Total Workforce Management
with the Intelligent Enterprise

iENT109

SAP TECHED

Speakers

Las Vegas
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Ankur Bhatt

Barcelona
October 8-10, 2019

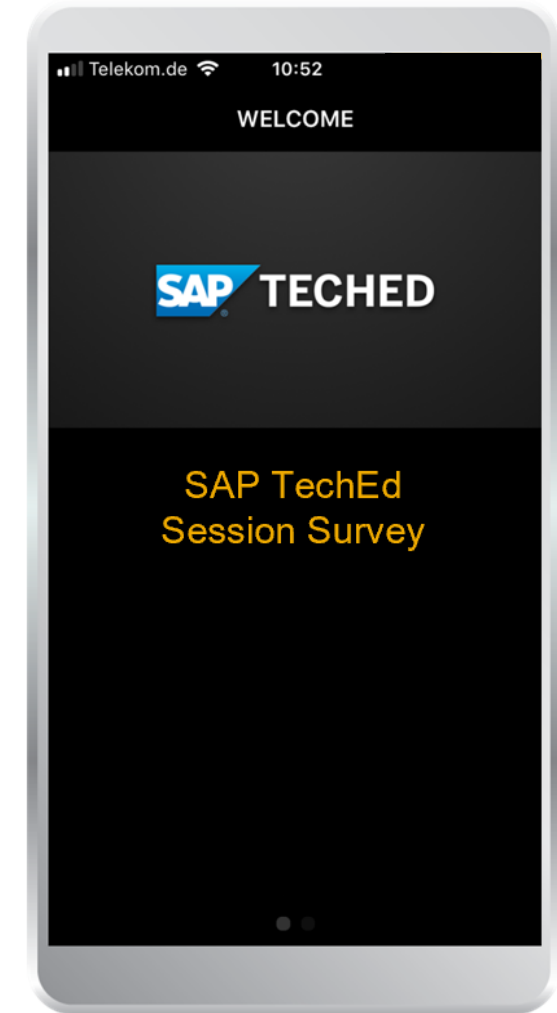Ankur Bhatt

Bangalore
November 13-15, 2019

Rajesh Kathare

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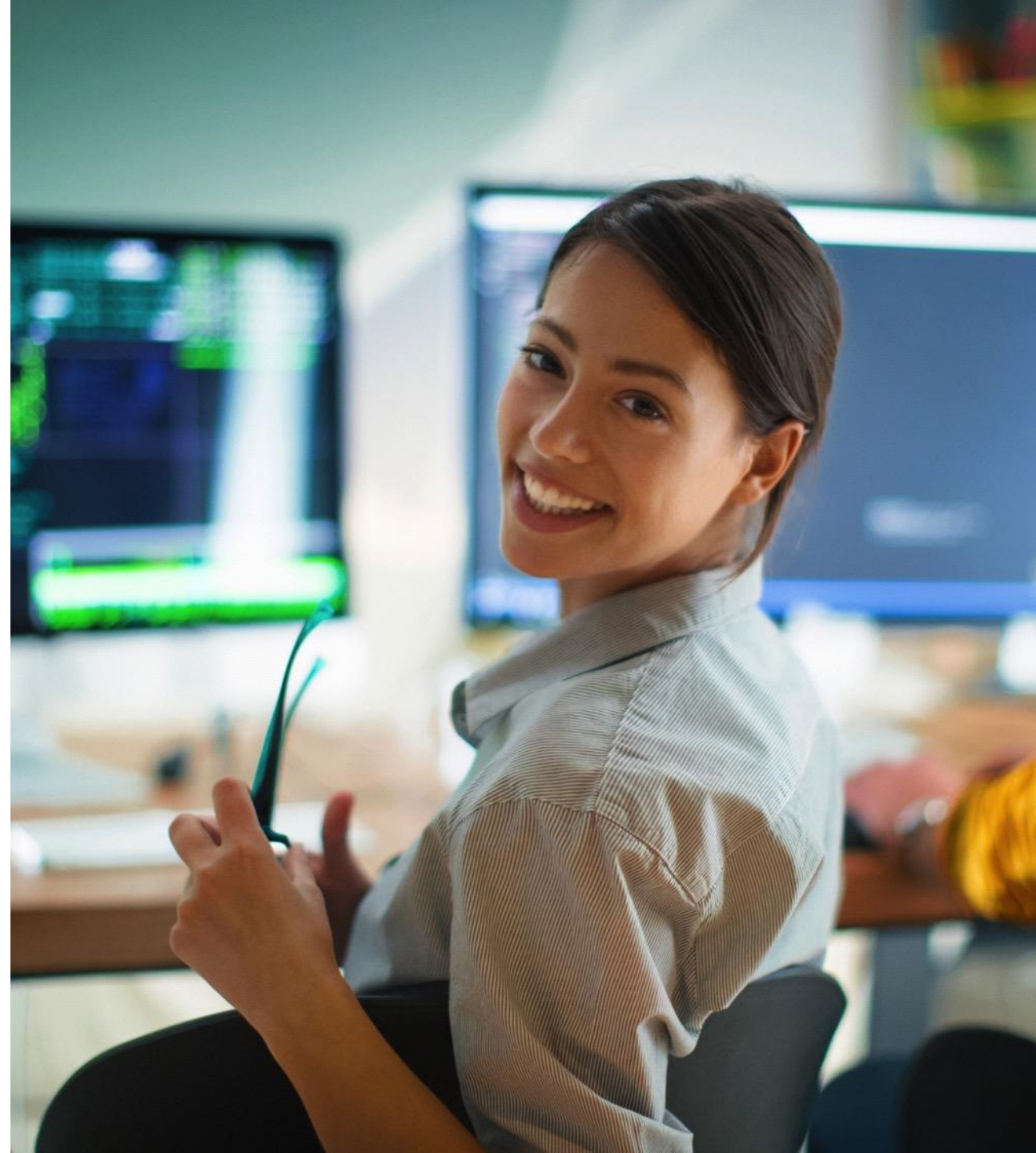
Agenda

Intelligent Enterprise Framework

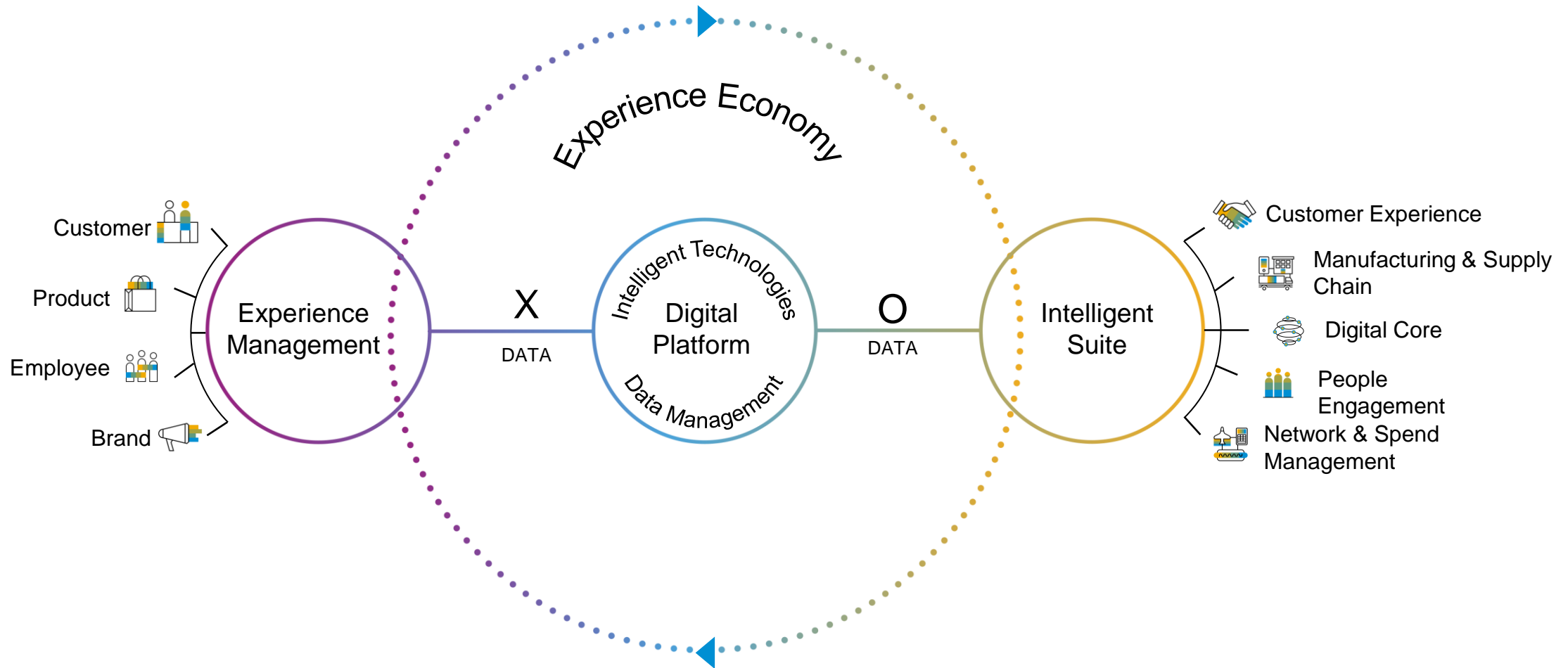Total Workforce Management
- Overview
- Technology Highlights

Key Take Aways

Q&A
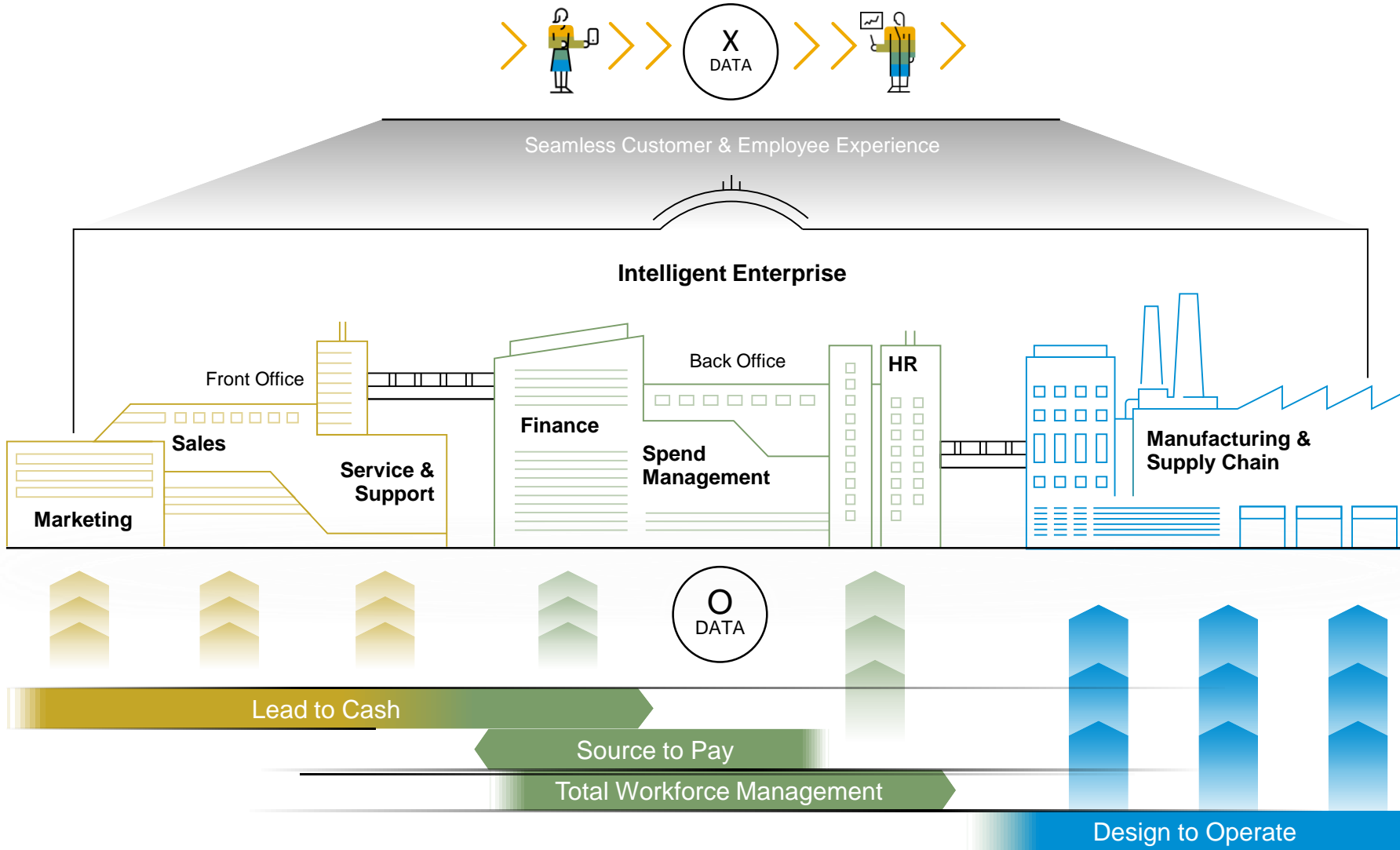
SAP is evolving its strategy to be

"The Experience Company powered by the Intelligent Enterprise"

The Intelligent Enterprise

Integrated end-to-end business processes for the entire value chain

Intelligent Enterprise

Front Office

Back Office

HR

Sales

Marketing

Service & Support

Finance

Spend Management

Manufacturing & Supply Chain

Seamless Customer & Employee Experience

X DATA

O DATA

Lead to Cash

Source to Pay

Total Workforce Management

Design to Operate

- Complete E2E processes across the entire value chain

- Focused execution along four key E2E processes

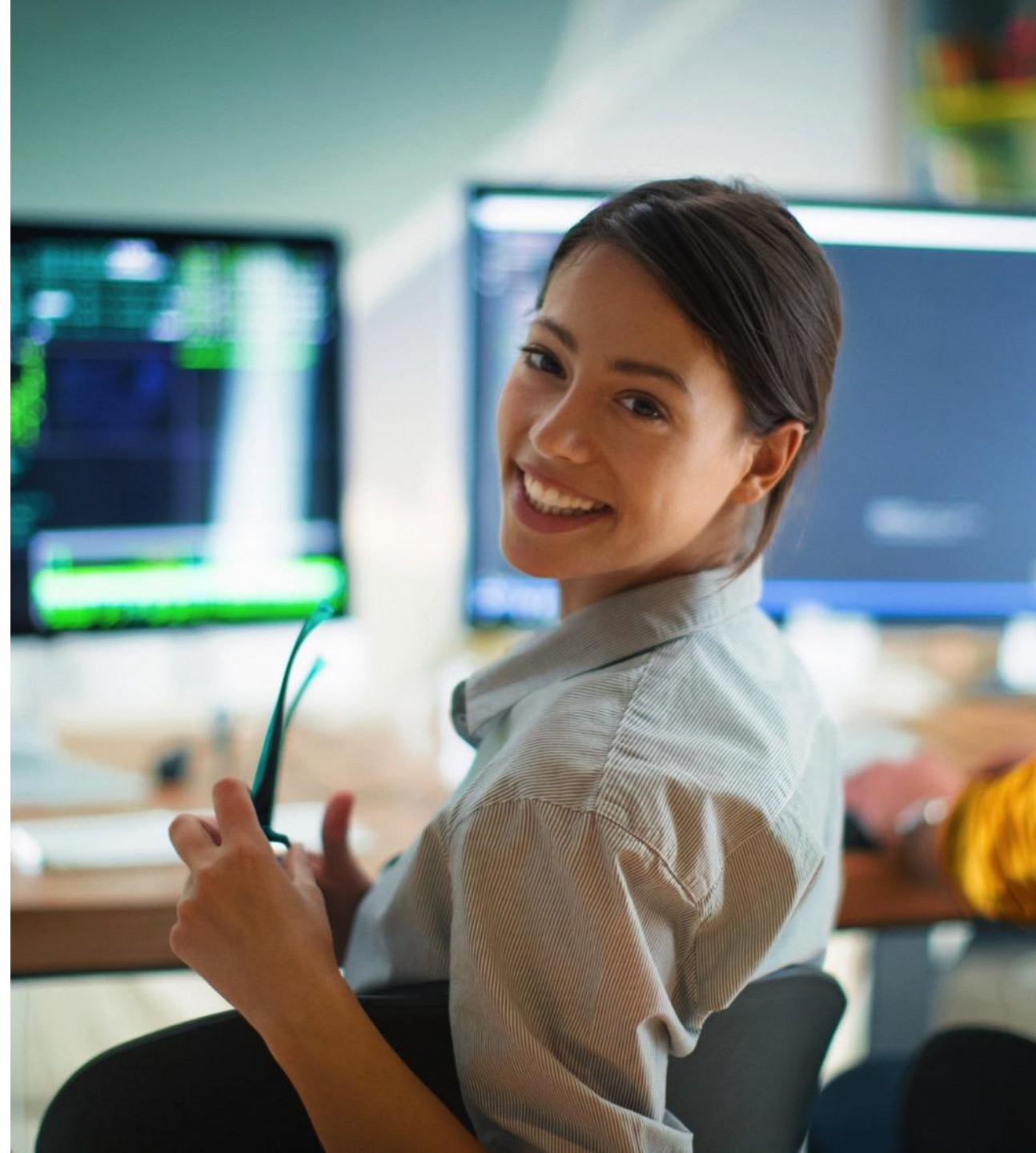- Seamless experience based on standardized technologies

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Intelligent Enterprise Framework

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Key Take Aways

Q&A

Talent is critical

Total Workforce Management at the heart of the Intelligent Enterprise

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SAP Definition of Total Workforce Management (TWM)

Managing all aspects of the total workforce (employees and external workers) in line with company's business objectives and a clear line of sight into the financial impact.

SAP vision

Enabling the end-to-end business process of planning, sourcing, and managing the total workforce, and facilitating a holistic talent strategy to achieve agility and game-changing business outcomes.

Business Benefits

- Get total workforce engaged and productive quickly
- Provide tools & insight to leaders to make better talent decisions – aligning to key business & financial priorities
- Drive cultural change including worker engagement by new and meaningful experiences that link purpose to performance

TWM sub-processes

Hire to Retire

Travel to Reimburse

External Contingent Worker Management

Total Workforce Management - End to end business process flow

Planning

Workforce planning
Organization generates a plan by modeling the demand for talent

Travel budget planning
Budgets are planned and assigned

Project planning
Individual project planners identify needs

Staffing

Identify internal talent
Search for existing resources with the required skills

Recruit new hires
Open requisitions, find candidates, make offers

Source contingent workers
Open reqs, create PO, work with suppliers

Onboarding

Complete paperwork, receive equipment, take training, meet team members, etc.

Working

Request - book - **travel** - capture receipts - monitor against policies - **expense** approval

Submit and approve **timesheets**

Provide **feedback** and complete ongoing **skills assessments**

Deliver ongoing **training and development**

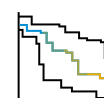**Monitor** deliverables, costs (including travel) and margins, close quarter end

Paying

Pay **internal employees** via payroll. **Reimburse** for travel

Process invoices from suppliers for **contingent workers** and travel agencies; pay corporate cards

Closing

Update **financial statements**, and make corrections as needed

Submit final time and expenses and **close project**

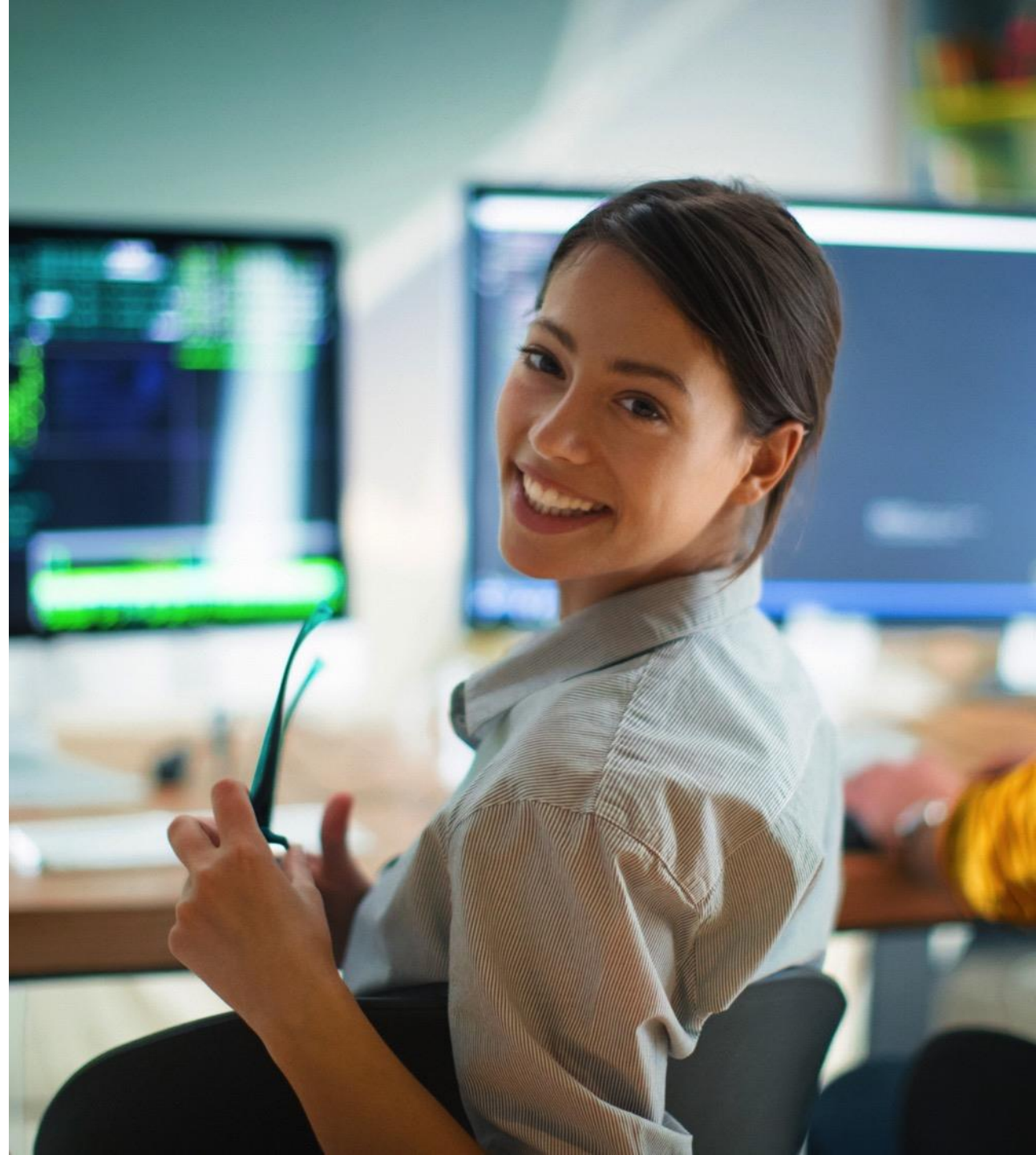**Offboard** internal and external resources

Agenda

Intelligent Enterprise Framework

Total Workforce Management
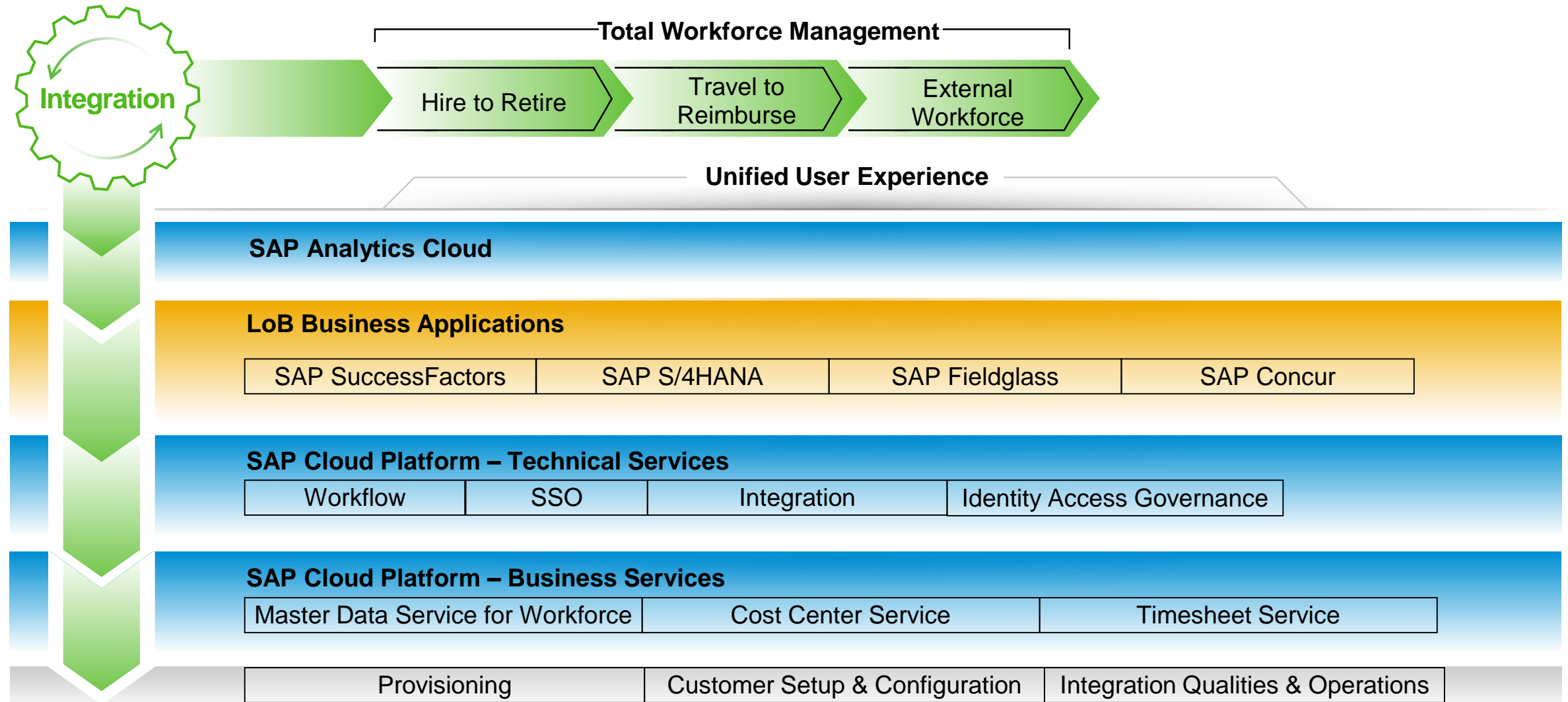- Overview
- Technology Highlights

Key Take Aways

Q&A

From integration to integrated business processes
Illustrative high-level view for Total Workforce Management

Integration

Total Workforce Management

Hire to Retire | Travel to Reimburse | External Workforce

Unified User Experience

SAP Analytics Cloud

LoB Business Applications

| SAP SuccessFactors | SAP S/4HANA | SAP Fieldglass | SAP Concur |

SAP Cloud Platform – Technical Services

| Workflow | SSO | Integration | Identity Access Governance |

SAP Cloud Platform – Business Services

| Master Data Service for Workforce | Cost Center Service | Timesheet Service |

| Provisioning | Customer Setup & Configuration | Integration Qualities & Operations |

Simplified experiences, processes, and administration
With onboarding 2.0

Increased use of SAP SuccessFactors tools and technologies such as common data structures, business rules engine, document management, and enhanced homepage:

- Streamlined configuration and administration

- Overall consistent and engaging user experience through our Fiori-based design

- Improved flexibility and extensibility e.g. easier integration such as document management vendors

- Reduction of duplicate functionalities such as notifications, permissions, document storage, and more.

SAP Cloud Platform Master Data for workforce

Concept and definition

Master data owner

Modular service repository

Master data consumer

Employee Central [1]

SAP SuccessFactors

Master Data Services

Workforce	Bus. Partners
Products	...

SAP® Cloud Platform

SAP S/4HANA

SAP Fieldglass

SAP ...

3rd Party ...
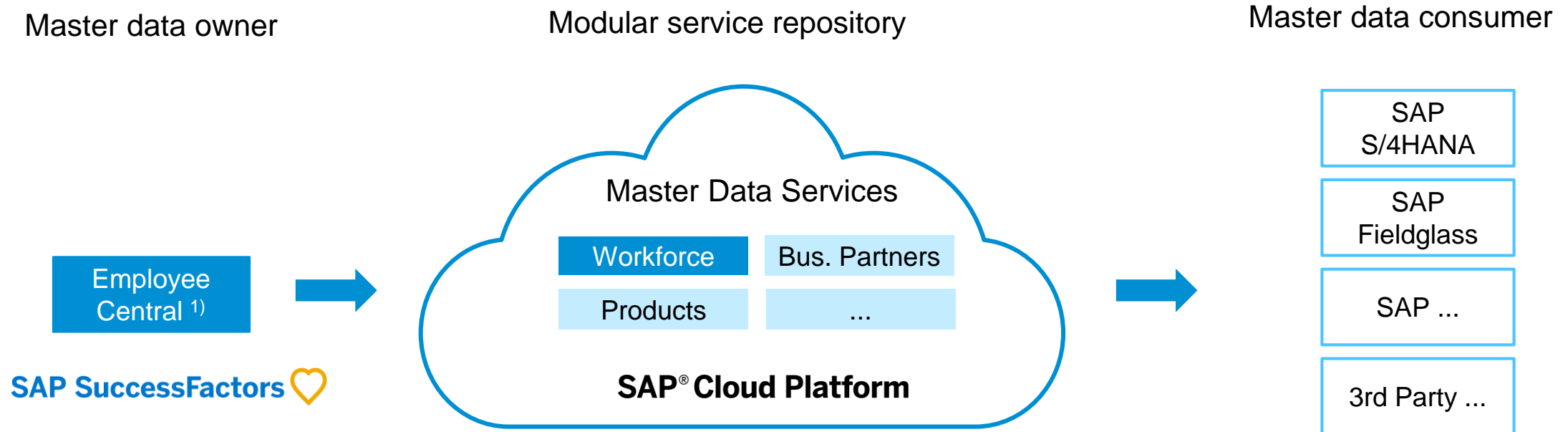
SAP Cloud Platform Master Data for workforce delivers consistent people data to enable digital end-to-end business processes across solutions in the Intelligent Enterprise.

Designed as a centralized service on SAP Cloud Platform, it is a key part of our Intelligent Enterprise software architecture that enables comprehensive integration and drives the employee experience.

[1] Other core HR systems (SAP or 3rd party) are possible.

SAP Cloud Platform Master Data for workforce

A centralized service as common people data layer for the Intelligent Enterprise

Consistent people data

- All relevant people information available for all solutions within the Intelligent Enterprise landscape
  - Employee data
  - Organizational data
  - Contingent workforce data
- Out-of-the-box integration for all SAP solutions

Intelligent Enterprise architecture

- One aligned data model across all solutions based on SAP Cloud Platform
  - Common repository for all master data
  - Latest service based technology (OData V4)
  - Open standards, extensible
 - Point-to-point or middleware based integration

Integration drives employee experience

- Master data engine for comprehensive integration beyond data layer
  - Unified user experience and end-to-end analytics
  - Common technical services like single-sign-on, workflow, time sheet
  - Central monitoring, business con-figuration and provisioning

Digital assistant

"AI is the new UI"

- Personalized resource that learns and recommends.

- Accessible via verbal commands and text through SAP SuccessFactors as well as SAP JAM, Slack and Microsoft Teams.

- Engaging experiences, initial capabilities include:
  - Optimizing time and attendance
  - Engaging learners
  - Facilitating ongoing dialogue and continuous performance management
  - Administering spot awards

- Powered by conversational AI and machine learning, and a key component of SAP solutions for the Intelligent Enterprise.
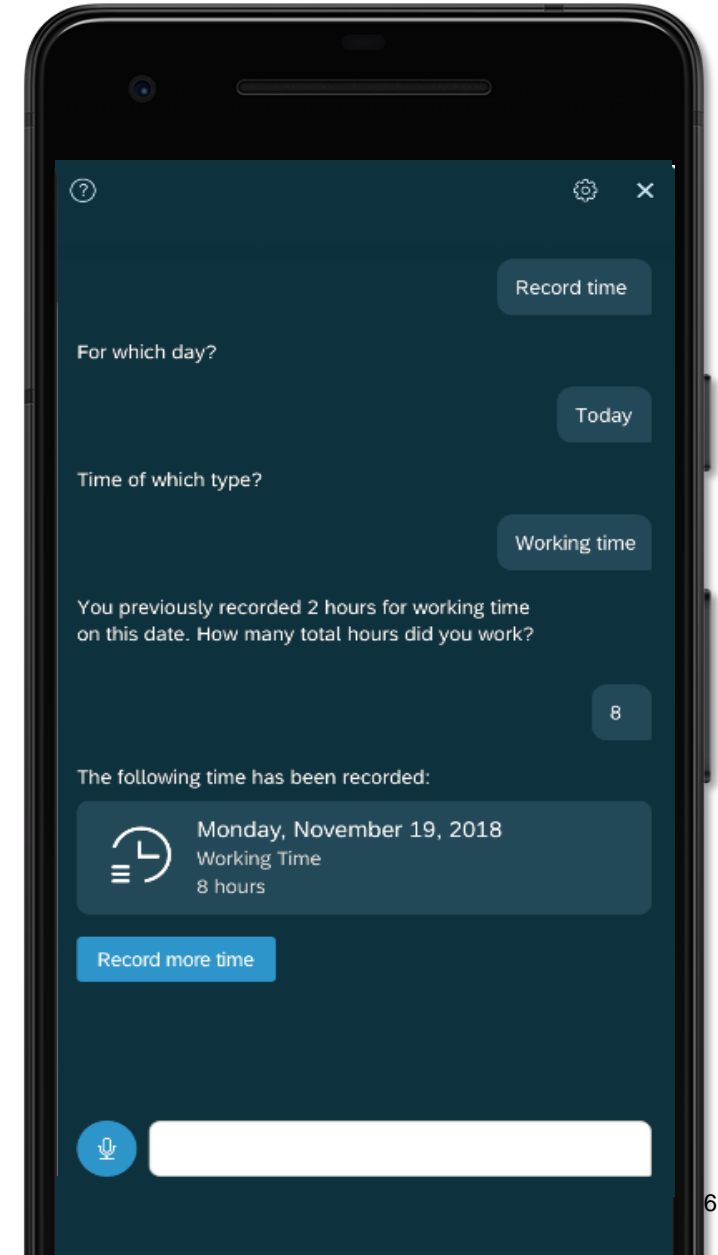
UX harmonization across solutions
Single Point of Entry

- UX harmonization and new "central home"

- One launchpad and one inbox

- Unified toolbar and theming

- New "central home" with live "cards" as opposed to tiles
  - List cards
  - Analytical cards
  - Etc.

- Universal inbox
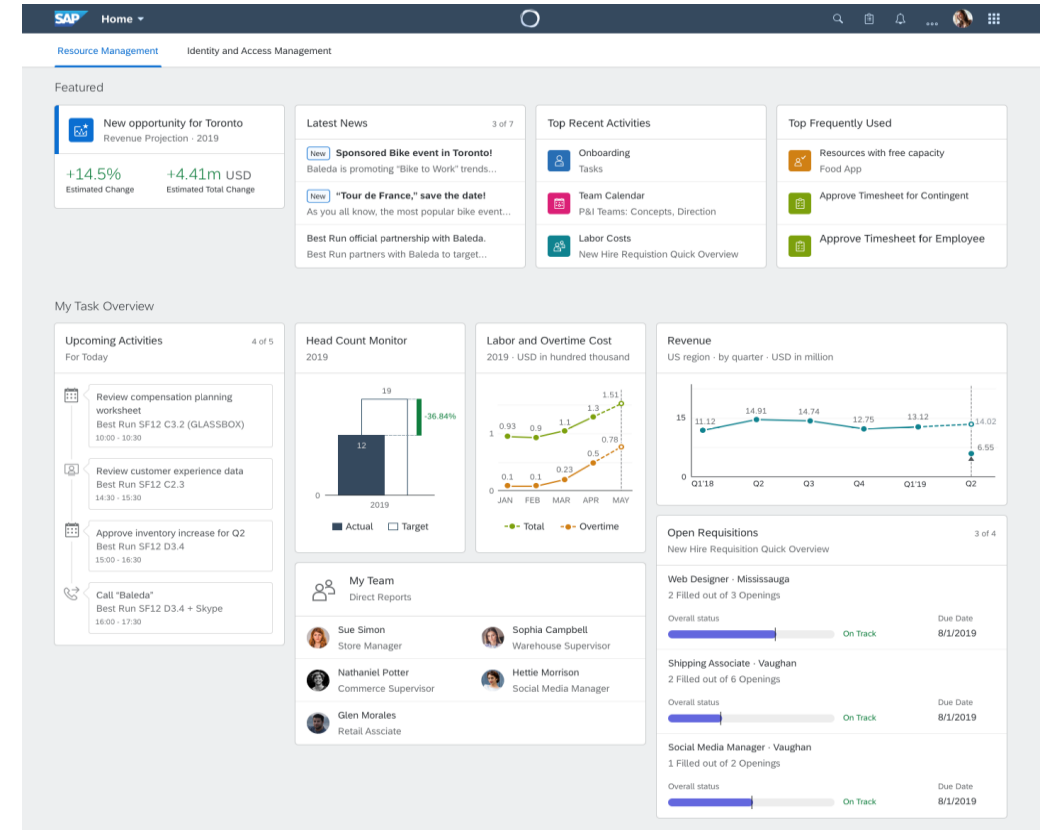
# Cross application analytics
CFO dashboard

- Built-in **metrics** from both **HR and finance** for faster insight and understanding

- Increased agility in **total workforce management** with a consolidated, high performance **people data warehouse**

- Securely making people data a **strategic asset to the business** in near-real time (**single permission model** and **open business service** access)

SAP Cloud Application Lifecycle Management

A brand new, cloud-based ALM offering
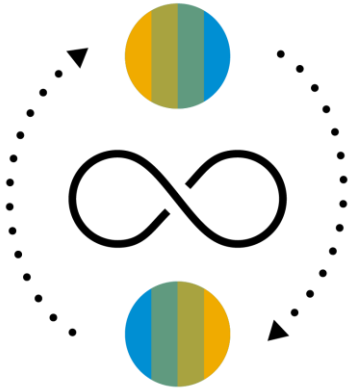
For the Intelligent Suite

- for cloud-centric customers

- manages cloud and hybrid solutions

- supports every SAP solution

In the public cloud

- re-thought, newly designed, and built on modern cloud technology

- starts with trial and is for life

- ready for immediate consumption

- is cost-efficient for customers

SAP Cloud Application Lifecycle Management

Cloud application lifecycle management processes

Build
Demand → Build → Test → Deploy

Run
Monitor → Diagnose → Correct → Improve

SAP® Cloud Platform   Platform services and data management

CLOUD F🜨UNDRY   ⚙ kubernetes   ABAP

SAP   amazon web services   Microsoft Azure   Google Cloud Platform

Build the Intelligent Enterprise – Total Workforce Management Roadmap Excerpt

Functional Enhancements
- Transfer of expense report receipts to SAP S/4HANA

One Master Data
- Company code and bank master data replicated from SAP S4/HANA to SAP SuccessFactors
- Master data integration for bank details and company codes

Functional Enhancements
- Unified talent development
- Onboarding 2.0, enhanced Recruiting/Employee Central integration for pending hires
- Central SAP Cloud Identity Access Governance and SAP Cloud Platform Identity Authentication
- Re-open expense report (changes on allocation level) and delta posting in FIN
- Employee Central Payroll Integration inclusive travel expense Payment and Taxation
- Support for multiple work orders per worker in SAP SuccessFactors Employee Central

One Master Data
- Master Data Service for Workforce (consumed by SAP S/4HANA)

Functional Enhancements
- Integration of workforce planning into financial planning
- Re-open expense report (e.g. adding additional receipts, update travel allowance) and delta posting in FIN (also for SAP S/4HANA OP 2009)
- Transfer of employee assignment per cost object (Staffing List)
- Transfer of cost object approver

One Master Data
- Cost Center Service
- Organizational Structure business service
- Clock in/out time
- Harmonized Timesheets

TODAY	2019	2020

Seamless UX
- Support for customer-defined in-app assistance through SAP Enable Now
- Custom enhancements for posting text (Cloud BAdIs)
- Expense Reimbursement Payment Confirmation

Intelligence & Analytics
- SAP Fieldglass content available on standalone SAP Analytics Cloud
- SAP Fieldglass Resume Ranking using Machine Learning
- SAP SuccessFactors People Analytics beta (embedded edition)

Integration Excellence
- HCM Payroll Integration inclusive travel expense Payment and Taxation

Seamless UX
- UX harmonization, theming and branding
- Common Fiori Inbox

Intelligence & Analytics
- Updated workforce planning templates
- CFO Dashboard (Best Practices on replicated data)
- SAP SuccessFactors People Analytics, embedded and advanced editions
- SAP Analytics Cloud Dashboards based on Expense Data

Integration Excellence
- Payroll Postings Employee Central Payroll to SAP S/4HANA Cloud (additional countries)
- Replace Concur Layer add-on in SAP S/4HANA OP (S/4H OP 2009)

Seamless UX
- SAP SuccessFactors Re-imagine workforce experience
- One Business Configuration

Intelligence & Analytics
- People Analytics, planning edition
- Statistic cost objects handling for expense reports
- SAP Data Hub to orchestrate data from SAP Fieldglass, SAP Ariba, SAP Concur, and SAP Analytics Cloud
- One common exchange rate

Integration Excellence
- Integration for Travel & Expense Report
- Contingent Master Data Service for Workforce
- Employee Integration with Master Data Service for Workforce (adoption by SAP Concur)
- Cost Center integration via the Controlling Object Service
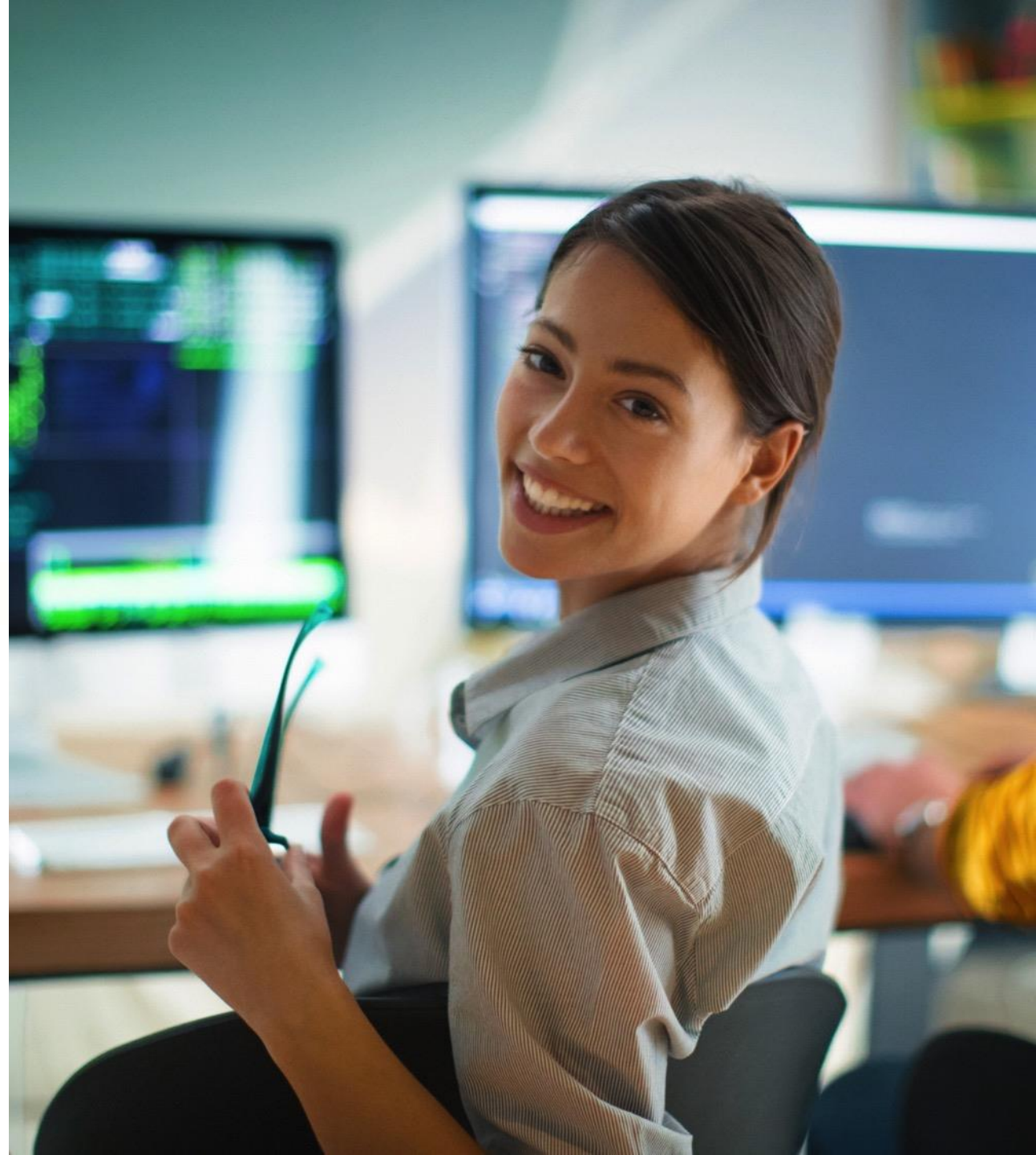- Integration of foundation objects Employee Central & Learning

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Key Take Aways

Q&A

Achieve Total Workforce Management with the Intelligent Enterprise

Key take aways

- SAP's intelligent solutions and technologies facilitate the **end-to-end management** of all your total workforce processes

- Revolutionize **experiences** on many different levels

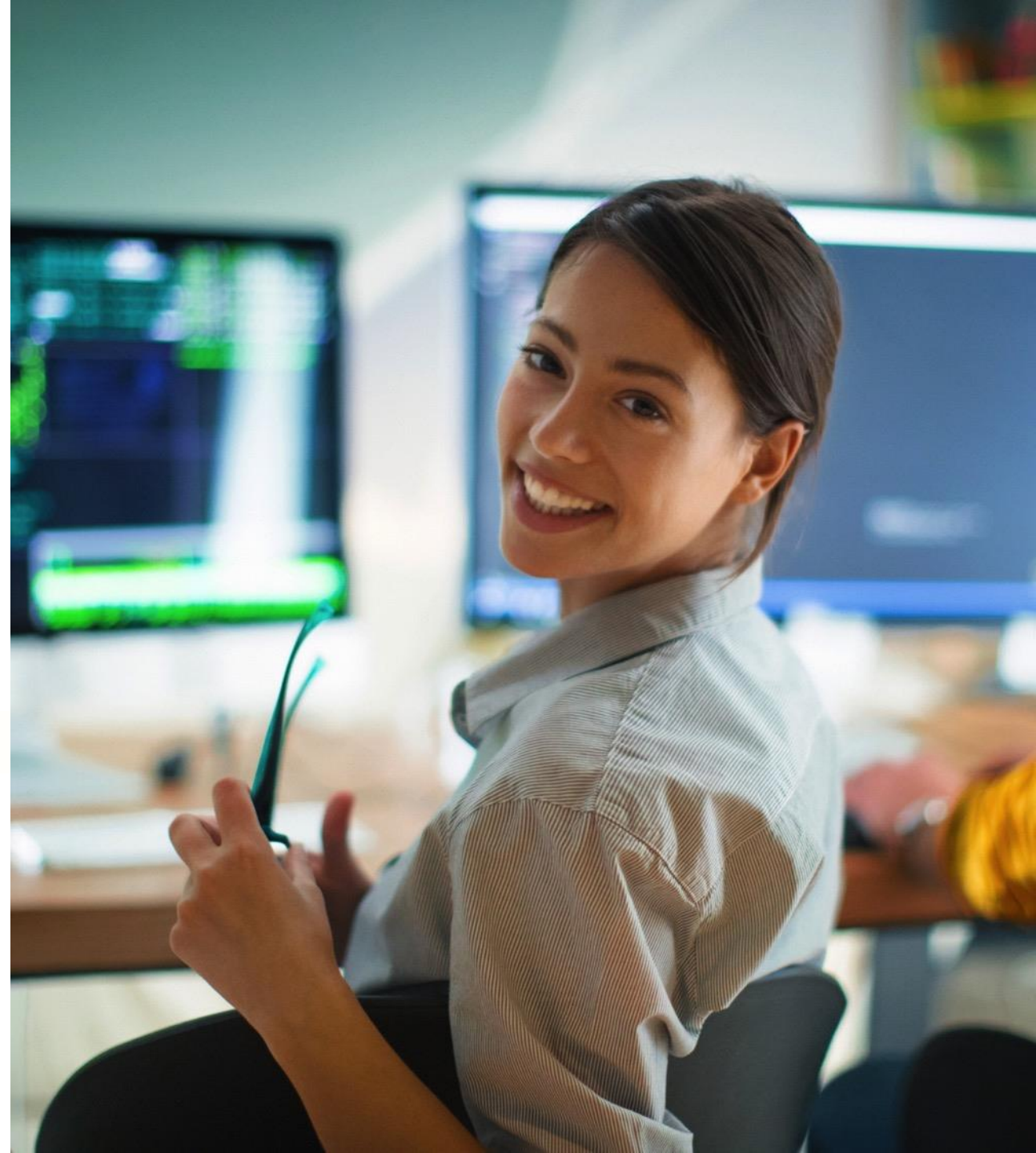- Moving from integration through data exchange to **integration through data sharing**

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- Roadmap

Key Take Aways

Q&A

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- iENT115 – Manage Your External Workforce with Intelligent Solutions from SAP
- iENT102 – Next-Generation User Experience for Total Workforce Management

Public SAP Web sites

- SAP Community: www.sap.com/community
- SAP products: https://www.sap.com/products/intelligent-enterprise.html

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