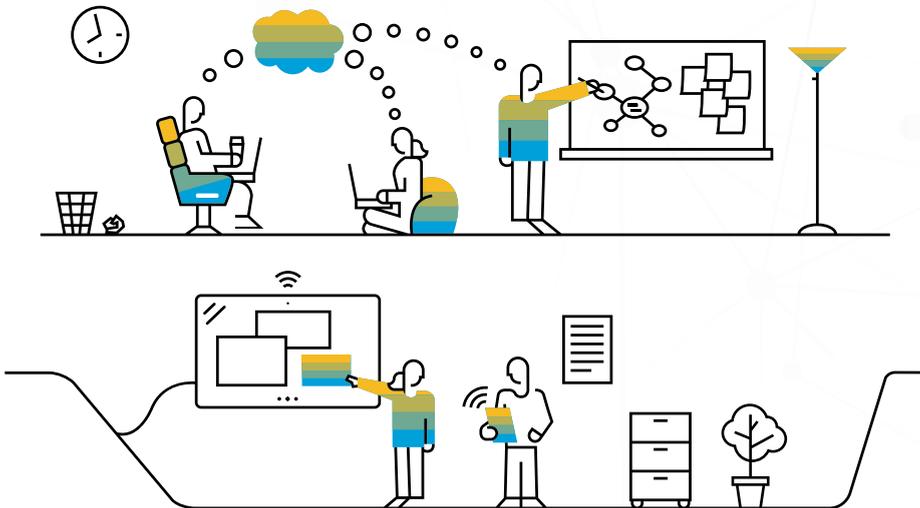
suite helps you find the right talent, develop future leaders, and engage all employees with automated, transparent processes.

#### Tackle tough issues

Meet the pressing workforce needs of today and tomorrow. Combining our powerful solutions with our partner ecosystem, our transformational initiatives help you address emerging workforce and industry trends. For example, our products can help enable diversity and inclusion practices to influence every HR decision, action, and process while providing the right resources to foster employee well-being at work.

#### Build a bridge across the business

With integration to other SAP solutions and third-party applications, SAP SuccessFactors offerings help you differentiate your business and accelerate your transformation into an intelligent enterprise (see Figure 2). Together with SAP Cloud Platform, our open, extensible technologies and services help you create and integrate new applications and address your unique business challenges and industry requirements.



THE INTELLIGENT ENTERPRISE features 3 KEY COMPONENTS:

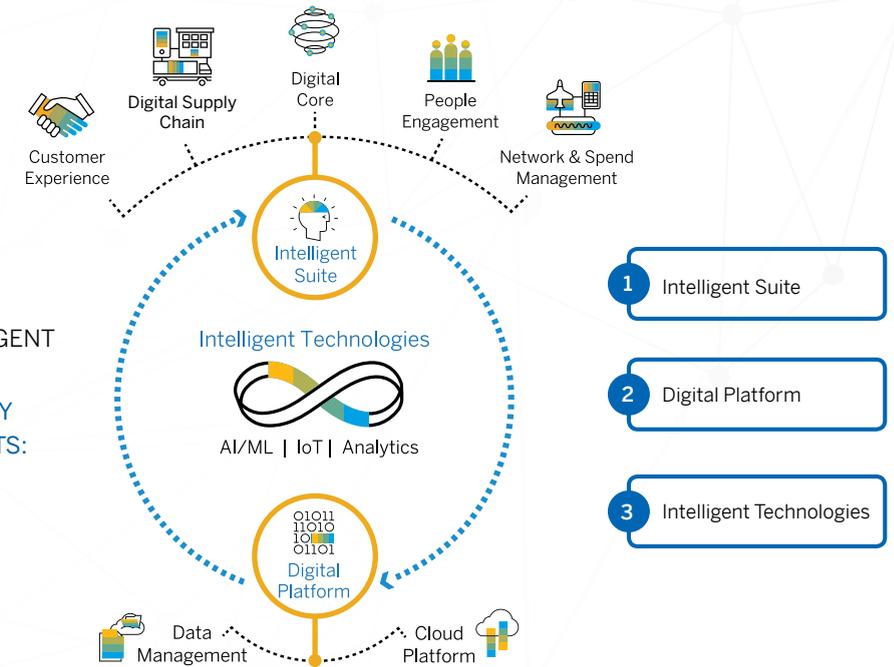


Figure 2: SAP Strategy – Deliver the Intelligent Enterprise

Solve your unique HR needs by tapping into the breadth and depth of our global HR solutions – spanning core HR, talent management, and people analytics.



# WHAT MAKES SAP SO DIFFERENT?

SAP SuccessFactors solutions and SAP Cloud Platform offer a vital combination of power, trust, and speed – essential to meet the changing needs of your workforce.

SAP SuccessFactors HCM Suite and SAP Cloud Platform empower you to accelerate agile HR innovation and extend the capabilities of your investment in SAP SuccessFactors solutions so you can flexibly and effectively address unique business requirements.

## INNOVATION, INTEGRATION, AND EXTENSIBILITY

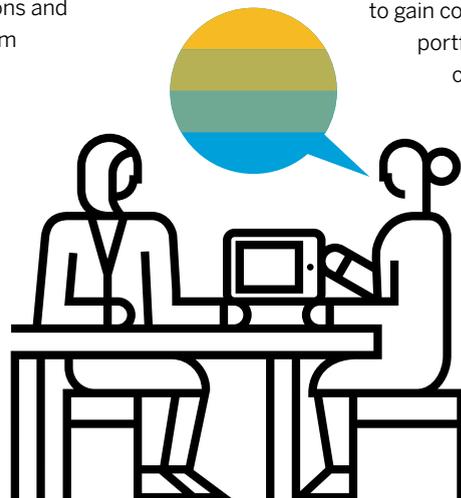
Much is asked of today's HR teams, and executives must manage increasingly complex technology landscapes. To maximize visibility and enhance workforce management, you need applications that are agile and flexible enough to connect and extend wherever and whenever needed.

SAP SuccessFactors solutions and the open SAP Cloud Platform help you connect to and make sense of this challenging landscape. Using our integration technologies and applications offered by our extensive partner ecosystem, you can connect HR to the broader business and help ensure

that your company is laser focused on innovation and agility. With SAP Cloud Platform, you can create innovative new applications, extend SAP SuccessFactors solutions, or integrate with and across existing solutions.

Discover relevant application extensions in our SAP App Center, a central marketplace that offers partner-developed HR and technology solutions, to maximize your investment in SAP SuccessFactors solutions. SAP business partners are successfully embracing agile innovation and building extensions on SAP Cloud Platform for SAP SuccessFactors solutions.

Because they are built on SAP Cloud Platform, these application extensions are natively integrated to help customers be more productive, increase connectivity within and across organizations, and, ultimately, help differentiate your HR organization to gain competitive advantage. This rich portfolio of ecosystem applications complements our existing SAP applications, so you can spend less of your budget on maintenance and more on innovation and growth – without disruption.



## INTELLIGENCE

People analytics traditionally reside outside the HR domain. It can be challenging to access data about people from multiple sources and gain a consolidated view of the workforce. Additionally, many companies are drowning in Big Data, with too much information, not enough insight, and no clear intelligent guidance. We see a huge opportunity for HR, finance, and IT to partner and deliver analytics tools that help leaders gain powerful insights and ensure their people strategy supports the corporate strategy.

The Intelligent Enterprise is our vision for your business, the future of work for your employees, and the best experience for your customers. For over 45 years, our customers have trusted SAP applications to be the custodian of their end-to-end business data, which is the key asset for building intelligent algorithms. At SAP, we understand that HR organizations must do more with less while empowering every employee to be more productive, more motivated and engaged, and, ultimately, more successful.

With SAP SuccessFactors solutions enabled by the SAP Analytics Cloud solution and SAP Cloud Platform, you can gain powerful insights that directly impact business results. We are redefining human capital analytics for the Intelligent Enterprise – putting data, insights, and guidance in the right context for leaders across the business, including finance, HR, procurement, and operations. Now, analytics can be directly in the hands of the chief

human resource officer (CHRO) and business leaders as well as HR professionals, managers, and employees, when and where they need it, to drive better business outcomes. Our people analytics provide you with a single platform in the cloud for all of your reporting, business intelligence, and predictive and planning needs. By pulling data from across the entire enterprise, these analytics offer dynamic insights to help you make key decisions.

We employ intelligent technologies such as artificial intelligence (AI) and machine learning to offer prescriptive guidance on a wide range of strategic areas. You can model and predict your talent flow to best meet your organizational goals. Employees can be offered personalized learning recommendations enabled by machine learning capabilities with SAP Leonardo. People can help maximize relevance by indicating topics of interest, which enables the recommendation engine to deliver best-fit learning options that match people's preferences.

Additionally, we help you deliver on your commitment to diversity, inclusion, and gender equality. We offer a job analyzer that uses machine learning to deliver a set of powerful tools, such as a gender-based-language checker that identifies and removes unconscious bias in job descriptions. Another tool offers intelligent salary-range suggestions based on the difficulty involved in filling a role. The suggestions help recruiters ensure a high-caliber candidate pool, deliver best-practice recommendations on job description length, and provide salary guidance.



# SAP SuccessFactors solutions with SAP Cloud Platform and SAP Jam Collaboration integrate back-end processes and deliver a

# high-quality mobile experience and a digital experience consistent with your other channels.

## EMPLOYEE EXPERIENCE

Perhaps no other IT solutions touch as many members of the workforce as HR applications. With such an expansive scope, these solutions must support personalized interactions that meet individual needs. They should also offer interfaces that are simple to use and navigate while positively impacting productivity. The result is a motivated, engaged workforce that directly contributes to your targeted business outcomes.

SAP Cloud Platform and SAP Jam Collaboration offer core capabilities with both portal and mobile services to drive a streamlined, modern employee experience. These services are critical to help you build capabilities for your workforce. Whether developing an intelligent portal that spans your entire enterprise and offers personalized capabilities and services or using prebuilt mobile cards in a secure mobile wallet available for any device, it has never been easier to innovate with SAP technology. Administrators can create custom mobile cards in a few hours, with no need for development resources, on any data set using OData or REST protocols. With this flexibility, you can build on your mobile strategy and give users quick, real-time insight to information as easily as you would access a plane ticket or rewards card from your phone.

**EMPLOYEES CAN TYPE, TALK, OR INTERACT WITH THE SCREEN TO SIMPLIFY EVERYDAY HR TRANSACTIONS BASED ON THEIR ROLE, THE COMMUNICATIONS CONTEXT, AND THE CURRENT BUSINESS SITUATION.**

SAP SuccessFactors solutions offer role-based experiences that make work more enjoyable. Our design approach extends across all devices for all users. Through partnerships with Apple and Google, we have redesigned our iOS and Android mobile apps to enable intuitive, transformative experiences with quick access to the most relevant data workers need to do their jobs. Additionally, these partnerships help you quickly build streamlined mobile apps using SAP Cloud Platform SDK for iOS and SAP Cloud Platform SDK for Android. Whether you choose iOS, Android, SAP Fiori®, or SAP Web IDE, our tools make it simple to build a beautiful, engaging, and consistent customer, user, or employee experience. SAP Cloud Platform integrates back-end processes and delivers a high-quality mobile experience consistent with your other channels.

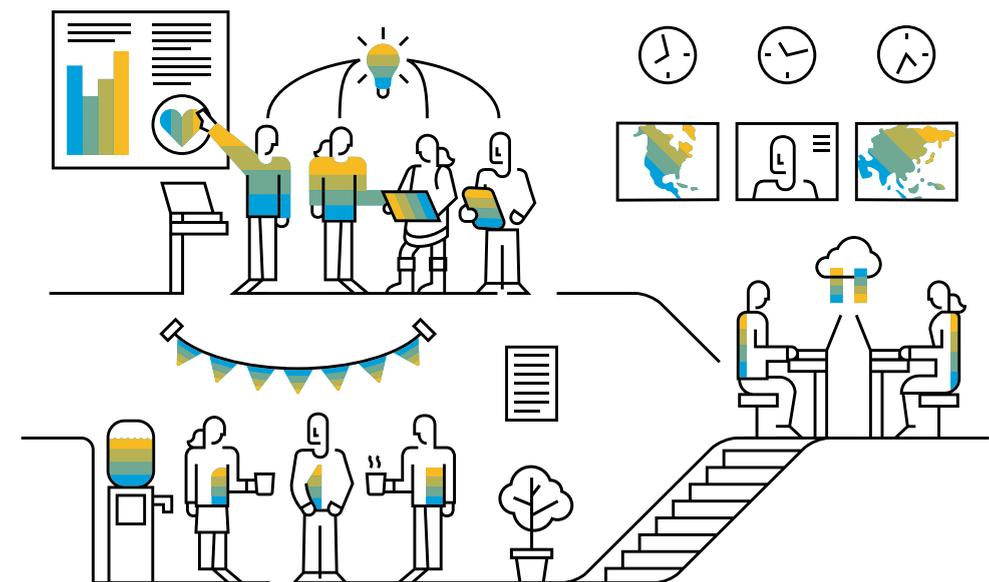
And it doesn't stop there. Our digital assistant enables intelligent, conversational dialogues between employees and SAP SuccessFactors solutions. Employees can type, talk, or interact with the screen to simplify everyday HR transactions based on their role, the communications context, and the current business situation.

## DATA PROTECTION AND PRIVACY

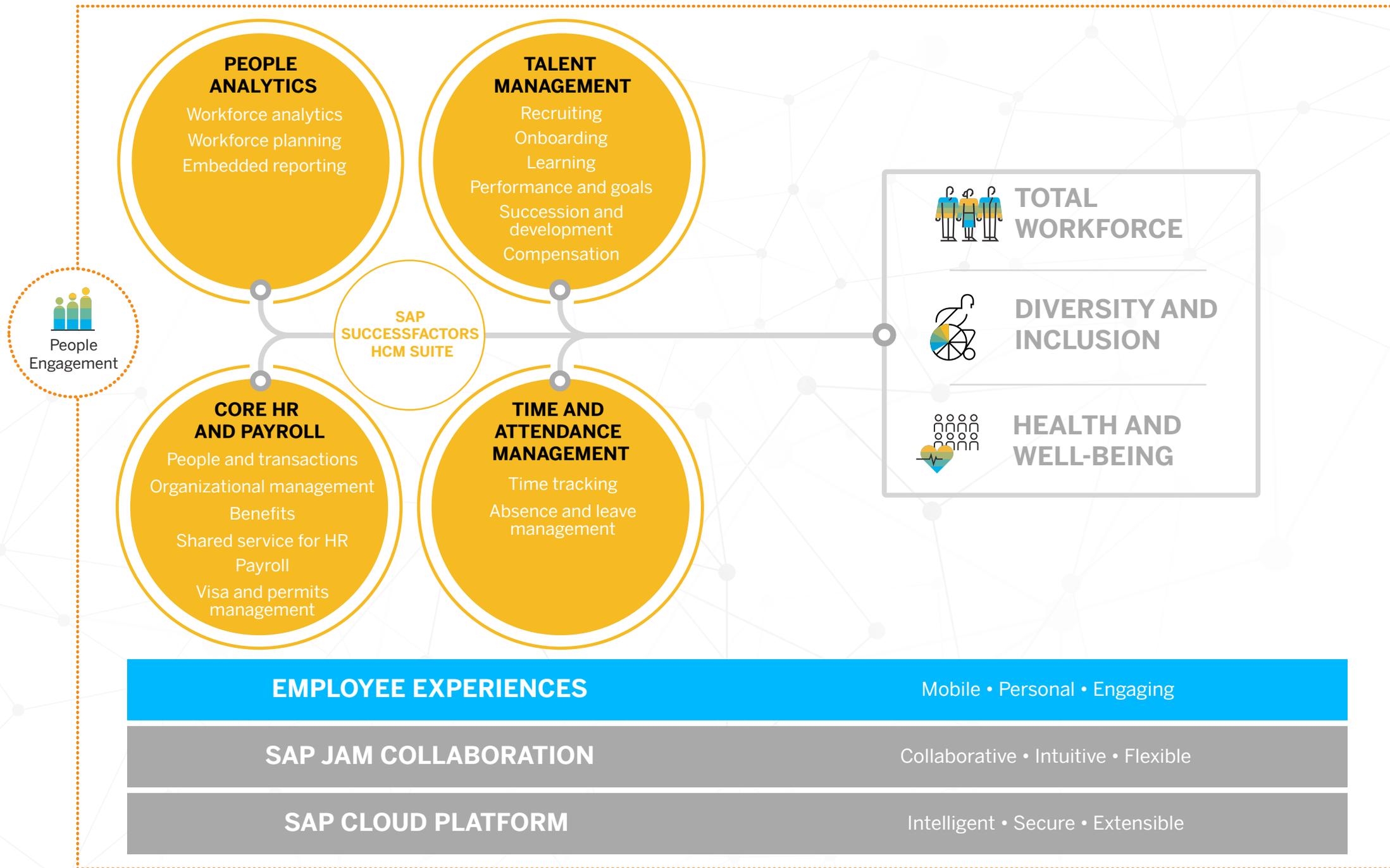
Data security is one of the top issues facing business leaders and CIOs, and the cloud is no exception. The stakes are high, with steep penalties for noncompliance as well as the potential for lost customer trust. As compliance mandates rapidly expand into other countries, geographies, and industries, addressing the issue of data protection and security is critically important.

Since SAP's inception in 1972, our customers have benefited from our unmatched investment in globalization and localization. Our commitment to

providing a holistic approach to information security includes 120 local product managers and 200 engineers in seven development locations around the globe. We stay ahead of the latest compliance requirements and security threats, building data protection into every layer of our offerings. We adapt to the latest compliance standards, with an average of 1,700 legal updates annually. Our solutions respect and protect the rights of individuals during the processing and use of information, and they address your data protection and privacy, transparency, and audit control requirements. ■



# SAP SuccessFactors Solutions: Human, Connected, Revolutionary



# Why You Need SAP SuccessFactors Solutions

Discover how our innovative HR solutions can help you support the human revolution



Businesses of all sizes are experiencing unprecedented pressure to win the talent war, keep employees fully engaged, and transform the workplace for the future. Across all industries, organizations must be able to attract, develop, and retain the best people – tapping into their full potential and meaningfully connecting them to the company’s purpose and mission.

To help HR and the business address these pressures, we offer SAP SuccessFactors solutions: integrated, cloud-based HR software that helps you unleash the full potential of your people while driving results across your business.

By putting people at the center of the HR transformation journey, our solutions help you deliver more without doing more. The cloud-based SAP SuccessFactors HCM Suite

enables you to streamline global HR processes, win at the recruitment and retention game, train and reskill your workforce, take advantage of technologies such as AI – and much more. You can leverage innovation not only from SAP SuccessFactors solutions but also from the power of SAP solutions and our partner ecosystem. The result: you can rapidly turn your organization’s purpose into strong performance.

Watch the [video](#) and hear from HR leaders on why they chose SAP SuccessFactors solutions.

**SAP SuccessFactors solutions: integrated, cloud-based HR software that helps you unleash the full potential of your people while driving results across your business**



## Core HR and Payroll

### STREAMLINE MANAGEMENT OF PEOPLE AND TRANSACTIONS

#### What Is It?

Our solutions help you manage global benefits and payroll, improve employee self-service, automate HR processes, and strengthen compliance. By defining and executing successful people strategies, you can provide information and services that add value for all stakeholders and the business.

#### Why Do I Need It?

Managing the complexity of people and transactions in today’s highly diverse, global workforce can be challenging. Flexible SAP SuccessFactors solutions help you simplify HR processes, optimize HR service delivery, and provide personalized experiences that improve every employee’s work life.

Employees expect HR tools that work the way they live: intuitively, collaboratively, and in real time. They also need information that is personalized, contextual, and easily accessible. Our core HR solutions provide employees with immediate access to their information through the HR help desk functionality using their preferred communication channel.

Smart automation and intelligent HR workflows help you manage processes, not just transactions. These features enable improved insight, strategic decision-making, and better business performance. Automated visa and permits management helps you bring in the right people at the right time while remaining compliant with regulations. You can manage local payrolls and standardize payroll processes for workers around the world. And a combination of proven technology, embedded localization, and service delivery helps enable the next generation of payroll process automation.



#### How Does My Workforce Benefit?

People gain fast, intuitive access to important HR-related tasks across all devices, helping them be more productive. Automated processes free workers from many rote, manual tasks, allowing them to focus on value-added activities.



### Core HR and payroll solutions from SAP help you:



Deliver live insights that enable workers to make data-driven decisions, thanks to a consumer-grade employee experience



Develop consistent, standardized HR processes focused on the entire workforce, increasing their engagement



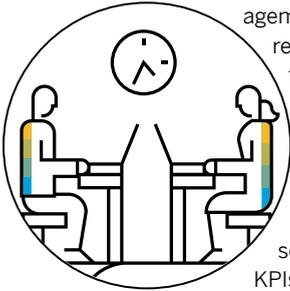
Offer self-service features that support automation, improve data quality, and elevate HR service delivery

## Time and Attendance

### IMPROVE WORKFORCE PERFORMANCE

#### What Is It?

Cloud-based time and attendance solutions integrate with a complete HCM solution to help you transform the work experience. SAP SuccessFactors solutions enable you to streamline everything from time tracking to accruals and generate insights into areas such as labor costs, time theft, and absence trends.



You can plan, record, and approve all types of absence efficiently. Automated absence management features help managers gain real-time insights into workforce trends. People analytics offers insight that can improve workforce planning, predict flight risks, and inform decisions. In addition, you can accurately forecast workforce demand to reduce overtime costs, schedule employees according to KPIs or skills, and allow employees to manage their shifts from their mobile device.

#### Why Do I Need It?

Tracking and managing employee time can help you improve employee productivity and engagement. With SAP SuccessFactors solutions, you can automate labor, time, and attendance management using embedded features that align with local, regional, and national laws and collective labor agreements. Time and pay information is calculated automatically according to each employee's profile. Employees can easily record attendance and any type of absence and get real-time insight into their balances, overtime, and premiums.

#### How Does My Workforce Benefit?

Workers can use the intuitive, self-service interface to quickly record absences and attendance information or gain instant insight into HR information. Self-service capabilities can be used by all stakeholders on any device, helping workers and managers gain access to all information from anywhere.

## Talent Management

### MAKE PEOPLE YOUR STRONGEST ASSET

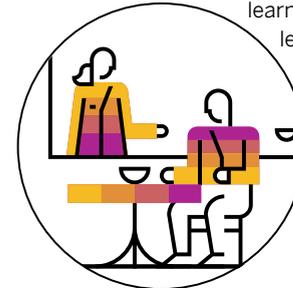
#### What Is It?

Talent management solutions help you hire and onboard the right people to fit your business needs, develop their skills, and compensate them strategically. With SAP SuccessFactors solutions, you can deliver an engaging, consumer-style experience throughout the entire employee lifecycle.

#### Why Do I Need It?

Our recruiting and onboarding solutions can help you attract, engage, and retain the right people by using automated HR technology. SAP Jam™ Collaboration, an enterprise collaboration platform, offers new employees a place to learn about their new company, ask questions of subject-matter experts, and get up to speed quickly.

Our blended and traditional learning and development solutions include learning rooms, topical learning communities, and learning academies that enable employees to develop skills and set competency-based goals. Development



and succession solutions help you fill critical positions by retaining valuable employees and promoting leadership continuity.

You can create a true high-performance culture with our performance and compensation solutions. Performance management features support coaching and feedback while helping you recognize top talent. Compensation solutions enable smarter payment and reward strategies that motivate employees to perform at their best.

#### How Does My Workforce Benefit?

An engaging onboarding portal connects new hires and internal transfers with the right information at the right time. Employees can set learning goals, and training can be delivered according to employee roles. Intelligent career-path development and mentoring help workers develop new skills, share ideas, and gain insights while increasing their value to your organization. By recognizing and rewarding employee achievements and outstanding performance, you can motivate and engage employees.



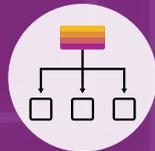
### Time and attendance management solutions from SAP help you:



Boost employee productivity by replacing manual time tracking with automated solutions



Increase employee engagement with self-service features that deliver instant HR insight to workers anytime and anywhere



Support better workforce decision-making by using historical patterns and employee trends

### Talent management solutions from SAP help you:



Streamline your hiring activities with automated, centrally managed global processes



Put your employees at the center of the learning experience with flexible, customizable training and education



Retain valuable employees by creating clear, compelling career paths

## People Analytics

### LEAD YOUR WORKFORCE CONFIDENTLY

#### What Is It?

Gain data-driven insight into all HR processes with people analytics. SAP SuccessFactors solutions, enabled by the SAP Analytics Cloud solution, use data and analytics to help you increase the effectiveness and visibility of HR while improving business decisions.

#### Why Do I Need It?

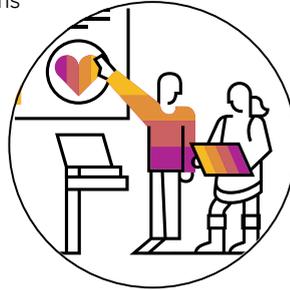
Having the right people with the right skills at the right time and cost is essential. The solution supports streamlined headcount planning, supply-demand gap analysis, and financial modeling and impact assessments. Collaborative, real-time workforce planning helps you address resource gaps, execute successfully on your business strategy, and manage the risk of talent shortages.

Workforce analytics help you improve business decisions with trusted intelligence. Using integrated data from multiple business systems, you can investigate trends in hiring, diversity, turnover, and performance, and you can see how investments in people impact your business results. You can share trends and insights with compelling visualizations and accelerate change with simplified story-driven reporting.

Executives that need real-time contextual information and ad hoc analysis can use SAP Digital Boardroom, a next-generation business intelligence portal that integrates data from SAP SuccessFactors solutions, SAP S/4HANA®, and other applications. You can monitor, simulate, and support business change to meet the expectations of your customers, business partners, and employees.

#### How Does My Workforce Benefit?

This solution improves your ability to lead your workforce, accelerate change, and drive results. Accessible people analytics deliver fast and accurate answers to key questions about your workforce and influence talent decisions. A complete, 360-degree view of cross-departmental metrics and insights helps foster trust among business leaders and employees.



## Solutions for 21st-Century HR Practices

### CREATE AN INSPIRED, ENGAGED WORKFORCE

#### What Is It?

The broad portfolio of SAP SuccessFactors solutions supports the essential HR initiatives needed to make the most of your people resources.

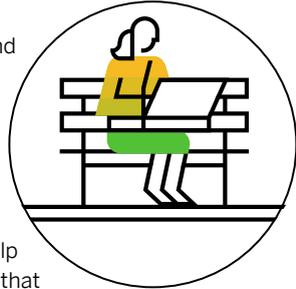
#### Why Do I Need It?

To unleash the full potential of your people and drive results across your business, you need a diverse, inclusive workforce. SAP SuccessFactors HCM Suite offers features that help you make informed decisions about who to hire, how to manage, and who to develop, reward, and promote – while eliminating bias where it occurs.

Our solutions, including SAP SuccessFactors Work-Life, help you create a culture of health, well-being, and purpose in your organization. You can measure and connect real-time data to behavioral change and outcomes that matter. And to increase employee productivity and engagement, you can develop individualized plans and actions based on employee needs.

To bridge the gap between employees and the growing number of external workers, you must manage all talent in a unified way.

SAP SuccessFactors and SAP Fieldglass solutions and SAP S/4HANA help you apply capital and talent management principles to your entire workforce. By combining traditional and nontraditional workforce data, the solutions help you gain actionable insight that optimizes your talent pool.



#### How Does My Workforce Benefit?

People feel as though they belong and are valued when working in a diverse, inclusive company. Our solutions help you improve employee well-being by proactively addressing physical health and issues such as stress and burnout. They also let you focus on the needs of employees and external workers, enabling you to attract and retain top talent.

To learn how SAP SuccessFactors solutions can help connect your people to your company's purpose and transform your workforce experience for the future, [download](#) our free guides. ■

### People analytics from SAP help you:



Accelerate your understanding of Big Data in HR and enhance your ability to use workforce data strategically to drive business impact



Reduce risk by getting early insights into trends disruptive to your workforce strategies



Improve institutional knowledge and increase decision accuracy

### Workforce initiatives and solutions from SAP help you:



Take your business beyond bias while harnessing the best talent



Support an engaging workplace culture by focusing on employee satisfaction



Manage and optimize all aspects of your total talent pool, enabling your business to thrive

# TRANSFORMING THE WORKPLACE EXPERIENCE THROUGH INNOVATION

For chief human resource officers and HR professionals, the war for talent is the battle of a lifetime.

You need a dynamic, diverse global talent pool, but face significant gaps in skills and development. To harness all of the best available talent – today and tomorrow – you must look to employees on the payroll as well as contractors, freelancers, alumni, and interns.

Automated, streamlined processes are essential, but they are just the start. You also need the right tools, business processes, and methods to deliver the standardization and control of an orchestra while allowing the flexibility and creativity of a jazz band.

That's where the innovation philosophy of the SAP SuccessFactors solutions team can help. Our mission is to enable every CHRO to align business and HR strategy with company operations and execution. We build, buy, and partner on products and services so we can deliver the best HR solutions to market – enabling you to maximize the value of every investment in HR technology.

## DEVELOPING A NEW GENERATION OF INNOVATION

Not long ago, the focus of innovation in HR was helping people interact with machines. In the

fourth industrial revolution, however, the priority is to improve the way that machines interact with people.

To achieve this, enterprises need HR solutions built on an orchestrated foundation – with solid processes, integration, and leading-edge technology. But because these solutions are for humans, they must also be flexible enough to be customized to meet the unique needs of individuals. From our perspective, it's like getting the best of an orchestra and a jazz band.

**“TO ACHIEVE A NEW GENERATION OF INNOVATION, ENTERPRISES NEED HR SOLUTIONS BUILT ON AN ORCHESTRATED FOUNDATION. BUT THEY MUST ALSO BE FLEXIBLE ENOUGH TO MEET THE UNIQUE NEEDS OF INDIVIDUALS. FROM OUR PERSPECTIVE, IT'S LIKE GETTING THE BEST OF AN ORCHESTRA AND JAZZ BAND.”**

- Dr. Patricia Fletcher, Leadership Futurist, SAP SuccessFactors (SAP)

At SAP, we develop innovations that put people – not processes – at the center of everything. And our efforts extend beyond well-designed software and interfaces. By delivering solutions that help people feel like valued contributors who are critical to their organization's mission, we are transforming the workplace experience.

Our innovation strategy develops along three dimensions (see Figure 3). Horizontally, we build products using transformational innovations that impact the entire HR value chain, such as machine learning, conversational HR, SAP Cloud Platform, SAP HANA, and engaging mobile apps. Vertically, we incorporate best-of-breed features such as candidate relationship management, continuous performance management, next-generation payroll, and time capture features that help simplify the employee experience.

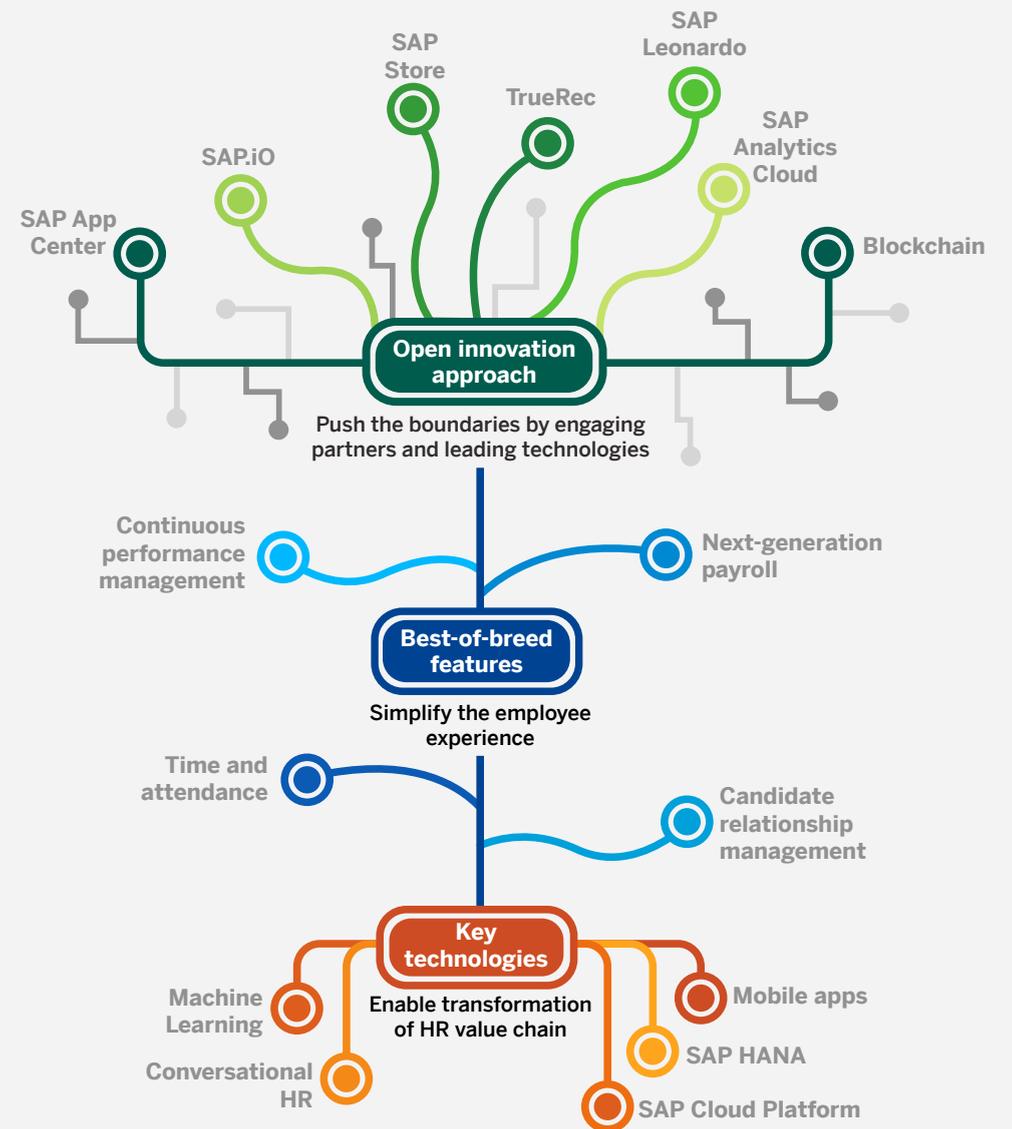


Figure 3: Innovation Strategy Evolution and Development

However, those innovations are just the beginning. By adopting an open innovation approach and engaging leading partners, SAP teams, and technologies, we push the boundaries of HR solutions and allow truly groundbreaking HR solutions to blossom and grow.

### HUMANIZING THE EMPLOYEE EXPERIENCE

Traditionally, HR systems were “one size fits all.” We can do better.

In the era of digitalization, the human component of business is more important than ever. Our innovations are focused on creating technologies and solutions that feel as though they were made for each user. Moving beyond a consumer-grade experience, we want people to feel that the technology understands them and what they need.

At SAP, we are developing offerings that match the way people work, connect, and engage. Our research and development are focused on using new technology to augment – not replace – human decisions. With artificial intelligence, machine

learning, and bots, for example, we can make machines smarter so they can learn to cater to humans. By training machines to do repetitive tasks, we can free people for more interesting, creative, and satisfying work.

Through our partnerships with companies such as Google and Apple, we are developing new solutions that accelerate innovation and empower the workplace of the future. We are bringing together solutions such as SAP Cloud Platform, SAP Leonardo, the SAP CoPilot digital assistant, SAP Jam, people analytics, and SAP SuccessFactors Employee Central, to name a few. Together, they help us create a central access point where workers can get the information they need, collaborate with colleagues, and be productive.

Perhaps most important, people get the experience they want – through their preferred channel, connection, and device anytime and anywhere – which improves productivity and engagement. It may seem counterintuitive, but machine-based technologies used in this way can make it easier for people to connect and be more – not less – human at work.



## HR Community Applications

SAP brings together organizations of all sizes, from enterprises to startups, to cocreate simple solutions to big problems. We are building an open **community** of stand-alone, purpose-built, and easy-to-consume HR applications. These “micro” applications are designed to tackle the most-critical people issues facing HR executives today. And they offer you a curated set of solutions to augment your existing systems and tap into the latest sources of innovation faster than ever.

### TRANSFORMING HR WITH TECHNOLOGY

Our team continuously works to develop technology solutions that will enable organizations to improve the employee experience. To help our customers identify potential focus areas, we share our experience with our own HR initiatives.

### CREATE A PLACE WHERE EVERYONE BELONGS

A sense of belonging improves employee motivation, health, and happiness. But to belong, people need to feel they are accepted as individuals, despite their differences – which can include race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability and attributes, religious or ethical values, national origin, and political beliefs.

To create a diverse workplace where everyone belongs, organizations need to emphasize inclusion – even for traditionally underrepresented populations. When employees feel they are being treated with fairness and respect and have feelings of individual value and belonging, they have an opportunity to be inspired by each other. This collective inspiration is driven by diverse ideas set free through inclusive behaviors.

In a market characterized by increased competition for personnel and a shortage of skilled labor in many roles, fully using the talents of the entire workforce is not only ethical – it is also good for business. Using innovative human capital management technology enhanced with machine learning and AI disrupts key strategy and talent decisions made by HR, executives, line managers, and every member of the workforce. Technology enables businesses to move beyond bias and helps companies harness the best talent available.

## A PRAGMATIC ECOSYSTEM OF INNOVATION

SAP is unlike any other HR vendor in the market. We see things differently, so our innovations tend to be unique and forward thinking. And that benefits our customers. Here are a few examples of how this perspective colors our approach.

**Choice is paramount.** It's important for companies to deploy the technology that best suits their workers. That's why we offer prebuilt solutions, partner applications, and extensible technology.

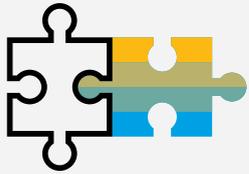
**“App-ifying” HR is not the answer.** Many organizations are entranced by shiny new HR tools. But you have a problem to solve, and you want it done right. SAP offers decades-long expertise to develop the best solution to meet your HR challenges.

**Scalability is not just for IT.** Whether you are a startup or a large enterprise, you need to extend an engaging HR experience across the organization. Built on a proven technology foundation, our innovations help you orchestrate a new conversation throughout the ecosystem, but they offer the flexibility and creativity of a jazz band.

**Change begins at home.** Because humans create HR technology, solutions are inherently skewed to represent developers' points of view. To reduce any inherent biases, we are democratizing our research and retraining our developers to create innovations based on facts. With this change, our emerging technologies will better represent and serve the needs of all users.

## Diversity and Inclusion at SAP

As a global enterprise, SAP faces the same diversity and inclusion challenges as many of our customers. The following are two initiatives that are helping us meet our goals.



### Autism at Work

Five years ago, SAP executives recognized a need to tap the talent pool of people with diverse skill sets. We committed to increasing the percentage of individuals in our workforce affected by autism with a global goal of hiring 650 people from this diverse talent pool by 2020.

Our Autism at Work initiative currently operates in more than 20 SAP locations in 10 countries worldwide. We have onboarded more than 140 employees on the autism spectrum in permanent, internal, and external positions. SAP continues to take a leadership role in the industry, and we have consulted with other organizations who want to increase the diversity of their workforce. To learn more, watch this [video](#).



### Women in Leadership

Gender equality is a core company value and a strategic priority for our comprehensive HR strategy. Last year, we met our board goal of filling 25% of management positions with women. We also have a continued commitment to increase this number by 1% annually, reaching 30% by 2022.

SAP was the first multinational company to achieve Economic Dividends for Gender Equality (EDGE) certification, and we have recently been recertified. One country subsidiary in our group has moved from the first level of certification, EDGE Assess, directly to the third level, EDGE Lead — a global first. Meanwhile, one-third of our country subsidiaries that have been assessed have progressed to the second certification level, EDGE Move. SAP continues to demonstrate a strategic commitment to creating a gender-equal workplace that benefits employees, customers, and partners. [Learn more here](#).

### HELP PEOPLE THRIVE AT WORK

To succeed in a digitalized world, businesses need an energized, motivated workforce that has the resilience to adapt to changes, manage stress effectively, and overcome challenges to execute the company business strategy. A comprehensive well-being program leads to increases in performance and decreases in costs by focusing on people – the heart and engine of an organization.

For example, companies can maximize worker well-being by creating a work environment, establishing organizational practices, designing jobs, and building leadership capabilities in ways that integrate well-being into the corporate strategy. A commitment to employee well-being is often reflected in these areas:

- Company mission – integrating well-being into the company's guiding principles
- Leadership actions – enabling leaders to foster positive well-being in their teams
- Organizational practices – implementing structures, systems, and processes that facilitate well-being
- Team dynamics – cultivating work teams that assist and support each other
- Job and work conditions – designing meaningful work and offering a safe and healthy work environment

Companies that prioritize employee well-being create opportunities for workers to perform at their highest level. Instead of simply surviving at work, employees who know that their well-being is important can truly thrive. With this imperative in place, organizations can not only enhance the corporate culture but also improve the bottom line.

Are you thriving? Is your organization thriving?

[Find out here.](#)

### FIVE FACETS OF EMPLOYEE WELL-BEING

Workers with a high sense of well-being typically demonstrate the following characteristics:

- **Body** (physical well-being) – Full energy through adequate sleep, nutrition, and exercise
- **Mind** (psychological well-being) – Positive emotions and capabilities to manage stress and remain focused
- **Connections** (social well-being) – Sense of belonging and being supported
- **Resources** (financial well-being) – Sense of security and ability to provide for themselves and their families
- **Motivation** (sense of purpose) – Sense of contribution and feeling that their lives are meaningful



### MANAGE THE TOTAL WORKFORCE IN THE INTELLIGENT ENTERPRISE

Talent is the fundamental force that catalyzes business growth and determines whether an enterprise succeeds or fails. In recent years, however, the way talent is structured, sourced, and connected to the organization has changed. For increased agility and to meet business needs, many companies are increasingly relying on nontraditional workers such as contingent labor, and this trend shows no signs of slowing.

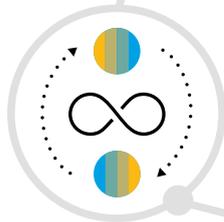
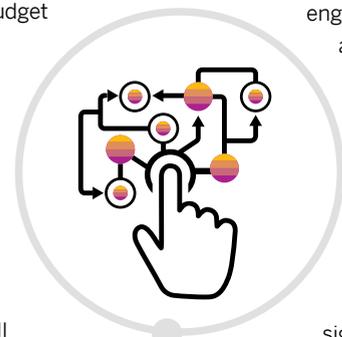
Contingent labor helps companies acquire specific, top-tier skill sets; address skill shortages; and meet seasonal needs and budget considerations. The external workforce has become essential to core business operations. Many executives say that they can no longer conduct business without these workers. That's a change from just a decade ago.

A workforce composed of payroll employees and external workers must be handled differently. You need to manage, engage, and optimize the total workforce, not just employees, in line with business objectives. And when it comes to talent, you need to break down the silos between HR, procurement, and the business and overcome inconsistent and broken processes.

A holistic approach to total workforce management can help company leaders understand, plan, manage, and optimize their total talent strategy. The building blocks for total workforce management include:

- **Visibility and inclusion** – Making external workers visible in the organization is the basis for holistic management of the total workforce.
- **Insight** – Analyzing the total workforce and simulating external talent scenarios offer a clear line of sight into the financial impact of all personnel.
- **Optimization** – Basing a holistic talent strategy on the needs and objectives of the business is imperative. Integrated workforce planning, engagement, and alignment of all workers and alignment with business objectives are important to proactively manage the total workforce.

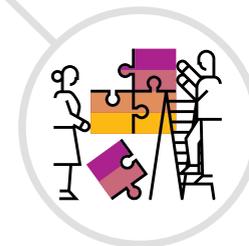
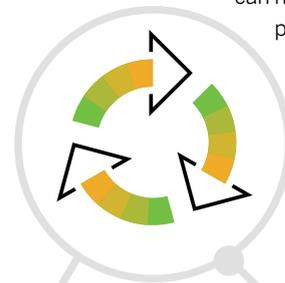
SAP solutions help you manage all aspects of the total workforce, including employees and external workers, aligning with your business objectives and offering a clear line of sight into the financial impact. With the SAP SuccessFactors suite of HR solutions, you can bridge the gap between employees and external workers and manage all talent with a single, centralized platform of capabilities, processes, and integrated solutions. In addition, the SAP Fieldglass portfolio offers a leading vendor management solution for external labor and services procurement. Together, these solutions offer the insight needed to efficiently manage all of your talent resources.



### INNOVATION AHEAD

As the workforce continues to change, so do the trends that HR professionals must manage and address. SAP was among the first vendors to help companies address challenges such as diversity and inclusion, well-being at work, and total workforce management.

As new issues emerge, we will continue developing innovative approaches and solutions. We are committed to helping companies like yours prepare for the workplace of the future. Our expertise and methods can help you create an inclusive, productive, and engaged workforce that delivers maximum benefit to your company.



### UNDERSTANDING WORKFORCE DYNAMICS

Are companies ready to embrace total workforce management? Working with Oxford Economics, SAP surveyed HR leaders in 2014 about their expectations for the use of external labor. Four years later, SAP Fieldglass conducted additional research to see what had changed.

In 2014:<sup>3</sup>

**83%** of executives predict increased use of contingent, intermittent, or consultant labor

**42%** say external talent is changing their workforce strategy

In 2018:<sup>4</sup>

**44%** of all workforce spend is on external labor

**19%** have a holistic talent strategy (employees and external talent) in place

3. "Workforce 2020." Oxford Economics, sponsored by SAP, 2014.  
 4. "External Workforce Insights 2018: The Forces Reshaping How Work Gets Done." Oxford Economics and SAP Fieldglass (SAP), 2018.

## DIVERSITY AND INCLUSION BY THE NUMBERS

Research by leading analysts identifies several key diversity and inclusion issues for HR professionals.

**49%** Digital leaders who value diversity and inclusion as key to success<sup>5</sup>

**30%** Executives who link financial performance with diversity<sup>6</sup>

**5** Generations employed in today's workforce for the first time<sup>7</sup>

**86%** Organizations that cite nontraditional labor as key to their success<sup>8</sup>

5. "Leaders 2020: The Next-Generation Executive: How Strong Leadership Pays Off in the Digital Economy," Oxford Economics, commissioned by SAP, 2016.

6. "Leaders 2020: The Next Generation Executive – Driving Diversity and Inclusion," Oxford Economics, sponsored by SAP SuccessFactors (SAP), 2017.

7. Dana Larsen, "4 Tips to Help Bridge the Workplace Generation Gap," SAP Concur (SAP), 2017.

8. "The State of Contingent Workforce Management 2014: A Framework for Success," Ardent Partners, underwritten by SAP Fieldglass (SAP), 2013.



# SOLUTIONS IN ACTION

**SAP SuccessFactors solutions and SAP Cloud Platform can help you create an inspired workforce that improves both performance and profit. We help organizations in dozens of industries improve the workforce experience. The following are several sample use cases.**



## Retail

### REIMAGINE HOW EMPLOYEES ENGAGE WITH CUSTOMERS

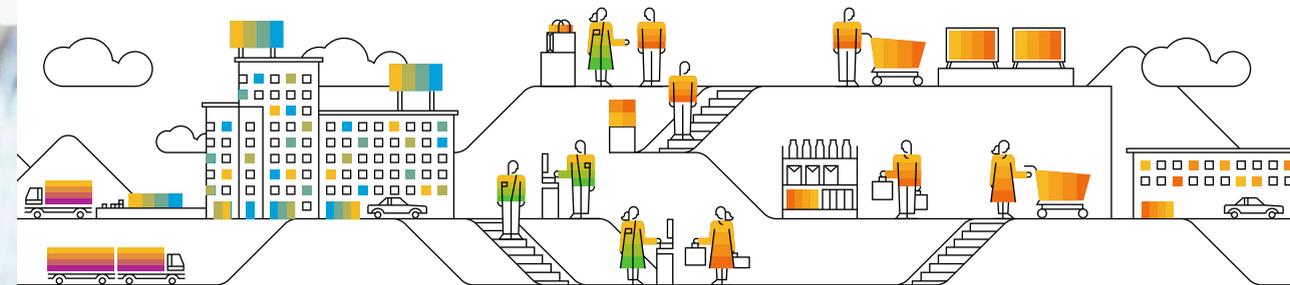
Retailing is changing at lightning speed as technologies such as the Internet of Things, AI, and augmented reality fundamentally redefine the way consumers live, work, and play. Retailers must transform business processes while reimagining the workplace. They need new workforce strategies to retain and grow existing talent, attract new talent, and preserve enterprise intelligence.

Because an engaged and knowledgeable workforce is vital to providing differentiated customer experiences, retailers must recruit and onboard workers rapidly and efficiently. Given the high level of employee turnover common in the industry, companies need to deploy recruiting solutions that meet potential employees where they are, whether that's a traditional job board or on social media, in order to attract qualified, knowledgeable talent. And because keeping employees is just as important as attracting new ones, companies must give employees the opportunity to advance within the organization.

That's where SAP SuccessFactors solutions and SAP Cloud Platform can help. Our comprehensive HCM suite offers the total workforce management

functionality you need to create an intelligent enterprise – whether your workers are employees, contingent workers, or partners. And when you need to expand your team to accommodate seasonal demand, integration with SAP Fieldglass solutions helps you find, engage, and manage all types of flexible resources.

With our solutions, you can rapidly identify and recruit key talent, deliver effective coaching and feedback, and develop retention strategies that work. Your team – from managers to employees to contingent workers – enjoys an inclusive, engaging experience through integrated HR capabilities and self-service tools. Our solutions help you support learning throughout the employee lifecycle, enhance employee well-being at work, and build the best team by using intelligent technologies with SAP Leonardo, such as machine learning and analytics, to eliminate hiring bias. The integrated suite of cloud applications, together with a digital platform such as SAP Cloud Platform plus SAP Leonardo technologies, helps you create a best-in-class user experience while building an engaged, well-trained team that drives top performance.



# Professional Services

## REDEFINE THE ECONOMICS OF SERVICE DELIVERY

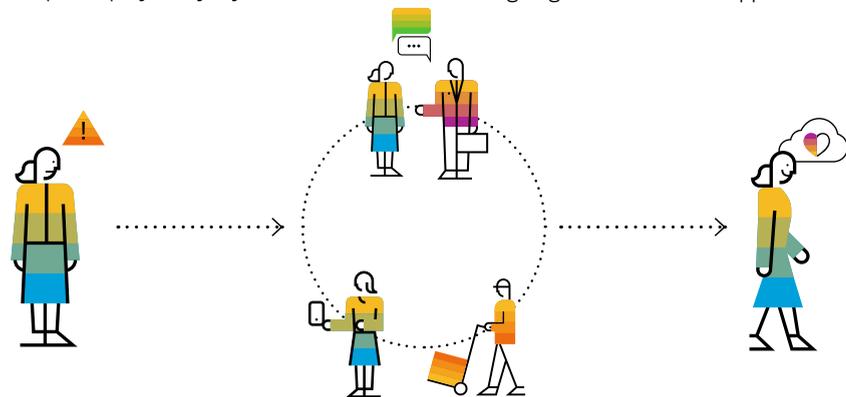
Today's professional services firms face tremendous pressure to do more for less. A business model built on providing highly skilled experts to clients and charging for their time is shifting to outcome-based engagements and knowledge-as-a-service delivery models. Dealing with this disruption requires professional services firms to drive revenue growth without expanding their workforce.

To serve their customers better than ever, professional services providers need to deploy a technology platform that can support redesigned processes and a new approach to talent. They need strategies that address high turnover rates and formalize career development for all types of workers. These firms must automate routine tasks so they can quickly and easily find the expertise they need to serve each client.

SAP SuccessFactors solutions help you accurately and comprehensively capture data about your workforce. Our role-based user interface enhances worker experiences, and an intelligent digital assistant helps simplify everyday transactions.

Innovative iOS and Android cloud-native mobile apps can be designed and developed using SAP Cloud Platform SDK for iOS, SAP Cloud Platform SDK for Android, and a mobile development kit, extending the capabilities of SAP SuccessFactors solutions and helping ensure a seamless employee experience. Social networking and collaborative capabilities keep employees connected and informed, improving engagement and facilitating knowledge sharing. Workers can manage time and attendance anywhere through time-sheet and time-off submissions and approvals, and they can access learning content on the go, whether online or offline.

Managers can use a cockpit to view current information such as employee profiles and updates, competency gaps, and onboarding processes and instantly generate relevant, timely workforce analytics and insights. Total workforce management helps you balance client demand with available talent while optimizing staffing time and cost. With readily available information about your firm's hard skills, knowledge, and individual experts, SAP SuccessFactors solutions and SAP Cloud Platform help you respond faster and more effectively to ongoing and new service opportunities.



# Consumer Products

## ACHIEVE PROFITABLE GROWTH IN THE DIGITAL ECONOMY

Consumers are firmly in control in today's market. With multiple devices providing real-time access to information, a consumer's shopping journey happens across a series of moments and locations – from home to workplace to commute to store. To take advantage of these moments, consumer products companies must be able to sense, analyze, and act instantly on market signals generated by the interaction of people, technology, and things. Those that cannot learn to leverage technological advances will quickly fall behind.

To address this industry transformation, consumer products companies must create a culture of innovation – one that increases efficiency, reduces costs, and manages talent effectively. By reimagining work, companies can fundamentally transform productivity, exponentially improve enterprise intelligence, and significantly empower a flexible, agile workforce. These firms also must build and retain a talented, engaged team of digital leaders, connecting the workforce to the company's purpose.

SAP SuccessFactors solutions and SAP Cloud Platform can help consumer products companies meet their goals. Our comprehensive HCM suite encompasses all aspects of talent management, from recruiting and onboarding to learning, from performance and goal setting to succession and development and compensation management. And the core HR capabilities help you streamline and simplify employee record keeping, organizational management, payroll, and benefits management.

You can embed intelligence into processes, allowing you to monitor activities in real time and streamlining decision-making based on predefined rules and tolerances. In addition, you can combine your SAP SuccessFactors solutions with SAP Fieldglass solutions to create a total workforce management strategy that allows HR, procurement, and the business to better manage all your talent. You gain real-time visibility into your total workforce – including employees, contingent workers, and freelancers – all from a single integrated system.

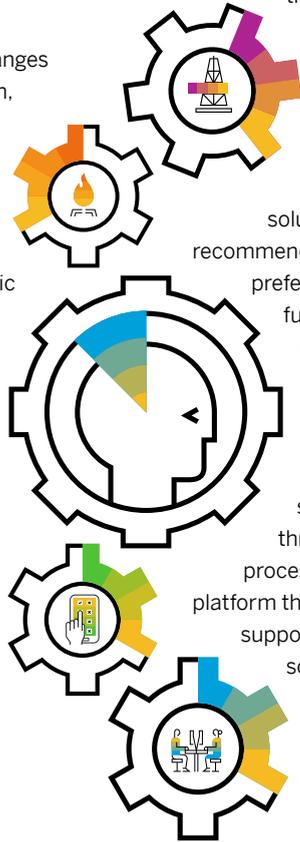


# Oil and Gas

## SUCCEED IN THE DIGITAL ENERGY MARKET

Facing uncertain market conditions and dramatic price fluctuations, oil and gas companies have learned to run lean by eliminating waste, managing by exception, focusing on core skills, outsourcing commodity tasks, and optimizing production and throughput of existing assets. They understand that survival depends on their ability to adapt new business models and innovations.

This transformation profoundly changes what workers do and how they learn, interact, and grow. In an industry that relies heavily on contingent workers – who must be trained and certified quickly to work on various field projects – companies need to find ways to ensure a holistic view of the workforce, precisely track equipment and safety certifications, and accurately forecast headcount levels. With an aging workforce, they also need to attract younger workers with new skill sets, especially decision-makers who will complement the industry's increasing use of automation.



SAP SuccessFactors solutions, SAP Cloud Platform, and SAP Leonardo technologies help you reimagine work while transforming your oil and gas company into a highly competitive intelligent enterprise. With our solutions, you can manage your total workforce from recruitment to retirement, simplifying HR processes to improve operational efficiency and workforce insight. By managing payroll and overtime processes globally, you can reduce time, effort, and complexity.

Worker safety features help you track and certify completion of environmental, health, and safety training. Using a machine learning engine enabled by SAP Cloud Platform, the solutions provide intelligent training recommendations based on job, skills, and learning preferences. Strong tracking and auditing functionality helps you meet new safety and regulatory requirements and delivers real-time reporting.

SAP envisions a resilient digital energy network that connects all workers, suppliers, customers, and assets through reimagined business models, processes, and ways of working. With a single platform that enables you to lower costs and support collaboration, SAP SuccessFactors solutions and SAP Cloud Platform can help you take advantage of the new business opportunities offered by a connected world.

# Public Sector

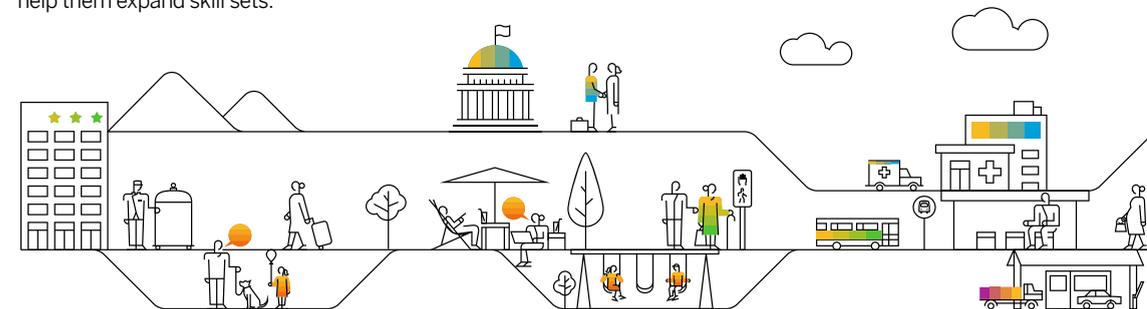
## PREPARE THE ORGANIZATION FOR A CHANGING WORKFORCE

Although public entities have sometimes lagged behind private enterprises in the process of digital transformation, there is a new push to reimagine how governments, their employees, and citizens can work together to solve issues that impact everyone. In pursuing this goal, HR is well positioned to lead new transformation initiatives that can change both the efficiency and perception of the public sector as a place to build a career.

The main challenges are clear. The number of government jobs in the United States has remained relatively flat over the last eight years,<sup>6</sup> forcing organizations to turn to contingent labor as they compete for top talent. An aging workforce increases the importance of attracting, hiring, engaging, and retaining younger talent. To meet the demands of 21st-century workers, organizations need to incorporate tools and policies that allow people to work efficiently and collaboratively. People expect better access to the information they need to do their jobs – anytime and anywhere. And to keep pace with constant change, organizations must invest in employees with continuous learning solutions that help them expand skill sets.

SAP offers solutions for advanced recruitment, core HR, learning and career development, and total workforce management that help public sector agencies meet today's talent management realities. With SAP SuccessFactors solutions and SAP Cloud Platform, you can create a hyperconnected employee experience that meets worker expectations for consumer-grade technology.

The solutions embed HR and business data in tools across your organization, helping workers access essential information. Intuitive mobile solutions, chatbots, intelligent analytics, and continuous performance management features help increase worker efficiency and productivity. Integration with SAP Fieldglass solutions helps you incorporate contingent labor into your planning and budgeting while forecasting labor requirements. The benefits are significant: improved workforce utilization, reduced cost of external workforce procurement, and improved alignment of your workforce with your agency mission. ■



6. Michael B. Sauter, "Public Sector Jobs: States Where the Most People Work for the Government," USA Today, June 1, 2018.

# CASE STUDIES

Learn how leading companies around the world are using SAP SuccessFactors solutions to create an inspired workforce that improves both performance and profit.

CASE STUDY

# Avast Software

## How Did the Right HR Tools Help Two Internet Security Giants Come Together as One?

### INDUSTRY

High tech – software

### SAP PRODUCTS

SAP SuccessFactors Employee Central  
SAP Cloud Platform

### COMPANY

If you have a computer or mobile device and are serious about Internet security and antivirus software, chances are it is protected by Avast Software.

### CHALLENGE

When Avast Software acquired AVG Technologies in October 2016, it brought together two security powerhouses to provide even greater protection to hundreds of millions of business and individual customers around the globe. But major acquisitions mean major internal integration – not just of two businesses, but of their people too. This can put heavy demands on HR.

### BENEFITS

To extend the capabilities of HR document generation, updates, and management, Avast deployed Accenture Document Composer software on SAP Cloud Platform. Faster template creation and automated employee communication are making HR employment confirmation faster and more effective. And working in the cloud continues to keep updates simple and lower operating costs. The resulting solution is easing the transition for managers and employees around the globe – which means customers can rest assured knowing Avast is protecting them even better than before.



**~25 days**

**Saved on the generation and distribution of employee-related communication**

“ Accenture Document Composer on SAP Cloud Platform offers a straightforward means to build and manage templates and merge data from SAP SuccessFactors Employee Central. **It is saving us time and improving communications.** ”

– Steven Scheers, Chief Human Resources Officer, Avast Software s.r.o.

CASE STUDY

# Asian Paints

## How Can Employee Motivation and Digital Factories Pave the Way for Major Expansion into New Markets?

### INDUSTRY

Chemicals

### SAP PRODUCTS

SAP Cloud Platform  
SAP SuccessFactors Employee Central  
SAP SuccessFactors Recruiting  
SAP SuccessFactors Performance & Goals  
SAP SuccessFactors Learning

### COMPANY

The color of a room can have profound effects on the way people feel – which is why the perfect color is so important to any space. Since 1942, people have been relying on paints and coatings from Asian Paints Limited to make the places where they live and work beautiful.

### CHALLENGE

With 24 manufacturing plants in 16 countries, Asian Paints has long counted on SAP software to give it the competitive advantage it needs. So, as the company expands into new and emerging markets, it turned to SAP and Semos for the innovative technology it needs to support rapid growth and evolving HR demands.

### BENEFITS

With the JobPts app from Semos, built on SAP Cloud Platform with native integration with SAP SuccessFactors solutions, Asian Paints can drive achievement and job satisfaction with peer-to-peer recognition and rewards that motivate and retain employees. As it pursues digital transformation, Asian Paints can depend on SAP software for the flexibility, integration, and scalability it needs to keep customers at the heart of employee focus even better than before.



**View of each employee**

Watch the [video](#) to see how Asian Paints is achieving global expansion.

“ A strong, scalable platform engine coupled with agile, composable infrastructure and development in the cloud make SAP Cloud Platform **the tool that can truly help us achieve digital transformation.** ”

– Harish Lade, Vice President for Information Technology, Asian Paints Limited

CASE STUDY

# Conrad Electronic

## How Does an HR Department Help Sell 10 Million Products?

### INDUSTRY

Retail

### SAP PRODUCTS

- SAP SuccessFactors Employee Central
- SAP SuccessFactors Recruiting
- SAP SuccessFactors Performance & Goals
- SAP Cloud Platform

### COMPANY

Need an LED lamp for your patio or a multimeter designed especially for working outdoors? At Conrad Electronic you will find both – and much more: more than 750,000 articles for private customers and a continuously growing portfolio with currently more than 900,000 articles on the Conrad Marketplace for business-to-business (B2B) customers.

### CHALLENGE

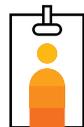
By the end of 2018, the Conrad Marketplace will be expanded to include 10 million articles. In this way, Conrad is revolutionizing the distribution industry for B2B customers in Germany. More countries will follow.

### BENEFITS

This stunning digital transformation is being driven by HR, with a mobile and cloud-first approach based on SAP SuccessFactors solutions and implemented by SAP partner Promerit. "Mobile and cloud first" means employees can work anywhere, anytime, and siloed departments are becoming flexible, interdisciplinary global teams. The resulting flattened hierarchy makes this traditional, family-owned company one of the most attractive employers in its regions – and proves that traditional can also mean cutting edge.



**15%**  
Time savings for HR reporting



**Faster**  
Identification of top performers



**100%**  
Digitalized retail processes

“Working anytime, anywhere – that is the opportunity we are giving our employees. It is exactly why we succeed in quickly implementing projects, such as our new Conrad Marketplace, and continue to grow. Innovative solutions – such as SAP SuccessFactors solutions – help support HR in digitalizing and internationalizing Conrad.”  
– Aleš Drábek, Chief Disruption and Digital Officer, Conrad Electronic SE

CASE STUDY

# EDF Energy

## How Can Utility Companies Empower Their People to Meet the Energy Needs of Tomorrow?

### INDUSTRY

Utilities

### SAP PRODUCTS

- SAP SuccessFactors Compensation
- SAP SuccessFactors Employee Central
- SAP SuccessFactors Onboarding
- SAP SuccessFactors Performance & Goals
- SAP SuccessFactors Recruiting
- SAP SuccessFactors Succession & Development
- SAP SuccessFactors Workforce Planning
- SAP SuccessFactors Workforce Analytics

### COMPANY

With much of the UK's energy infrastructure nearing end of life and competition heating up in the energy sector, EDF Energy must work harder than ever before to secure its position as one of the nation's leading suppliers of gas and electricity.

### CHALLENGE

To help keep the lights on in homes and businesses across the UK, EDF Energy is leading the UK's nuclear renaissance with the

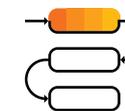
construction of a new nuclear power station at Hinkley Point C and is also investing in a range of low-carbon technologies including renewables.

### BENEFITS

With assistance from IBM Services, EDF Energy built a central hub for all HR processes, running on SAP SuccessFactors solutions. Delivering greater visibility across its HR activities, the solutions enable EDF Energy to maximize productivity, improve engagement, and support its employees to seize new opportunities for career development. By using SAP SuccessFactors solutions, EDF Energy has been able to optimize its HR processes and create a more agile workforce that will help the company meet the energy challenges of the future.



**25%**  
Reduction in cost to serve of EDF Energy's HR function



**63**  
HR processes streamlined

“With all our HR activities running on SAP SuccessFactors solutions, we can sharpen our competitive edge and inspire our people to help us meet the energy needs of the UK now and in the future.”  
– Ian Hammond, Future HR Projects Director, EDF Energy

CASE STUDY

# Hydro-Québec

How Is a Supplier of Renewable Energy Empowering Its People with an Extension Solution in the Cloud?

**INDUSTRY**

Utilities

**SAP PRODUCTS**

SAP SuccessFactors solutions  
SAP Cloud Platform

**COMPANY**

More than 4 million customers rely on the largest utility in North America for their electricity supply. Renewable energy producer Hydro-Québec fields a team of more than 250 trainers to ensure its 20,000 employees can provide quality support to these customers.

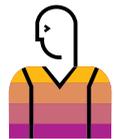
**CHALLENGE**

With training at the core of its talent management program, the utility needed a comprehensive overview of these activities to facilitate better planning. Working with implementation partner /N SPRO, Hydro-Québec deployed a learning management system (LMS) extension solution to the SAP SuccessFactors Learning solution built on SAP Cloud Platform.

**BENEFITS**

Now, trainers and schedulers have a robust tool that provides global visibility and access to training information. In helping it meet complex training needs, the LMS tool is equipping Hydro-Québec's energetic workforce to provide outstanding service across the province.

 **25%**  
Less effort required in training planning optimization

 **3**  
Full-time equivalents saved in training planning optimization

“Using an LMS extension solution to SAP SuccessFactors solutions built on SAP Cloud Platform, **we have enabled our training teams to react quickly and better serve** our advanced operational needs.”  
– Marlène Larue, Director, Training and Development Human Resources, Hydro-Québec

CASE STUDY

# Promesa

How Does Real-Time Visibility into the Supply Chain Equal Better Customer Service?

**INDUSTRY**

Wholesale distribution

**SAP PRODUCTS**

SAP S/4HANA  
SAP SuccessFactors Employee Central  
SAP SuccessFactors Performance & Goals

**COMPANY**

Hardware stores and automotive spare parts warehouses throughout Ecuador as well as Asia, Europe, and North America rely on a steady stream of products from Productos Metalúrgicos S.A. (Promesa) to meet the clamorous demand of their own customers. With a portfolio of over 20,000 products, Promesa is one of the largest wholesale distributors of hardware and automotive products in Ecuador.

**CHALLENGE**

Known for its innovative new product development since its founding in 1962, Promesa realized it now had to innovate in a completely new way. To handle its success, it had to achieve faster and more efficient results despite rapid business growth. To accomplish that, Promesa required a business strategy based on innovative IT.

**BENEFITS**

As Promesa migrated from SAP ERP Central Component to SAP S/4HANA, the work focused on three objectives Promesa identified as fundamental to introducing improvement. It required consistent information to make decisions, centralized and automated administrative processes, and fewer manual processes involved in its technology. The transition to SAP S/4HANA – the first of its kind in the country – empowered Promesa's software users, positioned Promesa ahead of the competition, and set it up for long-term growth. To keep its HR staff equipped with state-of-the-art software, it enlisted Seidor S.A. to implement SAP SuccessFactors solutions and saw increased productivity and user engagement as a result.

 **Vastly**  
Faster processing of financial information – from 20 minutes down to 30 seconds

 **20%**  
Reduction in manual processes for all development and succession activities

“Increased productivity let us spend more time **rolling out new technology and optimizing processes**. We now have real-time visibility into our financial success and across the supply chain.”  
– Miguel Sotomayor, Technology Manager, Productos Metalúrgicos S.A.

CASE STUDY

# Productos Medix

## Standardizing Processes with SAP SuccessFactors and SAP Business All-in-One Solutions

### INDUSTRY

Life sciences

### SAP PRODUCTS

SAP Business All-in-One for Life Sciences  
SAP Payroll Processing  
SAP SuccessFactors solutions

### COMPANY

Many populations of developed nations suffer from obesity. For over 55 years, Productos Medix S.A. de C.V. has been helping fight this affliction. The Mexican pharmaceutical manufacturer develops and supplies pharmaceutical products for metabolic and central nervous system disorders, gastroenterology, and obesity. Recently, it expanded into Central and South America and runs a center for weight loss in Austin, Texas.

### CHALLENGE

Providing healthcare and medicines to so many in need over so wide a region led it to consolidate and standardize its business processes on one platform. With assistance from OptiSoft S.A. de C.V. and Bayco Consulting S.C., Productos Medix implemented the SAP Business All-in-One for Life Sciences solution, the SAP Payroll Processing

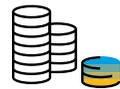
application, and the CloudRH software solution developed by OptiSoft and built on SAP SuccessFactors solutions, which comprises customer-specific, value-adding components.

### BENEFITS

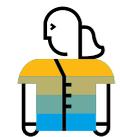
With processes integrated on a single state-of-the-art platform that is consolidated for people management, Productos Medix now serves customers – and their employees – better than ever.



**5%**  
Increase in productivity



**14%**  
Savings as a result of lower staff turnover



**5%**  
Improvement in employee performance

“ SAP software enabled us to consolidate the company’s processes on a single platform. By combining processes, people, and technology, **we now have comprehensive business continuity**, which gives us a competitive advantage. – Carlos Lopez Patan, Chief Executive Officer, Productos Medix S.A. de C.V. ”

CASE STUDY

# Siegwerk Druckfarben

## How Do You Make a Colorful Impression on Employees Who Work to Make Life Brighter?

### INDUSTRY

Chemicals

### SAP PRODUCTS

SAP Concur solutions  
SAP SuccessFactors Employee Central  
SAP SuccessFactors Recruiting  
SAP SuccessFactors Performance & Goals  
SAP SuccessFactors Compensation  
SAP SuccessFactors Succession & Development  
SAP Digital Business Services

### COMPANY

Did you know that many consumers’ homes are brighter thanks to inks from Siegwerk Druckfarben AG & Co. KGaA? Think of the printing on yogurt containers, chocolate boxes, cracker packets, and even tubes of toothpaste. Siegwerk combines state-of-the-art technology with more than 180 years of experience to dazzle us with bright, innovative printing and packaging solutions.

### CHALLENGE

To succeed on the global stage, Siegwerk wanted to find ways to streamline administrative operations and help staff thrive and succeed. HR

optimization was top on the list because Siegwerk recognizes that happy employees pave the way to happy, satisfied consumers.

### BENEFITS

With support from SAP Digital Business Services, Siegwerk replaced paper-based processes, lengthy administration, and slow approval cycles with agile, easy-to-access, cloud-based HR services based on SAP SuccessFactors and SAP Concur solutions. Employees can now update their personal data, book time off, submit expense claims, and more just by touching a screen or a button. Managers have relevant information to support strategic decision-making, from compensation to recruiting, at their fingertips, and they can approve requisitions on the go through mobile access.



**>10,000**  
Visits to an external recruitment Web site each quarter

“ To succeed as a global company in the digital age, we need to work globally and digitally too. With SAP SuccessFactors solutions, **our HR organization is fit for the future.** – Sharon von Simson, VP Global Human Resources, Corporate Human Resources, Siegwerk Druckfarben AG & Co. KGaA ”

CASE STUDY

# SIX

## How Do You Get Employees in 25 Countries Working As One Team?

### INDUSTRY

Professional services

### SAP PRODUCTS

- SAP Cloud Platform
- SAP Digital Business Services
- SAP SuccessFactors Compensation
- SAP SuccessFactors Employee Central
- SAP SuccessFactors Learning
- SAP SuccessFactors Recruiting

### COMPANY

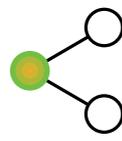
SIX runs the Zurich-based SIX Swiss Exchange, Switzerland's principal stock exchange. The job of supporting SIX, which provides financial information and cashless payment systems to banks and merchants worldwide, is an important mission. With 34 offices globally, SIX understands the importance of corporate culture and values its employees.

### CHALLENGE

It enlisted its IT unit to provide software to improve HR performance, allowing its staff to focus on growing the business in domestic and worldwide markets. SIX selected the SAP SuccessFactors Employee Central solution to establish an enterprise-wide HR experience.

### BENEFITS

With the new standard software fully integrated with its SAP ERP Human Capital Management solution, SIX now has a single, central HR management solution for all employees globally. By introducing additional SAP SuccessFactors solutions, SIX Group Services gave SIX support to attract, retain, train, and engage staff at every level. Streamlined online and digital services helped SIX cut operational costs, increase HR efficiency, and free staff to build a better business.



**Easier**  
To share standardized reports globally



**<20%**  
Higher automation of HR processes

“ With support from SAP SuccessFactors solutions, **we standardized our global HR processes from hire to retire** and enabled our employees to own their data and drive their own careers. ”  
– Michael Oggenfuss, Global Head HR Systems and Processes, SIX

CASE STUDY

# Sun Communities

## Saving 2,700 Worker-Hours Per Year with Intelligent Services

### INDUSTRY

Banking – financial services

### SAP PRODUCTS

- SAP SuccessFactors HCM Suite
- SAP Jam Collaboration

### COMPANY

As the premier provider of mobile homes and RV resorts in the United States, Sun Communities Inc. puts a roof over thousands of residents' heads.

### CHALLENGE

In the past, Sun Communities' termination processes were manual and error prone. Terminations often occurred when IT staff were not available to cut off access to systems. This led to a gap between somebody leaving the firm and their access rights being withdrawn – a security breach that could impact audits.

### BENEFITS

To streamline its termination processes, Sun Communities enabled intelligent services available as part of SAP SuccessFactors HCM Suite. Today, employee access rights are automatically revoked within seconds of

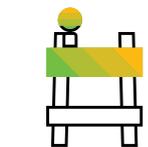
termination. Moving to an automated system saves Sun Communities 2,700 worker-hours per year, enabling HR to focus on more-strategic initiatives across the company.



**2,700 hours**  
Saved per year – the equivalent of roughly 1.5 full-time employees



**Eliminated**  
Manual data entry between systems with data replication functionality



**Automated**  
Shutoff of user access to systems immediately upon termination

Watch the [video](#) to see how Sun Communities is building a strong company culture.

“ **The intelligent services are so easy to enable and use** across our SAP SuccessFactors software systems. It takes just minutes for an HR administrator to enable them. We are using them to better manage our employee terminations and leave-of-absence processes across SAP SuccessFactors solutions and other business applications. ”  
– Marc Farrugia, Vice President of Human Resources, Sun Communities Inc.

CASE STUDY

# SunPower Corporation

## Turbocharging HR Talent Management with SAP SuccessFactors Solutions

### INDUSTRY

High tech – renewable energy

### SAP PRODUCTS

SAP SuccessFactors HCM Suite  
SAP Jam Collaboration

### COMPANY

With more than 30 years' experience, SunPower Corporation designs, manufactures, and delivers solar electric systems all around the world, offering high-efficiency systems for residential, commercial, and industrial use.

### CHALLENGE

Over the last three years, SunPower experienced significant growth, and over 3,000 new employees joined the company. Faced with this increase in people, SunPower recognized that its existing HR solutions would not support the rapid growth. Each region had its own HR applications and processes in place, and the company struggled to gain a holistic view of its workforce.

### BENEFITS

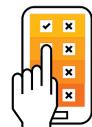
Realizing the value in its SAP SuccessFactors solutions, it decided to establish a single, integrated platform for end-to-end HR delivery with a consistent view by going with a landscape

made up entirely of SAP SuccessFactors solutions. By switching to SAP SuccessFactors HCM Suite and SAP Jam Collaboration, SunPower can adopt a comprehensive talent management strategy that aligns and optimizes its workforce so it can deploy the right people at the right time. With the unified suite of SAP SuccessFactors solutions in place and easy access to HR resources, SunPower is able to manage its personnel more effectively than ever before.



## Holistic

Employee view enables more effective talent management



## 2–3 hours

Of approval time with mobile functionality, down from weeks



## Collaboration

Between teams across geographies, boosting employee engagement

Watch the [video](#) to see how SunPower is optimizing the workforce to support growth.



CASE STUDY

# TECO Energy

## Empowering the Workforce with Integrated and Mobile HR Solutions

### INDUSTRY

Utilities

### SAP PRODUCTS

SAP SuccessFactors solutions  
SAP ERP  
SAP Fiori apps  
SAP Cloud Platform  
SAP Cloud Platform Integration service

### COMPANY

TECO Energy, a leading energy company located in Tampa, Florida, is a subsidiary of Emera Inc., a geographically diverse energy and services company headquartered in Halifax, Nova Scotia, Canada. The company invests in electricity generation, transmission, and distribution as well as gas transmission and utility energy services with a strategic focus on transformation from high-carbon to low-carbon energy sources. Emera has investments throughout North America and in four Caribbean countries.

### CHALLENGE

With electric and natural gas systems widespread across Florida and New Mexico, the companies of TECO Energy – Tampa Electric, Peoples Gas, and New Mexico Gas Co. – needed interconnected HR solutions with mobile flexibility.

### BENEFITS

Cloud-based solutions give employees in the field the same accessibility as their colleagues in the office – 24x7.



## Lower

Implementation costs and total cost of ownership



## Faster

Time to value with real-time integration of HR data



## Better

System integration and employee data management

# SAP APP CENTER

SAP App Center is the digital marketplace where customers can discover, try, buy, and manage access to ecosystem innovations across all SAP lines of business and platform groups.

On [SAP App Center](#), you can find more than 170 applications – from approximately 150 partners – that integrate with SAP SuccessFactors solutions. These applications provide real-time access to innovative software, microservices, and plug-ins to extend your SAP SuccessFactors solutions and digitally transform your business.

Using the streamlined procurement processes built in to SAP App Center, you can manage the entire lifecycle of your purchases, from license acquisition to user management and renewals, simply and centrally. You can buy application licenses directly from SAP partners, taking advantage of the flexibility to negotiate and receive the best price as well as support for custom terms and conditions. Then you can centrally manage multiple application subscriptions and billing as well as vendor communications in a unified experience.

SAP App Center offers various benefits. You can maximize your investment in SAP SuccessFactors solutions and address your most demanding business challenges with a mix of free and for-sale partner applications.

Take advantage of the smooth integration of partner applications into your existing solution landscape and gain immediate access to these applications from a launchpad enabled by SAP App Center with single sign-on. You can explore them at your own pace, from discovering and trying to ordering and paying for, and to deploying and managing the third-party applications you purchased.

More than  
**170**  
applications  
– from  
approximately  
**150**  
partners

SAP App Center lets you receive or pay invoices using payment support from SAP Ariba® solutions or credit cards, or you can choose to settle outside SAP App Center. It supports role-based, workflow-driven orders as well as multiple currencies, and provides application-usage analytics. With SAP App Center, SAP has truly engineered digital software procurement for the enterprise.

Learn more about some of the partner applications that integrate with SAP SuccessFactors solutions in the following pages, or view all the applications on [SAP App Center](#).

Accenture

AspireHR

# Accenture HR Audit and Compliance as-a-Service

## WHAT DOES IT DO?

Accenture HR Audit and Compliance as-a-service helps HR professionals enhance their HR systems by maintaining personnel data at a consistently high level of quality in cloud deployments. Using proactive reporting capabilities, this solution automatically checks data in the SAP SuccessFactors Employee Central solution against predefined and customized criteria and rules, enabling HR and IT departments to be more productive.

## WHAT IS THE BENEFIT?

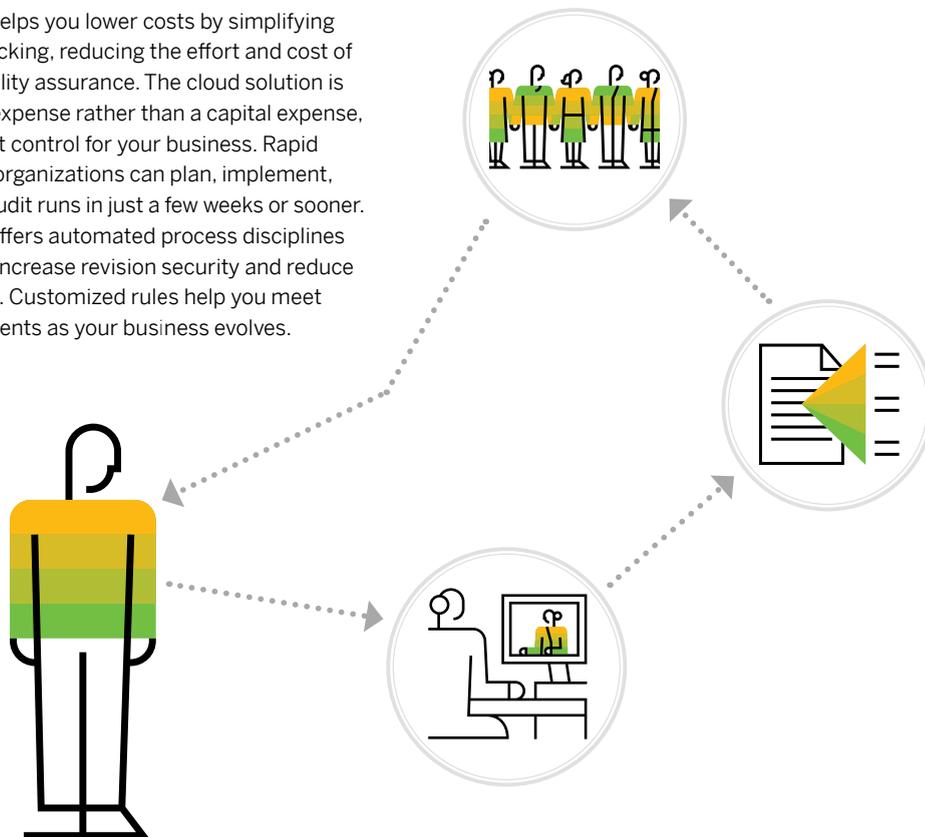
The solution helps you lower costs by simplifying exception checking, reducing the effort and cost of managing quality assurance. The cloud solution is an operating expense rather than a capital expense, improving cost control for your business. Rapid setup means organizations can plan, implement, and execute audit runs in just a few weeks or sooner. The solution offers automated process disciplines that help you increase revision security and reduce manual errors. Customized rules help you meet your requirements as your business evolves.

## WHO SHOULD USE THIS APPLICATION?

HR professionals that want to maintain employee data with superior data quality can use Accenture HR Audit and Compliance as-a-service to meet their goals.

## WHAT SAP PRODUCTS DOES IT INTEGRATE WITH?

The solution is an extension for SAP SuccessFactors solutions on SAP Cloud Platform.



# AspireHR Cloud Benefits

## WHAT DOES IT DO?

AspireHR Cloud Benefits is for organizations that desire a modern, mobile benefits management solution – capable of meeting U.S. and Canadian regulatory requirements – within the SAP SuccessFactors solution environment.

## WHAT IS THE BENEFIT?

AspireHR Cloud Benefits offers a flexible framework for creating and managing complex employee benefit plans and programs while meeting U.S. and Canadian regulatory requirements covering savings plans, pensions, and healthcare, such as ERISA, ACA, COBRA, 401(k), 403(b), HIPAA, RRSP, and flexible benefits plans. The solution enables employee eligibility, open enrollment, qualifying events, online enrollment, benefit communications, administration, reporting, notifications, compliance, payroll processing, and generation of the interface files needed to communicate enrollment information, contributions, and deductions to benefits vendors.

With an intuitive SAP Fiori user experience for employee enrollment and personalized benefits communications, AspireHR Cloud Benefits reduces the cost of benefits administration transactions and decreases enrollment errors. The application

helps companies eliminate ineligible benefits enrollments and identify missing benefits deductions through tight integration with the SAP SuccessFactors Employee Central Payroll solution and the SAP ERP application.

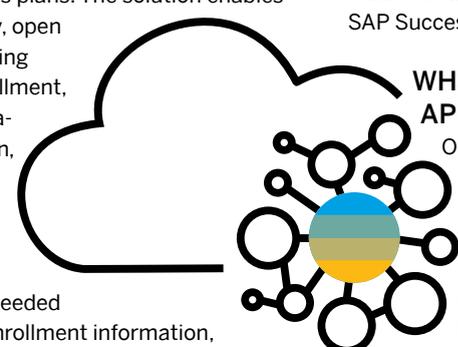
AspireHR Cloud Benefits is different from other third-party employee benefits options, as it uses SAP technologies for the user interface, employee data system of record, processes, and security. Users experience a seamless connection between AspireHR Cloud Benefits and SAP SuccessFactors solutions. It eliminates concerns about employee data privacy and security because organizations retain control of their employee data in their own SAP SuccessFactors solution environment.

## WHO SHOULD USE THIS APPLICATION?

Organizations with complex employee benefits requirements, in particular with U.S. or Canadian employees and that have SAP SuccessFactors Employee Central Payroll or use HR and payroll functionality of SAP ERP 6.0, will benefit from this application.

## WHAT SAP PRODUCTS DOES IT INTEGRATE WITH?

AspireHR Cloud Benefits, built on SAP Cloud Platform, integrates with SAP SuccessFactors Employee Central, SAP SuccessFactors Employee Central Payroll, the SAP SuccessFactors platform, and the HR and payroll functionality of SAP ERP 6.0.



Enterprise Information Resources (EIR)

EnterpriseAlumni

# EIR Compensation Analytics

## WHAT DOES IT DO?

EIR Compensation Analytics quickly aggregates, integrates, and summarizes compensation data from multiple sources while helping ensure accuracy and role-based data security. Reports are easily configured and formatted for presentation. The solution provides tabular or graphical decision data that can be refreshed every 15 minutes for managers and HR business partners. It can also be delivered on demand to compensation administrators.

## WHAT IS THE BENEFIT?

The solution helps drive better decisions that support your organization's compensation budget and pay-for-performance philosophy. It also reduces the time spent manually generating analytics, because users can quickly and easily access accurate information with navigation from the home menu of SAP SuccessFactors solutions. Integration with SAP Cloud Platform allows employees to access reports in just seconds. The solution supports a

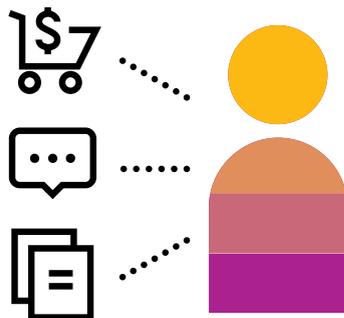
variety of reports, making it easy to validate awards that are within your budget and reflect your pay-for-performance philosophy. You can also generate total compensation and pay-specific reporting at the employee level.

## WHO SHOULD USE THIS APPLICATION?

Any reviewing manager, approver, C-level executive, supporting compensation administrator, or HR business partner that may be part of your recommendation and decision review process during the compensation cycle can use this application. Users can get fast, easy access to summary- and detail-level data from this application, supporting merit, incentive, and equity decision-making processes.

## WHAT SAP PRODUCTS DOES IT INTEGRATE WITH?

The solution is fully integrated with SAP Cloud Platform and with SAP SuccessFactors solutions such as SAP SuccessFactors Compensation and other related solutions such as SAP SuccessFactors Performance & Goals.



# EnterpriseAlumni

## WHAT DOES IT DO?

EnterpriseAlumni is a customizable corporate alumni platform that helps you manage your alumni and retiree community within your existing HRIS applications so you can immediately transform and expand your talent supply. The solution provides company alumni with engaging features including content, access to employees, discount offers, events, a marketplace, a directory, and learning opportunities.

## WHAT IS THE BENEFIT?

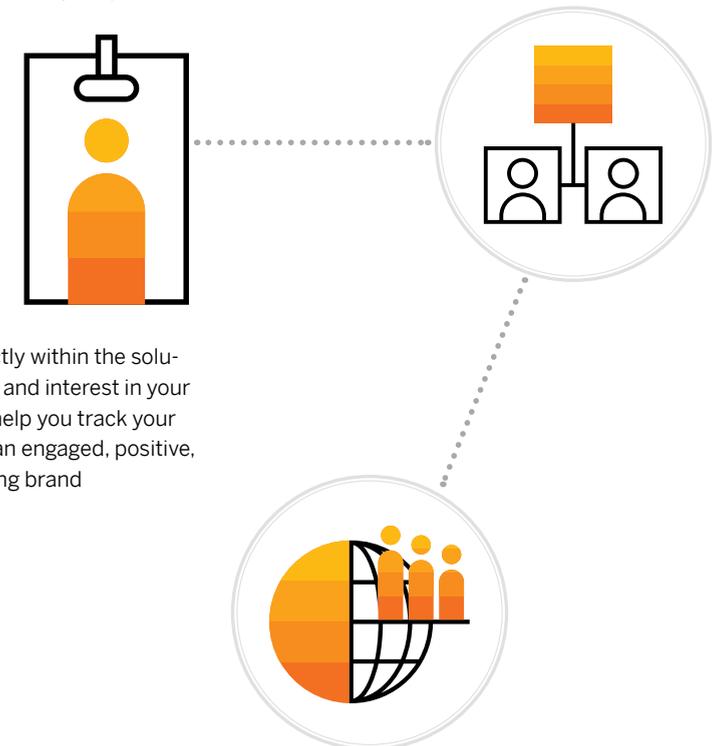
Organizations can maintain a comprehensive profile of alumni that can be integrated into internal recruitment information sources, so you can quickly search, identify, and contact potential recruits. You can send contextual, relevant communications that deliver value for both the enterprise and your alumni. By extending pertinent job offers to alumni, you can accelerate recruitment and referrals, driving down costs and reducing time to value. You can access contingent labor and enhance your contingent labor pool directly within the solution, marking alumni availability and interest in your projects. The solution can also help you track your net promoter score and create an engaged, positive, evangelist community with strong brand association.

## WHO SHOULD USE THIS APPLICATION?

Organizations that want to more effectively manage and communicate with their alumni and retiree community can use EnterpriseAlumni to drive recruitment, business development, and corporate evangelism.

## WHAT SAP PRODUCTS DOES IT INTEGRATE WITH?

EnterpriseAlumni is fully integrated with SAP Cloud Platform, SAP Jam Collaboration, and SAP SuccessFactors solutions.



HRIZONS

Ingentis

# JDMS | Job Descriptions Made Simple

## WHAT DOES IT DO?

Extend your SAP SuccessFactors solutions with the fully integrated, award-winning JDMS solution for managing and maintaining job description libraries. The solution integrates your job structure with the SAP SuccessFactors Employee Central solution. It also enables you to use job content from SAP SuccessFactors HCM Suite, including SAP SuccessFactors Recruiting, SAP SuccessFactors Performance & Goals, SAP SuccessFactors Succession & Development, and SAP SuccessFactors Learning solutions.

## WHAT IS THE BENEFIT?

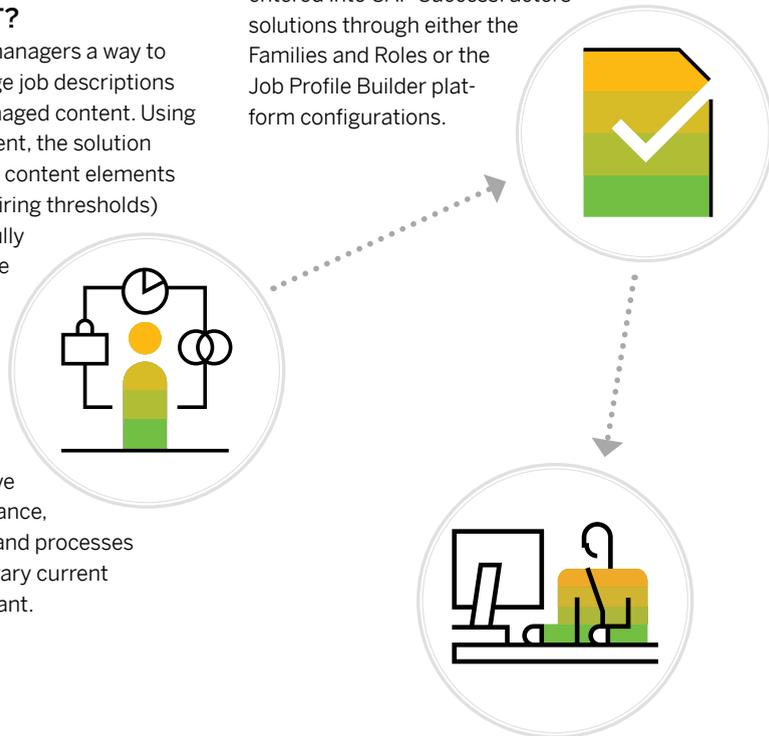
JDMS gives employees and managers a way to view, update, and acknowledge job descriptions with centrally stored and managed content. Using ordinary job description content, the solution provides job descriptions and content elements (such as competencies and hiring thresholds) needed by HR processes to fully integrate your HCM landscape using SAP SuccessFactors solutions. Single sign-on and full integration with SAP SuccessFactors solutions provide a seamless and intuitive user experience. The solution supports collaborative workflows as well as maintenance, version history functionality, and processes that help you keep the job library current and your organization compliant.

## WHO SHOULD USE THIS APPLICATION?

HR teams can use JDMS to streamline the governance and management of job descriptions, freeing them to focus on value-added activities that help the enterprise achieve desired business outcomes.

## WHAT SAP PRODUCTS DOES IT INTEGRATE WITH?

The solution is deployed using SAP Cloud Platform and is fully integrated with SAP SuccessFactors solutions. Published job content from JDMS is entered into SAP SuccessFactors solutions through either the Families and Roles or the Job Profile Builder platform configurations.



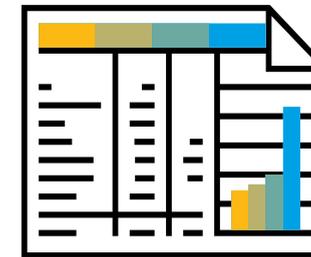
# Ingentis org.manager [web]

## WHAT DOES IT DO?

Ingentis, a German software company with 60 employees, specializes in the development of add-ons to leading HR systems such as SAP SuccessFactors solutions. The flagship product is Ingentis org.manager [web], a tool that enables anyone to create and publish data-rich organizational charts within minutes. The combination of swift creation and a wide range of functions, including HR analytics and simulation, make it a genuine productivity enhancer.

## WHAT IS THE BENEFIT?

The Ingentis org.manager [web] tool helps you simulate new org structures. The extraordinarily user-friendly interface allows you to move people and departments by using drag-and-drop features. You can also collaborate with colleagues on simulations. The solution displays KPIs within the org chart so you can easily monitor the impact of your changes. As soon as you are ready to go live with your changes, you can transfer the new org structure to SAP SuccessFactors solutions in a manual or semiautomated way.



All changes are recorded and can be viewed in a report. To support merger and acquisition activity, you can import additional data. You can use drag-and-drop features over two org charts displayed side by side.

## WHO SHOULD USE THIS APPLICATION?

Organizations that need to simulate new organizational structures based on data from their existing SAP SuccessFactors solutions can use Ingentis org.manager [web].

## WHAT SAP PRODUCTS DOES IT INTEGRATE WITH?

Running on SAP Cloud Platform, the application can be launched directly through the SAP SuccessFactors solutions user interface. It directly integrates with SAP SuccessFactors Employee Central and works with the employee profile functionality.

Nakisa

# Nakisa Hanelly Org Design

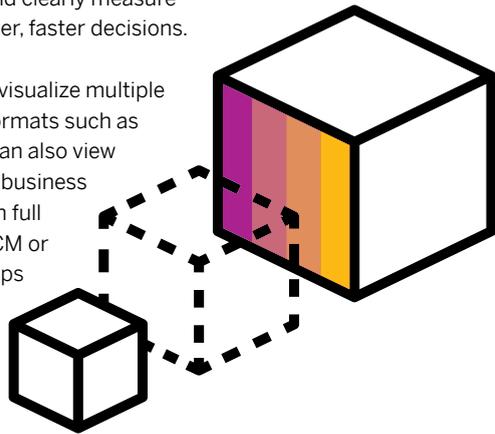
## WHAT DOES IT DO?

Hanelly is an interactive organizational design cloud solution. It helps you visualize your current and future structures through org charts and intuitive organizational design using powerful, flexible analytics. You can identify and create multiple what-if scenarios using your existing HCM data, which helps you make effective, intelligent changes that align with business objectives.

## WHAT IS THE BENEFIT?

Hanelly was created to address the diverse needs of large, global organizations using a set of best practice-based capabilities. No matter your industry or organizational design philosophy, the solution helps you visualize your structure, identify and create multiple scenarios, and clearly measure the outcomes to drive smarter, faster decisions.

With Hanelly, you can easily visualize multiple org chart structures using formats such as matrix and dotted line. You can also view organizations from different business perspectives and styles. With full integration to your native HCM or ERP system, the solution helps you keep your org chart up to date with the most current information.



## WHO SHOULD USE THIS APPLICATION?

Companies that are experiencing any major business change or reorganization, such as M&A or reduction-in-force activity, or those coping with the day-to-day reality of an enterprise organization require a robust and unified application such as Hanelly.

## WHAT SAP PRODUCTS DOES IT INTEGRATE WITH?

Hanelly complements core HR solutions such as SAP SuccessFactors solutions and the SAP ERP Human Capital Management solution.

NGA Human Resources

# NGA Case Management Central

## WHAT DOES IT DO?

NGA Case Management Central is a cloud-based, mobile-enabled application built to extend the current capabilities of the SAP SuccessFactors Employee Central solution. The application provides a unified, single-sign-on, employee in-box that integrates with any HR case management solution.

## WHAT IS THE BENEFIT?

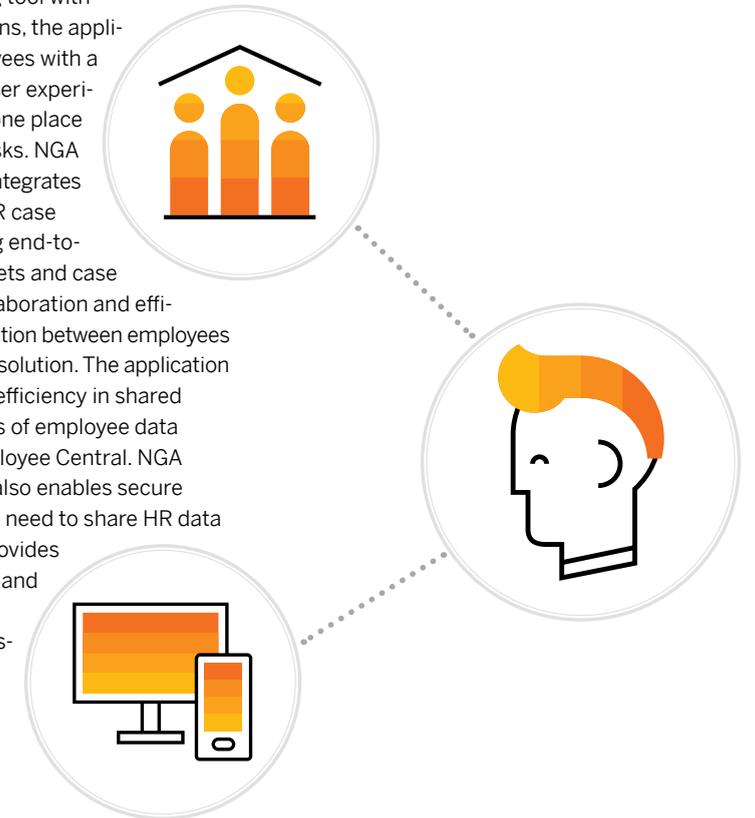
By integrating your ticketing tool with SAP SuccessFactors solutions, the application provides your employees with a single, consistent, unified user experience. Now, users can go to one place for all of their HR-related tasks. NGA Case Management Central integrates core HR functionality with HR case management tools, enabling end-to-end visibility of your HR tickets and case history. It also supports collaboration and efficient, structured communication between employees and HR, accelerating case resolution. The application extends self-service, drives efficiency in shared services, and supports views of employee data in SAP SuccessFactors Employee Central. NGA Case Management Central also enables secure connectivity, eliminating the need to share HR data using e-mail. This feature provides more efficient ticket routing and direct employee-to-agent collaboration, as well as accessibility from any device.

## WHO SHOULD USE THIS APPLICATION?

Employees and HR managers can use this application for all HR-related tasks.

## WHAT SAP PRODUCTS DOES IT INTEGRATE WITH?

The solution runs on SAP Cloud Platform and is fully integrated with SAP SuccessFactors solutions.



Semos Cloud

# JobPts

### WHAT DOES IT DO?

JobPts (pronounced “job points”) inspires achievement with peer-to-peer recognition and rewards that help attract, motivate, and retain employees.

### WHAT IS THE BENEFIT?

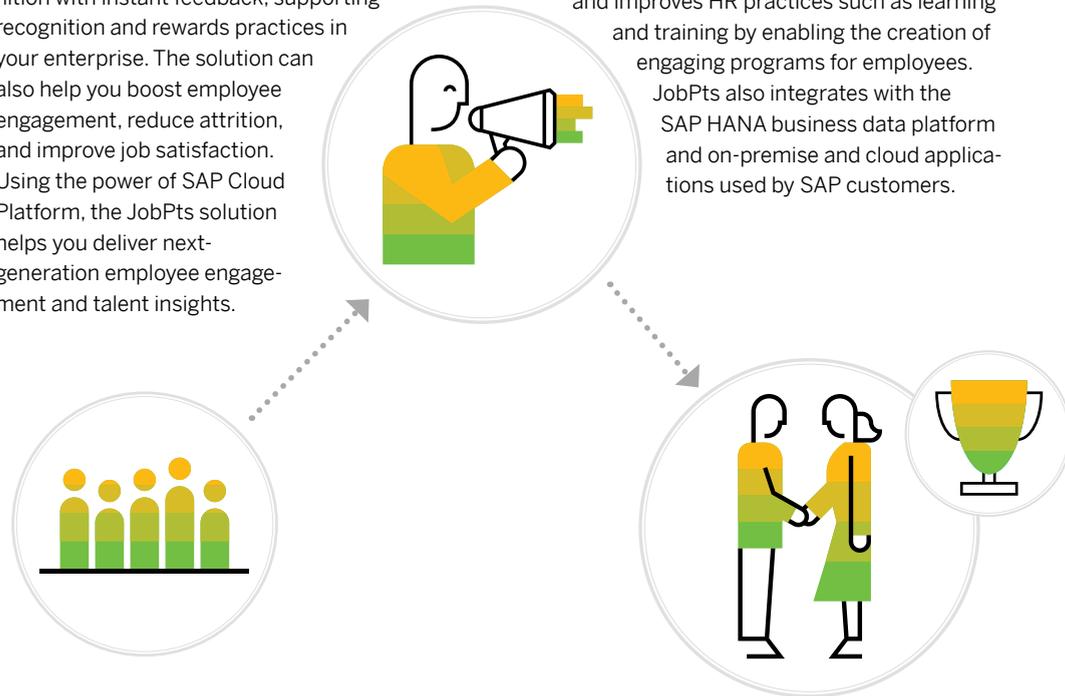
JobPts automates recognition and rewards practices while empowering managers, team leads, and HR professionals with simple, sleek tools. The solution helps you understand trends within your company and align employees to corporate values and culture. Employees can give and receive recognition with instant feedback, supporting recognition and rewards practices in your enterprise. The solution can also help you boost employee engagement, reduce attrition, and improve job satisfaction. Using the power of SAP Cloud Platform, the JobPts solution helps you deliver next-generation employee engagement and talent insights.

### WHO SHOULD USE THIS APPLICATION?

Executives and HR managers who want to better understand talent patterns and analyze performance trends can gain value from this solution.

### WHAT SAP PRODUCTS DOES IT INTEGRATE WITH?

JobPts integrates with SAP SuccessFactors solutions using employee, social recognition, and payroll data. It extends the capabilities of the SAP SuccessFactors Performance & Goals solution and improves HR practices such as learning and training by enabling the creation of engaging programs for employees. JobPts also integrates with the SAP HANA business data platform and on-premise and cloud applications used by SAP customers.



Sodales Solutions

# Enterprise Health, Safety & Environment Management

### WHAT DOES IT DO?

The Enterprise Health, Safety & Environment Management (EHSEM) application, built on SAP Cloud Platform, is a cloud-based HR extension that provides an end-to-end, integrated environment for managing health and safety incidents. The application uses forms that comply with requirements from the Occupational Safety and Health Administration (OSHA), Workplace Safety and Insurance Board (WSIB), and Workers' Compensation Board (WCB). It also handles claims and disability management and ergonomics assessments, provides a stress risks portal, and offers rewards programs and reporting for health and safety. The application supports site inspection, safety walk checklists, audit toolboxes, and site audit management capabilities. And it is delivered with dynamic form modules, allowing users to convert their existing paper forms and make them part of the software.

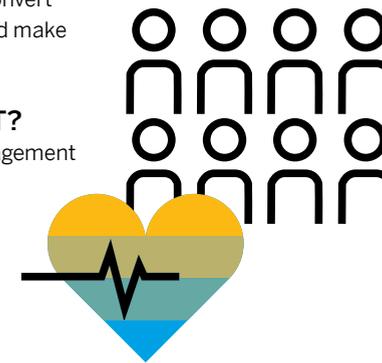
and perform location and incident reporting. End-to-end support for site inspections, corrective action plan implementations, audit management, and safety inspections help enhance workplace safety. Using industry-compliant standard forms, employees can report health and safety incidents. HR team members can investigate incidents and perform root cause analyses. The solution also generates automatic output (such as Adobe PDF and Microsoft Word documents and Microsoft Excel spreadsheets) at all stages of the employee lifecycle for an enhanced user experience.

### WHO SHOULD USE THIS APPLICATION?

HR professionals that want to improve health and safety in the workplace can rely on the Enterprise Health, Safety & Environment Management application from Sodales Solutions.

### WHAT IS THE BENEFIT?

In addition to improved management of health and safety incidents, the application offers multi-language support and configuration templates that help you manage country-specific settings. You can track safety KPIs such as lost time injury rate



### WHAT SAP PRODUCTS DOES IT INTEGRATE WITH?

The application uses role-based permissions and standard APIs to integrate with SAP SuccessFactors solutions, on-premise HR solutions from SAP, and SAP S/4HANA.

# IMPLEMENTATION PARTNERS

SAP partners play a key role in helping organizations like yours succeed. These experts can help you identify, buy, build, implement, service, support, and run the SAP SuccessFactors solutions that best fit your unique needs. The following pages highlight some of our key implementation partners.

## Accenture

Accenture is one of the largest partners for SAP SuccessFactors solutions. We have completed over 600 projects, implemented 3 million users, deployed 1,600 SAP SuccessFactors solution resources, and won 9 SAP Pinnacle Awards. At the core of our transformational and implementation services is Accenture myConcerto, an insight-driven, digitally integrated platform that powers HR transformation from business case to delivery.

Our capabilities and offerings include:

- Talent and organizational consulting
- HR digital transformation
- Service delivery and process improvement
- HR data and analytics

Technology for SAP SuccessFactors solutions:

- Preconfigured for HR on Accenture myConcerto
- Accenture software, including solutions addressing migration and audit requirements
- Grievance solution for unionized industries
- 20 applications based on SAP Leonardo capabilities, focused on Talent Marketplace, Talent Planning, Intelligent HR Portal, Candidate Recruiting, among others
- Workforce software implementation leader

Operations – HR services:

- Full HR and application management services
- Tiered support model
- Solution, relation, and supplier augmentation

### CASE IN POINT: NEWPORT NEWS SHIPBUILDING

Newport News Shipbuilding, a division of Huntington Ingalls Industries, is a major transportation provider for the United States military.

### Implementation Challenge

Newport News Shipbuilding used a highly customized SAP ERP Human Capital Management solution, supported by paper-based processes. The organization wanted to adopt the next generation of cloud-based HCM software with the SAP SuccessFactors Employee Central solution and other talent functionality while preserving its investment in SAP software.

**“DUE TO OUR PARTNERSHIP WITH ACCENTURE, WE ARE BETTER POSITIONED FOR THE FUTURE . . . AND I AM VERY THANKFUL TO ACCENTURE FOR HELPING US USHER IN THE DIGITAL TRANSFORMATION THAT WE UNDERWENT.”**

– Karen Holloway, Senior IT Project Manager, Newport News Shipbuilding

### SAP SuccessFactors Solutions

Newport News Shipbuilding implemented multiple solutions, including SAP SuccessFactors Employee Central, SAP SuccessFactors Performance & Goals, SAP SuccessFactors Succession & Development, and SAP SuccessFactors Compensation, among others.

### Valuable Expertise

Accenture was chosen as the partner for the implementation of

SAP SuccessFactors solutions and integration with the SAP Payroll and Time Change Management application. We also provided system integration, change management, testing, and data conversion services.

### Benefits

Today, 10,500 salaried employees use SAP SuccessFactors solutions in place of the paper-based process. Managers can establish their goals and electronically cascade them to teams for the first time. The onboarding system is more efficient and automated. By integrating the SAP SuccessFactors Employee Central solution with the existing SAP ERP application, Newport News Shipbuilding has significantly upgraded core HR functionality and improved the efficiency of its processes and reporting for employees.

[www.accenture.com](http://www.accenture.com)

# Capgemini

At Capgemini, success is our focus. Through collaborative and robust engagement, we have implemented core HR and payroll solutions to over 400 companies worldwide.

We won gold in the “HR in the cloud” category of SAP Quality Awards for UKI as well as gold in the “cloud innovation” category of SAP Quality Awards for EMEA. These wins reinforce Capgemini’s reputation as a trusted partner with proven, successful, and relevant global experience.

By understanding our clients’ needs, we have accelerated benefits through our proven methodology, tools, and accelerators for implementation of SAP SuccessFactors solutions. Our team’s expertise and global presence include 205,000 employees in over 40 countries. We have 17,800 SAP consultants, including more than 550 HCM consultants and more than 220 SAP SuccessFactors solution consultants.

Together with its clients, Capgemini has created and delivered technology and digital solutions that fit businesses’ needs, enabling them to achieve innovation and competitive advantage.

## CASE IN POINT: TATA STEEL EUROPE

One of the world’s most geographically diversified steel producers, Tata Steel Europe has operations in 26 countries and commercial offices in more than 35 countries.

### Implementation Challenge

The company wanted to replace multiple HR systems with a single, easily maintained platform that would facilitate HR management and reporting.

### SAP SuccessFactors Solutions

Alongside its existing SAP ERP Human Capital Management solution, Tata Steel Europe implemented SAP SuccessFactors Employee Central, SAP SuccessFactors Learning, SAP SuccessFactors Performance & Goals, SAP SuccessFactors Recruiting, and SAP SuccessFactors Succession & Development solutions.

### Valuable Expertise

Capgemini’s expertise – not only in SAP SuccessFactors solutions but also in digital transformation – ensured that the project provided

not just an excellent HR solution but also a foundation for wider business transformation at Tata Steel Europe.

### Benefits

The SAP SuccessFactors solutions were delivered on time and under budget. Cost savings came from system rationalization, in-house configuration, and process improvements.

[www.capgemini.com](http://www.capgemini.com)

**“THE SAP SUCCESSFACTORS HR PROJECT HELPED TATA STEEL EMBRACE TECHNOLOGICAL ADVANCES IN HR TO DRIVE THE COMPANY FORWARD. IN ADDITION TO ALLOWING US TO MANAGE HR PROCESSES MORE EFFICIENTLY, IT HAS PAVED THE WAY FOR FUTURE CLOUD-BASED SAAS PROJECTS.”**

– Louisa Porter, PeopleLink System Owner, Tata Steel

# Deloitte Consulting

Deloitte is a leading global strategic integrator of SAP ERP Human Capital Management and SAP SuccessFactors solutions. Their “made-to-measure” approach is designed around an organization’s own uniqueness while leveraging Deloitte’s best practices and tools that complement SAP SuccessFactors solutions, such as HR FastForward, Industry Print, Haiku, and AccessEdge. Deloitte has developed industry-specific solutions for the U.S. federal government, FedForward, that meet the unique needs of that market. Deloitte specializes in implementations for large, global SAP SuccessFactors solution clients such as Allianz, American Airlines, Cintas, Delta Airlines, Kroger, Lufthansa, Vodafone, and Whirlpool.

**“BECAUSE WE’RE A LARGE AND RAPIDLY GROWING ORGANIZATION, WE REQUIRED NOT ONLY A MOBILE, CLOUD-BASED SOLUTION, BUT ONE THAT IS SCALABLE ACROSS THE ENTIRE BUSINESS TO PROVIDE GREATER LEVELS OF EMPLOYEE SELF-SERVICE, REDUCE TIME SPENT ON TRANSACTIONAL ACTIVITIES, AND STREAMLINE BUSINESS PROCESSES.”**

– Jennifer Mueller, Vice President of Human Resources, Cintas Corporation Management, Rockwell Automation

## CASE IN POINT: CINTAS

Cintas Corporation is a leading U.S. supplier of specialized services, supplying corporate identity uniform programs and providing entrance and logo mats; restroom supplies; promotional products; first aid, safety, and fire protection products and services; and industrial carpet and tile cleaning.

For Cintas, outdated and ineffectively maintained on-premise HR technologies, with a provider-mandated sunset by the end of 2018, inhibited employee productivity and, in turn, presented obstacles to driving corporate growth and delivering high-level customer service.

### Implementation Challenge

The project was implemented in one big-bang wave for all 41,000 employee-partners across the United States and Canada in just 14 months.

### SAP SuccessFactors Solutions

Cintas implemented several solutions, such as SAP SuccessFactors Employee Central, SAP SuccessFactors Recruiting, and SAP SuccessFactors Onboarding, among others.

### Valuable Expertise

Deloitte’s HR FastForward solution with Industry Print provided a “leading practices” starting point for Cintas. The solution helped address a key challenge: namely, that Cintas had limited to no knowledge of or documentation for its current-state processes. Haiku, Deloitte’s HR-focused data-migration and data-transformation solution, helped to significantly reduce conversion timelines.

### Benefits

- Enabled transition to a digital HR workplace
- Increased productivity and data accuracy through higher levels of self-service
- Decreased time spent on transactional HR activities
- Increased employee morale

[www2.deloitte.com](http://www2.deloitte.com)

# EY

EY offers “Agile Business” people, methods, and solutions that aim to build a better working world, one workforce at a time. Our approach encourages clients to think hard about the desired business outcomes from the start – to truly challenge the status quo. But we don’t just focus on the technology. We take a comprehensive, business-first view to address strategy, employee experience, processes, technology, and operational impacts. Our transformational projects help clients:

- Optimize – Leveraging EY HR360 preconfigured solutions for HR and payroll, we streamline, standardize, and transform processes, data, and applications globally. As an industry leader in robotic process automation, EY helps clients tailor standard processes to their business needs with intelligent automation.
- Extend – As lines of business blur, clients need flexible ways to share information fluidly and automate across teams. EY has developed reusable extensions and technology innovations with SAP Leonardo that work alongside SAP SuccessFactors solution capabilities.
- Evolve – Businesses succeed when they embrace and outpace digital disruption. EY looks across industries to help clients stay ahead in an increasingly competitive war on talent.

### CASE IN POINT: EY GLOBAL LIMITED (EYG)

To help our global workforce transform clients’ businesses, EYG changed its own HR infrastructure with easier-to-use SAP SuccessFactors solutions.

**“WE WERE LOOKING FOR INNOVATIVE AND EXCITING WAYS TO BRING A CONSOLIDATED HR EXPERIENCE TO OUR EMPLOYEES SO THEY CAN MANAGE EVERYTHING FROM THEIR CAREERS AND THEIR TEAMS TO ONBOARDING AND RECRUITMENT. SAP SUCCESSFACTORS SOLUTIONS AND OUR EY CONSULTING PRACTICE HELPED US ACHIEVE THAT.”**

– Penny Stoker, Global HR Services Leader, EY

### Implementation Challenge

Disparate systems across the globe resulted in inefficiencies. We needed to rapidly locate and develop the right talent teams to better support EY clients and drive revenue. Our remote mobile workforce has evolving digital requirements, and we also experienced cultural and geographic gaps in HR functions such as onboarding, performance, career development, and learning.

### SAP SuccessFactors Solutions

To support its global workforce, EY implemented SAP SuccessFactors solutions and SAP Cloud Platform.

### Valuable Expertise

Recognizing HR as a strategic revenue tool, we provided people with mobile self-service solutions to literally put the power in the hands of users. With embedded robotic process automation as well as enhanced custom features enabled by SAP Cloud Platform, the innovative solutions are truly differentiating for EY.

### Benefits

Process integration and standardization across all global locations resulted in increased HR efficiencies. Self-service capabilities are available to our remote, mobile workforce with little or no need for training. We gained increased visibility into global talent, enabling better delivery of the right client services and increased revenue generation. The solutions also help us measure worldwide results, identify gaps, and apply leading practices to facilitate ongoing success.

[www.ey.com](http://www.ey.com)

# IBM

The IBM Reinvention for HR Offering enables customers to transform their HR function through a reimagined employee experience and an optimized operating model. We accomplish this through our “Design for Me” approach:

- Employee Experience Design leverages our Blueworks Process Maps, HR Process Design Method, and virtual reality to demonstrate future employee experiences.
- IBM EmpowHR ensures customers receive a best-in-class deployment of their SAP SuccessFactors solutions through our preconfigured templates, Swift automated testing tool, and HR Data Hub.
- Dynamic Operating Model is a proprietary IBM approach to help customers optimize their organization’s design and map it directly into SAP SuccessFactors solutions.
- Digital Change focuses on accelerating employees’ experience of change and sustaining engagement through people-centric insights.
- Watson Talent Solutions help amplify your SAP SuccessFactors solutions and future-proof your HR platform.

**“HR TECHNOLOGY IS CHANGING SO QUICKLY TODAY. NOW WE CAN RELY ON SAP SOLUTIONS FOR CONTINUOUS TECHNOLOGY AND PROCESS INNOVATION – AND REAP THE BENEFITS FOR OUR EXECUTIVES, EMPLOYEES, AND CONTINGENT WORKERS.”**

– Christy Pambianchi, Senior Vice President, People & Digital, Corning Inc.

### CASE IN POINT: CORNING

Corning Inc. produces glass, ceramics, and related manufacturing materials, primarily for industrial and scientific uses. Headquartered in

New York, the company employs more than 45,000 people worldwide. Corning’s legacy systems and processes were hindering HR’s ability to support the business, centrally manage employees and contingent workers as one unified workforce, and deliver personalized, self-service HR.

### Implementation Challenge

The company needed a modern, global HR solution in a single deployment with minimal business impact.

### SAP SuccessFactors Solutions

Corning chose SAP SuccessFactors solutions and hoped to develop a long-term partnership and co-innovation opportunities with SAP.

### Valuable Expertise

The company selected IBM as its implementation partner due to the global scale and reach of IBM Services. Corning also liked IBM’s ability to flexibly add resources as their needs changed.

### Benefits

Corning personnel now have anytime, anywhere

access to live HR data, analysis, and reports with clear workforce visibility and centralized management. Real-time data availability and synchronization between SAP SuccessFactors and SAP Fieldglass solutions eliminated data errors and delays in renewing contracts and decommissioning terminated workers.

[www.ibm.com](http://www.ibm.com)

# itelligence

itelligence is a leading global company focused on SAP solutions for midsize and large corporations. As part of the NTT DATA network, we drive innovation – designing, implementing, managing, and continuously enhancing business solutions. We partner with our clients, combining local proximity, global capabilities, and industry expertise.

Our global practice for SAP SuccessFactors solutions leverages this knowledge. We ensure a seamless total workforce experience using:

- it.ready2run packages – Preconfigured templates with various enhancement options offer rapid time to value. Packages are localized by country based on our hands-on experience of implementing a range of bundled solutions.
- it.ready2run solutions – Process maps and built-in user guides enable rapid employee engagement and sustained organizational change.
- Change management services – We offer multiple organizational change management solution packages and templates that can be right-sized to lead, guide, or supplement client initiatives.
- Development with SAP Cloud Platform – We support customers around the Internet of Things, blockchain, AI, and bot technologies. This support extends and enhances SAP SuccessFactors solutions with specific industry applications.
- Our global focus on SAP SuccessFactors solutions has led NTT DATA to be recognized globally by analysts and the market. In 2018, we received an SAP Pinnacle Award in the category “SAP SuccessFactors Partner of the Year – Small and Midsize Companies.”

## CASE IN POINT: CARLSBERG GROUP

Established in 1847 by brewer J.C. Jacobsen, Carlsberg Group is one of the leading brewery groups in the world today. Based in Denmark, it

offers a large portfolio of beer and other beverage brands. The flagship brand – Carlsberg – is one of the best-known beer brands in the world.

### Implementation Challenge

Carlsberg needed a state-of-the-art, global, cloud-based solution that could help:

- Avoid future outdated processes
- Develop, attract, and secure the best-qualified employees
- Enhance self-service with a user-friendly system that ensures efficiency
- Support and comply with security and regulatory mandates
- Meet the growing demand for qualified employees
- Establish the foundation for a global, team-based company

### SAP SuccessFactors Solutions

To achieve its goals, Carlsberg implemented SAP SuccessFactors HCM Suite.

### Valuable Expertise

itelligence deployed it.ready2run solutions, which use proven best practices in combination with SAP SuccessFactors solutions, one of the best HCM suites available in the market today. Our implementation team demonstrated its commitment to working with Carlsberg throughout the project.

### Benefits

Combining all Western European countries on one global HR solution was a major step toward successfully aligning Carlsberg’s processes and culture. We also created the foundation for a global rollout of SAP SuccessFactors solutions to Carlsberg’s 40,000 employees in more than 30 countries.

[www.itelligencegroup.com](http://www.itelligencegroup.com)

# PwC

PwC does not simply integrate SAP SuccessFactors solutions. We help our clients transform their human capital management strategies, consulting with companies in areas such as growth, globalization, workforce capacity, and resource planning. Our approach integrates SAP SuccessFactors solutions with our tried and tested HR change transformation methodology called “Transform.” We provide a system that enables HR delivery, not just a technical implementation in isolation.

The PwC Experience Solution for SAP SuccessFactors solutions incorporates OneFirm messaging, BXT (business, experience, and technology), and PwC Workforce of the Future platform messages into all SAP SuccessFactors solutions. Our teams move beyond the organizational tech consulting silo to include industry account teams and go-to-market teams, including experts from HR technology and corporate functions.

Our growing global team includes more than 300 dedicated SAP SuccessFactors solution specialists. To help clients succeed, we leverage a global client footprint and message, our investment in the PwC Workforce of the Future platform, a focus on digital experience, and an understanding of industry challenges.

## CASE IN POINT: CAMPARI GROUP

Campari Group is a global beverage company that markets and distributes products in over

190 countries around the world. The company, based in Milan, Italy, is the sixth-largest premium spirits player in the world.

A diverse and complex workforce spans 65 nationalities and multiple generations. Workers include everyone from manufacturing workers in the plants to the people in sales and marketing.

### Implementation Challenge

Campari Group set out to modernize its business operations and put its people first. It wanted to provide its diverse workforce with a modern HR solution that facilitates development and growth.

### SAP SuccessFactors Solutions

Campari Group chose SAP SuccessFactors Performance & Goals, SAP SuccessFactors Talent Management, SAP SuccessFactors Recruiting, and SAP SuccessFactors Compensation solutions.

### Valuable Expertise

PwC delivers unique multidisciplinary expertise in a single team, through a single partner. We combine HR technology expertise with extensive transformation capabilities and deep specialization.

### Benefits

The new solutions will enable HR and other line management to focus on value-added activities and strategic decision-making, rather than managing transactions. Standardization promises to enhance efficiency, making many processes faster and simpler.

[www.pwc.com](http://www.pwc.com)

**“SAP SUCCESSFACTORS IS A CLOUD-BASED SOLUTION, WHICH MEANS IT’S AN AGILE, USER-FRIENDLY SYSTEM THAT IS AUTOMATICALLY UPDATED WITH STANDARD BEST PRACTICES. THE OPPORTUNITY TO GET NEW FUNCTIONALITY AND FEATURES WITHOUT SPENDING TIME DESIGNING AND REDESIGNING IS A PARADIGM SHIFT.”**

– Giorgio Pivetta, Head of Group HR, Campari Group



**Creating a great employee experience, having passion for your people, and respecting each person's individual goals are essential to achieving your corporate objectives. If you can do these things for the people in your workplace, you can change the world.**



– BILL McDERMOTT  
CEO, SAP SE

[www.sap.com/contactsap](http://www.sap.com/contactsap)

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