SAP SuccessFactors ♡

Il meglio da SuccessConnect

Matteo Rumini, Business Development Manager, SAP Italy & Greece

THE BEST RUN **SAP**

SAP SuccessFactors layers

EMPLOYEE EXPERIENCE

| WorkZone | Applications Cards | Knowledge Base | Social Collaboration | HR Ticketing | Employee Experience Management |

TALENT MANAGEMENT

| Recruiting | Onboarding | Learning | Performance & Goals | Compensation and Sales Commissions | Succession & Development | Opportunity Marketplace |

ADMINISTRATIVE HR

| Employee Central | Profile | OrgChart | Employee Folder | People Planning | People Analytics | Payroll | Time |

Ingentis · DocuSign · opentext
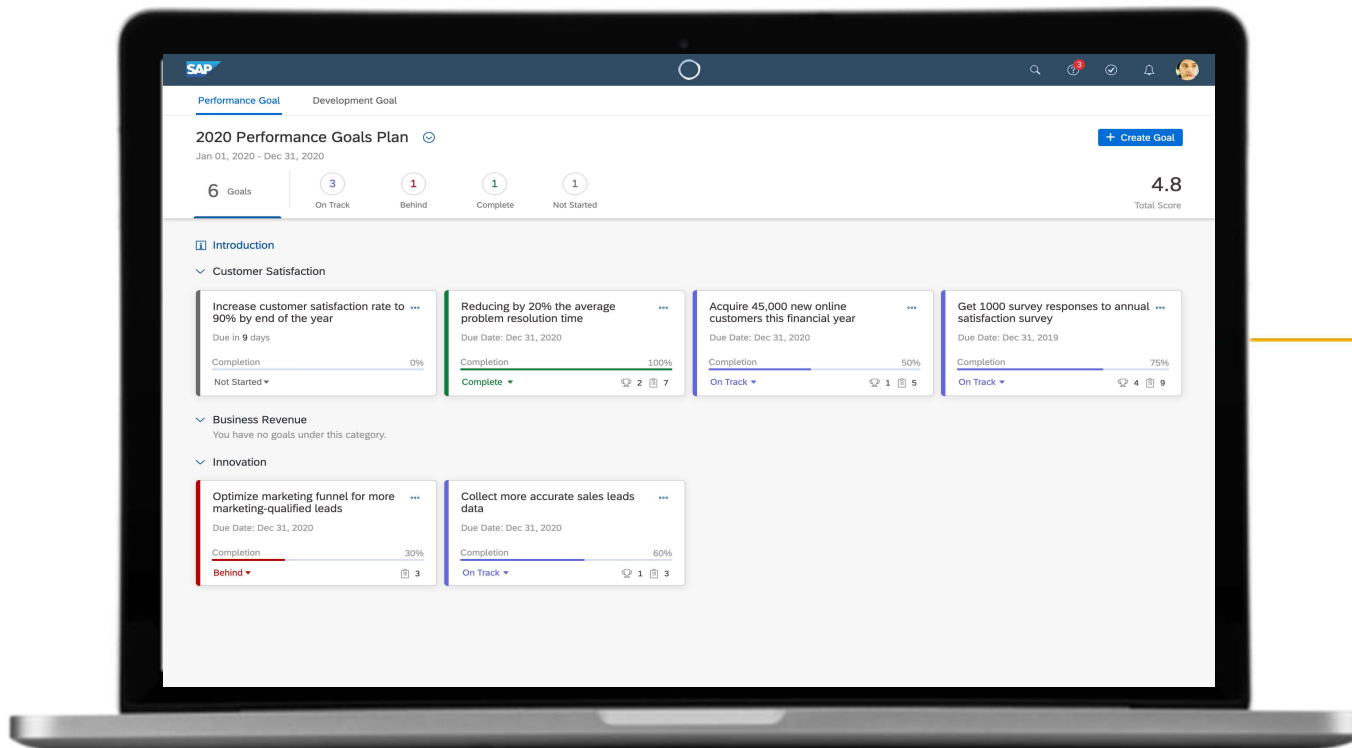
workforce SOFTWARE

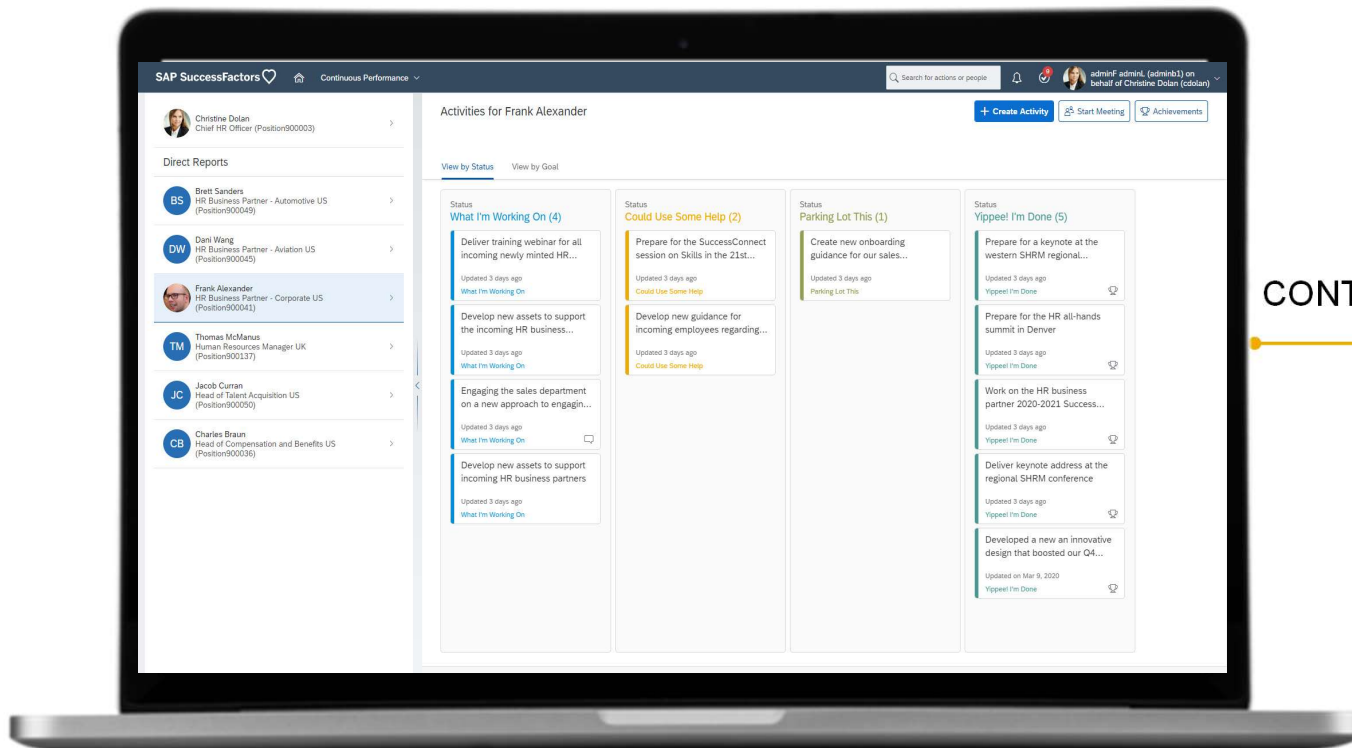# Recent innovation: New Goals UI

Goal management

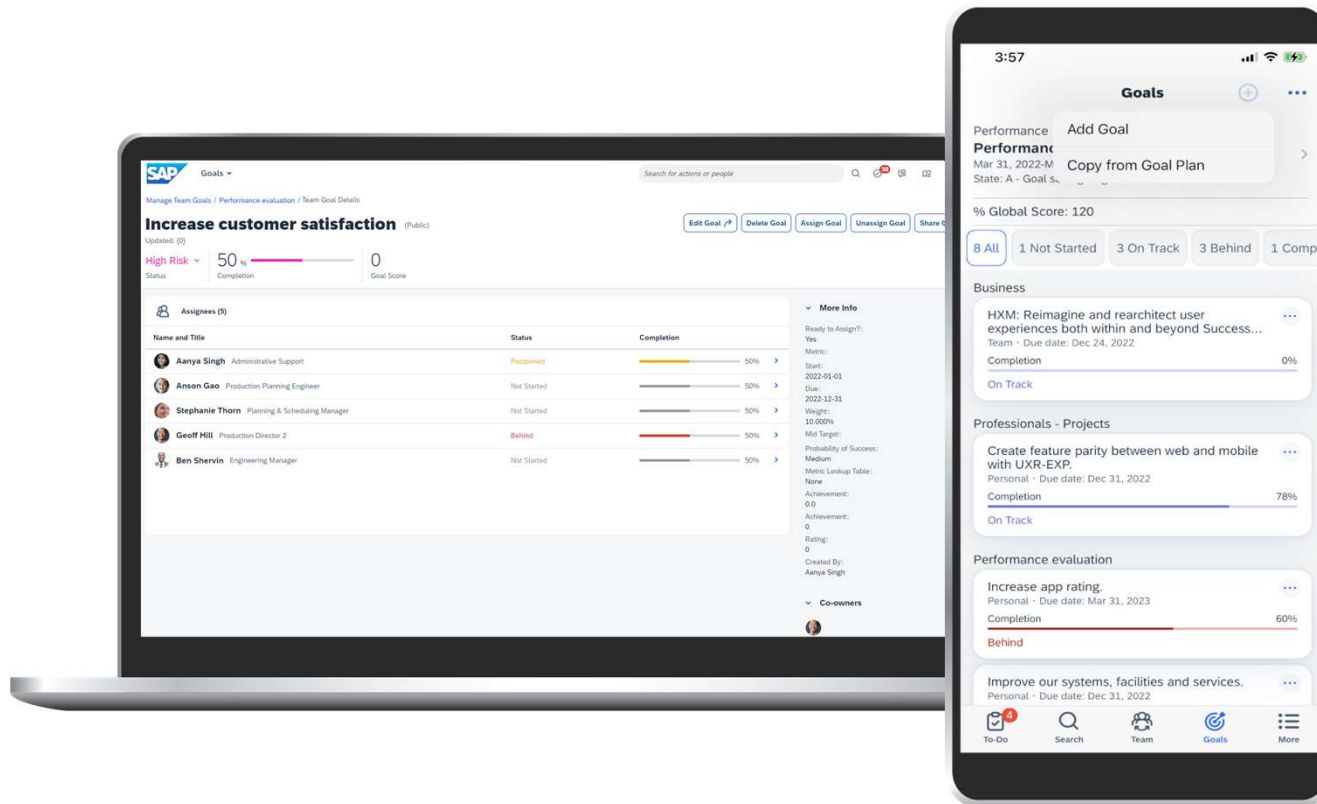GOAL MANAGEMENT

Goal Plan

Continuous Performance / Continuous Feedback

CONTINUOUS PERFORMANCE MANAGEMENT

Activities and achievements

2H 2022 Release Highlights

New Capabilities

- Streamlined approach to team-based goals is available and also within the SAP SuccessFactors mobile app
  - Utilize added role-based permissions
  - Comment in a goal plan
  - Copy former goals into new goal plan
- Rollout of the Horizon Theme for SAP Fiori
- Public APIs are now available for the latest version of continuous feedback

Business Benefits

- With the streamlined approached to team-based goals, expect increased ease of use and simplification
- Horizon Theme provides new design elements and a modern look with a more approachable experience
- Public API's enables the development of integration in 3rd party applications

Recent innovation: Paperless processes

SuccessFactors recent innovation
Automazione dei processi Documentali HR con SuccessFactors

opentext™   DocuSign®

PROCESSI AMMINISTRATIVI

- Un Ticket all' «Ask HR» viene creato automaticamente quando viene caricato un documento (per validazione)
- Il **dipendente** può verificare lo status in qualsiasi momento (My Employee File) anche direttamente da Work Zone
- **HR monitora** la situazione in tempo reale
- Tutti i processi sono **«workflow driven»** ed automatici
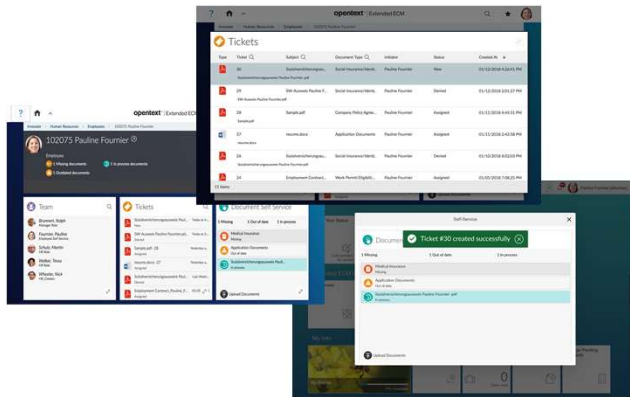
PROCESSI DI CREAZIONE AUTOMATICA DOCUMENTI

Cambiamento a livello di back-office dell' Employee Profile anagrafica

- ✓ Organizzazione
- ✓ Retribuzione
- ✓ Performance
- ✓ Learning
- ✓ passaggi di carriera

Prerequisito:

- ○ Employee Central (full/functional)

Durante un Processo

- ✓ Onboarding
- ✓ Compensation review
- ✓ MBO/Performance
- ✓ Succession
- ✓ Development
- ✓ Learning

Prerequisito:

- ○ Employee Central (full/functional)
- ○ Modulo SFSF del processo corrispondente

COMPOSIZIONE INTELLIGENTE DEI DOCUMENTI
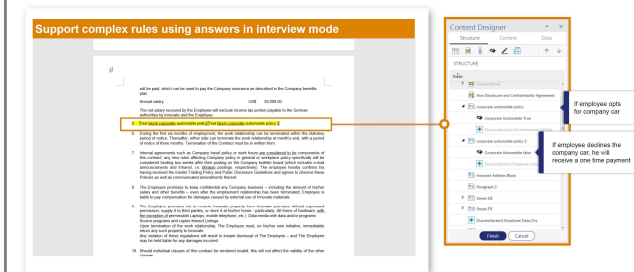
Basata su scelte dei dipendenti:

Esempio *Scelta Company Car*:

- ○ Si (detrazione)
- ○ No (one-time payment)

Basata su Grade/Salary level/Location:

Esempio *Location*:

- ○ Milano (10K di relocation)
- ○ Roma (15K di relocation)

Creazione automatica dei Documenti HR Use Case

opentext™ **DocuSign®**

RECRUITING/ ONBOARDING

- Lettera impegno assunzione
- Contratto di lavoro
- Dotazioni (Laptop, mobile, auto aziendale)
- Policy Auto Aziendale
- Company Policy
- Permesso di lavoro (estero)
- Assicurazione medica
- Detrazioni fiscali
- Patto di non-concorrenza
- Foto per il badge

WORKING LIFECYCLE

- Documenti scaduti/mancanti
- Creazione documento «nuova assegnazione» (nuovo Ruolo)
- Documento per cambiamento retributivo/livello (RAL/variabile)
- Documento per modifica sede di lavoro

CAMBI ORGANIZZATIVI

Quando vengono effettuate modifiche organizzative il sistema genera automaticamente i documenti necessari:

- Cambio ruolo/funzione/BU
- Cambio location
- Distacco
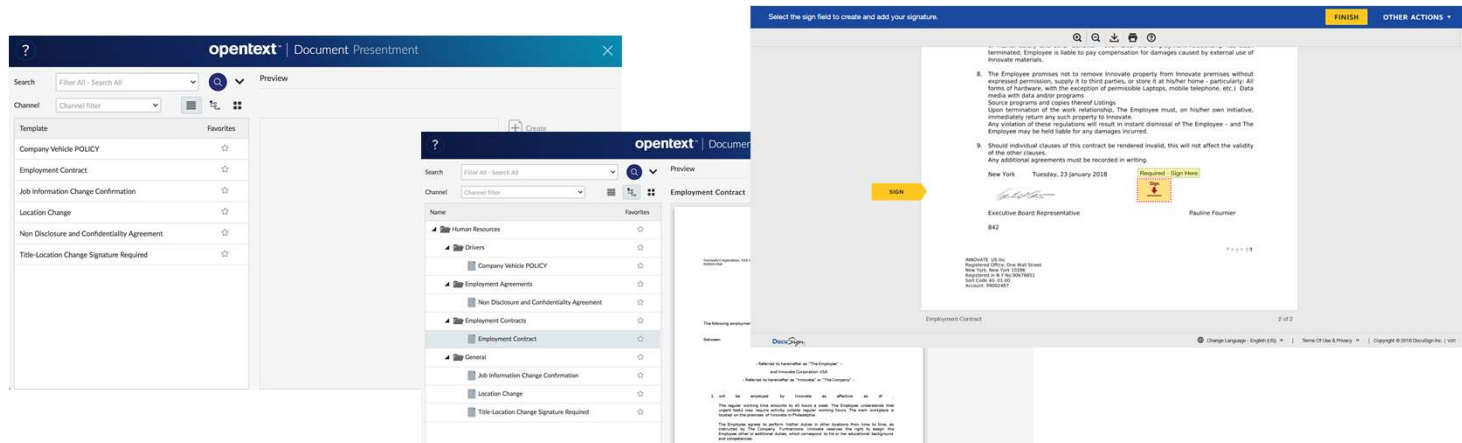
Self-Service Use Case

Il dipendente accede all'**Employee Self-service**

ONBOARDING:

- Identifica quali sono i documenti mancanti da fornire all'azienda, ad es:
  - ✓ Codice fiscale
  - ✓ Detrazioni fiscali
- Firma digitalmente i contratti/documenti

LIFECYCLE:

- Carica i documenti scaduti su richiesta dell'HR (permessi di lavoro, company policy, assicurazione medica, detrazioni fiscali, …)
- Carica i documenti mancanti
- Riceve e firma i documenti relativi a cambiamenti di ruolo/retribuzione/livello
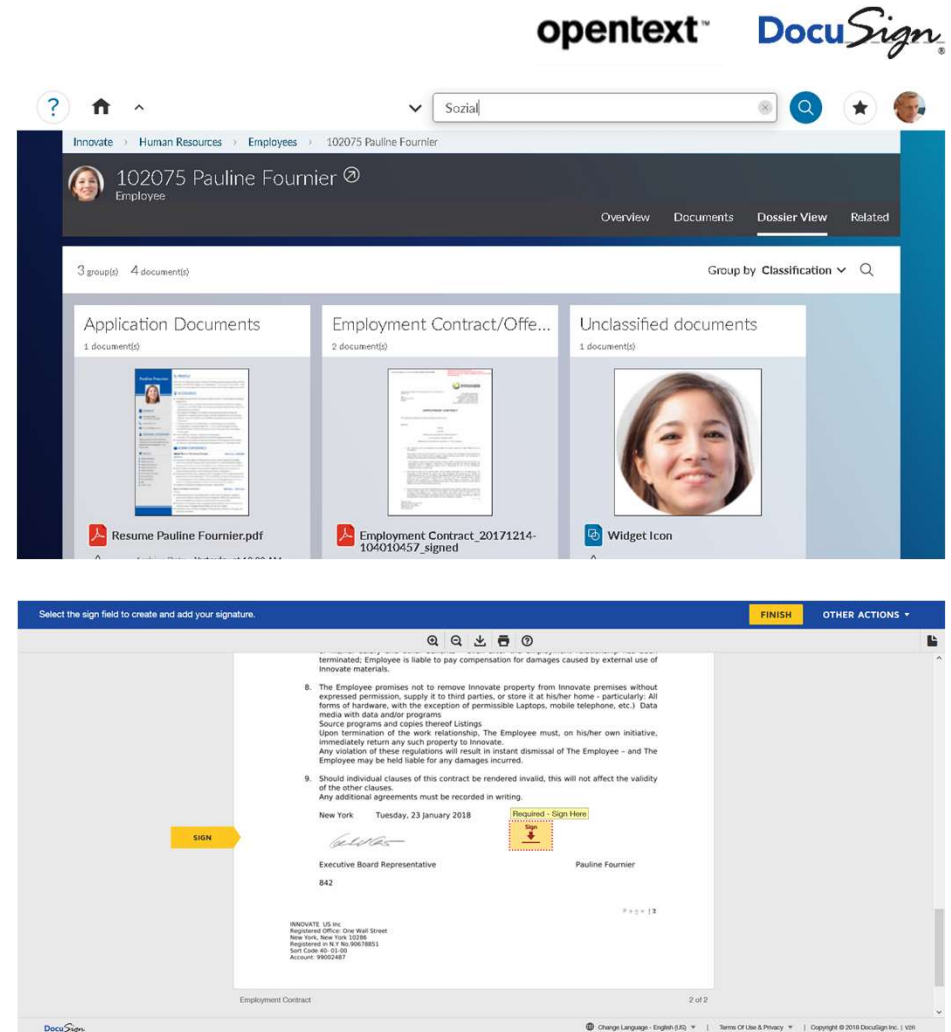
Firma digitale dei Documenti HR Use Case

opentext™ **DocuSign®**

RECRUITING/ ONBOARDING

- Lettera di impegno assunzione
- Contratto di lavoro
- Dotazioni (Laptop, mobile, auto aziendale)
- Policy Auto Aziendale
- Company Policy
- Permesso di lavoro (estero)
- Assicurazione medica
- Detrazioni fiscali
- Patto di non-concorrenza

WORKING LIFECYCLE

- Documento per cambiamento ruolo/ retributivo/livello
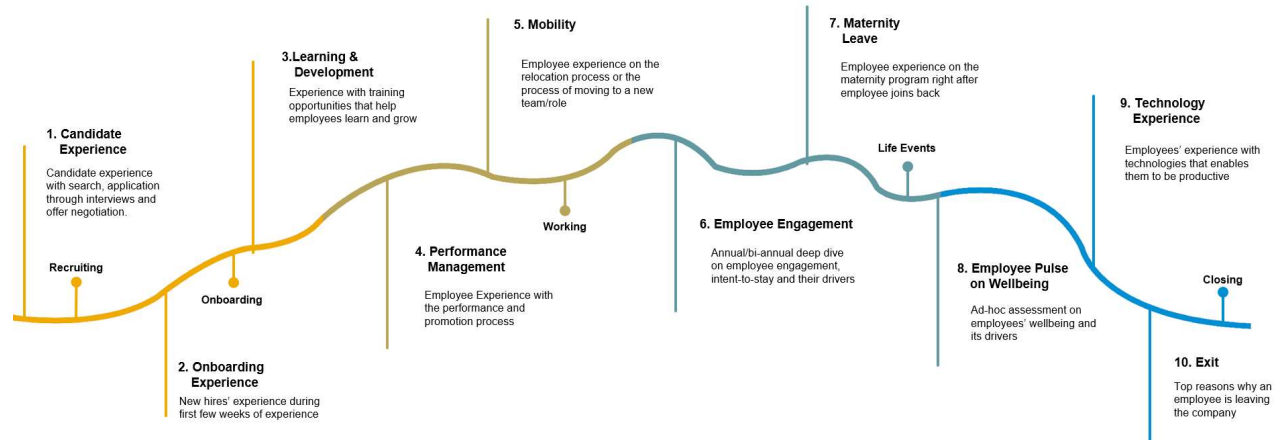- Doc. per modifica Sede di lavoro
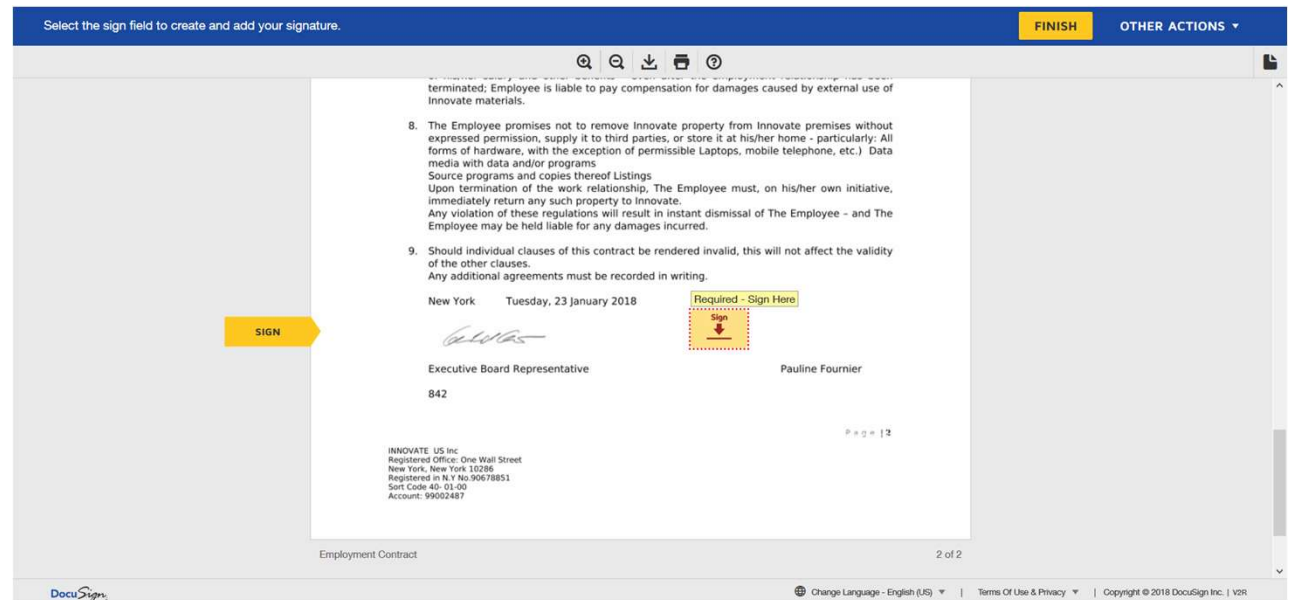
Recent innovation: Experience Management

qualtrics XM

Employee Journey

A connected employee experience unlocks business transformation. Understand key experience touchpoints across the entire journey

qualtrics^{XM}

1. Candidate Experience
Candidate experience with search, application through interviews and offer negotiation.
Recruiting

2. Onboarding Experience
New hires' experience during first few weeks of experience
Onboarding

3. Learning & Development
Experience with training opportunities that help employees learn and grow

4. Performance Management
Employee Experience with the performance and promotion process

5. Mobility
Employee experience on the relocation process or the process of moving to a new team/role
Working

6. Employee Engagement
Annual/bi-annual deep dive on employee engagement, intent-to-stay and their drivers

7. Maternity Leave
Employee experience on the maternity program right after employee joins back
Life Events

8. Employee Pulse on Wellbeing
Ad-hoc assessment on employees' wellbeing and its drivers

9. Technology Experience
Employees' experience with technologies that enables them to be productive
Closing

10. Exit
Top reasons why an employee is leaving the company

Enable employees to accelerate careers, become better leaders & drive greater business impact

+ Give participants an easy way to invite & **manage their own evaluators at scale**

+ Enable participants to **complete evaluations** on competencies related to their role and relationships

+ **Uncover gaps** in competency development & give **personalized, suggested action steps** on how individuals can improve
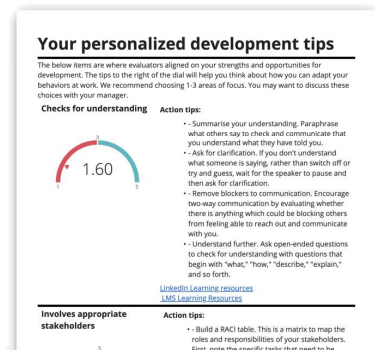
Portal enables participants to manage the process & review suggested actions

Enable talent leaders to make strategic, data-driven talent decisions

+ **Identify development gaps at scale** by employee segments or competency

+ **Trend outcomes over time** to prove out development investment success & plan for future needs

+ **Use business or performance outcomes** to identify development strengths and opportunities for employee groups
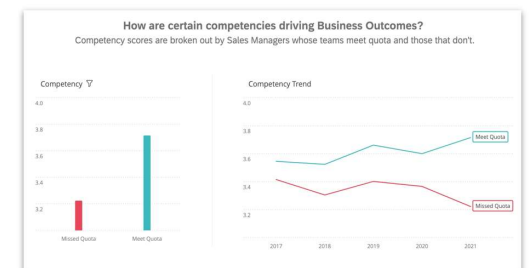
Real-time dashboards enable leaders to make talent decisions that impact business outcomes

Qualtrics Employee eXperience Use cases

Recruiting & Selection Processes	• **Candidate Experience**

General Listening "Foundational"	• Annual diagnostic (**Engagement**)
	• Frequent and Ad Hoc listening (**Pulse**)
	• Sample Topics (models included):
	   • Environmental, Social & Governance
	   • Well-being and Resilience
	   • Diversity & Inclusion

Moments that matter	• **Lifecycle** - various touch points such as:
	   • Onboarding
	   • Exit Interviews

Talent Development	• **360 Development**

Learning & Development	• Learning Experience VS Expectations • Learning effectiveness

Welfare & Comp&Ben	• **Experience Optimizer**
	   • **Make employees aware** of the welfare/benefits the company provides them
	   • **Maximise employee satisfaction** related to benefits

SuccessConnect 2022 Announcements: Work Zone
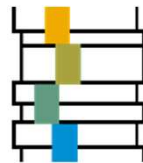
Work Zone

Internal **Communication** & **Collaboration**
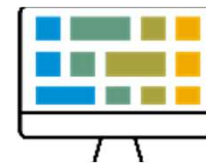
Workflow Management

SuccessFactors Cards & Cards Library + Custom

One single access to all HR applications and beyond

Knowledge Base and HR **Ticketing** solution

SuccessFactors HomePage at a Glance

MOBILE READY
Anytime, anywhere access with responsive web and a dedicated mobile app

QUICK ACTIONS
Easy to access SuccessFactors processes and information directly

WORKFLOW APPROVALS
Approvals cards available to directly approve workflows (Time off, Job requisition, data change, etc.)

HYPERLINK
Link to any page, application (third party included)

INTELLIGENT SEARCH BAR
Discover and find information with powerful content and action indexing

INTEGRATE CONVERSATIONAL AI
Develop and integrate chatbots

UI INTEGRATION CARDS
Embed and display SAP and third-party business data from across your organization

---

SAP SuccessFactors Home ▾

Good morning!

Quick Actions

| My Team | Request Time Off | View Pay Statement | Request Feedback | Create Activity | Recognize | My Profile | Org Chart |

| Record Time | Manage Goals | My Learning | Opportunity Marketplace | View Company Documents | Mobile Activation | Reminders | Favorites |

Approvals

Time Off	Create Spot Award	Job Requisition
Jada Baker — Submitted on Feb 4, 2022	Faith Marshall — Administrator	Digital Expert — Submitted on Nov 25, 2021
Period: Feb 18, 2022 - Feb 18, 2022	Submitted On: Nov 25, 2021	Location: New Brunswick (1710-2009)
Time Type: Vacation	Submitted By: Jada Baker	Req Id: 2997
Absence Duration: 1 day	Review and Approve	Hiring Manager: Michele Rossi
Approval Status: Pending		Recruiter: Tessa Walker
View Details		Pending For: 333 days
View All		Review and Approve

For You Today

Learning Assignments	Review Your Performance	Compensation Planning	Review Employee Performance
Instructor-Led • 8.0 hours	Role Readiness Assessment	Annual Salary, Equity & Incentive Plan	SFSF SMVPI
Management applicato	Employee Self Assessment	Compensation Approval for Annual Plan	Valutazione Intermedia
311 days overdue	No due date	Jada Baker	Carlo Verdi
View Details	Go to Form	Go to Planning Worksheet	No due date — Go to Form
View All	View All		

NEWS

BREAKING NEWS	Give us your feedback	Presentation
Corporate News — Don't miss the latest News!	How you feel? — View Details	Create your own online presentation — View Details

Work-zone at a Glance

INTELLIGENT SEARCH BAR
Discover and find information with powerful content and action indexing

MOBILE READY
Anytime, anywhere access with responsive web and a dedicated mobile app

COMMUNICATION
Manage all types of Media: Videos, banner, slideshow linked to any area

USER HR CORE SYNCRONIZATION
Users are aligned in real-time with SFSF employees and organization

MY INBOX
Process workflow tasks that matter to you within the integrated My Inbox application

INTEGRATE CONVERSATIONAL AI
Develop and integrate chatbots

KNOWLEDGE BASE
Create, retain and share knowledge across the entire organization

TEAM COLLABORATION
Self-service personal, project, topical, departmental and community workspaces

WORKFLOW APPROVALS
Approvals cards available to directly approve workflows (Time off, Job requisition, data change, etc.)

CREATE WORKFLOW EXPERIENCES
Use a template project to build guiding user experiences on top of workflows

HYPERLINK
Link to any page, application (third party included)

UI INTEGRATION CARDS
Embed and display SAP and third-party business data from across your organization

Cross-system Workflow

Creating unified processes in SAP SuccessFactors Work Zone across multiple technologies
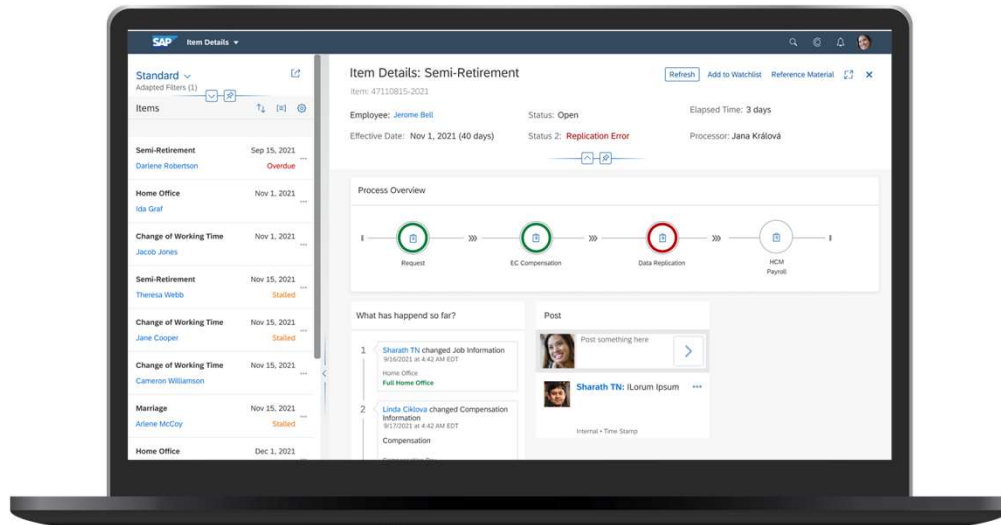

Use Cases

- **Hybrid Orchestration** – Between SAP SuccessFactors (Employee Central) and SAP HCM on-premises
  - Enables customers to use SAP HCM Payroll with Employee Central

- **Cross-SAP processes** – Building processes that include SAP SuccessFactors and other SAP-suite applications

- **Processes with 3rd Party Tooling** – Enables the creation of processes that include any 3rd party application that may be required (i.e. ServiceNow, payroll, etc.)

- *Coming in 2023* – Signavio process mining will identify bottlenecks, inefficiencies and compliance risks

New Onboarding Guided Experiences for SAP SuccessFactors Work Zone

Engaging new hires pre-day one through their first three months
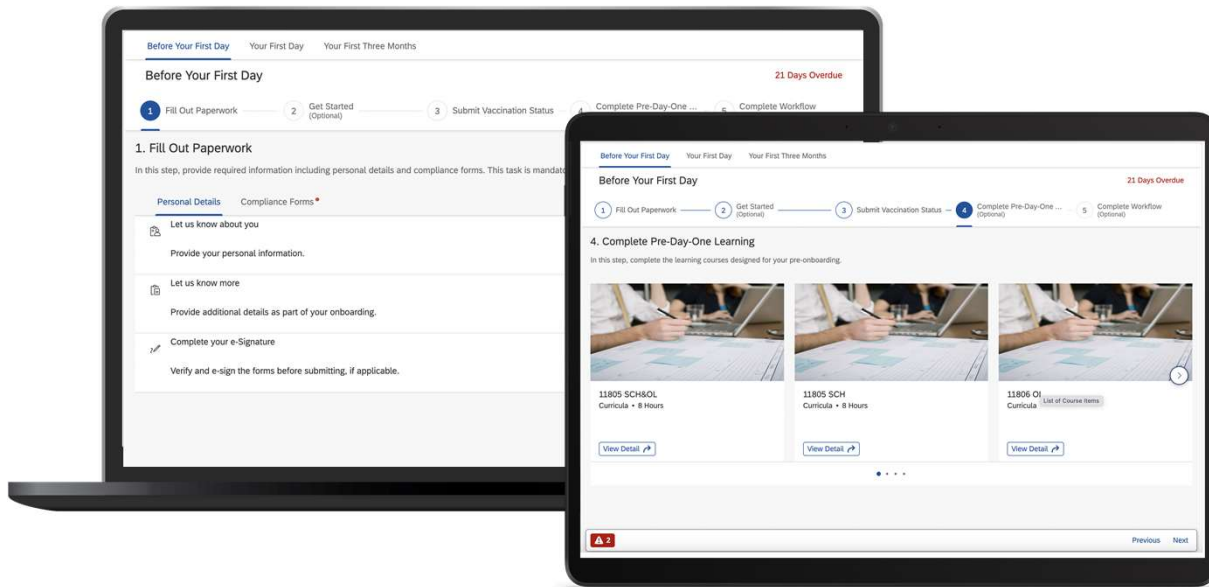
Phase 1: Before Your First Day

- Fill Out Paperwork
- Get Started
- Submit Vaccination Status
- Complete Pre-Day One Learning
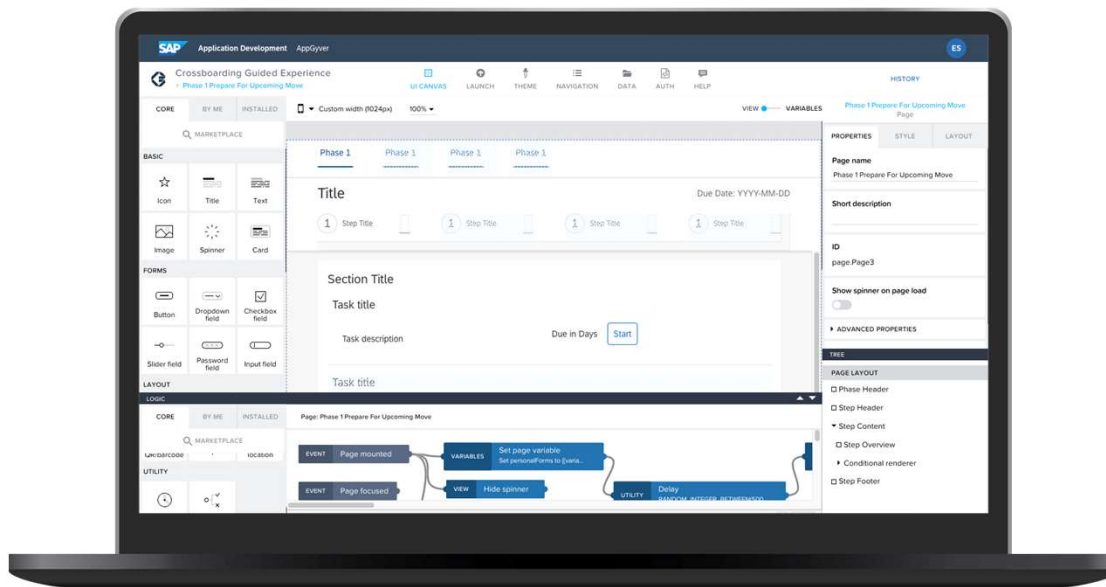
Phase 2: Your First Day

- Explore Employee Self-Service
- Enroll in Benefits
- Track Your Equipment
- Learning

Phase 3: Your First Three Months

- Your Goals
- Learning
- Uplift Your Career
- Mentoring

Low-code, No-code Development for SAP SuccessFactors Work Zone Guided Experiences
In 2023, anyone can create or modify highly engaging, tailored guided processes

Vision Demo

- Functionality expected before end of 2023
- SAP SuccessFactors Work Zone license required for guided processes
- SAP AppGyver licenses required for employees who will build and modify processes using the tool

SuccessConnect 2022 Announcements: First talent system built for a future-ready workforce

First talent system built
for a future-ready workforce

SAP SuccessFactors

Dynamic Teams

Growth
Portfolio
Whole Self Model

Skills
Ontology

Opportunity Marketplace

GJ0 [@Drefke, Kate] - Can Dynamic Teams and Opportunity Marketplace be green? Might pop a bit more?

Gosliner, Josh; 2022-09-12T16:50:26.284

SAP SuccessFactors ♡

Thank you.

Matteo Rumini

matteo.rumini@sap.com

THE BEST RUN **SAP**