



SAP SuccessFactors ♥

SAP SuccessFactors Roadmap&Strategy

Francesca Olivieri, SAP
October 16th, 2019

PUBLIC

THE BEST RUN 



**Human
Experience
Management**



**Reimagine
UX**



Human Experience Management

Human Revolution



People Experience

Employee Engagement

17%

Higher productivity

3x

More revenue per employee

40%

Lower turnover

A Changing World of Work

15 to 4

Average tenure decline, with
millennials it's even lower at 2.8

2M

U.S. employees quit every month
citing negative workplace experience

70%

Of millennials said they would quit
due to poor technology experiences

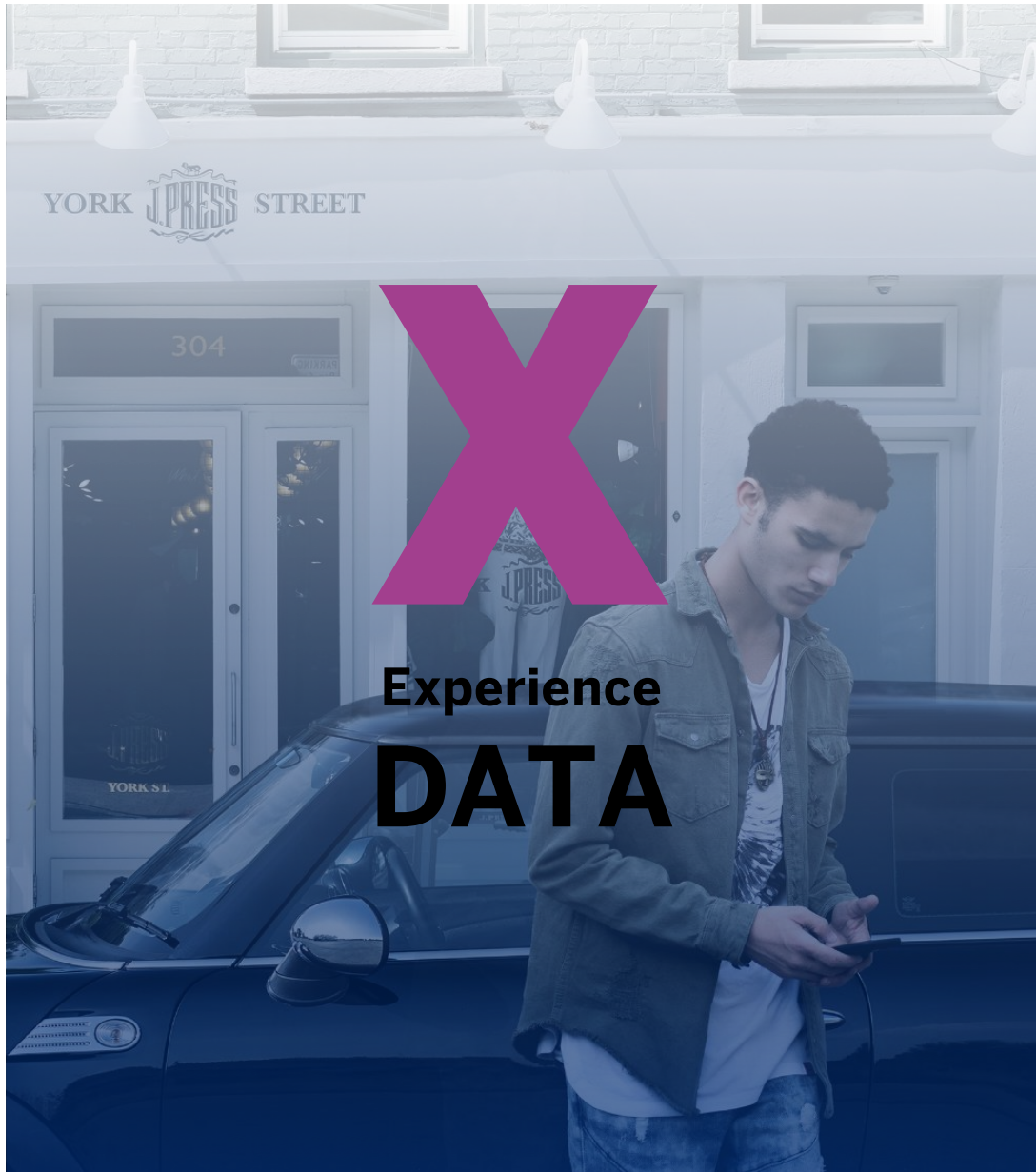
69%

of CEOs
believe
employees
feel engaged

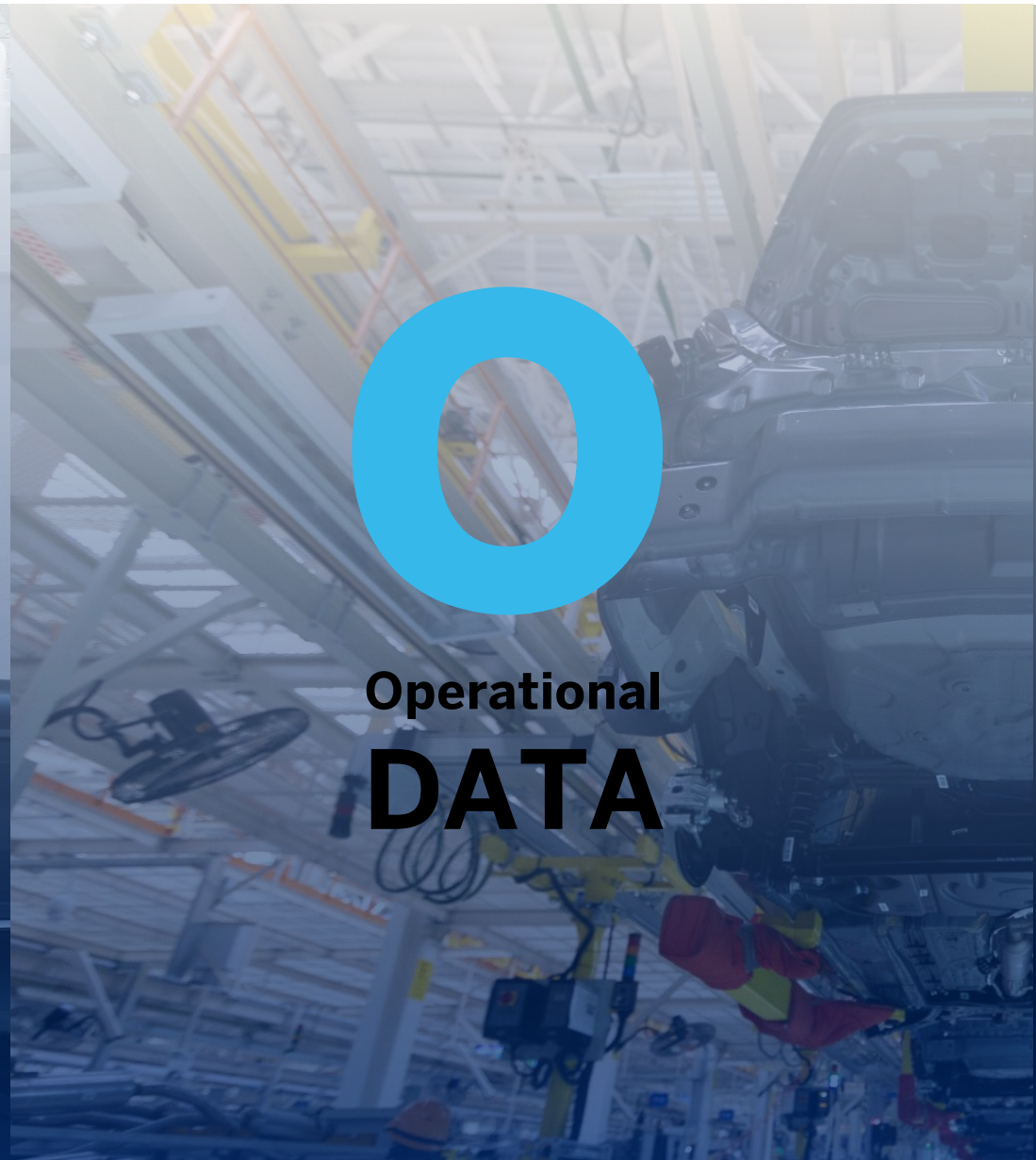
34%

of
employees
feel engaged

The Employee Experience Gap



Experience
DATA



Operational
DATA

Identifying the **What**

O

Operational
DATA

Hires

Job Changes

Class Completions

Performance Assessments

Bonuses

Organizational Changes

Identifying the **Why**

X

Experience
DATA

Employee Trust

Engagement

Sentiment

Voice of Employee

Behaviors

Qualitative Insights

human capital management

“Human capital management (HCM) is an approach that perceives employees as **assets** — whose current value can be measured through investments like any other asset in the business.”



To stop treating our people as interchangeable assets, start putting them **at the center of what powers our business**. And caring as much, or more, about our employees as we do our customers.



H&M

Human Capital Management

Moments That Matter

My Candidate Experience

My Onboarding Experience

My Team

My Tools & Technology

My Training & Development

My Performance Check-In

O = ●
X = ●





**Human
Experience
Management**



**Reimagine
UX**

Key qualities of a modern user experience

Valuing every person, every day



Individualize it



Make it conversational



Solicit feedback

Leverage intelligent technologies

Apply the best in consumer experiences to HR experiences

Across every moment that matters



Good Morning



Patricia de Llano

How can I help?



New Goal



Present at the company all-hands meeting
Not Started

[View All Goals](#)

Growth Check-In



Jacob Woods
Tomorrow

[View Check-in Summary](#)

Time Off Suggestion



Take some time off
183 days without a break!

[Request Time Off](#)

Scroll to see more ▾

Scroll to see more

My Team

My Project Teams



Sara McKinnely
Palo Alto



Yamini Jurinek
Palo Alto



Alain Chevalier
Palo Alto



Henry Woo
San Francisco



Jacob Woods
San Francisco



Jakki Andrina
Palo Alto

[View Org Chart](#)

Network

[Change Interests](#)

Pay

[Hide](#)

\$3,456

YTD:
\$31,104

401k

This period:
\$765.43

This year:
\$12,345.67

Account balance:
\$123,456.78

HSA

This period:
\$250.00 USD

This year:
\$4,500

Account balance:
\$6,789.89

Explore Careers



[Explore](#)

Growth Activity

Patricia de Llano



Keep Growing!

LEARN

Dynamic Teaming

Group dynamics impact productivity and employee satisfaction, so it's important for managers to cultivate...

[More like this](#)

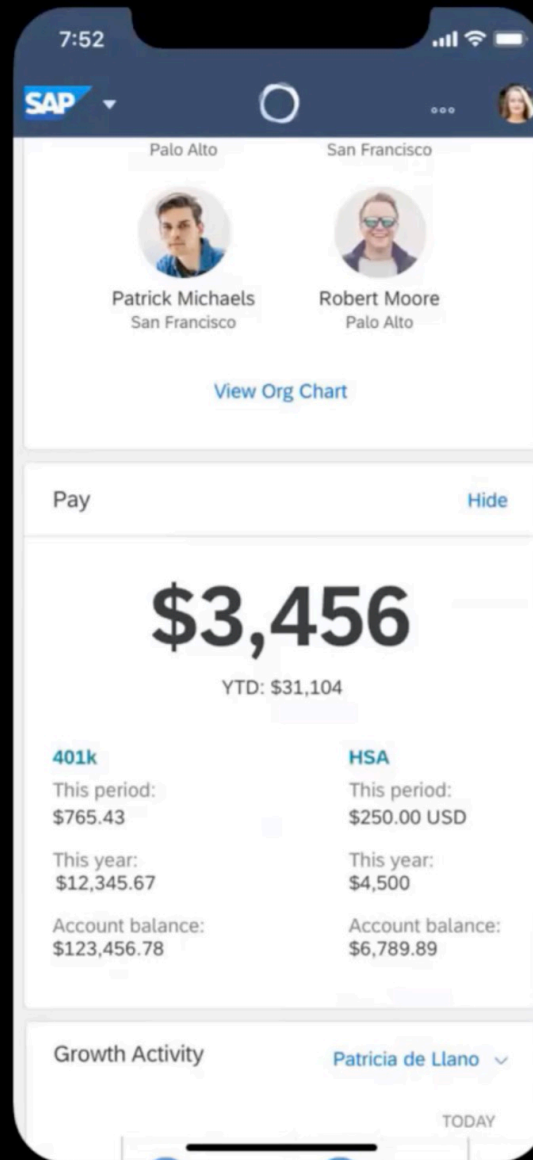
PROJECT

Innovating in ACEP CORP SCM

Service Innovation means changing the way you serve your customers to create greater value for them and deliver...

[More like this](#)

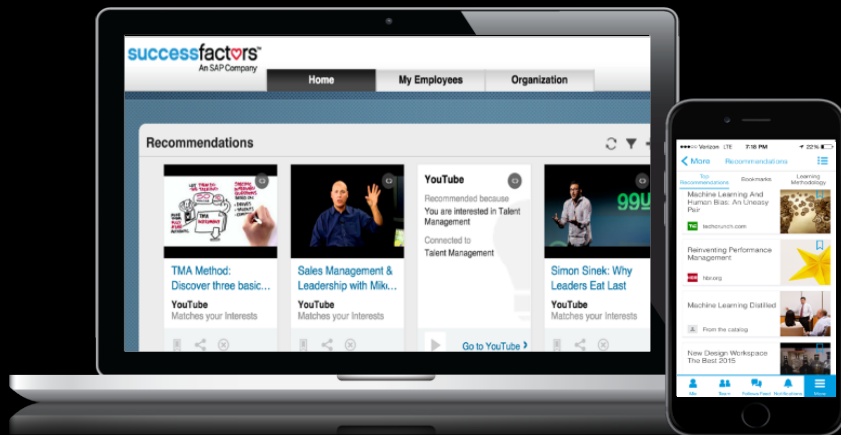
MENTOR





Individualize

Machine learning and artificial intelligence **nudge** me to take action, **recommend** things that are applicable to me, **surface** relevant information and **reveal** organizational relationships



Learning Recommendations



Delivered – August, 2018



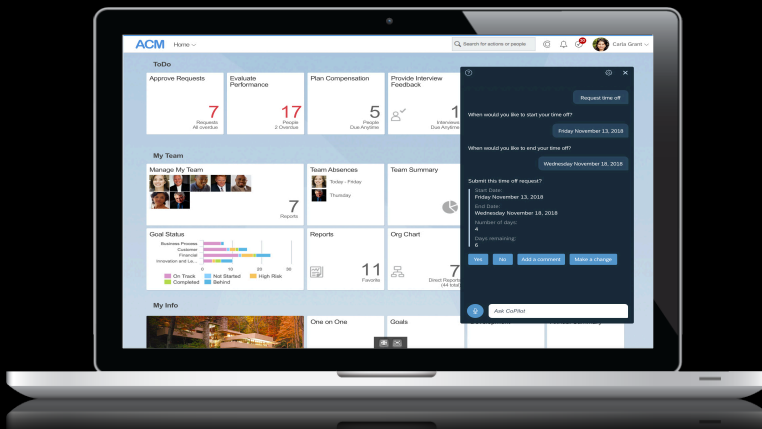
Reimagine Talent

Planned – 1H2020

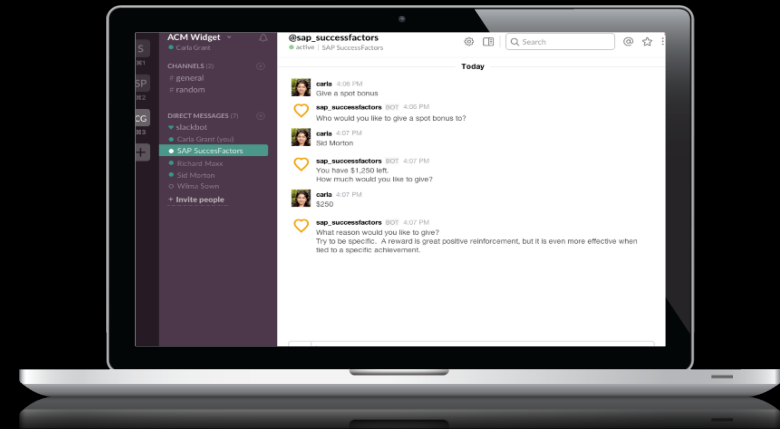


Conversational

I can interact using **natural language** (Conversational AI). Digital assistants and chatbots enable me to **ask questions** and **get answers** from available data and content



Ask a question, get an answer – voice and text



Embed into work environments (Slack and MS Teams)

Planned Delivery – 1H2020



Feedback

I'm provided with the opportunity to **provide feedback to continuously improve my experience** and close the gap between what I expected and what was actually delivered

With Qualtrics

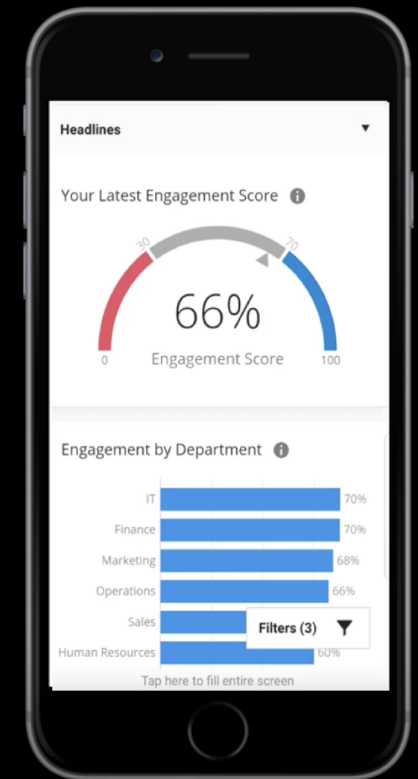
Build a culture of continuous improvement and solve the experience gap

Solutions:

- Annual engagement feedback
- Periodic engagement feedback
- Lifecycle process feedback (Onboarding/offboarding)
- Benefits optimizer

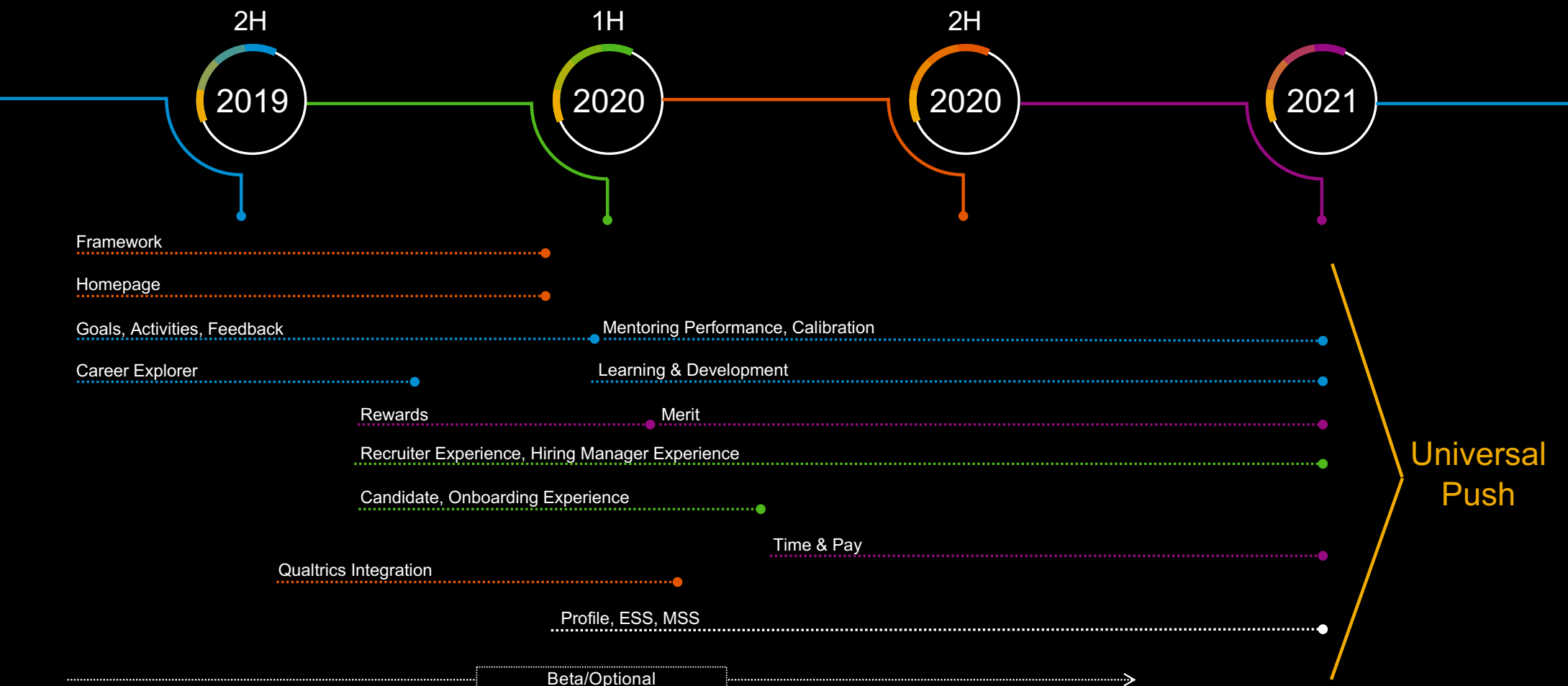


Available Today (Qualtrics)
Productized Integration Planned Delivery – 2020



UX Reimagine Roadmap

Subject to
change



Thank you.

Contact information:

Francesca Olivieri
HCM Solutions Presales Specialist

SAP Italia S.p.a., Via Monza, 7/a, 20871 Vimercate, Italy

T +39 039 6879-612, M +39 348 2400767,
francesca.olivieri@sap.com