

SAP SuccessFactors 

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THE BEST RUN 



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# A Unique Vantage Point



**17%**

Higher productivity

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# Employee Engagement

**3x**

More revenue per employee

**40%**

Lower turnover

qualtrics<sup>®</sup> XM



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# corporation

employees and  
customers even before  
shareholders!

“A corporation functions to serve their ~~shareholders~~  
and maximize profits.”

BRT Proclamations

# The New York Times

## *Shareholder Value Is No Longer Everything, Top C.E.O.s Say*

Chief executives from the Business Roundtable, including the leaders of Apple and JPMorgan Chase, argued that companies must also invest in employees and deliver value to customers.



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# A Changing World of Work

**15 to 4**

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

**2M**

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

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of CEOs believe  
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**34%**

of employees  
feel engaged

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# The Employee Experience Gap

YORK  STREET

304

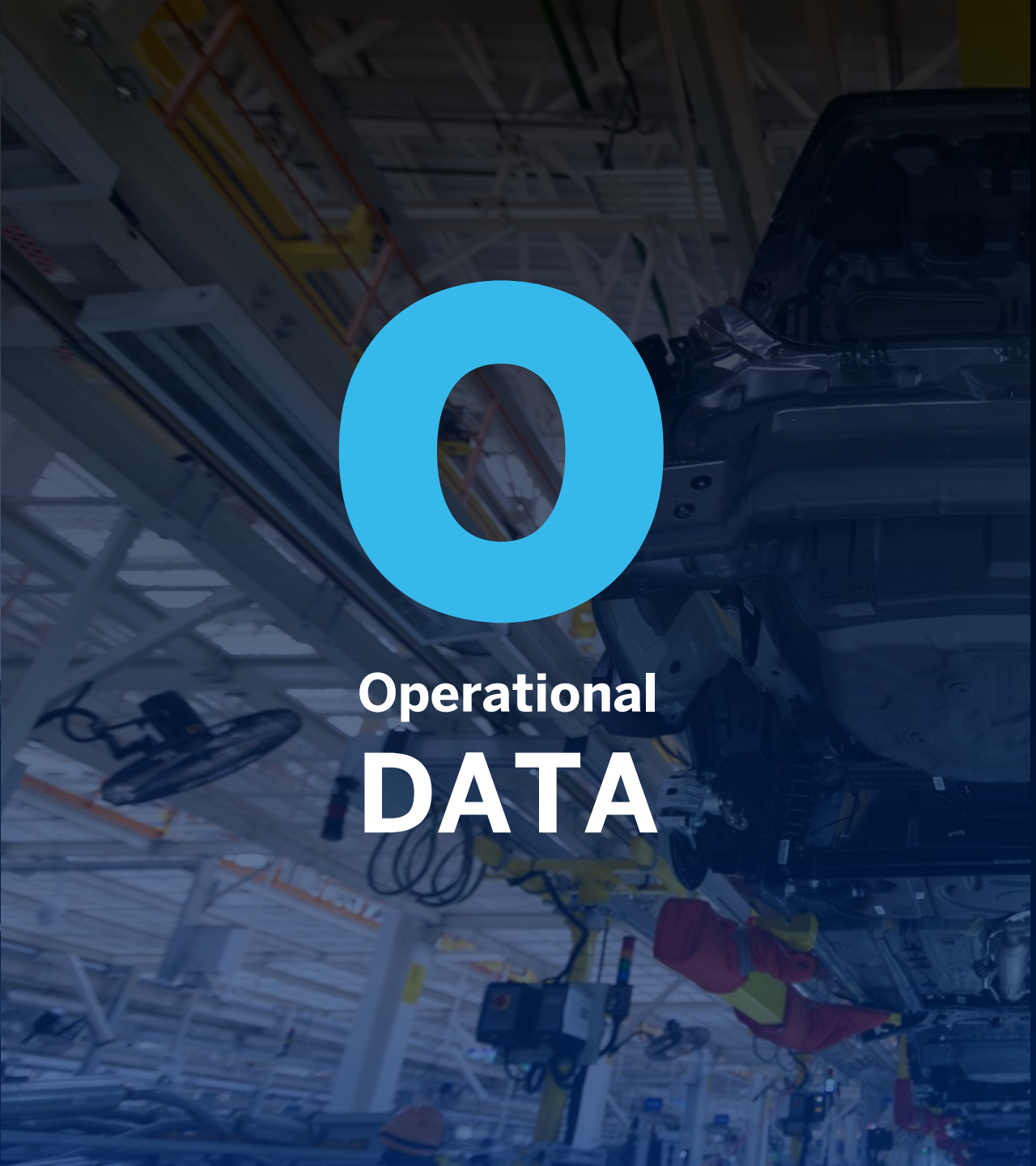
**X**

Experience  
**DATA**



**O**

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

Why

**X**

Experience

**DATA**

+

What

**O**

Operational

**DATA**



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# O Data

- ✓ Hires
- ✓ Job Changes
- ✓ Class Completions
- ✓ Performance Assessments
- ✓ Bonuses
- ✓ Organizational Changes





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# X Data

- ✓ Employee Trust
- ✓ Engagement
- ✓ Sentiment
- ✓ Voice of Employee
- ✓ Behaviors
- ✓ Qualitative Insights

**X**

TRUE

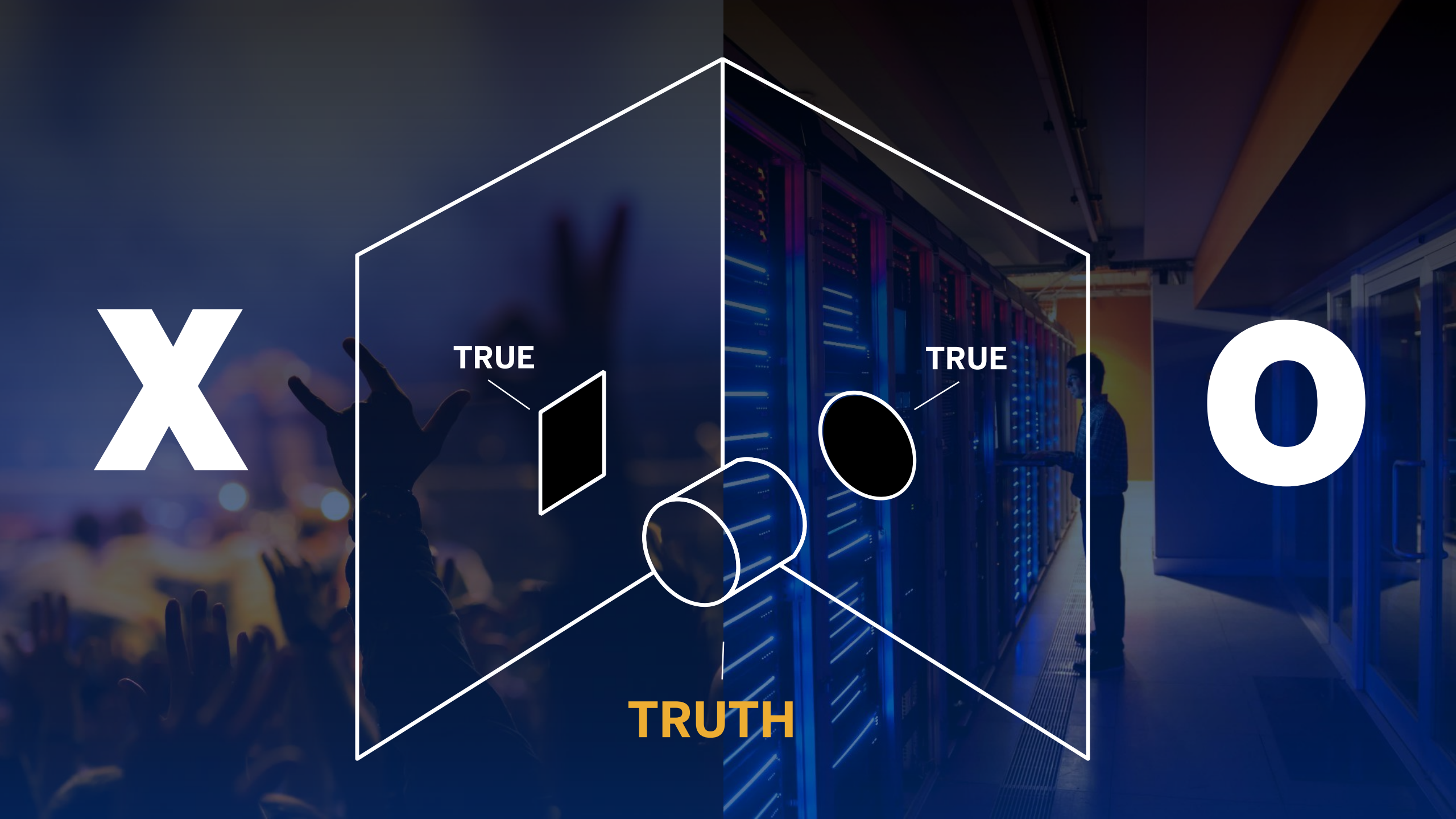


TRUE



**TRUTH**

**O**





Career Path

Organizational Vision

Compensation

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**Tenured  
Employees**



Manager Time

Navigating the Organization

Bad  
Territories

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**Early  
Employees**

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# 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.”

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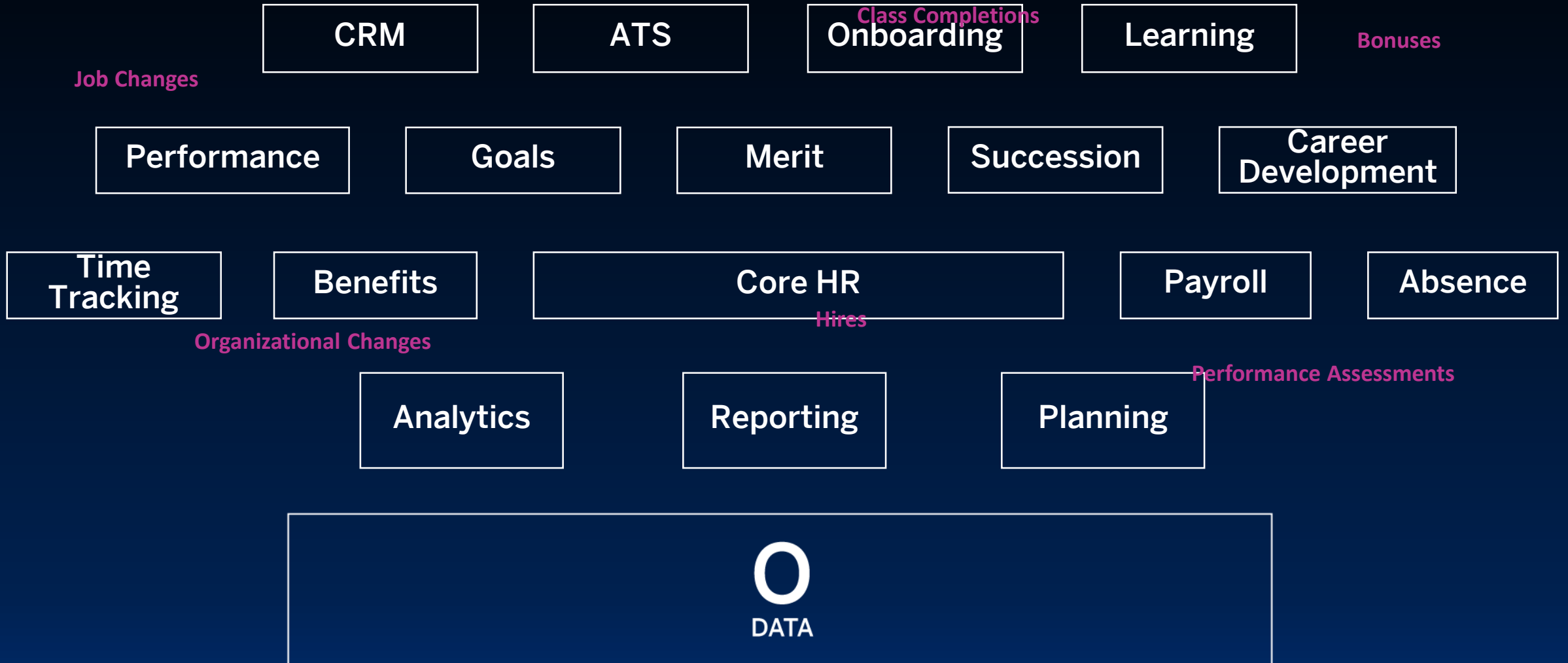
Start putting people and their experience **at the center of the organization.**



# H&M

Human Experience Management

# Human Experience Management



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# Moments That Matter

My Candidate  
Experience

My Onboarding  
Experience

My Team

My Tools  
& Technology

My Training  
& Development

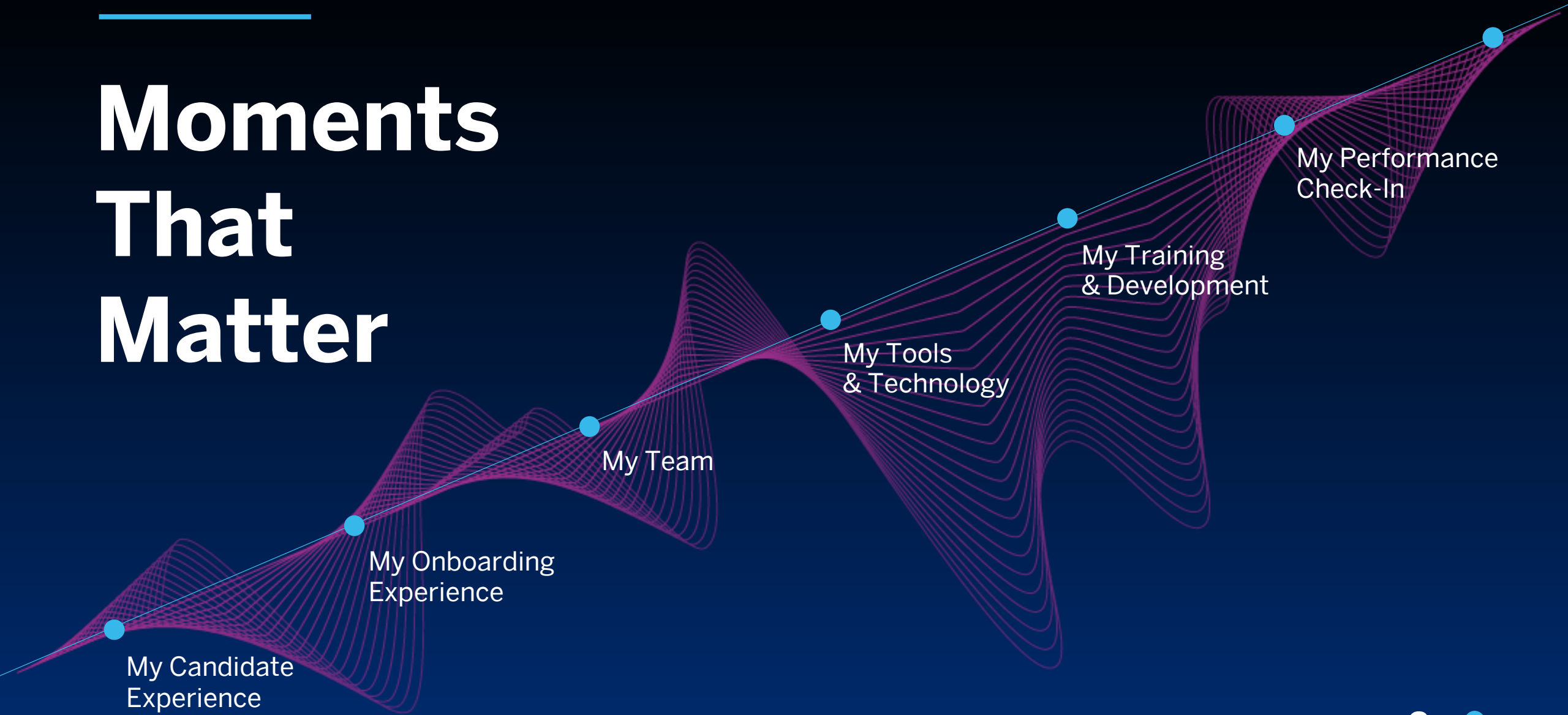
My Performance  
Check-In

O = ●



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# Moments That Matter



My Candidate Experience

My Onboarding Experience

My Team

My Tools & Technology

My Training & Development

My Performance Check-In

O = ●

X = ●



**HCM**



**HXM**

Human Experience Management

**Moments that matter**

**Listen, Understand, Act.**