



SAP SuccessFactors 

## Value for Success: Engagement and Enablement

### **SAP Preferred Success, Enterprise Support, Enable Now**

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PUBLIC

User Group Italy- February, 2019

THE BEST RUN 

# The Promise of the Cloud

Digital transformation is driving fundamental change, creating a requirement for speed and stability at the same time. The cloud brings new opportunities to create value for your organization and customers with the promise of:



**Speed and innovation**



**Flexibility and elasticity**



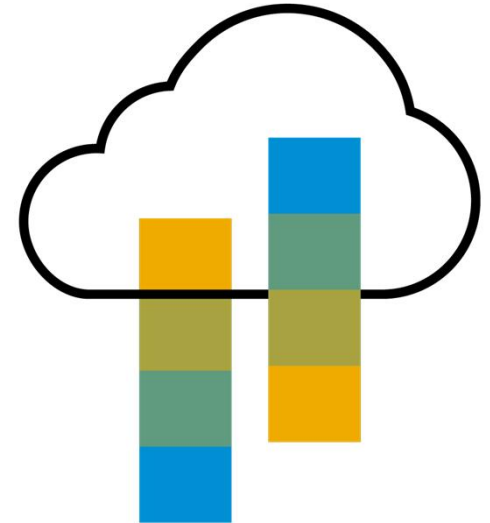
**Simplification**



**Fit-to-standard**



**Always on and up-to-date**

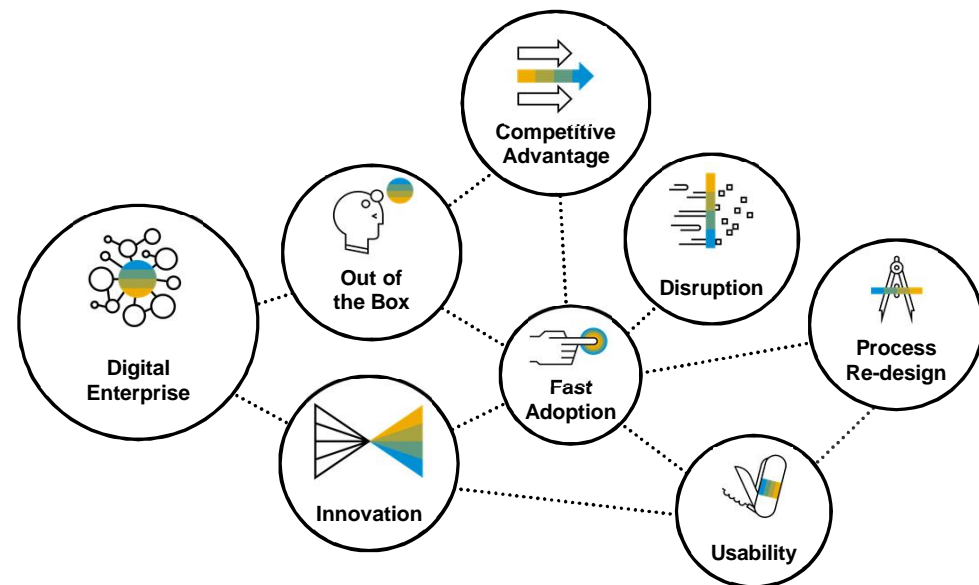
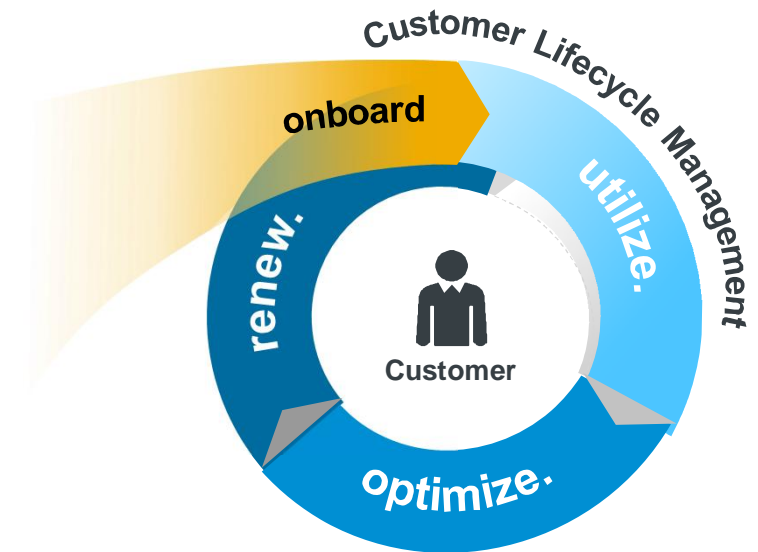


# Cloud Success with Customer Success Plans

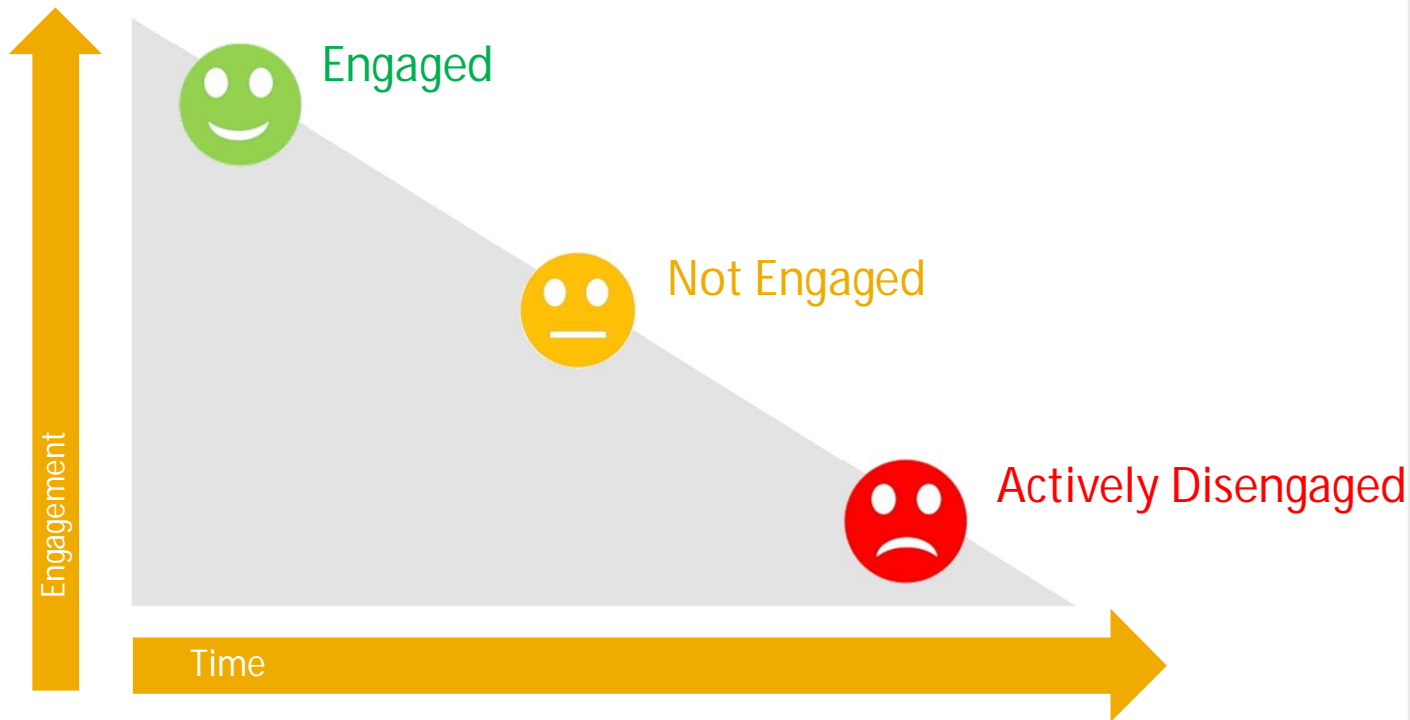
Driving success in cloud projects is about much more than just picking the right solution.

To achieve your business goals, you need:

- **Seamless change management, across people, processes and technology**
- **Fit-to-standard mentality**
- **Strong cloud culture**
- **Adoption and consumption tactics**
- **Dynamic, structured training plans**



# Employee Motivational Journey



## Employee Engagement Platform



### Autonomy

The desire to be self-directed. It produces things that would never emerge.



### Mastery

The urge to get better. Because it is fun and satisfying.



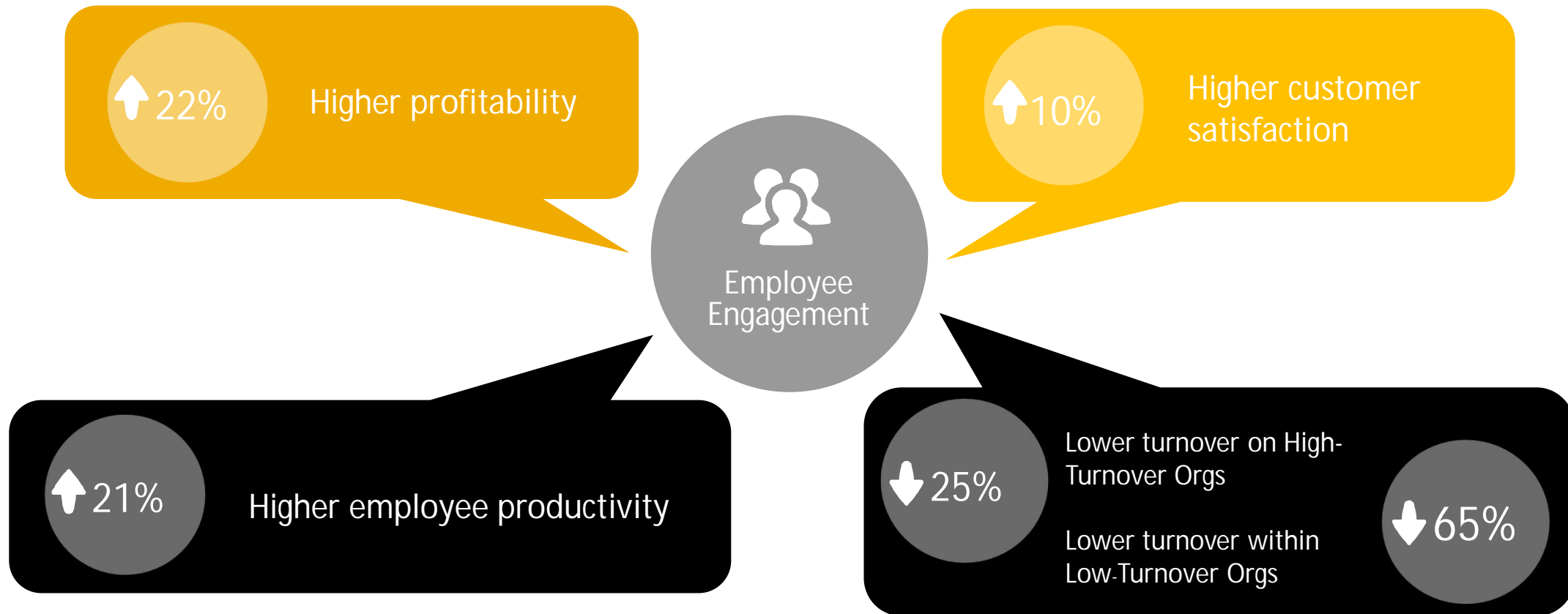
### Purpose

Inspiring place to work. Makes coming to work better. Attracts best talent.

Employee Engagement Framework  
(Daniel H. Pink)

# Why is Employee Engagement Important?

## Engagement's Effect on Key Performance Indicators



Difference between high employee engagement companies vs. low employee engagement companies  
State of American Workplace, Gallup, 2013

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# Greater Success with the SAP Preferred Success Plan

Fundamental Principles are Required to be Successful in the Cloud and for Your Digital Transformation



**SAP Preferred Success**

## The Recommended Go-To Success Plan for Public Cloud Customers

### GOVERNANCE SETUP

*Design of a solid and effective Governance through a structured methodology*

#### INNOVATION

#### ADVANCED SUPPORT AND BUSINESS CONTINUITY

#### CORE PROCESSES PROTECTION

#### SUCCESS RESOURCES EXCLUSIVE ACCESS

#### GUIDED TRAINING PATHS

*Adoption of new  
Features every  
Quarter*

*Higher SLAs of support  
and prioritization of  
incident queues*

*Configurations checks  
during Pre-Go live and  
Post Go live*

*Priority Pass to Access to  
dedicated Success  
Resources*

*Orchestration of the  
multiple training  
channels*



### FOCUSED ON CUSTOMER CONTEXT

*Personalised and coherent to Customer Context*

# FOCUS ON CUSTOMER CONTEXT

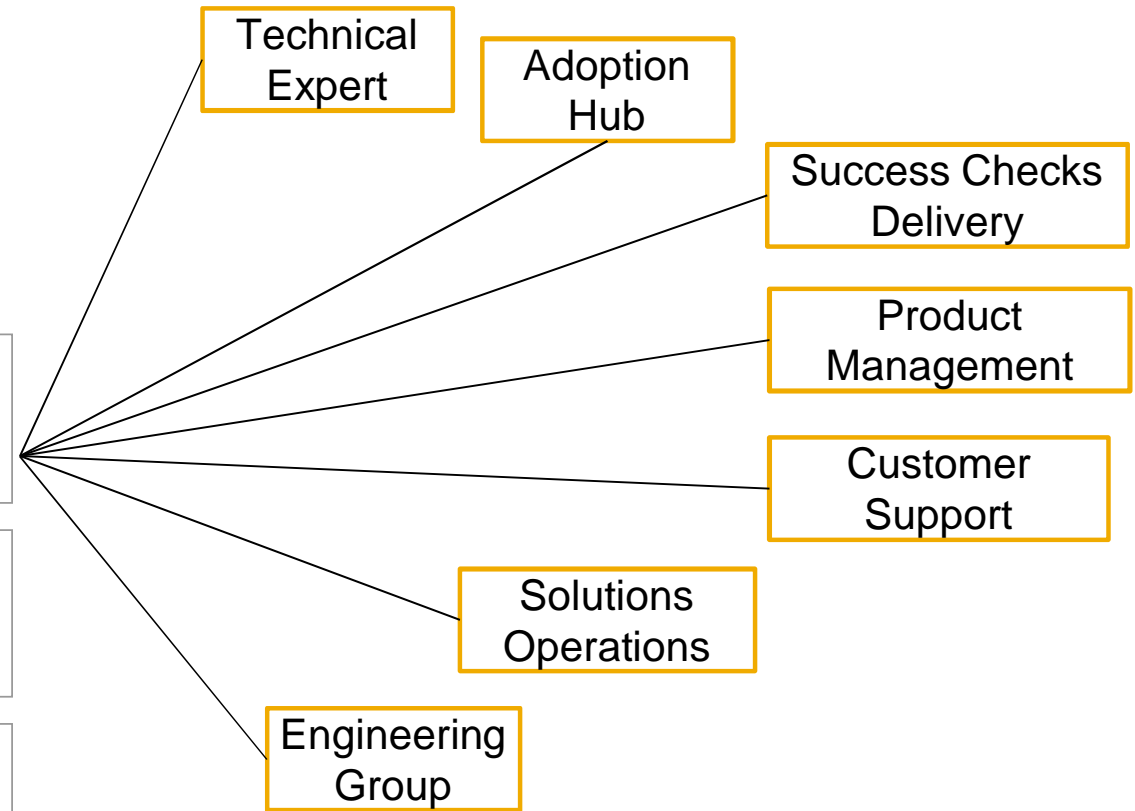
## FOCUSED ON CUSTOMER CONTEXT

The service is provided through the **coordination and supervision of a dedicated resource named Customer Success Manager**. The CSM guarantees that the use of the available tools is carried out in a coherent manner to the **customer context** and operates during the entire duration of the contract, on all phases of the Platform's customer adoption (On board, Utilize, Optimize, Renew) in a cycle mode.

## SAP Preferred Success Customer Success Manager Role

The Customer Success Manager accelerates the path to value, by maximizing the impact of your subscription and partnering with you to constantly drive innovation and adoption. This ensures a maximum return on your investment in SAP cloud technology and SAP Preferred Success.

Work with you and your implementation team/partner in the "Onboarding & Implementation" phase to accelerate <b>Time to Value (TTV)</b>	Define & drive execution of the <b>SAP Preferred Success plan</b> , ensuring your aligned <b>strategic business goals</b> are met and the necessary activities are delivered to mitigate risks	Plan & manage the delivery of relevant <b>proactive services</b> & portfolio offerings as part of the SAP Preferred Success plan
Own the Cloud Support & Customer Success <b>governance model</b> ensuring value realisation & ROI on your investment in SAP Preferred Success	Provide personalised <b>quarterly release reviews</b> to support you to develop an appropriate strategy that maximizes feature adoption	Prioritise issue management & enhancement requests through trend analysis for proactive <b>risk mitigation &amp; escalation management</b>
Facilitate access to <b>product &amp; functional expertise</b> for maximised adoption & consumption of SAP solutions & <b>best practices</b>	Be the <b>trusted customer advocate</b> in coordination with the CEE to ensure representation of your best interests internally to SAP stakeholders	Deliver regular business reviews to track <b>key metrics &amp; goals</b> , mitigating risk of non-execution

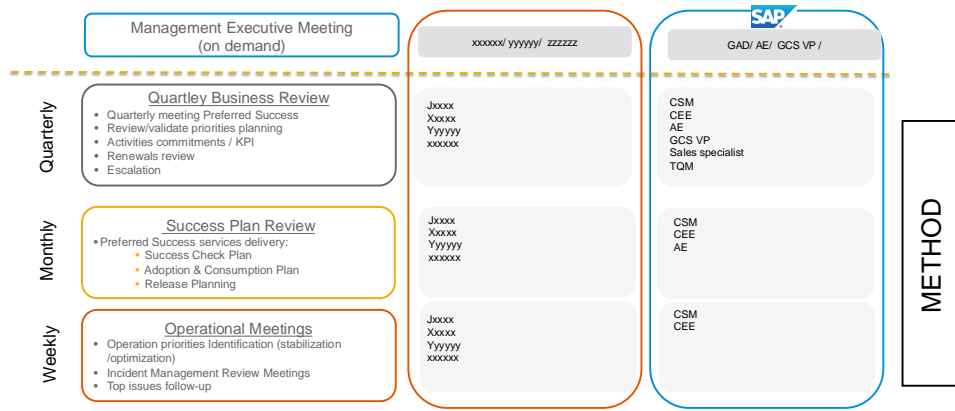




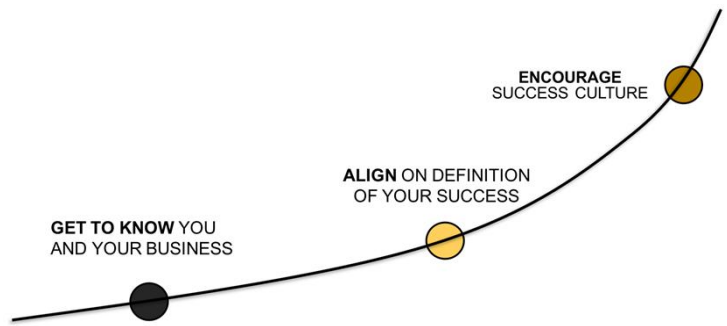
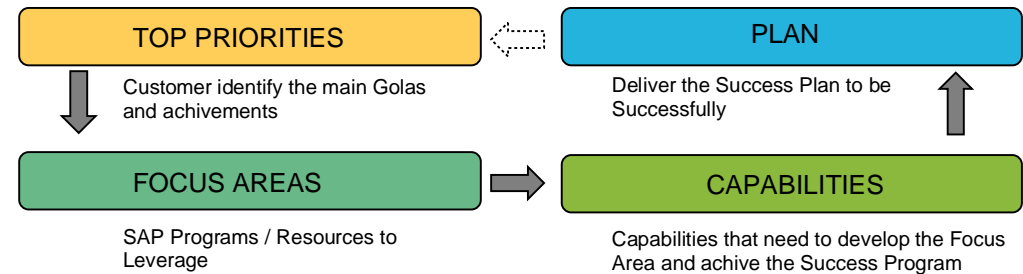
# GOVERNANCE

## GOVERNANCE SETUP

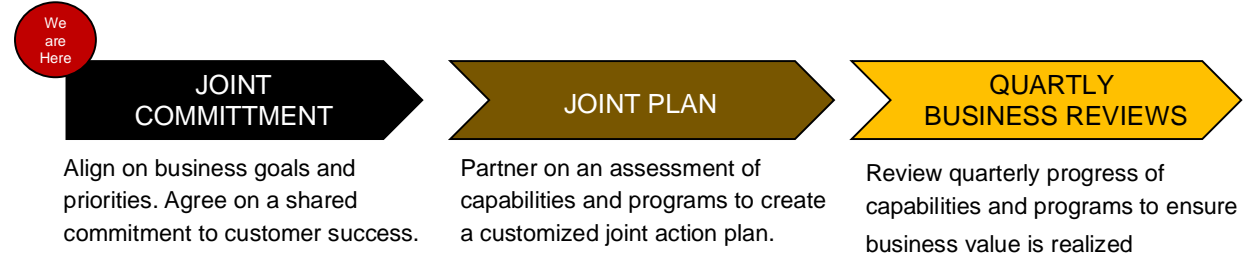
The Service provides the design of a **solid and effective Governance** between SAP and the Customer, through a **structured methodology** to share and control the achievements of company objectives and the building of a Corporate culture to support the Cloud platforms adoption. This is done through **the implementation of an Action Plan** (Success Plan) to address and monitor Cloud peculiar topics, such as: **Adoption, Consumption, Support, Innovation, know-how development**. The results are then shared with the customer through **Quartly Business Reviews** meetings.



METHOD



PROCESS





# INNOVATION

Innovation

Advanced Support

Core Processes Protection

Success Resources

Guided Training

## INNOVATION

Guide to the **adoption of new Features**, released every three months with the SAP Quarterly Releases, through dedicated meetings setup to share Technical content and activities to perform to enable the new features released. The **meetings will be held with Product Management experts** (webinars, both on-site and remote meetings). Release of **personalised Release Notes** according to the Customer context.

### Learning About What's Coming through the Discovery Roadmap

#### 4. Implement

Now that you know what features you want to activate, look into the [Release Information Details](#). Documents available in this section contain information on how to configure and activate features in your system.

#### 3. Explore

Explore the Release Information Summary and test the configuration and activation of the features within your [preview environment](#).

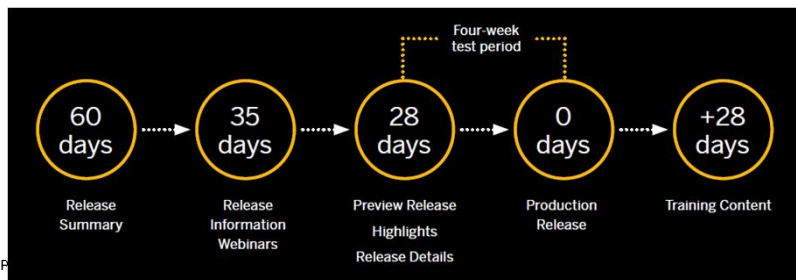
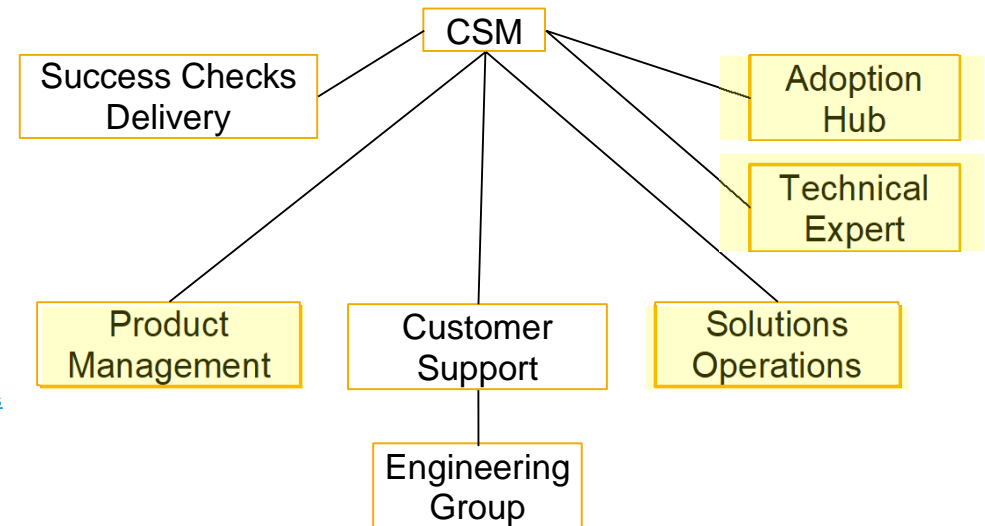


#### 1. Discover

Read the [Release Information Summary](#) document (downloadable in excel), get an overview about what is being delivered in the Release and set the scope of your project.

#### 2. Understand

Attend the [Release Information Webinars](#) for modules that interest you. Check the list at the bottom of the page; sessions moderated by the Product Managers will be recorded and made available for later viewing.



# ADVANCED SUPPORT

Innovation

Advanced Support

Core Processes Protection

Success Resources

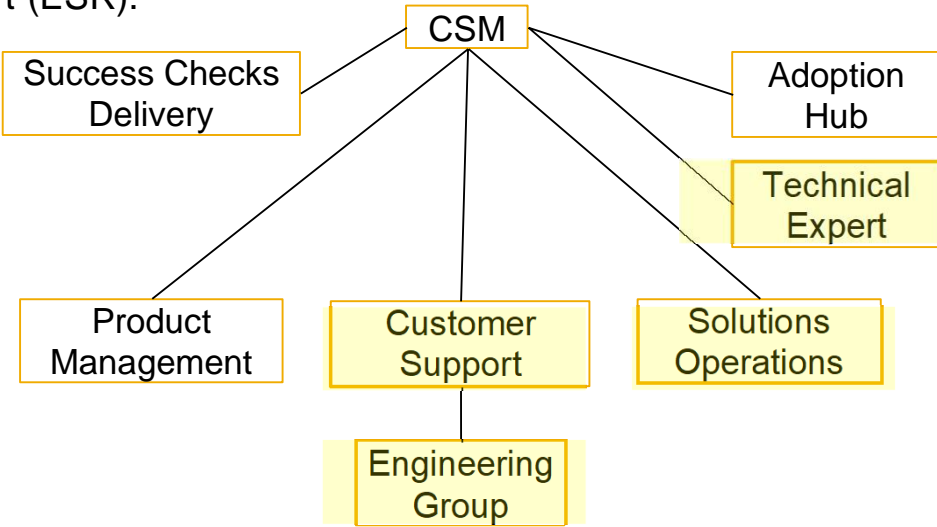
Guided Training

**ADVANCED SUPPORT AND BUSINESS CONTINUITY**

Access to **higher SLAs of support** and **prioritization of incident queues** through a Single Point of Contact representing the **local escalation point** towards SAP Support. Access to **incident statistics** through the analysis of the Enterprise Support Report (ESR).

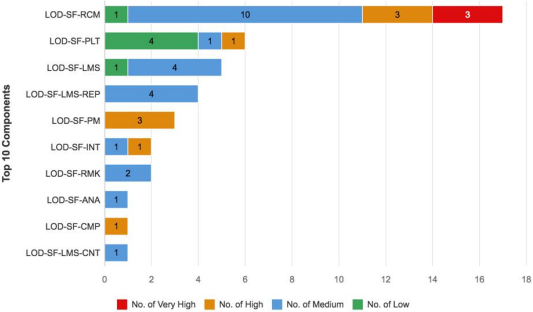
Maintain an optimal customer experience through prioritized incident handling.

- Service-Level Agreements to resolve issues that inhibit cloud usage
- Prioritization in the support queue
- Support expertise and escalation point through customer success team

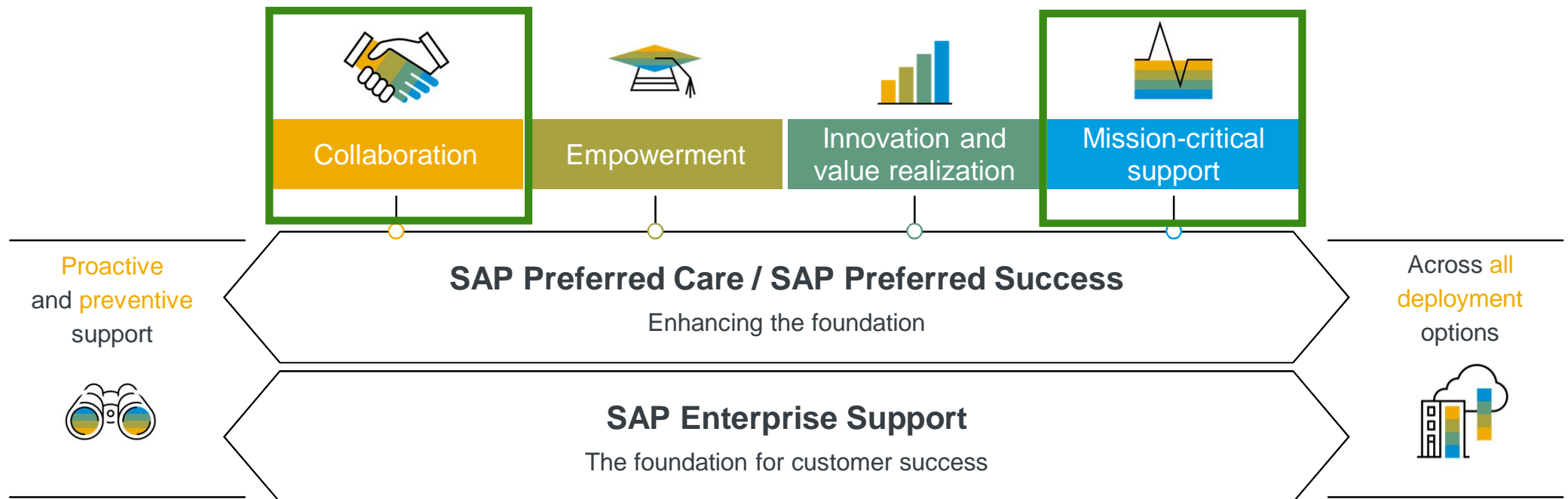


Priority	Cloud editions of SAP Enterprise Support		SAP Preferred Success	
	Initial Response Time	Resolution Target	Initial Response Time	Resolution Target
1	1 hour (RT)	4 hours (RT)	1 hour (RT)	4 hours (RT)
2	4 hours (RT)	-	2 hours (RT)	3 BD
3	1 BD	-	4 hours (OH)	-
4	2 BD	-	1 BD	-

Incidents sent to SAP (last 3 months) By Component and Priority



# SAP Enterprise Support – The foundation for continuous customer success



# GETTING STARTED with Collaboration

Realize business outcomes through collaboration with SAP experts



## Collaboration

Receive guidance from SAP support experts by interacting with them through the award-winning SAP Enterprise Support value map program. The support advisory team guides you during mission critical situations.



### Support experts

Get valuable advice from our team of 8,000+ experienced support experts, backed up by 15,000+ developers globally.



### SAP Enterprise Support value maps

Leverage value maps to quickly identify the relevant SAP Enterprise Support services, tools, and expertise for your business needs.



# GETTING STARTED with Collaboration

## Customer Interaction Center

The SAP **Customer Interaction Center** is one of the interfaces between customers and the SAP support organization. It is available 24 hours a day, 7 days a week, 365 days a year, and provides a central point of contact for assistance with nontechnical queries.

### Overview

- The SAP CIC is the contact channel for any non-technical questions including:
  - Existing incidents
  - The SAP ONE Support Launchpad and supporting applications
  - S-User queries and support
  - SAP remote service requests
- The SAP CIC can be reached by phone, chat, or e-mail

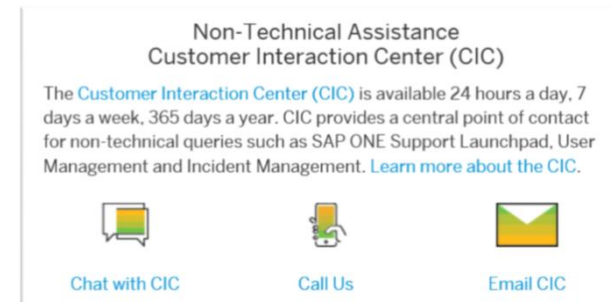
### Benefits

- The SAP CIC is available 24 hours a day, 7 days a week, 365 days a year, and provides a central point of contact for assistance with non-technical queries
- A Universal free-phone number for contacting SAP support, accessible in most countries through landline phones and some mobile providers
- Access to a product area specific IVR call routing menu, now including SAP Ariba, Concur, and SAP Fieldglass solutions

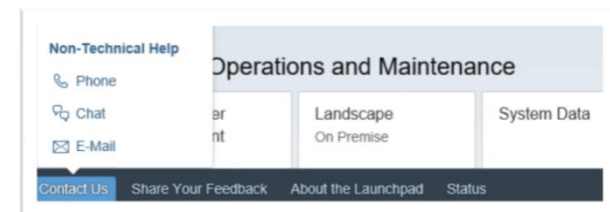
### Access

- You can access the SAP CIC from the SAP Support Portal or through the SAP One Support Launchpad
- Direct access:
  - [Chat with CIC](#)
  - [Call CIC](#)
  - [E-mail CIC](#)
- Learn more here:
  - [Access to CIC](#)
  - [Topics to contact CIC](#)
  - [Reference Guide](#)

### Preview



SAP Support Portal



SAP ONE Support Launchpad

# Your fast lane to support expertise

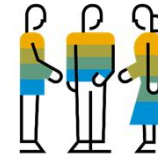
**SAP Enterprise Support Value Maps** – A structured and goal-based approach to quickly identify the relevant SAP Enterprise Support services, tools and offerings to achieve defined targets and address your business needs. In addition, leverage the in-depth knowledge of our **support advisory team** for personal guidance based on 45+ years of close customer engagements.



**Guided approach**  
to reach your objective



**Social collaboration**  
to connect directly with  
SAP experts and peers



**Expert access**  
to obtain guidance from  
SAP support experts



**Empowerment**  
to build the knowledge  
and skills you need

## Available Value Maps

>> Sign up

- |                        |                   |                    |                           |                       |                         |          |                              |                        |                      |
|------------------------|-------------------|--------------------|---------------------------|-----------------------|-------------------------|----------|------------------------------|------------------------|----------------------|
| SAP S/4HANA On Premise | SAP S/4HANA Cloud | Digital Innovation | <b>SAP SuccessFactors</b> | SAP Jam Collaboration | SAP Analytics Solutions | Security | Business Process Improvement | Data Volume Management | Lifecycle Management |
|------------------------|-------------------|--------------------|---------------------------|-----------------------|-------------------------|----------|------------------------------|------------------------|----------------------|



# GETTING STARTED with Collaboration

## SAP Enterprise Support Value Maps / Social business collaboration - SAP Jam

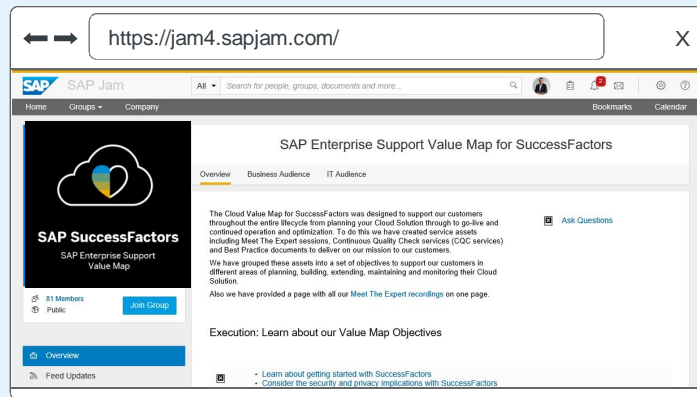


Customer

- Direct access to SAP Support experts
- Discuss and exchange ideas with other customers across different geographies

### SAP Jam

On-demand expertise through a cloud-based social collaboration platform



SAP Jam is also available on your mobile device



SAP

- Share expertise and provide guidance
- Get direct customer feedback

Join [SAP SuccessFactors Cloud value map](#) and benefit from empowerment options by role and lifecycle. Address and discuss your questions directly with our experts via SAP Jam.



# GETTING STARTED with Mission-Critical Support

Reliable end-to-end support across all deployment scenarios



## Mission-Critical Support

Regardless of your deployment scenario and the issues that may arise, a cornerstone of SAP Enterprise Support is mission-critical support that provides rapid collaboration with support experts.



**A single, intuitive interface** to access support resources.

By using customizable role profiles, the SAP ONE Support Launchpad displays only relevant applications and insights to help ensure an efficient and user-friendly experience.



**24x7 availability**

independent of your deployment model, with CALL-1-SAP as your global toll-free telephone number for contacting SAP support. Profit from the features of the Next-Generation Support approach.

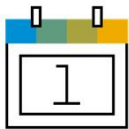


**Minimized business disruption**

and accelerated problem resolution thanks to best-in-class service level agreements for a timely initial reaction and a corrective action.

# Real-time interaction

## Schedule an Expert



**Schedule an Expert** connects you live with SAP Support in a one-on-one 30-minute call to discuss a technical topic of your choosing – at a time that is convenient for you.

### Overview

- § One-to-one 30-minute call delivered remotely through Skype for Business
- § Book an appointment at least three business days in advance to allow engineers to prepare
- § Schedule an Expert is available for a wide range of SAP products. For a complete list, check [here](#)
- § Check out the [Schedule an Expert video](#)
- § Visit [SAP Support Portal](#) to learn more

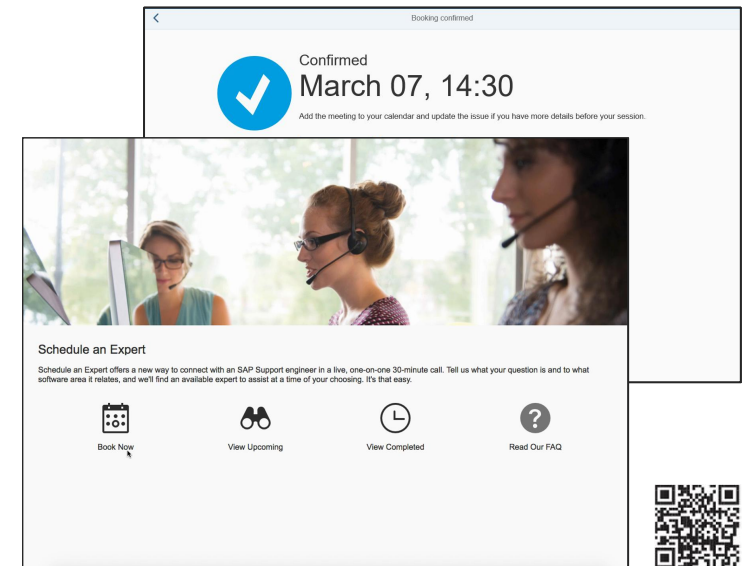
### Benefits

- § Live channel option for you
- § Interact one-to-one with a support engineer
- § Get answers when and where you need them
- § Get help and direct support for any technical question
- § Have access to the same technical engineers that you would create an incident with
- § Reduce your waiting time for response and resolution

### Access

- § Access Schedule an Expert through the [SAP ONE Support Launchpad](#)
- § Add the Schedule an Expert tile to SAP One Support Launchpad
- § Check the list of products currently available for Schedule an Expert
- § Schedule your session
- § Learn more on [how to join your Schedule an Expert call](#)

### Preview



# CORE PROCESSES

Innovation

Advanced Support

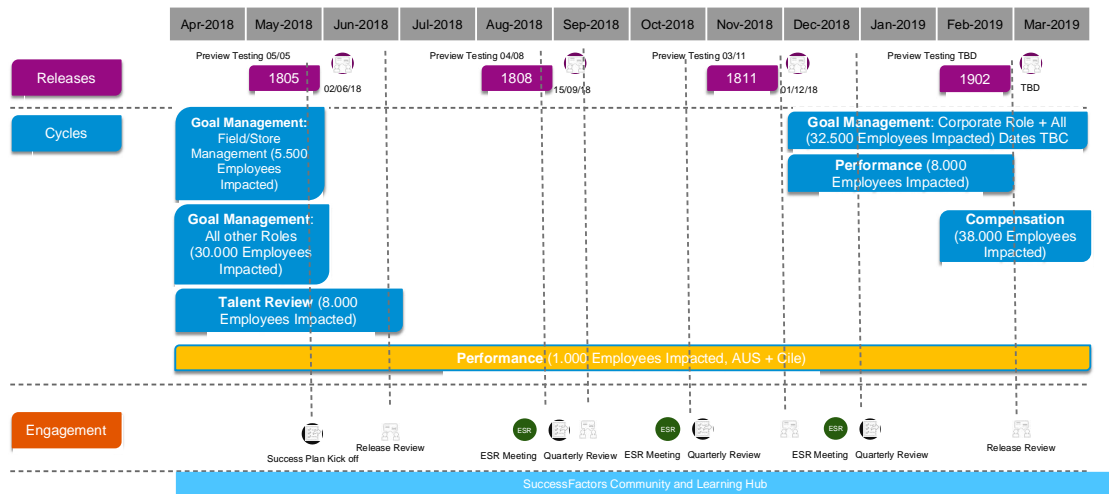
**Core Processes Protection**

Success Resources

Guided Training

## CORE PROCESSES PROTECTION

This is done through the **analysis of the configurations** during Pre-Go live and Go live (Optimization and Golive Success Checks).



- Smooth** go-live and operation of critical business solution
- Reduced** administrative effort related to the solution
- More robust** security set up with increased protection from potential cyber threats
- Increased** performance of business-critical interfaces
- Consistency** of data and seamless access of authorized users across applicable cloud and on-premise solutions
- Improved** end-user satisfaction and enhanced end-user experience with the solution

★ ★ ★ ★  
**Safe-start success checks**  
 Peace of mind before, during and after go-live

**Solve** Customer key **business challenges**, **Obtain Fast Engagement**, **Drive Adoption and Productivity** through Best Practices and Proven Methods to help Customer achieve greater efficiency and effectiveness;

**Delivered by SAP Certified experts** focused on Customer business outcomes through prescriptive **guidance**, **personalized recommendations** and **hands-on assistance**. Expertise that supplements Customer's team and delivers support at scale in a time- bound offer.

# SUCCESS RESOURCE

Innovation

Advanced Support

Core Processes Protection

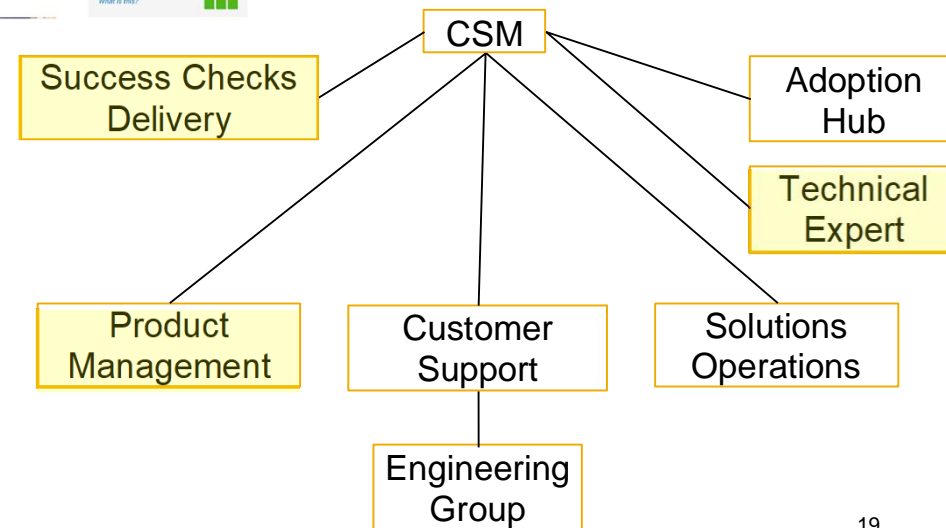
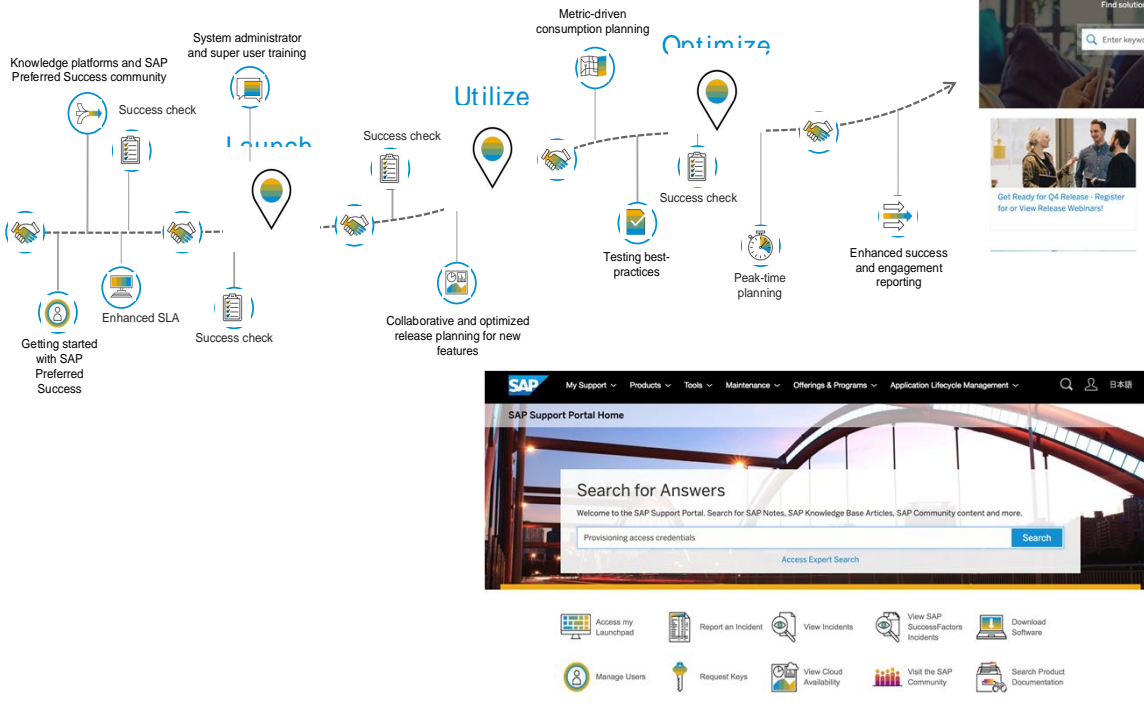
Success Resources

Guided Training

## SUCCESS RESOURCES EXCLUSIVE ACCESS

The service grant to the customer the **exclusive Access to Success Resources** (Customer Community, Webinar, Learning, Events, Expert Chat/call, Knowledge Base Article, etc). The customer could access to dedicated Expert Resources to deep dive on different topics, such as: **configuration checks, performance analysis, process and functionality best practices, security** (Success Checks).

Your **customer success plan** is the key to unlocking value, orchestrating business benefits that are **tailored to you** along the way.



# GUIDED TRAINING

Innovation

Advanced  
Support

Core Processes  
Protection

Success  
Resources

Guided  
Training

## GUIDED TRAINING PATHS

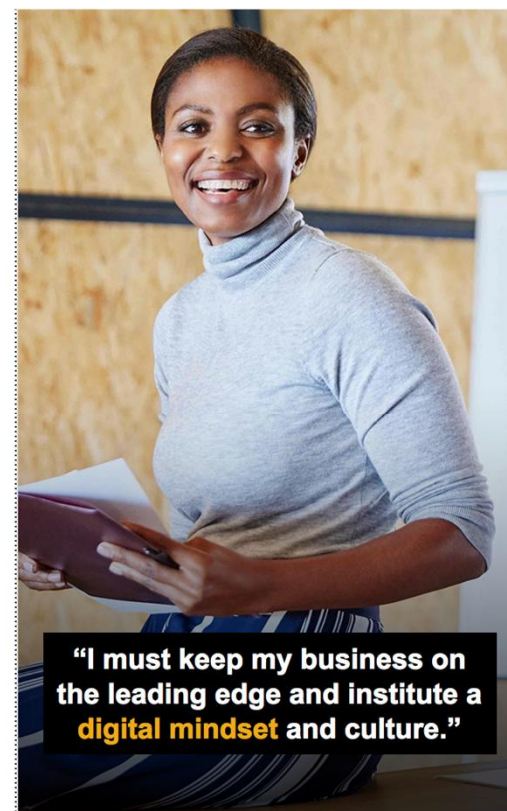
Guided **Training Paths based on Role and Skills**. **Orchestration** of the multiple training channels available (Webinars, Events, E-learning, Learning Hub, etc) to develop internal Know-how on product, Processes and Governance. Guide to **SAP certifications to build Centers of Excellence** in the customer organization.

## Learning Resources



Upskill through the dynamic changes in the cloud lifecycle and collaborate with peers through SAP Learning Hub, solution editions.

- Guided onboarding experience
- Functional expertise
- Access to [SAP Learning Hub, Solution Editions](#)
- Community learning, moderation and peer collaboration
- Access to best practices, such as employee engagement
- Identify enablement opportunities at customers and drive learning initiatives

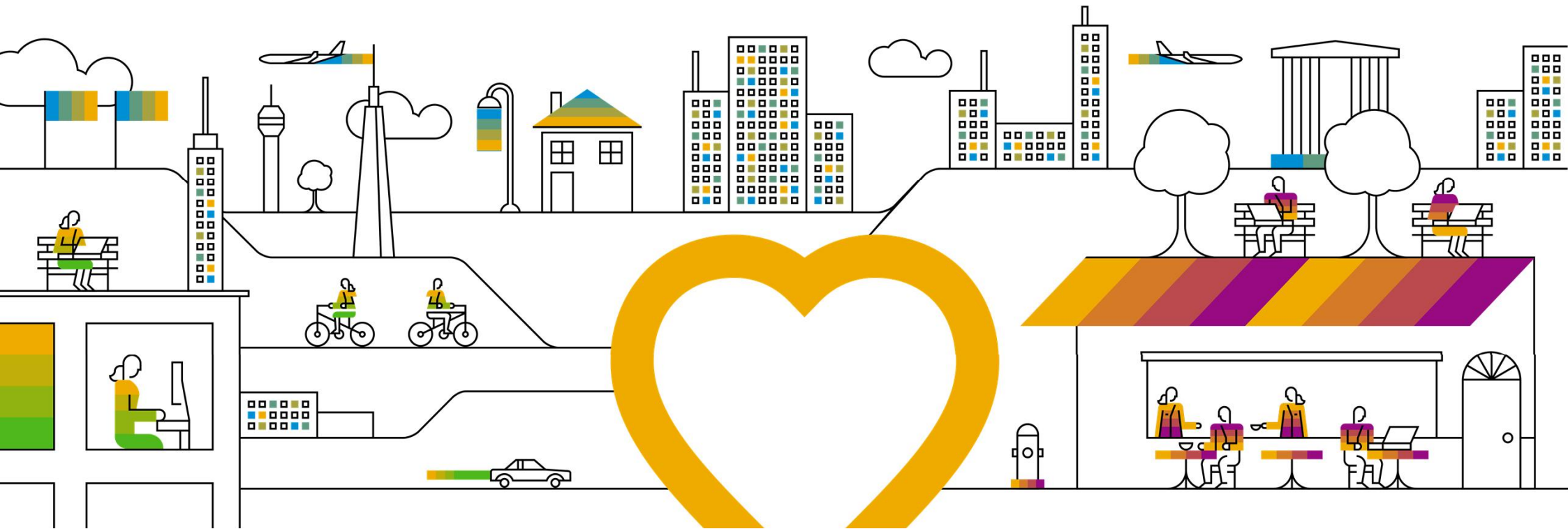


**“I must keep my business on the leading edge and institute a **digital mindset** and culture.”**

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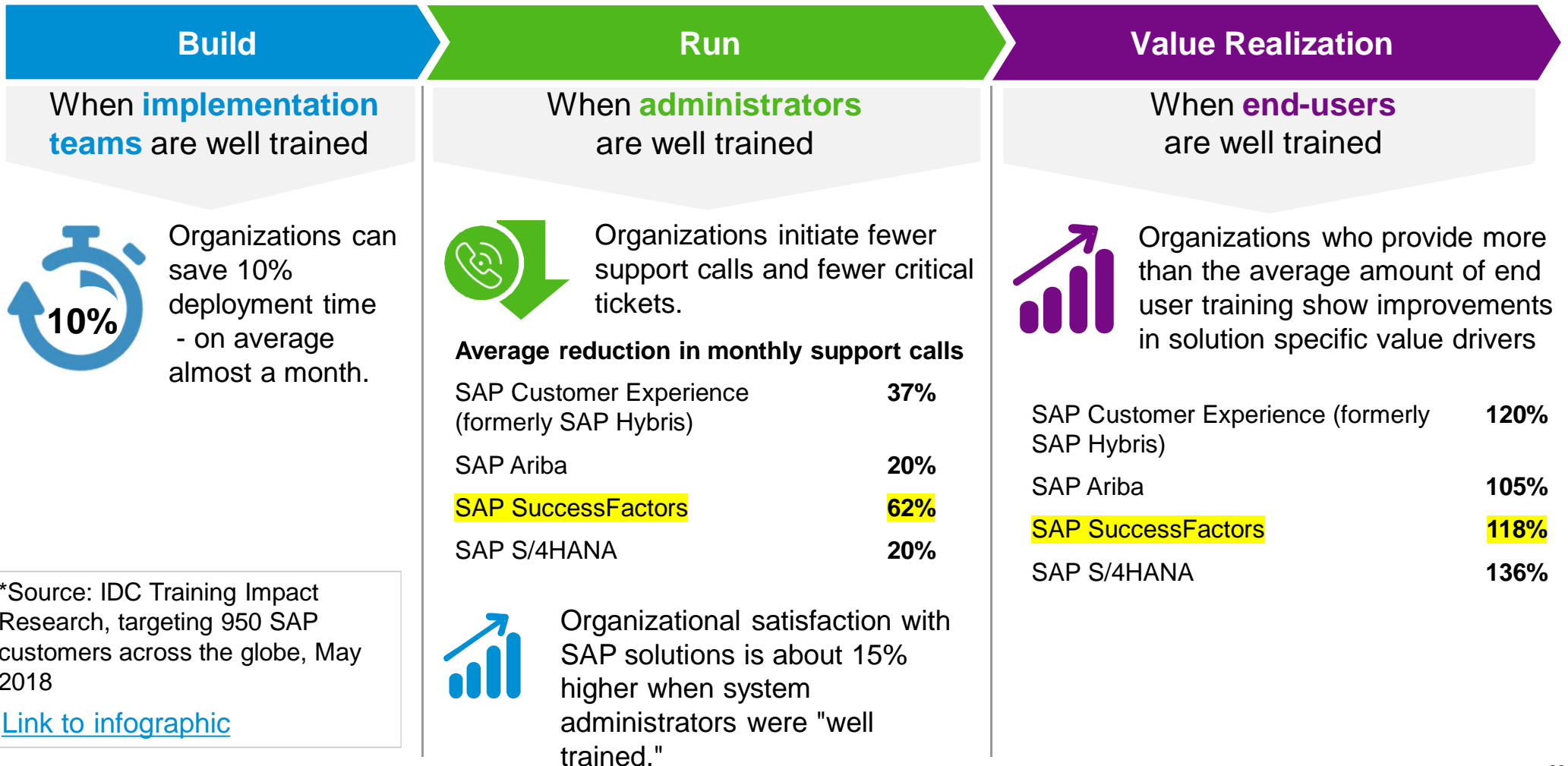
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# Enablement





# Business Impact – Enablement drives customer success\*



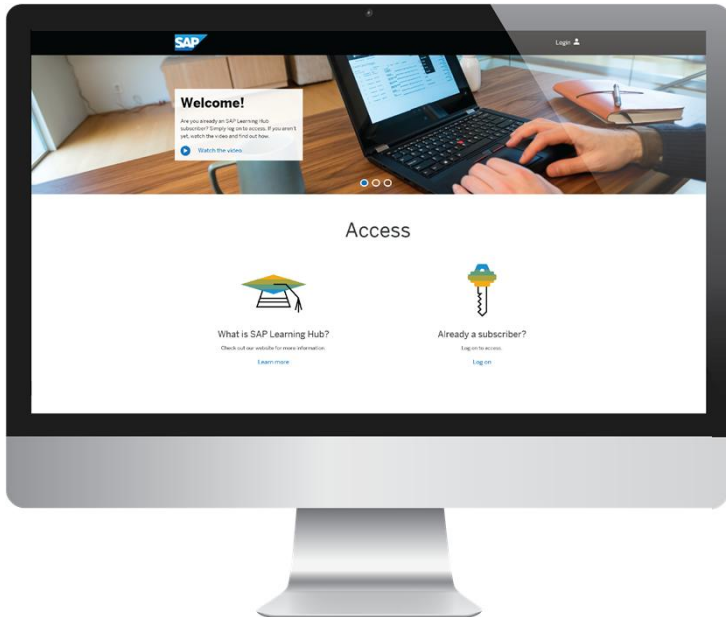
\*Source: IDC Training Impact Research, targeting 950 SAP customers across the globe, May 2018

[Link to infographic](#)



# SAP Learning Hub

A cloud-based learning platform for individual professionals and enterprises



## Enablement content

Unlimited access to standard learning content from SAP, including role-based learning and certification paths



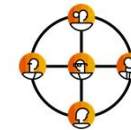
## SAP Live Access

Option for on-demand access to live training systems



## Learning Journeys

A visual guide illustrating the path a learner can choose to become fully competent in a solution



## SAP Learning Rooms

Structured collaboration and social learning led by experts from SAP

## SAP Learning Hub editions dedicated to SAP SuccessFactors:

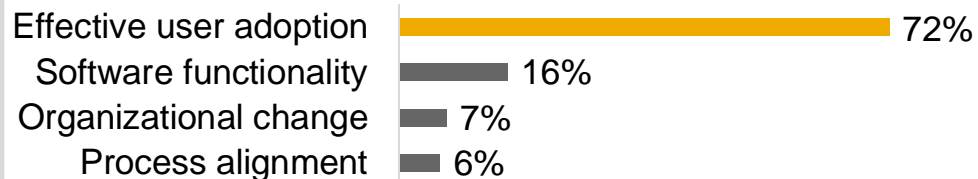
- For **Application Administrators (key users/super users)**: SAP SuccessFactors Learning Center (SFALC)
- For **Implementation Teams**: SAP Learning Hub Edition for People Engagement

# User Enablement embedded in the product is essential for customer success **in the cloud**

User enablement drives user satisfaction, adoption, performance and business value

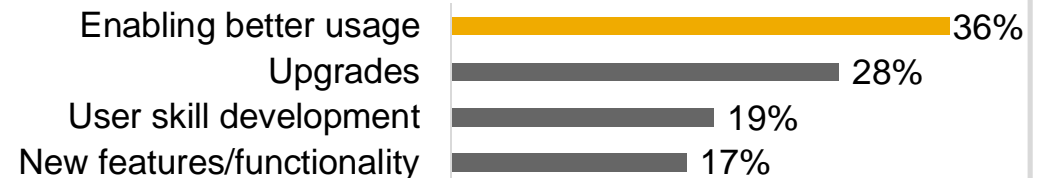
User adoption is the most important factor for realizing value <sup>2</sup>

Most important factor for realizing value



Enabling better usage is the most vital factor for existing deployments <sup>2</sup>

Most important factor for existing software deployments



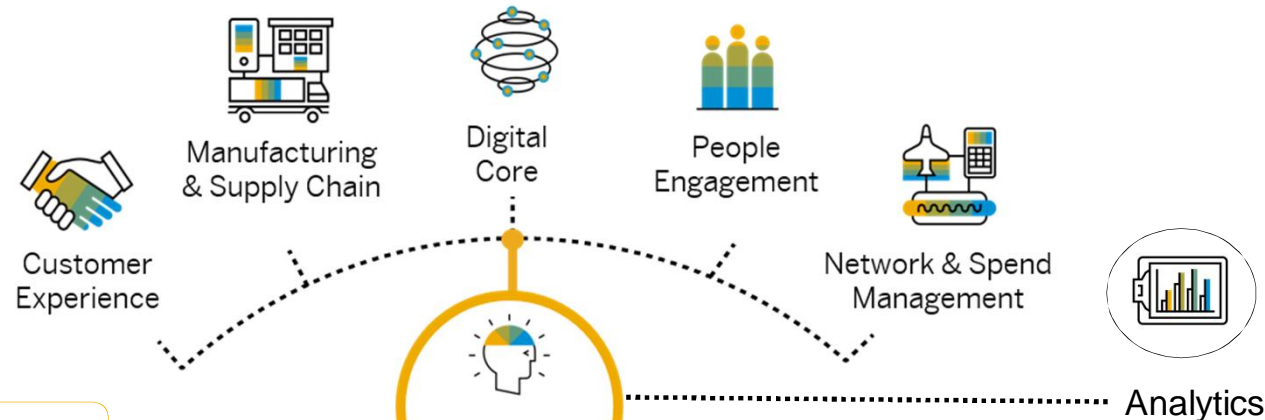
User enablement improves user satisfaction by 13% <sup>1</sup>

Sources: <sup>1</sup> IDC Training Impact Research, May 2018 | <sup>2</sup> Achieving Enterprise Software Success, research study by TSIA, Neochange, SandHill.com

# SAP Enable Now Framework for the Intelligent Enterprise

One consistent user onboarding and enablement experience across the entire Intelligent Enterprise Suite

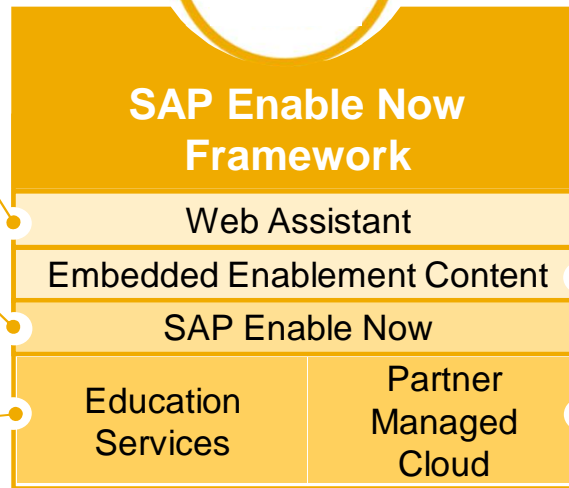
The **Intelligent Suite** with all its components will offer a best-in-class in-app enablement experience, that is consistent across the entire suite supported by the **SAP Enable Now Framework**.



**1** **Web Assistant** being integrated to be the standard for all applications (and UI technologies).

**3** **SAP Enable Now** will be required if a customer wants to edit embedded content or create new.

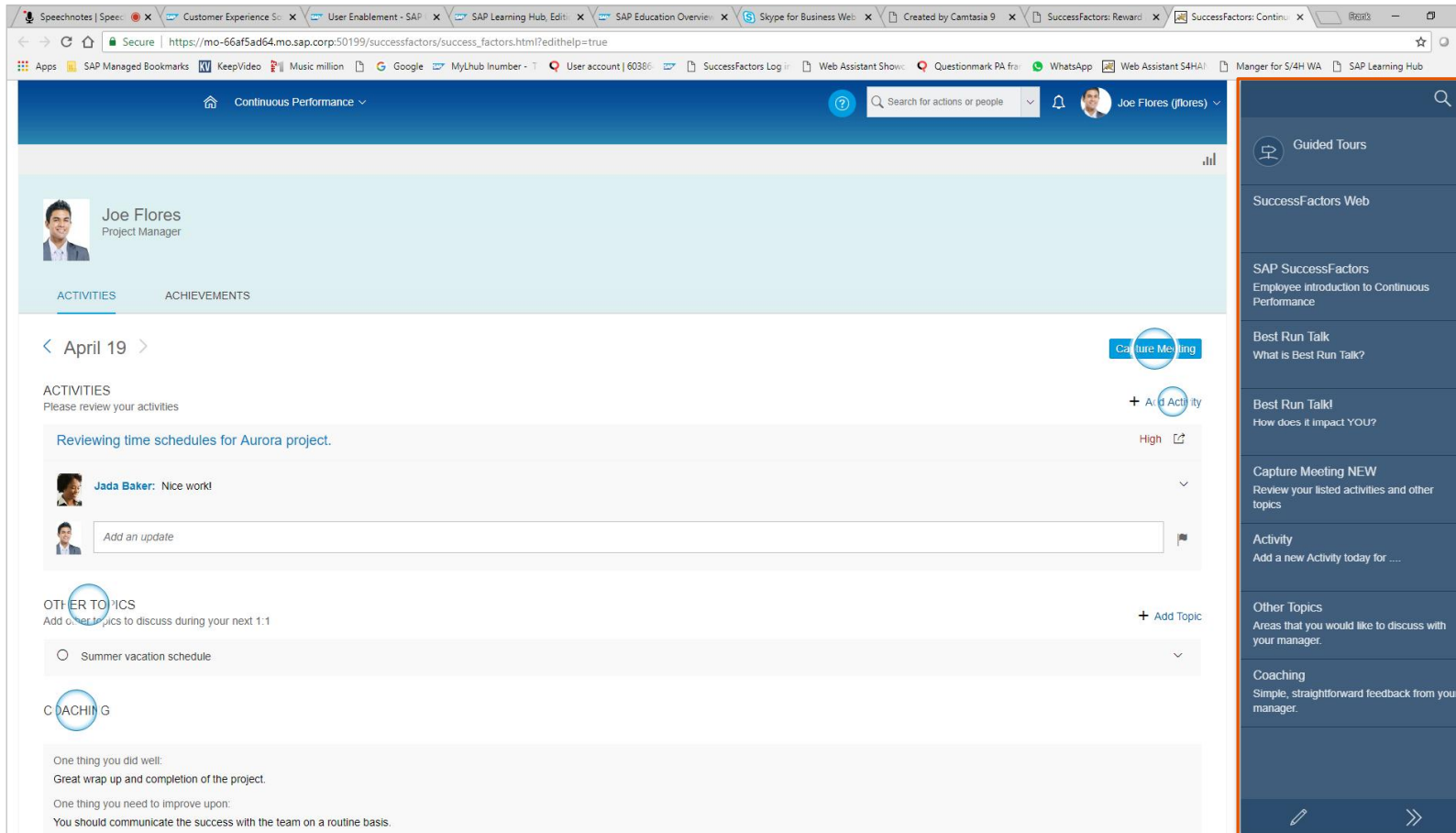
**4** **Education Services** help customers enhancing SAP content and more customer specific enablement program.



**2** **Embedded Enablement Content** provided through contextual help and in-app learning content.

**5** **PMC Partner:** Work directly with an approved PMC partner who can create, manage and deliver all of your enablement and adoption requirement.

# Web Assistant and SAP SuccessFactors



The SAP SuccessFactors Web Assistant design features the **panel** at the right side of the screen

# Performance Support - Web Assistant

## Access to Embedded Enablement Content (In-app Learning)

The image displays two overlapping screenshots of the SAP Performance Support interface. The top screenshot shows a video player titled "What is Best Run Talk?". The video content includes the BestRun logo and text explaining the new approach to performance management. It lists "More" benefits (frequent conversations, constructive feedback, focus on growth) and "No More" elements (annual reviews, calibration meetings, rigid processes). Below the text are sections for "Get Started", "Introduction Video", and "See it in action". The bottom screenshot shows a dashboard with metrics for courses (12), surveys (4), and profile completion (20%). It also features news items like "Business Beyond Bias" and "Enterprise Alumni", and a "My Team" section with options to recognize and reward someone or manage pending requests.

**What is Best Run Talk?**

BestRun  
Run simple with SAP

Best Run Talk is our new approach to Performance Management. No longer an annual process with ratings and performance reviews, SAP Talk will help us shift to more frequent, meaningful conversations between employees and managers.

**More**

- Frequent, flexible conversation on personal development, tasks, projects, goals, and working conditions
- Constructive feedback and opportunities to learn more from experiences
- Focus on employee growth and development

**No More**

- Performance ratings, annual performance reviews
- Calibration meetings
- Rigid, once a year administrative processes

**Get Started**  
Take the eLearning now.

**Introduction Video**

**See it in action**  
Walk through a simulation of Continuous Performance Management

Click Achievements.

Take Courses: 12 Courses  
Take Survey: 4 Surveys (All Due in 7 days)  
Finish Your Profile: 20% Complete (Due Anytime)

News

Achievements

Business Beyond Bias: Develop a Diverse & Inclusive Workforce

Enterprise Alumni

My Team

Recognize and Reward someone

Manage Pending Requests

[E-Learning or Task/Process tutorial delivered](#)

# SAP Enable Now

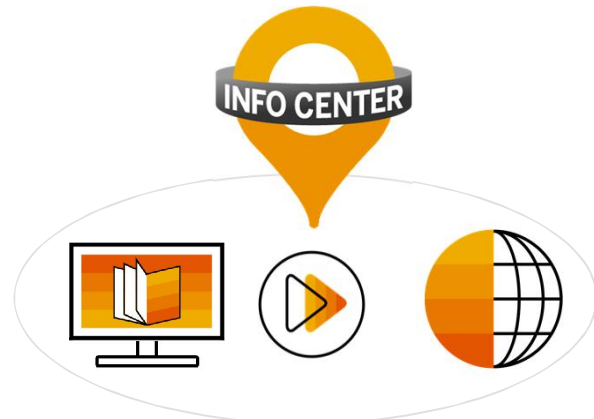
SAP Enable Now is an end-to-end solution to collaboratively **create, manage** and **deliver**:

## 1. Formal Training



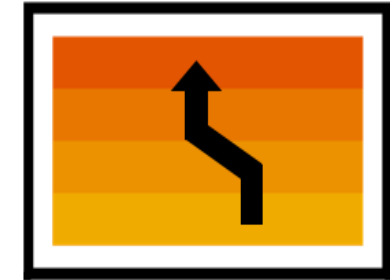
Traditional instructor-led training and LMS-based online or e-learning courses

## 2. Informal Learning



Self-directed learning and sharing of knowledge

## 3. Performance Support



Micro-knowledge and process guidance within the application

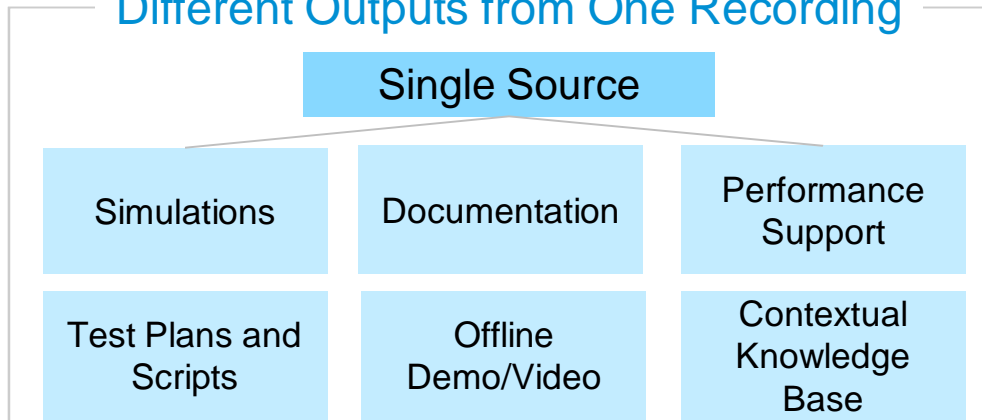
## 4. Management



Content Management, Collaborative Authoring, Content and Performance Support Delivery

# Why SAP Enable Now is so effective

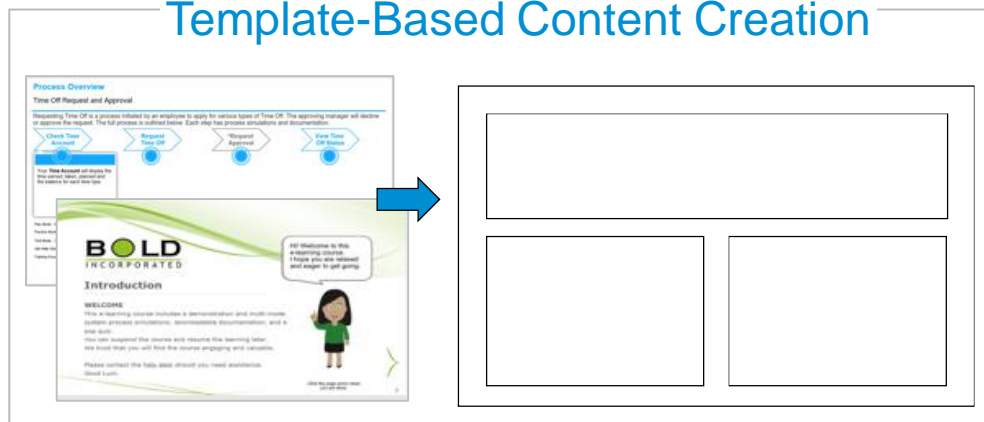
## Different Outputs from One Recording



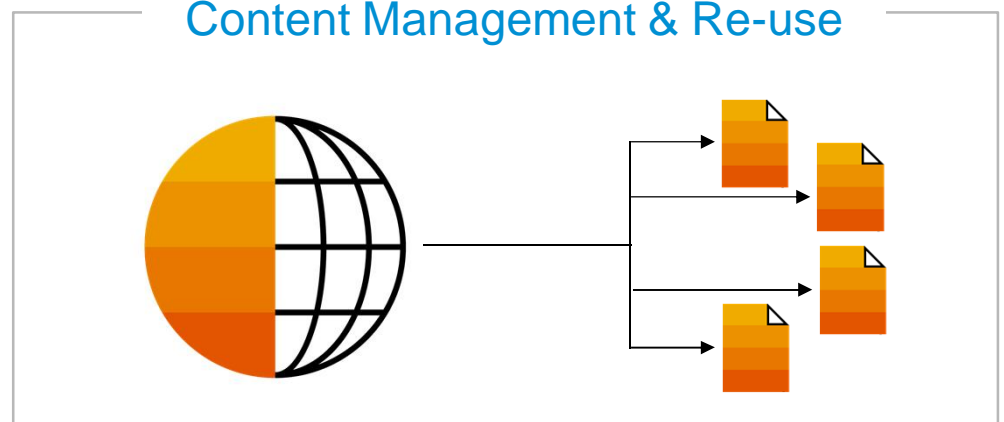
## Automatic Localization



## Template-Based Content Creation



## Content Management & Re-use





# Content Examples - Tutorials, Documentation, E-Learning...

## Process / Task Tutorials

The screenshot shows the SAP SuccessFactors Employee Files interface. The main content is a 'Time Account Overview' table. A tooltip is displayed over the 'Vacation' row, providing additional information: 'Note the activity in Geoff's account. He has a vacation balance of 4 days with 0 days planned. Note that the vacation days earned up to the current month = 4 days. Click on Close'. The table has columns for Time Account, Start Date, End Date, Earned, Taken, Balance, and Planned.

Time Account	Start Date	End Date	Earned	Taken	Balance	Planned
Sickness	01/01/2017	12/31/2017	10 days	0 days	10 days	0 days
Time in Lieu Of	01/01/2016	12/31/9999	6 hours	0 hours	6 hours	0 hours
Vacation	01/01/2017	03/31/2018	4 days	0 days	4 days	0 days

## E-Learning

The screenshot shows an SAP e-learning course page titled 'About this Course'. It lists the course content and learning objectives. The components are: 1. Contextual information on the Business Process. 2. Documentation and Simulation of the process in the following modes: Demo Mode, Practice Mode, and Test Mode. 3. Embedded knowledge check (Quiz - not scored). A help agent character is present on the right side of the page.

**About this Course**  
Course Content and Learning Objective

This course comprises the following components:

- Contextual information on the Business Process.
- Documentation and Simulation of the process in the following modes:
  - Demo Mode
  - Practice Mode
  - Test Mode
- Embedded knowledge check (Quiz - not scored)

Click on the help agent at the top right of the page. Blue animated buttons will appear. Then click on the blue animated buttons for more information.

## Documentation

The first screenshot shows a 'My Learning' tile in the SAP interface. It includes a 'My Learning (Play mode)' section with a description: 'This is My Learning page. We can add a section about this screen if required. It has a number of information blocks called, Tiles e.g. My Learning Assignments, Recommendations and so on. We can add information, tips, hints and more.' Below this is a table with columns for Step and Action.

Step	Action
(1)	Click to minimise the tile.

The second screenshot shows a list of steps for a task:

- Click on the **Time Off** tile. (Note that the number of available vacation days is displayed)
- Click on **Show Account Details**
- Note the activity in Geoff's account. He has a vacation balance of 4 days with 0 days planned.
- Note that the vacation days earned up to the current month = 4 days
- Click on **Close**
- Click on **Other** to see other Time Off types.

## Knowledge Assessment

The screenshot shows a knowledge assessment quiz. The question is: 'SAP S/4HANA and SAP SuccessFactors SAP Enable Now provides high value training and support services to SAP S/4HANA and SAP SuccessFactors. Select the correct functions below. There may be more than one correct answer.' The options are: Unique integration with both SAP solutions, Content customization directly from the Web Assistant, Audio transcription service, Rapid content creation for all modes of learning, and Efficient maintenance of training and support content. A help agent character is present on the right side of the page.

**3** SAP S/4HANA and SAP SuccessFactors  
SAP Enable Now provides high value training and support services to SAP S/4HANA and SAP SuccessFactors.  
Select the correct functions below.  
There may be more than one correct answer.

- Unique integration with both SAP solutions
- Content customization directly from the Web Assistant
- Audio transcription service
- Rapid content creation for all modes of learning
- Efficient maintenance of training and support content

# Your Benefits with SAP Enable Now



## Enablement

- **Reduced content development costs** due to content multi-modality and single-source creation approach
- **Improved management and scalability** of corporate knowledge projects with workflow-based content management
- **Effectiveness measurement of trainings** and support materials with built-in reporting
- **One end-to-end solution** for all corporate enablement needs
- **Sustainable approach** for continuous learning

## IT Management

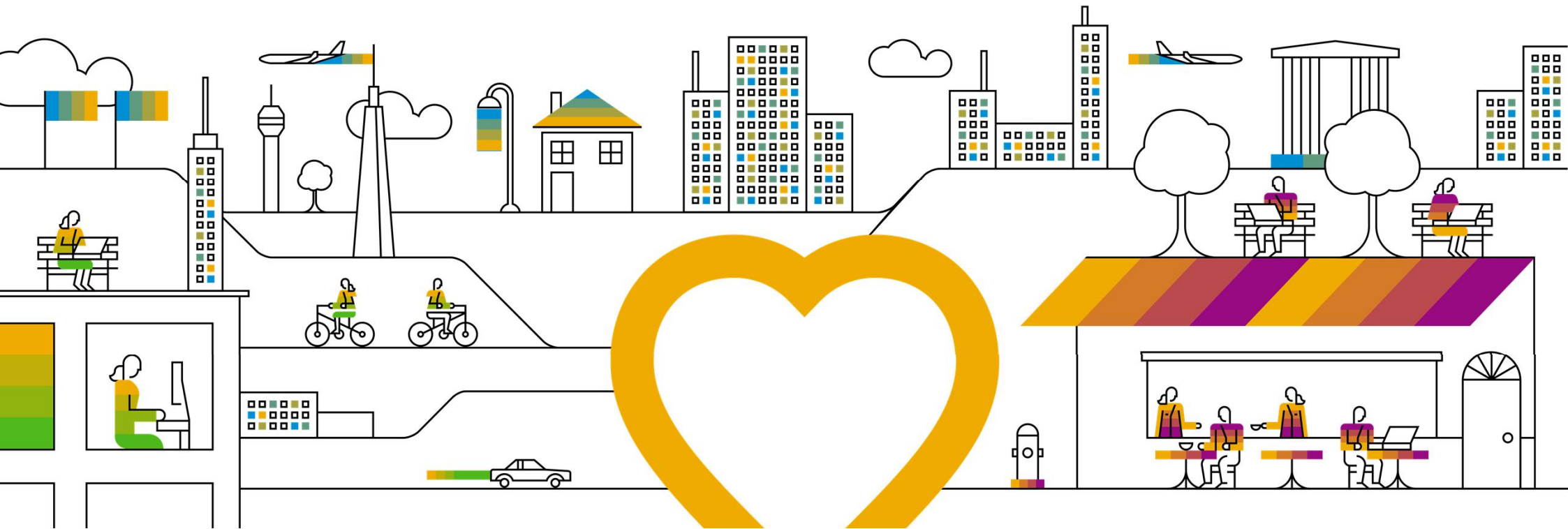
- **Simple installation** of both desktop and server components; no installation with cloud edition
- Dramatically **reduces calls to first-level help desk support** and reduced need for support during hyper-care phase
- SAP Enable Now is **unique in its ability** to customize and add to the **Embedded Enablement Content** that is being delivered by SAP with our cloud solutions

## Executives

- **Lower total cost of ownership** for enterprise software by enabling your workforce faster and more effectively
- Improved **effectiveness and productivity** of business software users
- **Improved user adoption** of your SAP investment
- **Accelerated ROI** of (SAP) solutions with a proven solution for knowledge transfer

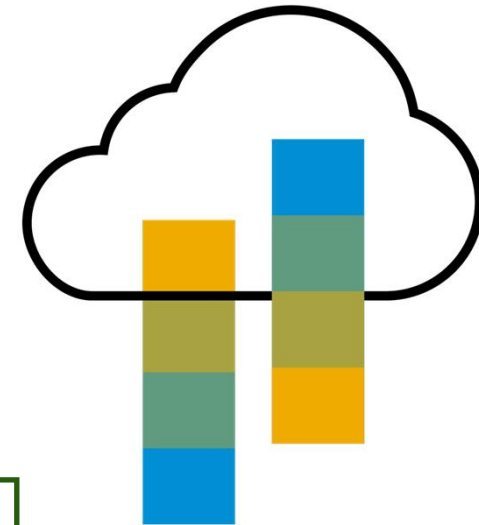
**Faster Time to value, Improved User Productivity and Increased User adoption**






# Summary



# The Promise of the Cloud – Matching expectations

Digital transformation is driving fundamental change, creating a requirement for speed and stability at the same time. The cloud brings new opportunities to create value for your organization and customers with the promise of:



	<b>Speed and innovation</b>	GOVERNANCE SETUP	INNOVATION	
	<b>Flexibility and elasticity</b>	SUCCESS RESOURCES EXCLUSIVE ACCESS	FOCUSED ON CUSTOMER CONTEXT	CORE PROCESSES PROTECTION
	<b>Simplification</b>	GUIDED TRAINING PATHS	FOCUSED ON CUSTOMER CONTEXT	SUCCESS RESOURCES EXCLUSIVE ACCESS
	<b>Fit-to-standard</b>	CORE PROCESSES PROTECTION	INNOVATION	
	<b>Always on and up-to-date</b>	GUIDED TRAINING PATHS	GOVERNANCE SETUP	

SAP SuccessFactors 

# SAP SuccessFactors User Group

## What's next?

PUBLIC

THE BEST RUN 





# Le imprese intelligenti si incontrano

**Eventi SAP 2019**

Scopri tutti gli eventi di SAP Italia

[www.impresaintelligenti.it](http://www.impresaintelligenti.it)

## Calendar of Events & Webinars

Join us for in-person and virtual events focused on the SAP SuccessFactors solution and human resource process leading practices! Scroll down for webinars & recordings on topics from HR Strategy and Transformation to Solution Management. [Click here to register](#) for our monthly Events newsletter where we highlight upcoming webinars and in-person events.

## [Global Event Newsletter](#)



February 2019

All   Today

February 5, 2019		Tuesday
4:00pm - 5:00pm	● We are 1 year away from 2020. What were the trends and how is HR doing?	
February 6, 2019		Wednesday
4:00pm - 5:00pm	● Release Rewind Learning (LMS) and SAP Jam - Look back at 2018	

## Upcoming Release

**Event 1:**  
Preview Release

32  
Days

## Upcoming Events

## Location / Hosted

## Date

The Future of HR – How Technology is transforming HCM

**Hosted by SAP Switzerland** – Zurich

January 29<sup>th</sup> 2019

End to End Hiring Process

[Register Here](#)

**Hosted by Sasol** – Johannesburg

February 12<sup>th</sup> 2019

**Hosted by Emaar** – Dubai

February 14<sup>th</sup> 2019

Employee Central: Back to Basics  
**Invite Coming Soon**

**Hosted by SAP UKI** – London

March 26<sup>th</sup> 2019

**Hosted by SAP Spain** – Madrid

March 27<sup>th</sup> 2019



SAP SuccessFactors 

# Thank you.

THE BEST RUN 

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