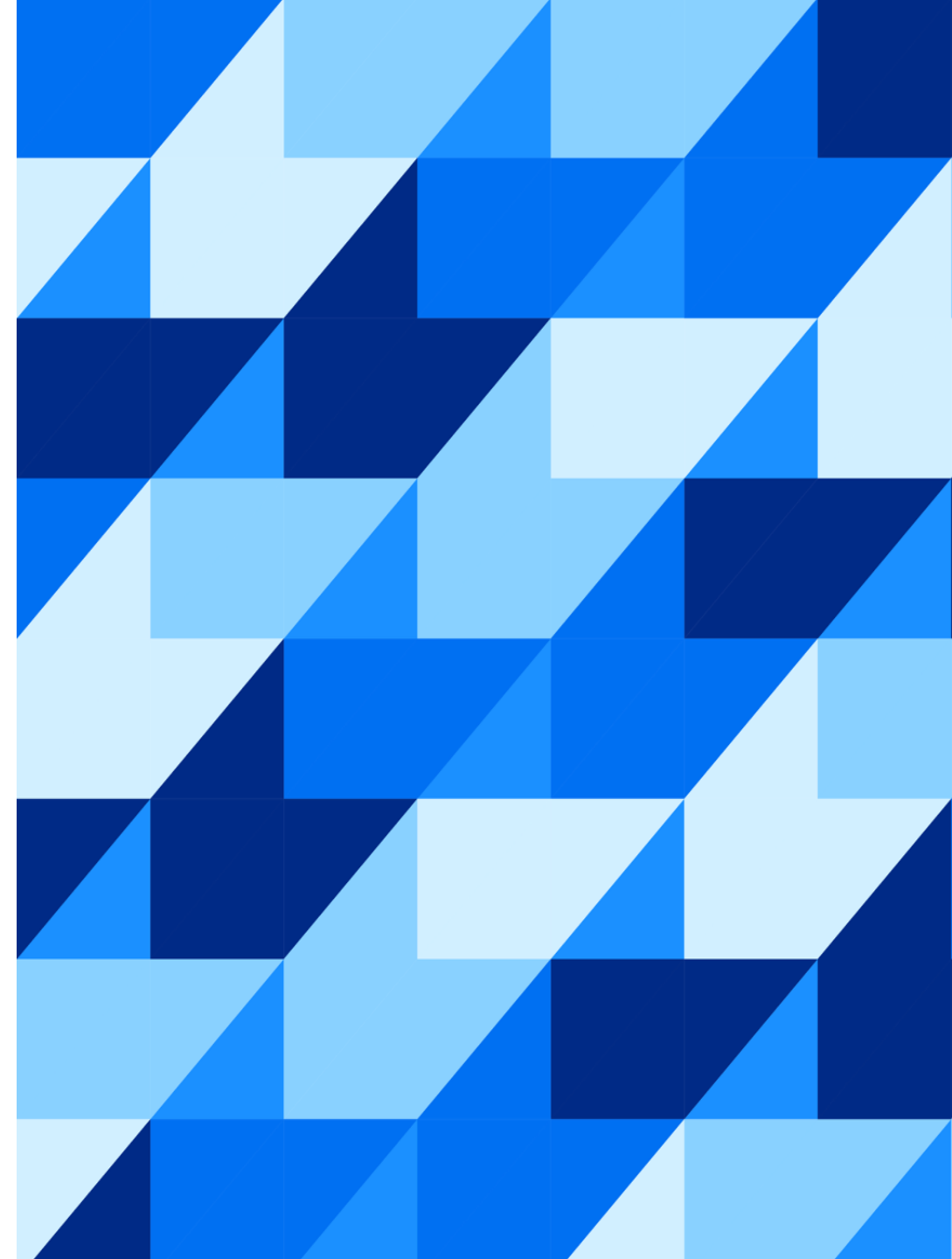**Thought Leadership**

Transform Business Performance
Recruit to Retire

April, 2024

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Agenda

1 Introduction

2 Today's business challenges and how business processes can enable Human Resources

3 Suite qualities that enable Recruit to Retire from end to end

4 Next steps

- How to build your specific scenario for Human Resources
- How SAP can help you

SAP

01 Introduction

Introduction

Frank Bareis
Director Product Management

Jimmy Wey
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Enterprise Customer Success
Manager

Kai Wussow
Head of Digital Transformation
Business Transformation Services

Heiko Mauersberg
Regional Vice President
Customer Success Strategy &
Transformation

SAP

02 Today's business challenges and how business processes can enable Human Resources

Business outcomes expected of CHROs

- **Create a future-ready workforce** – build the right skills to quickly adapt; create equal opportunity; optimize your total workforce

- **Tackle global risk and compliance with confidence** – take regulatory pressure off your team; secure hybrid work; reduce financial risk; standardize payroll worldwide; protect employees' privacy

- **Increase the strategic value of HR** – connect HR across the business and contribute to corporate strategic decision-making; align people decisions to business priorities

Business process integration is essential for business success by providing

- better employee **experiences**
- improved **organizational agility**
- higher **productivity** & lower **cost**

Business value of end-to-end HR process integration

Drive business outcomes for multiple stakeholders across the enterprise

CHRO

- Get workforce engaged and productive quickly
- **Make better talent decisions aligned to key business priorities**
- Drive new/ meaningful workforce experiences that link purpose to performance

Sales, Supply Chain, Other Operational Leaders

- **Consistently use people data and insights in LoB responsibilities to drive business outcomes**
- Closer collaboration with HR and Finance regarding workforce planning and needs

Internal Worker

- **Fast/easy way to get onboarded**
- Engaging user experience in managing daily work
- Enjoy company benefits, do purposeful work, grow your career

CFO

- **Gain visibility of workforce costs, risks, performance**
- Collaborate closely with HR Chief to coordinate analysis and action – achieve company goals
- Workforce experiences matter!

CIO

- **Minimize integration and maintenance costs**
- Enable secure, proper access for workforce during on- and off-boarding
- Have more time to partner with business

Business value of external workforce process integration

Drive business outcomes for multiple stakeholders across the enterprise

CHRO

- **Flexibility/agility to optimize total talent composition**
- Know the who, what, where, when of your external workforce
- Get external workforce engaged/ productive, quickly

Head of Procurement

- **Automate/standar-dize external worker procurement**
- Minimize risk and meet compliance requirements
- Negotiate better deals with approved vendor lists

External Worker

- **Fast, easy way to get onboarded**
- Smooth user experience in managing work, like time sheets
- Get paid accurately and on time

CFO

- **Gain visibility of all external worker spend**
- Enable timely, automated payment; reduce cost/risk of outstanding payments
- Analyze/enforce program budgets

CIO

- **Minimize integration and maintenance costs**
- Enable secure, proper access for workforce during on- and off-boarding
- Have more time to partner with business

Streamlining HR from Hire-to-Retire in an Intelligent Enterprise with SAP® Solutions

Before: Challenges and Opportunities
- Challenges with point-to-point integration; repetitive integration testing during upgrades
- Inconsistent data and a difficult reconciliation process
- Need for effective people-centric recruiting and onboarding strategies to support the high numbers of new hires to match the intense growth and store openings

Why SAP
- SAP SuccessFactors solutions and SAP S/4HANA Cloud as the foundation for a people-centric approach to HR and better employee experiences at hundreds of store locations
- Long-standing relationship with SAP as a technology provider of choice, including involvement in multiple early-adopter and feedback cycles with the SAP Product Engineering organization
- SAP Business Technology Platform (SAP BTP) to provide a simplified, scalable integration solution through an aligned data model in combination with a central master data integration service

After: Value-Driven Results
- Used the SAP Intelligent Enterprise Framework methodology to integrate SAP S/4HANA Cloud and SAP SuccessFactors solutions and achieve hire to retire business process integration, bringing the HR and finance teams closer
- Gained the ability to automatically enable new hires for expense payments in SAP S/4HANA Cloud
- Eliminated friction in the hiring and onboarding process, allowing new hires to become productive faster
- Simplified user provisioning and management through automation and integration with other solutions, which continues to improve the employee experience thanks to automated event data changes
- Reduced data maintenance cost and created a foundation for future business and technology growth

"For MOD Pizza, providing exceptional employee experiences is key to driving workforce engagement and business success. People data is the lifeblood of the system. With intelligent technologies from SAP, we can create integration end to end and leverage that data to get people connected and productive faster."

Tara Gambill, Senior Director of Enterprise Systems, MOD Pizza LLC

1,000

New hires onboarding each month

400

Event data changes managed daily, including for promotions and separations

15 hours

Saved per week in labour related to manual data entry and analysis of integration errors

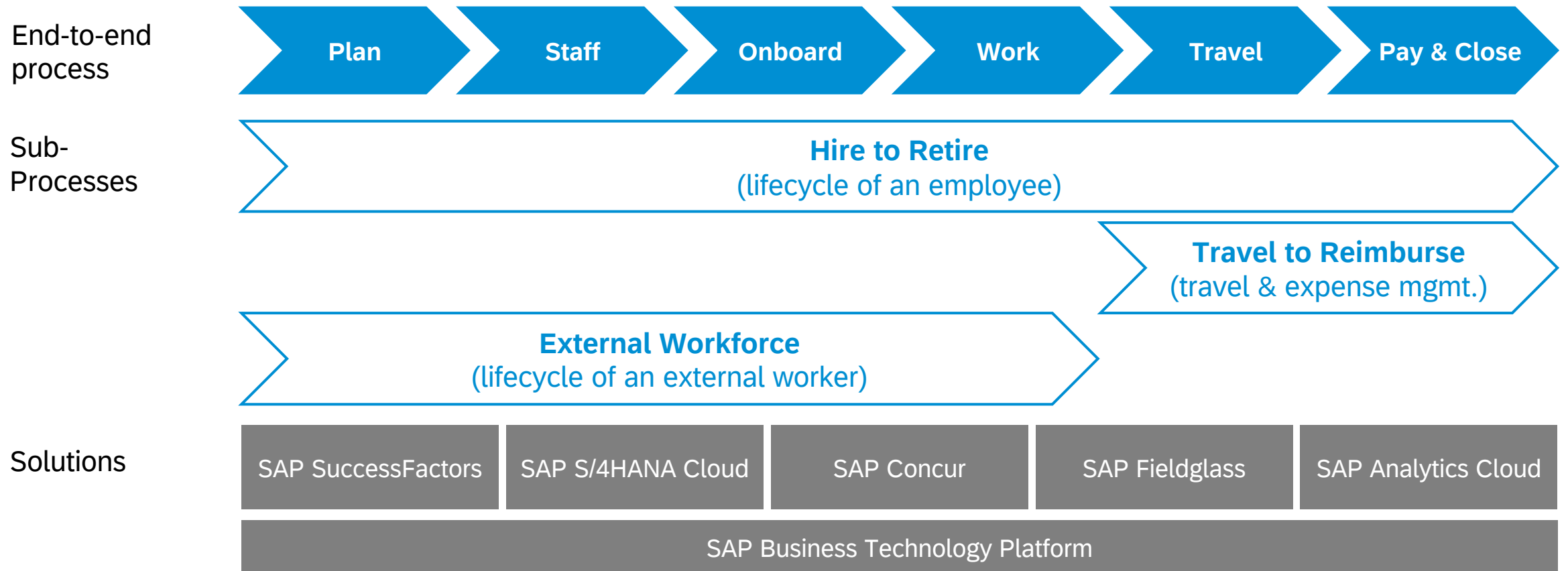| **MOD Pizza LLC** Bellevue, Washington www.modpizza.com	**Industry** Consumer products	**Products and Services** Personalized pizzas made to order in fast-casual restaurants throughout the United States	**Employees** 9,000	**Revenue** >US$500 million	**Featured Solutions** SAP S/4HANA Cloud, SAP SuccessFactors solutions, and SAP Business Technology Platform

THE BEST RUN **SAP**

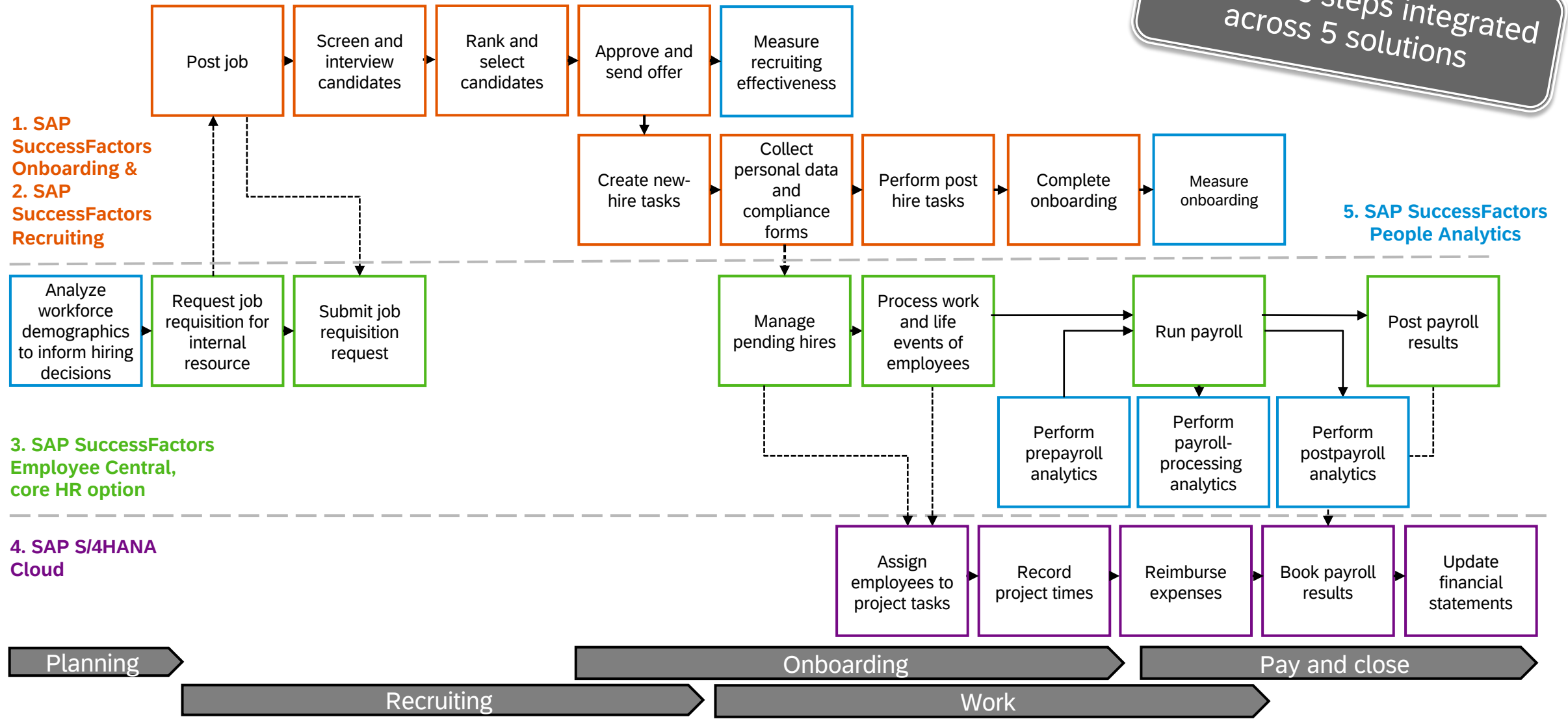# 'Recruit to retire' business process and solutions

Definition of integrated end-to-end process **"recruit to retire"**

Understand, manage, and optimize all aspects of the workforce (employees and external workers) in line with business objectives and with financial impact – facilitating exceptional workforce experience and business transformation

End-to-end process

| Plan | Staff | Onboard | Work | Travel | Pay & Close |

Sub-Processes

Hire to Retire
(lifecycle of an employee)

Travel to Reimburse
(travel & expense mgmt.)

External Workforce
(lifecycle of an external worker)

Solutions

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

SAP Business Technology Platform

'Hire to retire' business process

25 process steps integrated across 5 solutions

1. SAP SuccessFactors Onboarding & 2. SAP SuccessFactors Recruiting

| Post job | Screen and interview candidates | Rank and select candidates | Approve and send offer | Measure recruiting effectiveness |

| Create new-hire tasks | Collect personal data and compliance forms | Perform post hire tasks | Complete onboarding | Measure onboarding |

5. SAP SuccessFactors People Analytics

3. SAP SuccessFactors Employee Central, core HR option

| Analyze workforce demographics to inform hiring decisions | Request job requisition for internal resource | Submit job requisition request | Manage pending hires | Process work and life events of employees | Run payroll | Post payroll results |

| Perform prepayroll analytics | Perform payroll-processing analytics | Perform postpayroll analytics |

4. SAP S/4HANA Cloud

| Assign employees to project tasks | Record project times | Reimburse expenses | Book payroll results | Update financial statements |

Planning | Onboarding | Pay and close

Recruiting | Work

External workforce business process

One domain model + master data integration service + identity services

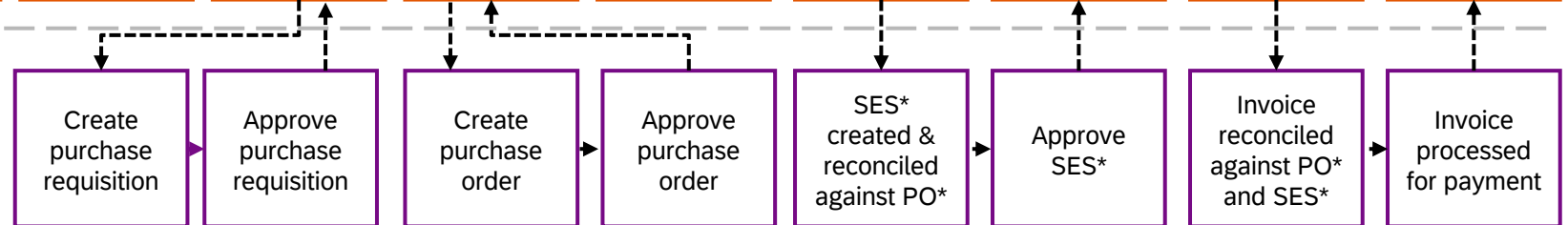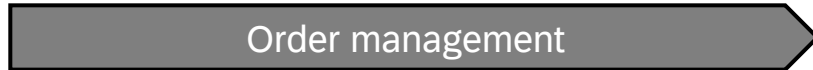**1. SAP SuccessFactors**
- Request requisition for external resource
- Requisition request submitted
- Update external resource on Position org. chart

2. SAP Fieldglass
- Draft Job Posting
- Submit Job Posting
- Review candidates
- Select vendor and initiate assignment
- Create work order
- Maintain work order
- Assignment released to supplier and worker registers
- SES/TS* deliverable submitted for approval
- SES/TS* deliverable validated against PO*
- SES* approved
- Apply service entry and release
- Invoice generated
- Invoice status updated

3. SAP S/4HANA Cloud
- Create purchase requisition
- Approve purchase requisition
- Create purchase order
- Approve purchase order
- SES* created & reconciled against PO*
- Approve SES*
- Invoice reconciled against PO* and SES*
- Invoice processed for payment

24 process steps integrated across 3 solutions

Recruiting → Order management → Invoicing

*ODM = One Domain Model; MDI = Master Data Integration service; SES = Service entry sheet; TS = Time sheet, PO = Purchase order

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03 Suite qualities that enable Recruit to Retire from end to end

Suite Qualities
Unlocking Business Potential with SAP

Implemented across end-to-end business processes delivered by SAP Business Technology Platform to unify user experience, security, workflow inboxes, data semantics, analytics, lifecycle management, and process architectures.


Seamless
User Experience

Consistent Security
& Identity
Management

Aligned
Domain Models

End-to-End
Process Blueprints

Coordinated
Lifecycle
Management

One Workflow
Inbox

Embedded Analytics
Across Solutions
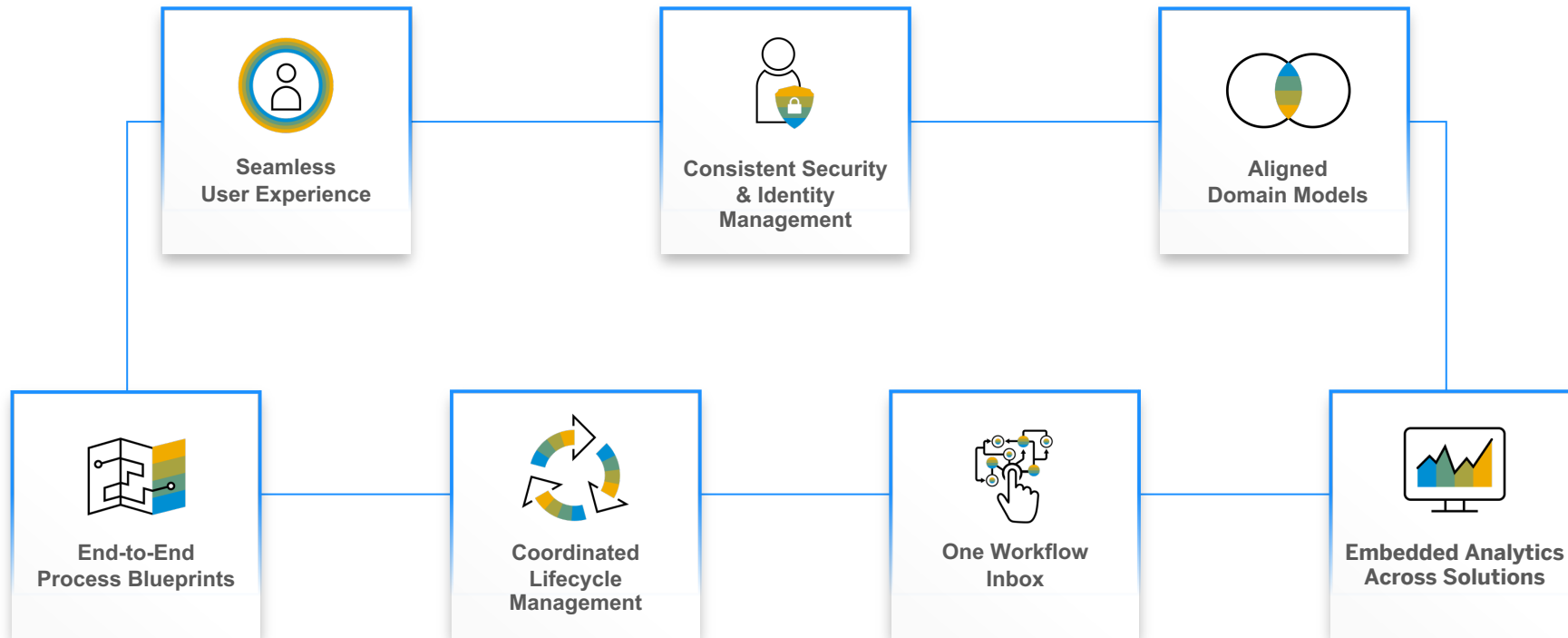
Recruit-to-Retire

HR BUSINESS PROCESS INTEGRATION

Aligned
Domain Models & Integration Content

Central master data integration service across all SAP business applications

1:1 integration

1:many integration

ODM: SAP One Domain Model
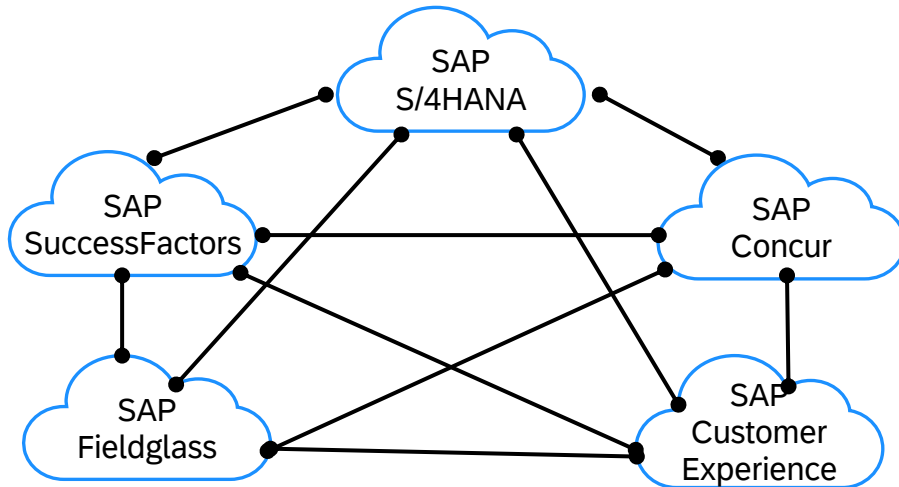
- **Point-to-point:** hard to synchronize, high maintenance

- **Expensive**: integration effort required for every implementation

- **Inconsistent:** configuration, data models, technology
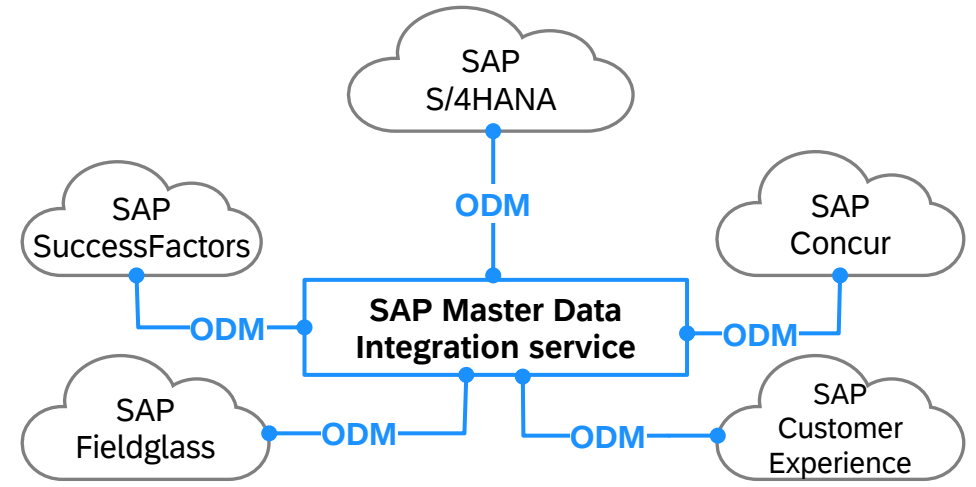
- **Faster:** Efficient centralized distribution

- **Cheaper:** Standardized, out-of-the-box, reusable

- **Better:** Consistent, scalable, compliant; purpose-driven master data replication

Aligned domain models: Master Data Integration service

Background

Customers require harmonized and commonly used data objects across various SAP LoB solutions.

SAP Offers

Aligned domain models used by SAP applications to synchronize business objects with common attributes relying on common semantics, thereby reducing SAP-to-SAP integration efforts for master data objects used in the end-to-end processes.

Aligned domain models: SAP Event broker

SAP Event broker for SAP cloud applications

- Reduced maintenance
- Improved consistency
- Step towards fully SAP-managed integration

Background

Reducing integration complexity, by shift from often tightly coupled point-to-point integrations towards loosely coupled event-based integrations.

SAP Offers

Event Broker decouples the event publisher and subscribers to achieve a scalable and flexible solution for SAP application to SAP application event exchange.

Aligned domain models: Aligned APIs

Background

Expose your data as APIs to manage the end-to-end lifecycle.
Gain consistently access to an API library

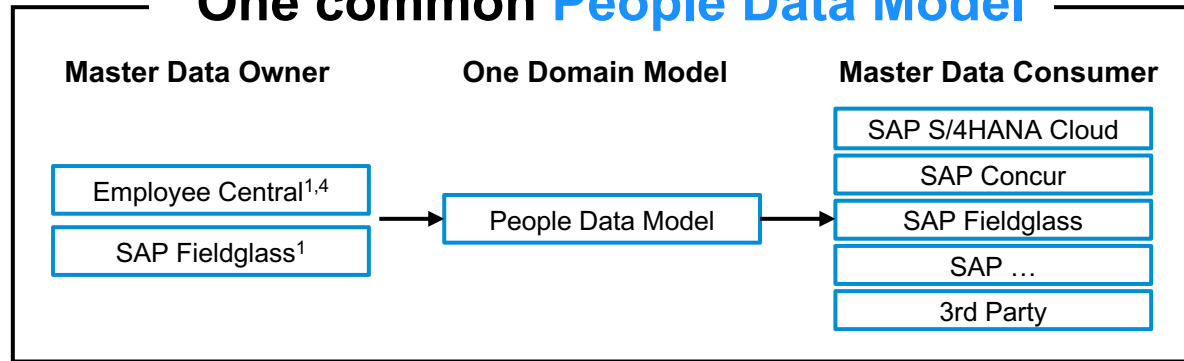## SAP Offers

3400+ Pre-built integrations
3800+ APIs and Data Graphs
600+ business events to jump-start your integration projects
Benefit from the thousands of APIs published on the SAP Business Accelerator Hub

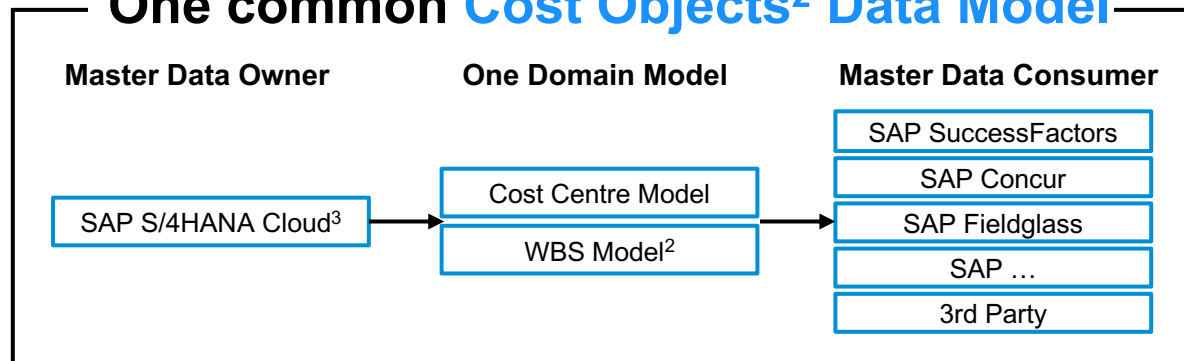# Aligned domain models & integration content **Benefits**

One common **People Data Model**

Master Data Owner	One Domain Model	Master Data Consumer
		SAP S/4HANA Cloud
Employee Central[1,4]		SAP Concur
	People Data Model	SAP Fieldglass
SAP Fieldglass[1]		SAP …
		3rd Party

One common **Cost Objects[2] Data Model**

Master Data Owner	One Domain Model	Master Data Consumer
		SAP SuccessFactors
	Cost Centre Model	SAP Concur
SAP S/4HANA Cloud[3]		SAP Fieldglass
	WBS Model[2]	SAP …
		3rd Party

One Domain Model/MDI shown above are part of the complete list

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

[3] Other Finance systems (SAP or 3rd party) are possible

[2] Cost Objects: Cost center, Work Breakdown Structure (WBS)

[4] SAP SuccessFactors Employee Central

Business Benefits

- Harmonized master data drive data consistency and quality across solution landscape
- Power end-to-end business processes to run seamlessly across the value chain
- Empower data-driven decision-support like CHRO and CFO analytics

Technology Benefits

- Enable out-of-the-box SAP-to-SAP integration
- Provide consistent APIs based on open standards
- Be the foundation for suite qualities such as identity management, one workflow inbox, etc.
- Reduce IT costs

Recruit-to-Retire

HR BUSINESS PROCESS INTEGRATION

Embedded and Cross Product Analytics

Embedded and Cross Product Analytics Benefits

Background

Applications users want to see actual analytical insights directly in the application UI.

SAP Offers

Complete embedded dashboard and data analytics using SAP solutions, and all accessible by SAP business applications.

Business Benefits

- Intuitive, guided experience
- Interactive graphical tiles and dashboards
- Expanded insights to improve decisions and stimulate action
- Identify trends over time in services across the organization

SAP SuccessFactors People Analytics

Key Highlights

- Embedded HXM reporting and insights and Based on SAP Analytics Cloud with intuitive, guided experience

- Expanded insights and better capabilities of creating meaningful stories to help business make data driven decisions

- Interactive graphical tiles and dashboards. Report templates are available for all core areas of the SAP SuccessFactors suite, including Performance, Goals, Succession, Recruiting, and Employee Central

- Better ability to blend data from multiple modules into one report story (eg. create a manager dashboard with data from Employee Central, Recruitment, Performance Management, Goal Management and Development Planning)

- Ability to create custom measures and calculations

SAP SuccessFactors Workforce Planning

Key Highlights

- **Evaluate** workforce to determine the steps must take to ensure organization has the right people in place at the right time.

- **Analyze, forecast, and plan** workforce supply and demand and assess workforce gaps

- **Determine** target talent management interventions and create action plans

- **Create an optimal workforce mix** that aligns with financial goals

- **Integrate** predictive analytics into workforce planning

- **Bring capacity, skills, finance and other data** from SAP SuccessFactors, S/4 HANA and SAP Fieldglass together across entire workforce

Embedded and Cross Product Analytics in SAP Fieldglass
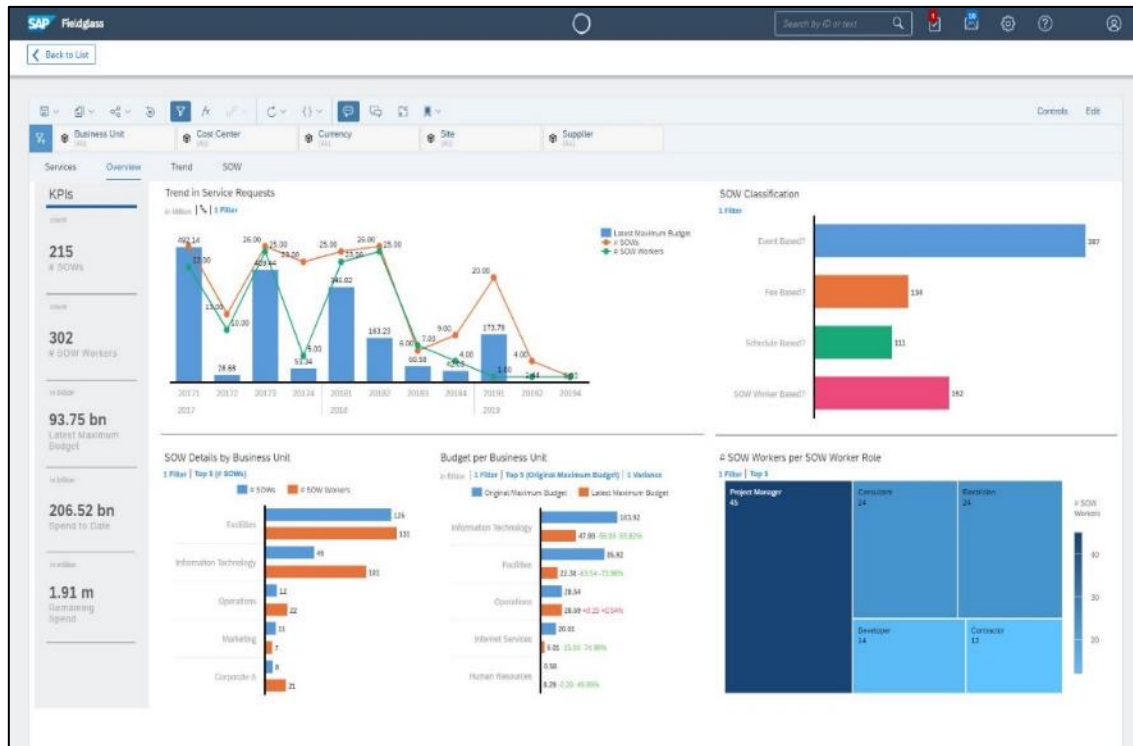
Key Highlights

- Identify trends over time in services across the organization

- Compare business units on budget changes to Statement of Work (SOW)

- Use linked analysis to filter by SOW classification and worker roles

Recruit-to-Retire

HR BUSINESS PROCESS INTEGRATION

Coordinated Lifecycle Management

Coordinated Lifecycle Management Benefits

Background

- **Setup with the Cloud Integration Automation service**
  Customers require automated processes and guidance for their business process scenario setup and implementation. With the Cloud Integration Automation service, automated process is now easily accessible from SAP Cloud ALM.

- **Automated provisioning with SAP for Me**
  Customers require centralized information about their current SAP product portfolio, enriched with contextual information, to be able to plan new as well as transform existing business processes.

SAP Offers

- **Setup with the Cloud Integration Automation service**
  Comprehensive automation capabilities and guided workflows that simplify efforts to set up integration scenarios.

- **Automated provisioning with SAP for Me**
  With SAP for Me, customers now has the insight into their entitlements and system availability through a single access point. It also offers customers one central place to directly trigger the provisioning of their systems.
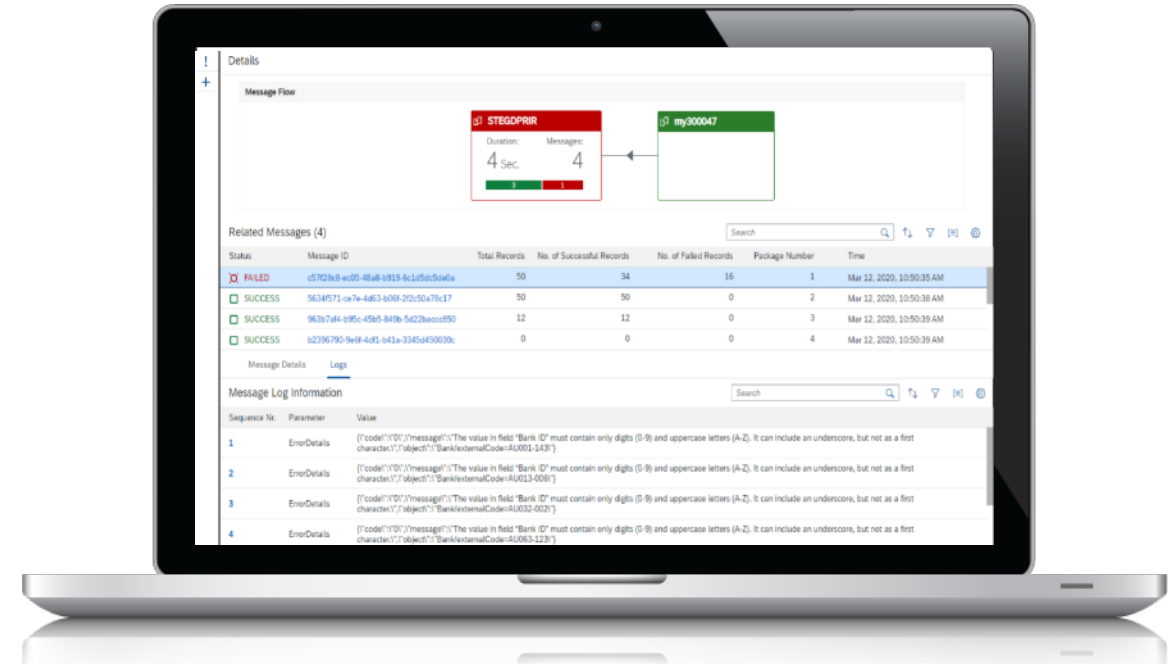
Business Benefits

- Better overview and faster error resolution

- Detailed status overview per business system and scenario

- More reliable operations with alerting and tracking features

Cloud Integration **Automation** Service
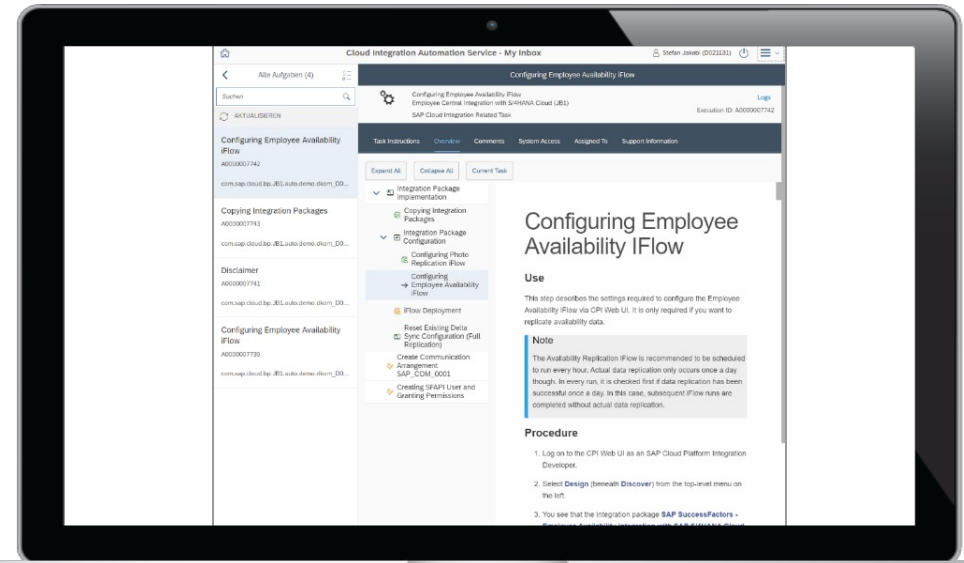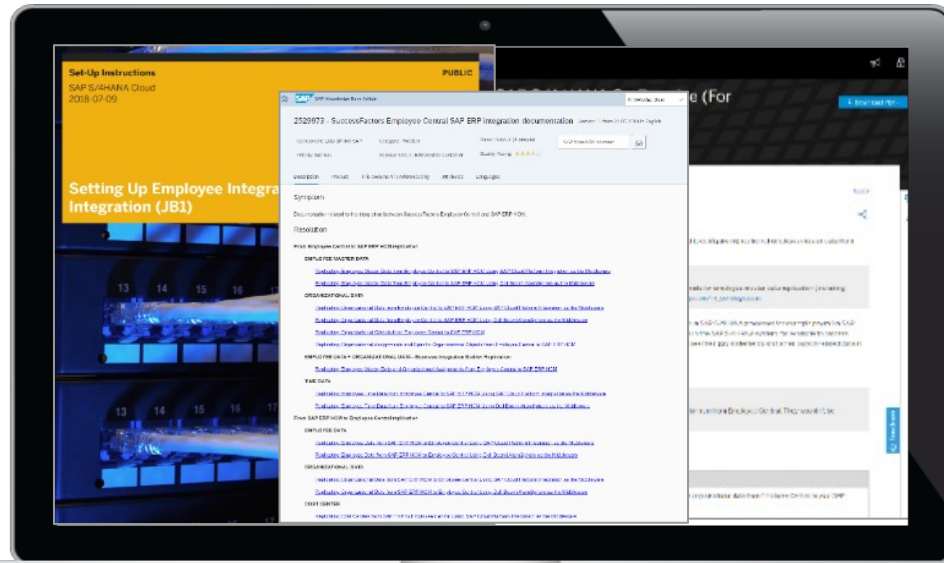
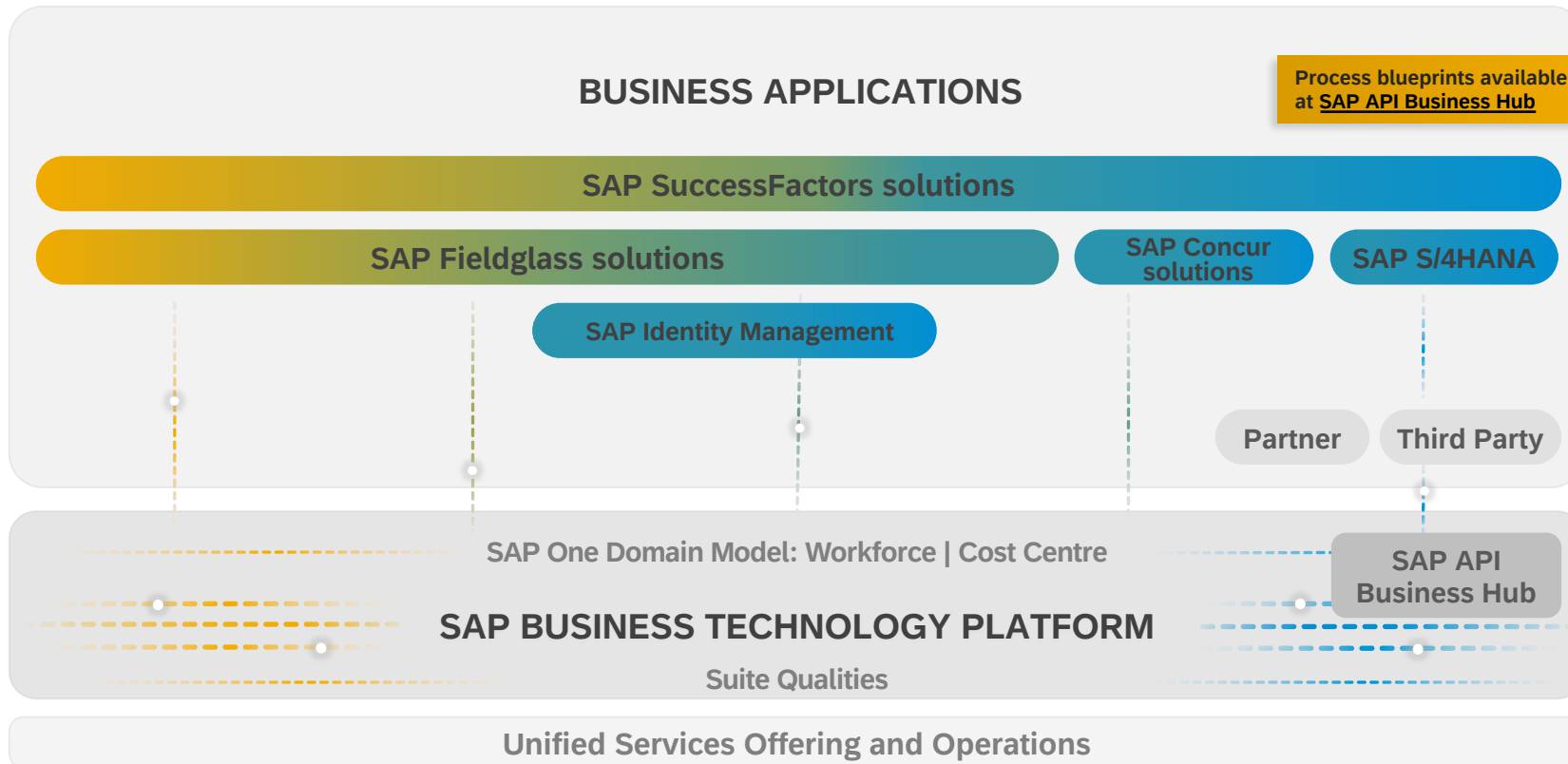## Instead of distributed PDFs, notes, help pages…

- **Manually** find right documentation
- **Manually** find experts and set up team
- **Manually** create plan and assign tasks
- **Manually** execute tasks and track progress

You get one workflow

- **Standardized guidance** through all steps, including system landscape information
- **Role-based** task assignments
- Partially automated with **integrated parameter management**

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04 Next steps

Integrated recruit to retire process

Attract   **Staff**   **Onboard**   **Work**   **Travel**   **Pay & Close**

BUSINESS APPLICATIONS

Process blueprints available at **SAP API Business Hub**

SAP SuccessFactors solutions

SAP Fieldglass solutions   **SAP Concur solutions**   **SAP S/4HANA**

SAP Identity Management

Partner   **Third Party**

SAP One Domain Model: Workforce | Cost Centre   **SAP API Business Hub**

SAP BUSINESS TECHNOLOGY PLATFORM

Suite Qualities

Unified Services Offering and Operations

1,000 New hires
onboarding each month – **MOD Pizza**

30% Reduction
in recruitment time – **FRoSTA AG**

- ✓ Build and operate a transparent organization
- ✓ Reduce time to hire
- ✓ Ensure compliance with legal regulations
- ✓ Ensure a secure and viable workforce
- ✓ Transforming travel and expense management with SAP Concur
- ✓ Make talent decisions proactively

Key Takeaways - HR business process integration
Recruit to Retire

1 An integrated 'recruit to retire' process is the basis for **organizational agility** – it supports the **hybrid work model** while delivering an **exceptional workforce experience.**

2 SAP delivers a holistically integrated suite of solutions by providing **a common set of suite qualities.** This goes beyond data integration and covers topics like security, UX, and more.

3 With SAP's **best-of-breed and best-of-suite approach**, HR leaders have the tools and technology to manage their total workforce and **build the workforce of the future.**
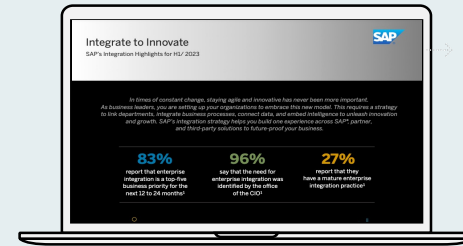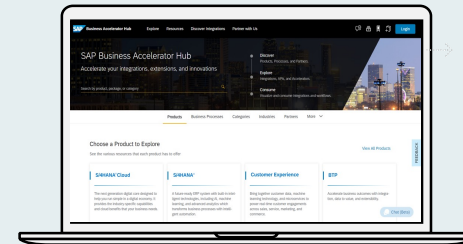
Questions?

1   Do you use software in a truly integrated way?

2   Do you really offer a seamless, personalized experience?

3   Are you really ready for leveraging AI?
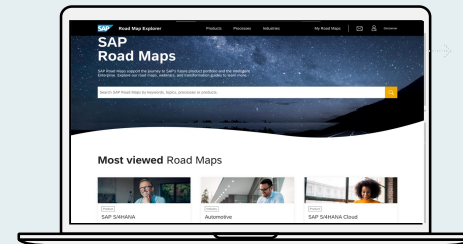
Useful ressources

Integration Whitepaper

Business Processes

Recruite to Retire

Your next steps

1 Recognize key benefits to maximize from Recruit-2-Retire software usage.

2 Define your specific scenarios

3 Seek SAP's assist for a seamless transition
Please reach out to your SAP contact or send a mail to
SAP_Business_Performance@sap.com

Still registered for the upcoming sessions of this series?

22.04.2024, 04:00-04:45 pm CEST – Lead to Cash
29.04.2024, 04:00-04:45 pm CEST – Design to Operate
06.05.2024, 04:00-04:45 pm CEST – Source to Pay

Thank you.

Frank Bareis
Director Product Management

Sven Esser
Enterprise Customer Success
Manager

Heiko Mauersberg
Regional Vice President
Customer Success Strategy &
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Jimmy Wey
Cross-Product Strategy

Kai Wussow
Head of Digital Transformation
Business Transformation Services