

SAP SuccessFactors 

# Extensibility Update & Extension Factory Roadmap

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September, 2019

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THE BEST RUN 

# Agenda

SAP Cloud Platform

SAP Cloud Extension Factory

- Offering
- Roadmap

Extensions

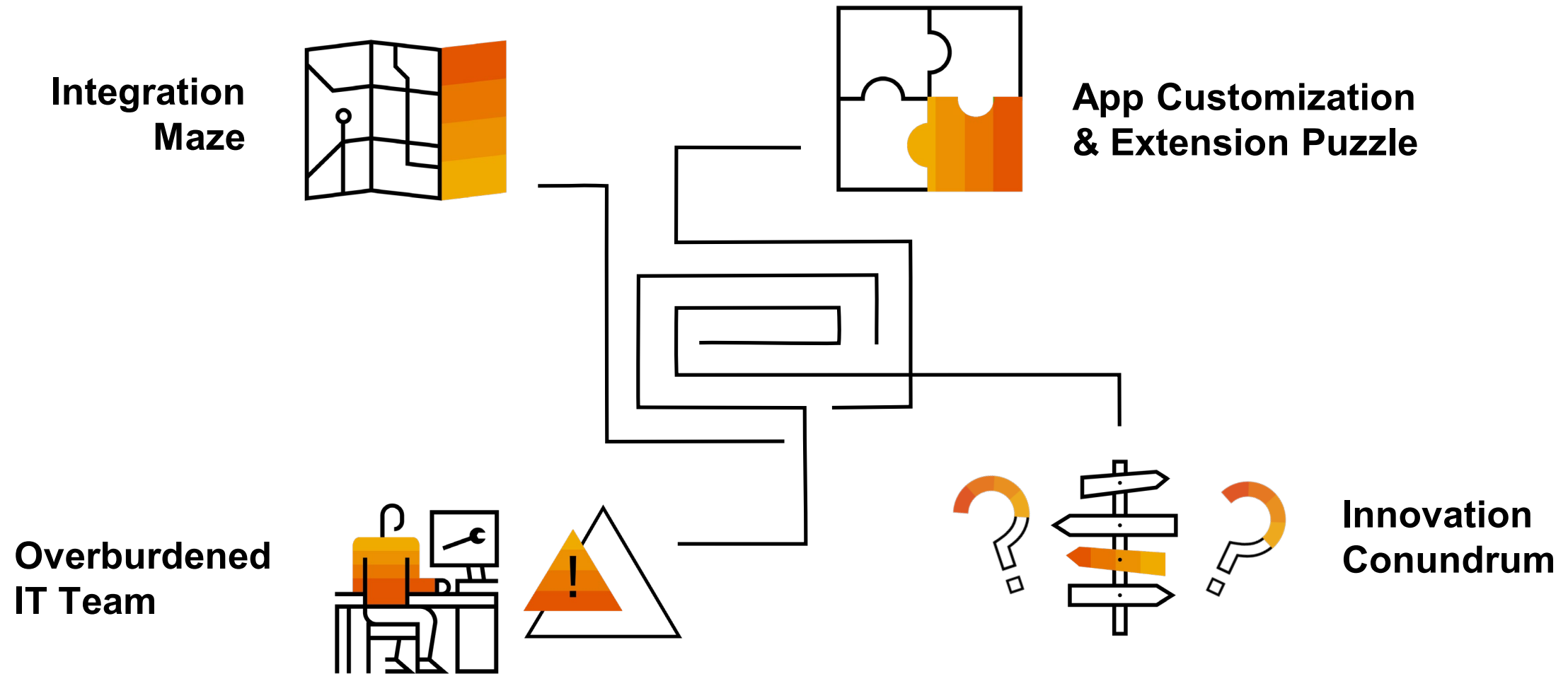
- Customer Innovative Extensions
- SAP App Center/ Partner Extensions

SAP Discovery Center

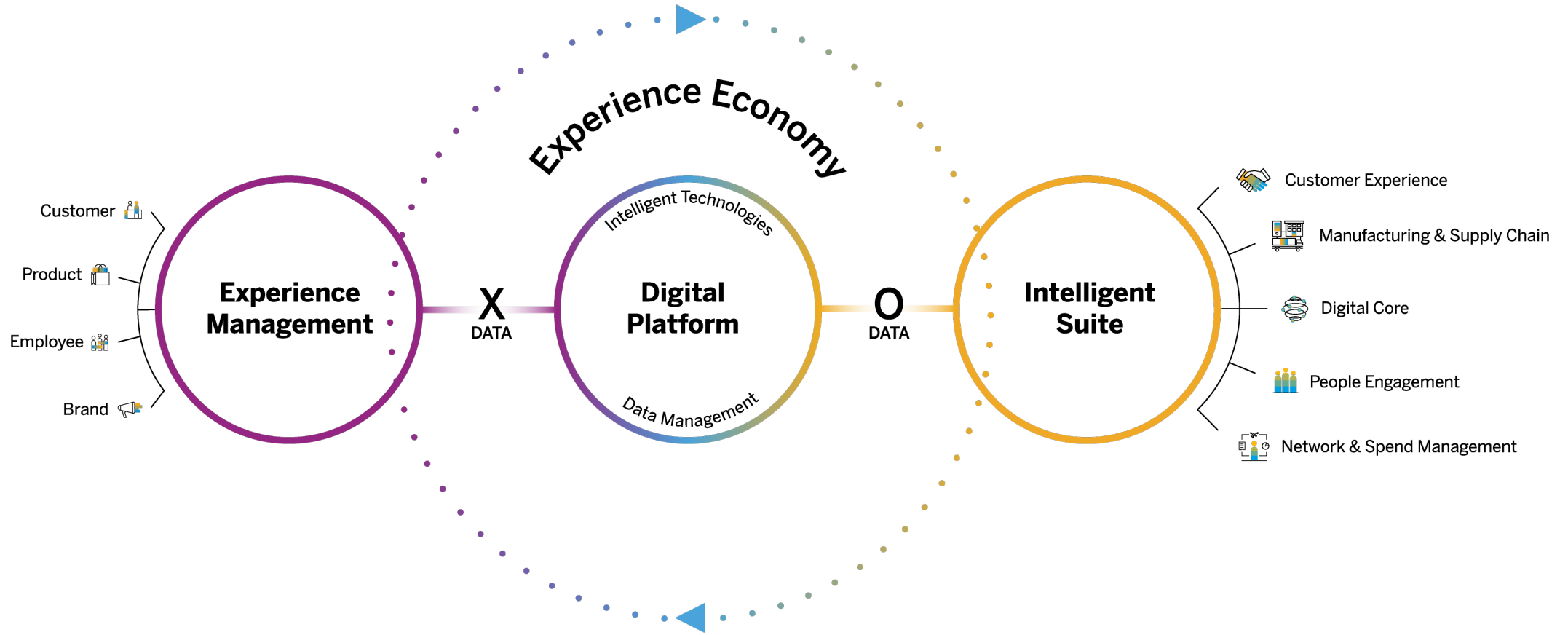
# The Digital Era Brings New Opportunities and Challenges



# But How Do You Get There? What's Holding You Back?



# The Goal: The Intelligent Enterprise



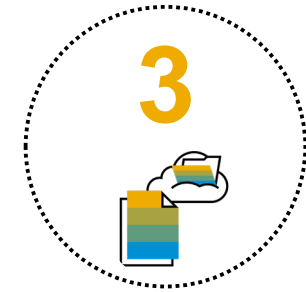
# Why SAP Cloud Platform Is the Best Choice for Your Business



Quickly build and extend apps with a **full suite of tools** and a **rapid development environment**



Achieve business value faster with **ready-made business services** optimized for SAP customers



Connect your landscape and drive powerful business processes with a **robust integration suite**



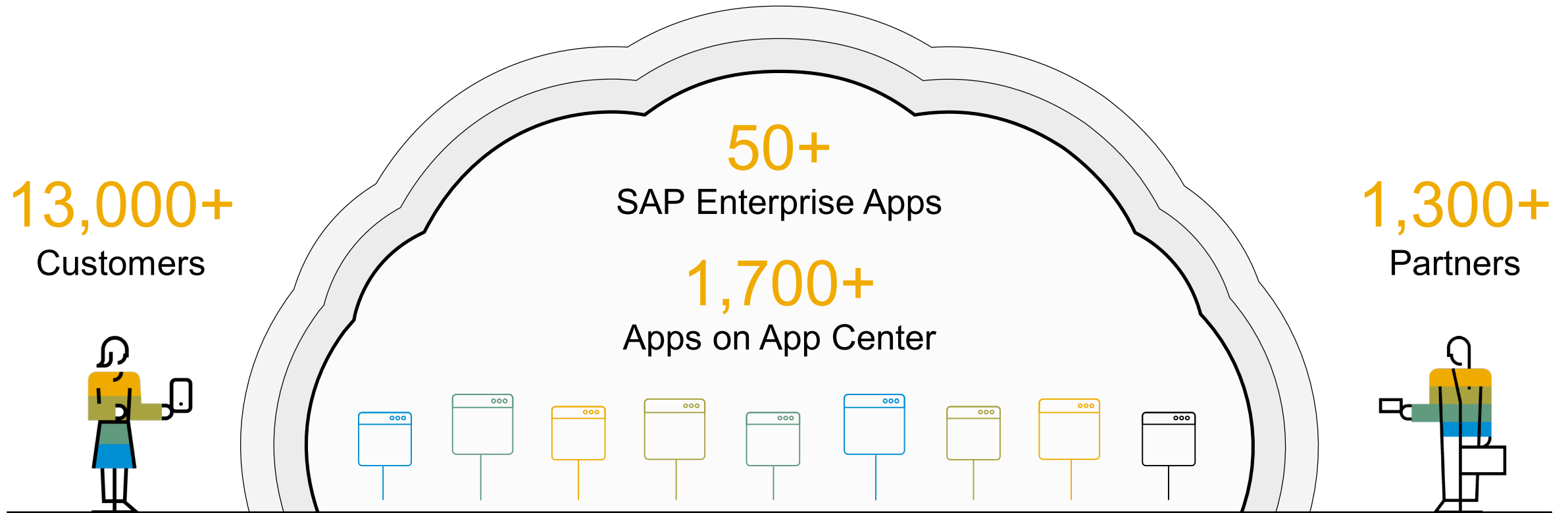
**Create consumer-grade digital experiences** for ease of use and rapid adoption, consistent across systems and channels



Innovate with confidence **on your favorite clouds**

# SAP Cloud Platform

Trusted by Thousands of Customers to Accelerate Innovation



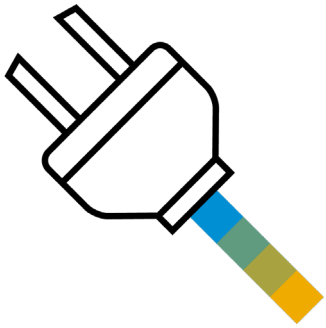
# Building extensions on SAP Cloud Platform





# BUILDING EXTENSIONS ON SAP CLOUD PLATFORM

## FOCUS ON YOUR BUSINESS DOMAIN



### CONNECT SECURELY & QUICKLY

- Use **SAP Cloud Platform Extension Factory** for quick, standardized & secure connection to cloud, on-premise solutions from SAP and 3<sup>rd</sup> Party to the SAP Cloud Platform



### BUILD EFFICIENTLY & EFFECTIVELY

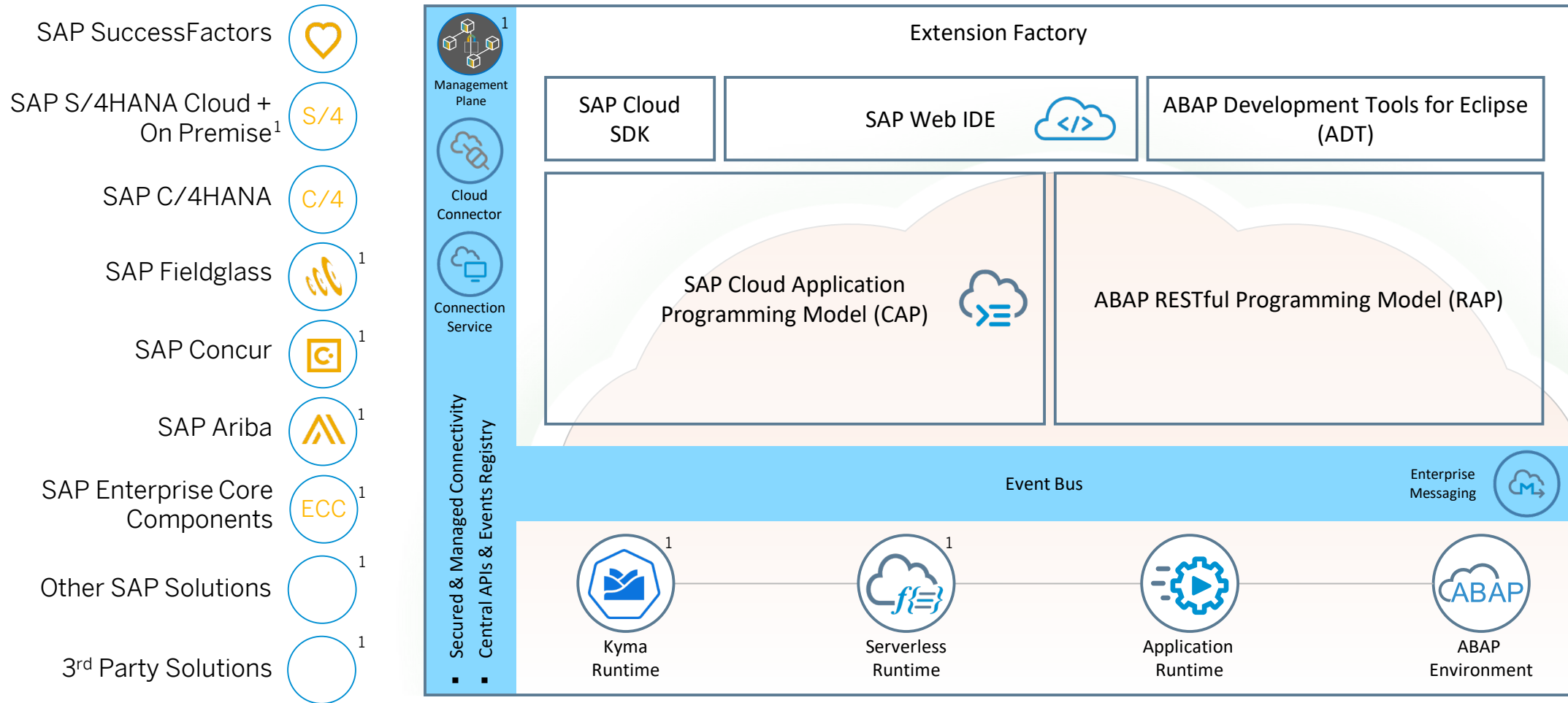
- Easy discovery & consumption of APIs & events
- Build new multi-tenant enabled extensions with **SAP Cloud Application Programming Model** & **ABAP RESTful Programming Model**
- Use libraries from **SAP Cloud SDK** with built-in best practices
- Build event-triggered extensions on **Application runtime** and **Kyma runtime** utilizing **SAP Cloud Platform Enterprise Messaging**



### DEPLOY RAPIDLY & EASILY

- Deploy extensions in the runtime of choice (**ABAP environment**, **Application runtime**, **Kyma runtime** etc..)

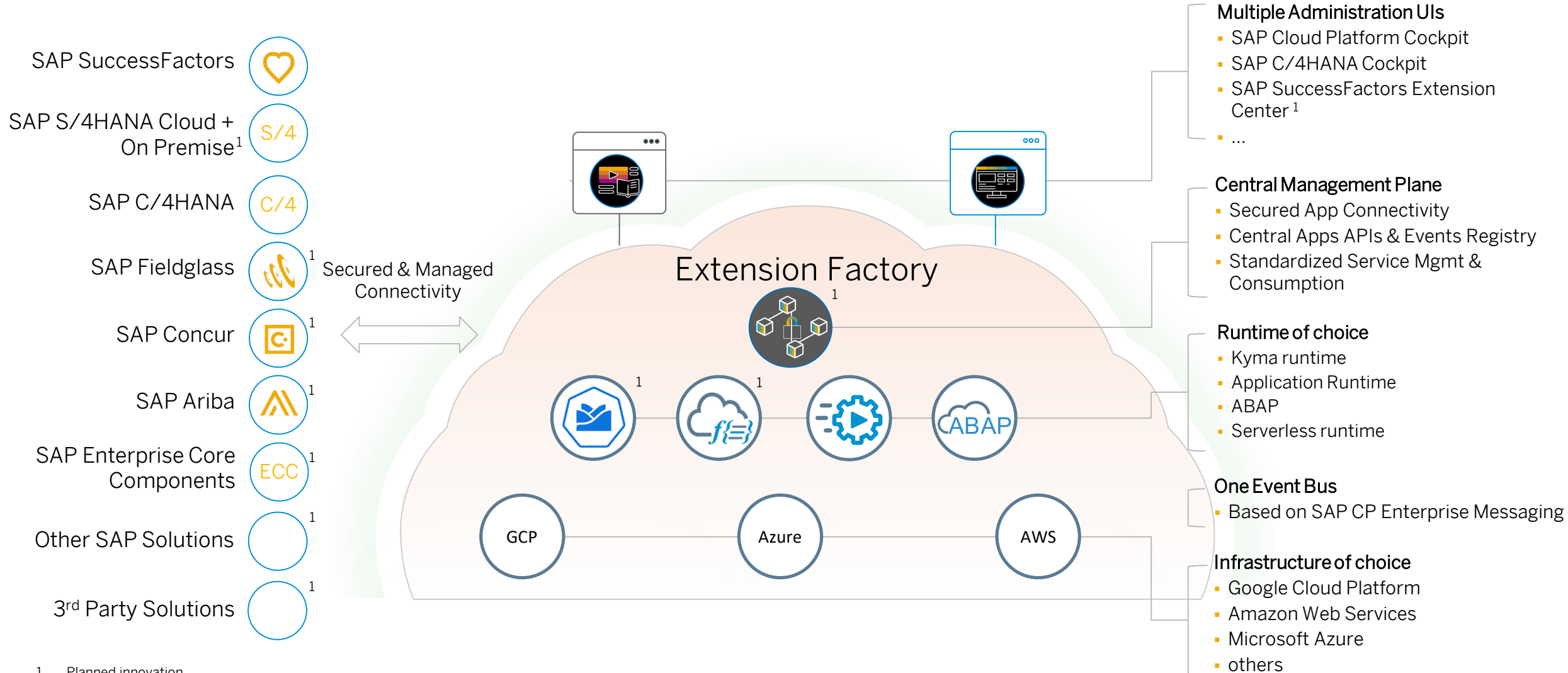
# BUILDING EXTENSIONS FOR THE INTELLIGENT ENTERPRISE ON SAP CLOUD PLATFORM



<sup>1</sup> Planned innovation

# SAP CLOUD PLATFORM EXTENSION FACTORY

## OVERVIEW



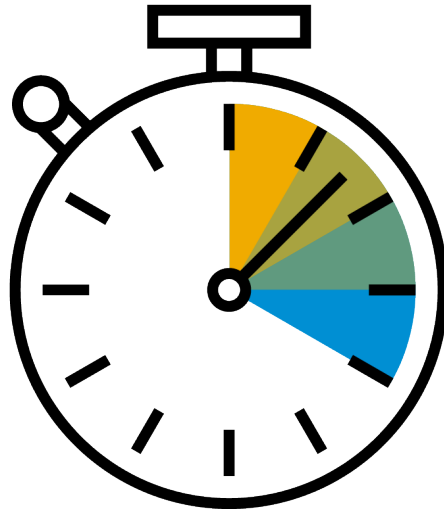
<sup>1</sup> Planned innovation

# SAP CLOUD PLATFORM EXTENSION FACTORY

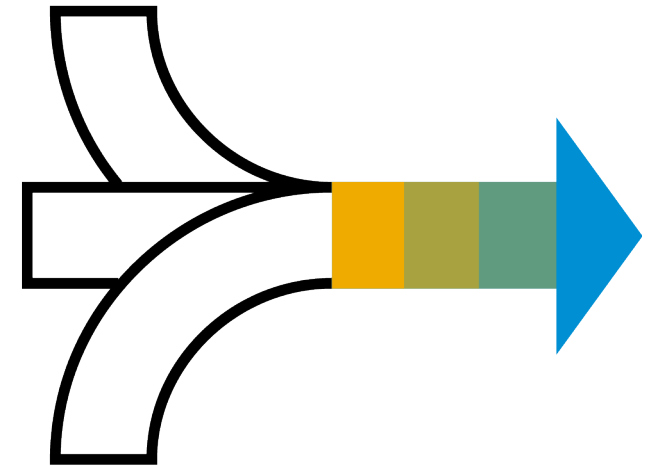
## VALUE PROP



Standardized access to SAP and 3<sup>rd</sup> party applications



Ease of discovery and consumption of APIs & events across all applications



One event bus for all cloud and on premise applications

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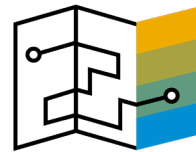
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Official SAP Road Maps webpage: [sap.com/roadmaps](https://sap.com/roadmaps)

To view all SAP Road Map documents,  
visit [www.sap.com/products/roadmaps/finder-all.html](https://www.sap.com/products/roadmaps/finder-all.html)

**SAP ROAD MAPS** describe recent and upcoming highlights in SAP's portfolio to help you plan and implement your IT landscape.



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**SAP INTERACTIVE ROAD MAPS** connect thought leadership with solution capabilities, business value, and innovations. This digital platform is the future of Road Maps, with more content being added regularly.

<https://roadmaps.sap.com>



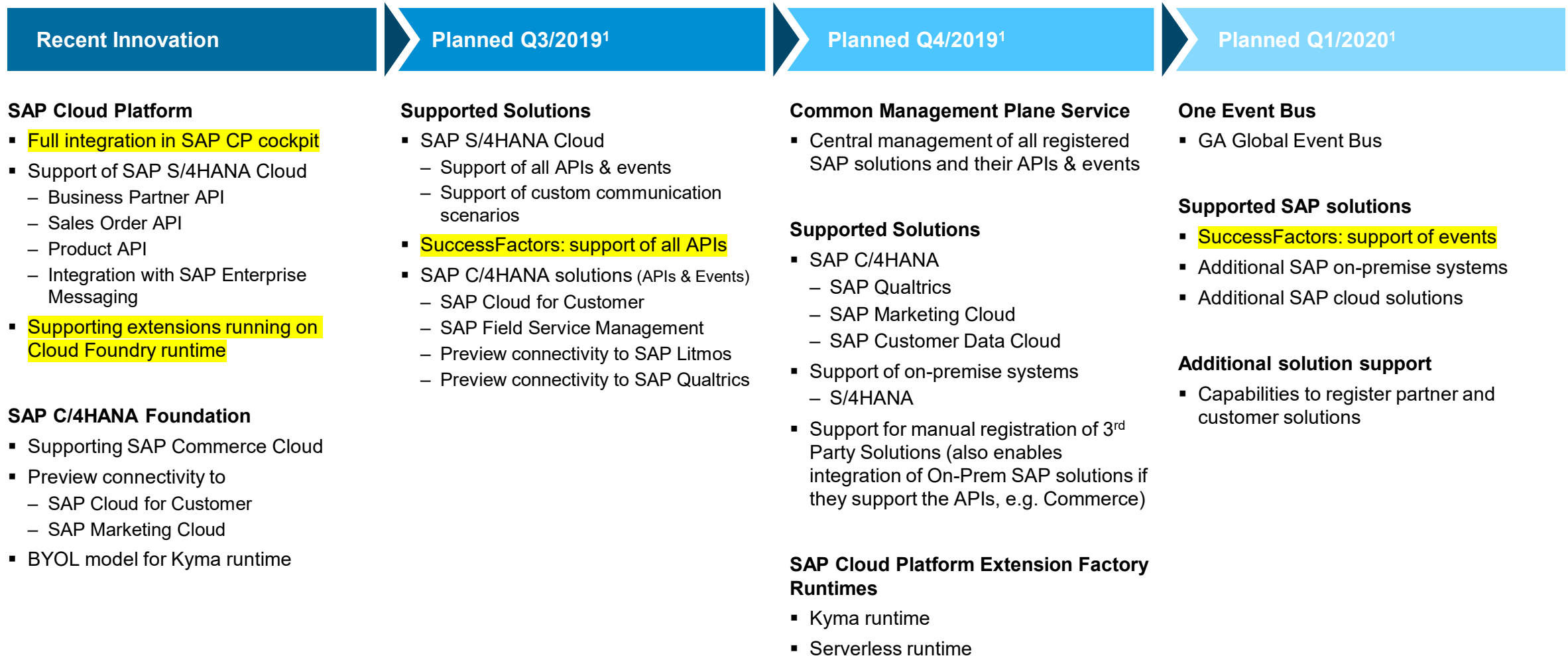
## CUSTOM ROADMAPPING TOOL

**SAP TRANSFORMATION NAVIGATOR** brings together industry trends with the customer's business and IT priorities to create a custom road map to SAP S/4HANA.

<https://support.sap.com/stn>

# CONNECT SECURELY & QUICKLY, DEPLOY RAPIDLY & EASILY– ROADMAP

## SAP CLOUD PLATFORM EXTENSION FACTORY



1. This is the current state of planning and may be changed by SAP at any time without notice.

**Innovative Extensions  
Built on SAP Cloud  
Platform**





# Upgrade Performance Processes with SAP Cloud Platform

## Industry

Manufacturing and Retail

## Products and Service

SAP Cloud Platform  
Extension Package –  
Enterprise Ed

## Employees

55K

## Objectives

- As part of their global cloud journey, their performance process required specific elements, unique to this company's culture, that didn't lie completely in any existing talent system today
- The goal is to create a performance development tool, that allows an individual to get feedback and to achieve better, personal results without it being tied to a compensation bonus
- This required incorporation of their corporate goals, offering continuous touchbases, a rolling 90-day plan with commitments, coaching cards and a delivered performance standard that will temporarily serve as a performance rating until they go live with SFSF Performance and goals down the road
- The application would also need to be fully mobile, allowing users in corporate, retail and manufacturing divisions all the same experience

## Why SAP

- SAP offered the broadest and most capable Cloud HCM offering with SAP SuccessFactors, including Employee Central, Recruiting, Onboarding, Performance and Goals, Compensation, Workforce Analytics and SAP Payroll.
- SAP Cloud Platform offered the extension tools necessary to utilize their existing HCM architecture and framework, while offering the mobile tools required, as well as giving the customer the ability to innovate and design an application suited to their needs

## Benefits

- This is a global released application, in 13 languages, complete with unified notifications and pictures
- The standalone application is completely mobile, and intentionally self-sustaining; The build is setup to utilize native integration into other SAP solutions if desired
- All components of this performance development tool are able to communicate in real-time to questions asked, respond to alerts, and update commitments tied to an individual's objective



## Faster

Return on Investment, by having their first unified tool that measures and supports their entire company on the same standard, addressing performance deficits in real-time

## Lower

Risk of adoption-this app is completely mobile and offers the same experience to desktop or mobile users

## Better

SAP Cloud Platform Extensions allow the customer to meet their specific, unique and complex requirement, while still leveraging the benefits of a Cloud Deployment

# SAP Cloud Platform, Extending **Employee Central** with Seniority Calculation



## Industry

Airline

## Products and Service

SAP Cloud Platform  
Extension Package –  
Enterprise Ed

## Employees

132K

## Objectives

- Following a merger, this customer was faced with the challenge of having employee data in separate systems of record. Merging two unionized populations and calculating seniority across both was a complex and painful problem to address.
- The requirement was to accurately calculate or adjust the Seniority Date of the employee based upon an event and calculation rules without manual interventions
- Also required was the ability to Integrate with Historical Data in order to access employee history for specific calculations.

## Why SAP

- SAP offered the broadest and most capable Cloud HCM offering with SuccessFactors, including Employee Central, Recruiting, Onboarding Performance and Goals, Compensation, Workforce Analytics and SAP Payroll.
- No other solution also offered flexibility and agility to meet the customers complex requirements, which couldn't be met with a SaaS solution "out of the box". SAP Cloud Platform provided the ability to satisfy these requirements with a native, seamlessly integrated extension.

## Benefits

- Allows correct calculation of the correct Seniority Date for Pilots, Flight Attendants, Technicians, etc. in SuccessFactors Employee Central based on HR events including Hire, Re-Hire, Termination, LOA, Return from LOA, and Position Changes
- Reduces risk and resource drain of manual intervention
- Allows for seamless UI to all SAP and 3rd Party systems

## Faster

Time to value – 3 month project

## Lower

Decreased total cost of ownership demonstrated after assessing cloud vs on prem deployments.

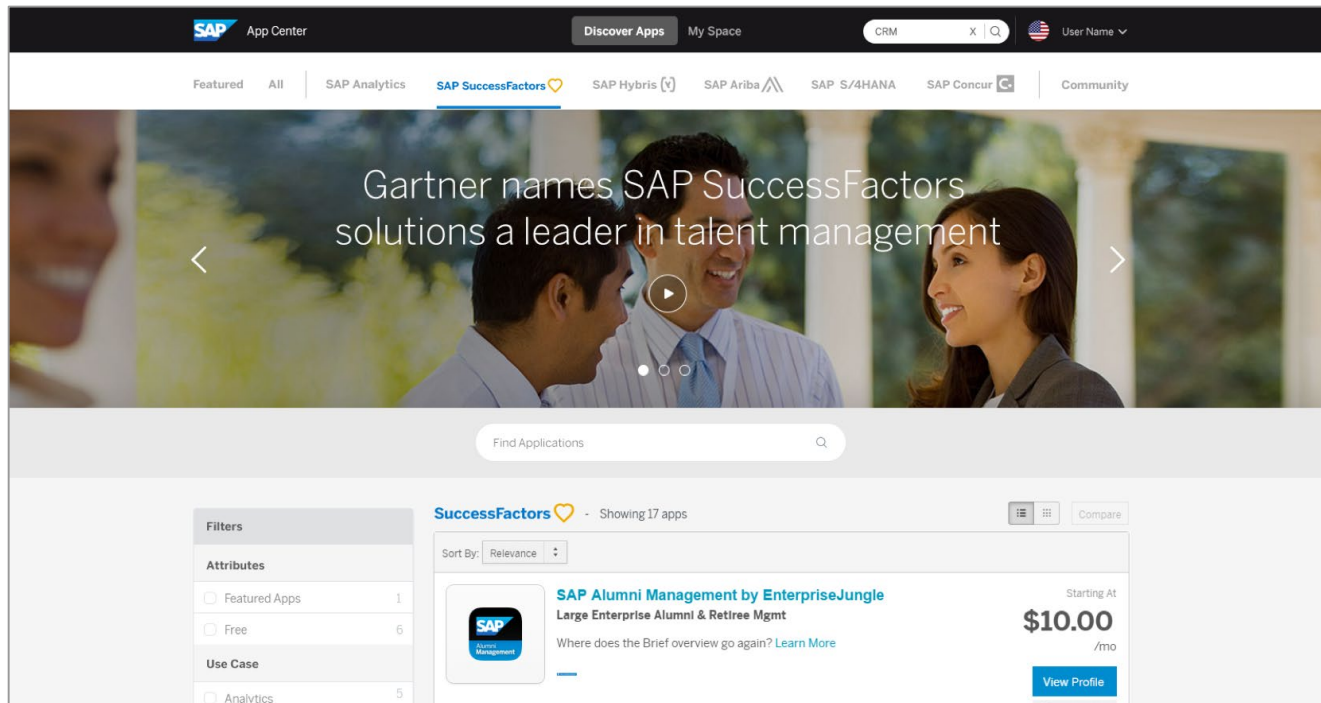
## Better

SAP Cloud Platform Extensions allow the customer to meet their specific, unique and complex requirement, while still leveraging the benefits of a Cloud Deployment

**Partner Extensions Built  
on SAP Cloud Platform  
for the SAP App Center**



# Extensibility: The Power of the Ecosystem and **SAP App Center**



 [www.sapappcenter.com](http://www.sapappcenter.com)



Discover, try, buy, and manage third-party partner apps



Enterprise class procurement



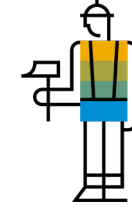
Apps to support your bimodal IT architecture

# Extensibility: Partner Adoption Proves the Value Proposition

## Examples



# Extending SAP SuccessFactors with Grievance Management and Labor Relations



## Industry

Construction

## Products and Service

SAP Cloud Platform  
Extension Package –  
Enterprise Ed

## Employees

34K

## Objectives

- The customer manages 6 unions and complex collective bargaining agreements across US and Mexico involving extremely cumbersome paperwork. The HR processes related to recruitment, severance, promotions etc. are dependent on the calculations defined in the CBAs with their unions
- The grievance and appeal processes requires a complex workflow notification process along with history and reporting for financial tracking
- The customer wants a centralized grievance management solution for their unionized and non-unionized workforce with multi language support

## Why SAP

- SAP offered the broadest and most capable Cloud HCM offering with SuccessFactors, including Employee Central, Recruiting, Onboarding Performance and Goals, Compensation, Workforce Analytics and SAP Payroll.
- No other solution also offered flexibility and agility to meet the customers complex requirements, which couldn't be met with a SaaS solution "out of the box". SAP Cloud Platform provided the ability to satisfy these requirements with a native, seamlessly integrated extension.

## Benefits

- Allows for transparent history and information tracking for grievance, bargaining and arbitration processes
- Using standard templates for grievance processes, with workflow notifications across unions, employers and employees
- Reduces risk and significant resource drain of manual intervention



for SAP SuccessFactors 

## Faster

Time to value – 3-5 month project

## Lower

Decreased resources to supporting and managing unionized resources

## Better

SAP Cloud Platform Extensions allow the customer to meet their specific, unique and complex requirement, while still leveraging the benefits of a Cloud Deployment



# Inspire Awards – Nonmonetary **Recognition Program** that Promotes Top Performers and Mentors for JTI

## Region

APJ, Global

## Industry

Tobacco

## Products and Service

Tobacco-related  
Products

## Employees

40K

## Web Site

JTI.com

## Challenge & Objectives

- Increase employee engagement
- Get a modern, easy to use and easily accessible solution.
- Find a program that would give high engagement without monetary aspect involved
- Option to customize solution per company culture and needs.

## Why SAP Cloud Platform and Semos?

- The application is built on SAP Cloud Platform, so it was entirely tied to existing data in SuccessFactors, and led to a very fast implementation process
- From the start, the solution offered a lot of unique and very attracting features like peer-to-peer recognition, celebrating special occasions and implementation of a very rich award catalog
- Utilized the SAP Discovery Center to offer insight and support during the evaluation and POC
- Possibility to do a Proof of Concept to test the program out and develop additional features per specific company requirements before going live globally

SAP Cloud Platform provides a way to extend the functionality for all SuccessFactors users, creating a unique experience in how JTI delivers their recognition program to all their employees globally.

## Results

- From free-trial to POC and then to go-live in 4 months
- Implemented a unique nomination program that is using the social peer-to-peer power to engage people hence hitting a high employee engagement index score in the first 2 months from the launch of the program
- >30% engagement in the first 2 weeks of the program go-live. Multiple nominations from the 13,000 users that have used the program

## Adoption

30%+ Utilization and employee engagement in initial 2-week rollout of the program

13,000 Nominations from all areas of the company

27 Winners across the world

## Faster

From free trial, to proof of concept to full configuration, the client was globally live within 4 months

## Smarter

Utilized the free SAP Discovery Center tools and programs to explore apps, roadmaps and paths for success



for **SAP SuccessFactors** 

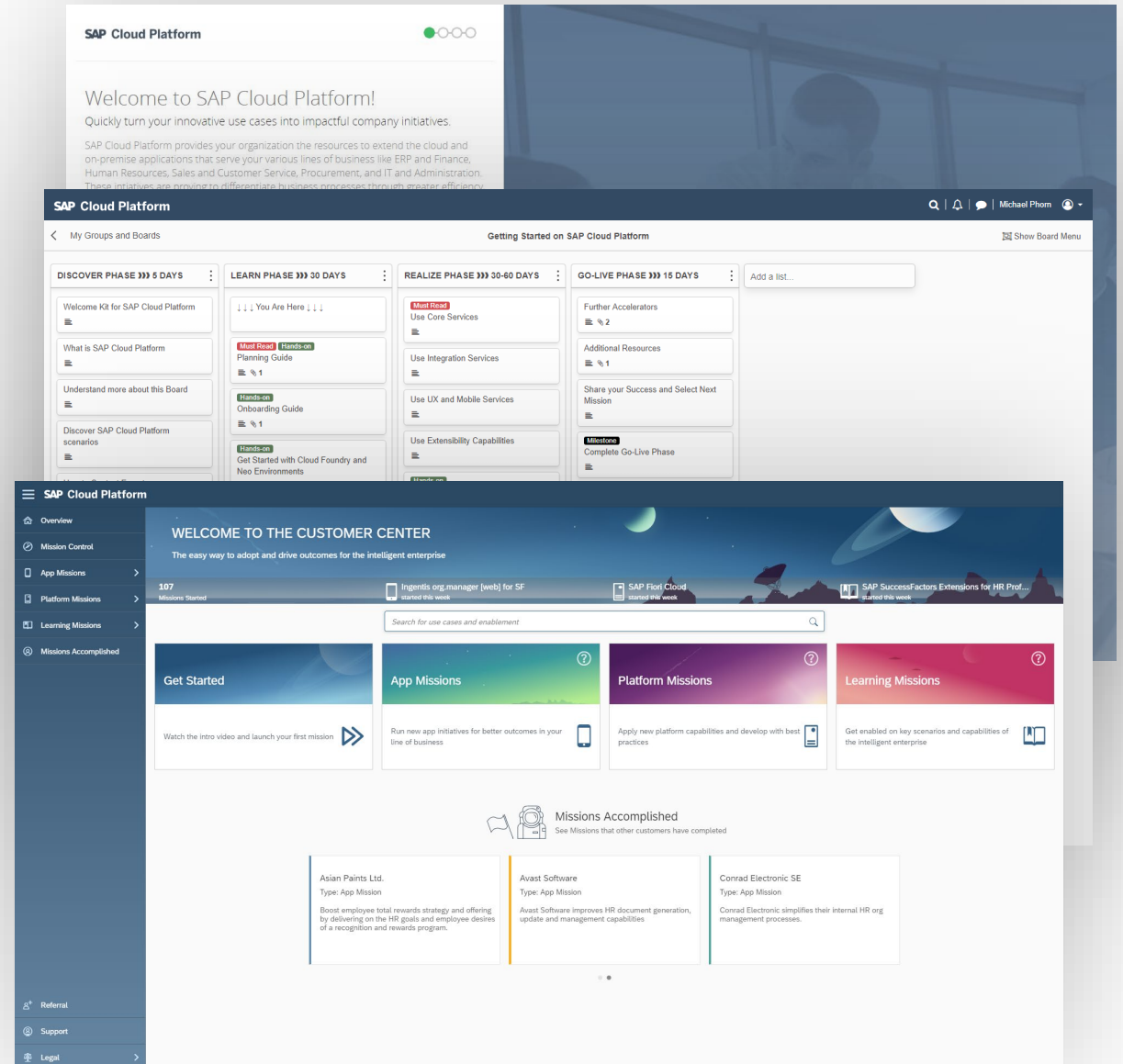
**Discovery Center**





# SAP Discovery Center Introduction

- Service built on SAP Cloud Platform to help customers ignite the innovation process
- Pleasant platform on-boarding
- Focus on goals and scenarios
- Curated content for learning
- Select pre-built solutions
- Predictable projects supported by experts
- Customer success



# SAP Discovery Center



# SAP Discovery Center

The screenshot shows the SAP Cloud Platform Overview Page. The header includes the SAP Cloud Platform logo and navigation links for Overview, Mission Control, App Missions, Platform Missions, Learning Missions, and Missions Accomplished. The main content area is titled "WELCOME TO THE CUSTOMER CENTER" and features a search bar for use cases and enablement. Below the search bar are four colored cards: "Get Started" (blue), "App Missions" (green), "Platform Missions" (purple), and "Learning Missions" (pink). At the bottom, there is a "Missions Accomplished" section with three customer examples: Asian Paints Ltd., Avast Software, and Conrad Electronic SE.

Overview Page

The screenshot shows the SAP Cloud Platform Mission Detail Page for "Getting Started with SAP Cloud Platform Open Connectors". The page features a navigation sidebar on the left with links for Overview, Mission Control, Onboarding Missions, Developers, Administrators, Business Users, App Missions, Platform Missions, Serviced Missions, and Missions Accomplished. The main content area is titled "Getting Started with SAP Cloud Platform Open Connectors" and includes a "View Mission" button. The page contains a diagram illustrating the integration process, a "Current Position" section, a "Mission Destination" section, and a "How You Get There" section. The diagram shows a flow from "Cloud Platform Integrations" through "API Management", "Workflow Services", "Data Hub", and "Mobile Services" to "Fiori Apps" and "Your apps". The "Current Position" section lists unique requirements of each third-party app, integration with third-party apps, and a heterogeneous landscape. The "Mission Destination" section lists benefits like powering business agility, easy connection to top SaaS applications, and integration with third-party apps. The "How You Get There" section lists expert coaching, learning and building a proof-of-concept, and accelerating outcomes.

Mission Detail

# SAP Discovery Center

The screenshot shows the 'Mission Control' interface. At the top, it displays 'SAP Cloud Platform' and the user 'Nivedita Ganjoo (1302114)'. Key statistics include 'Level 4', 'Participants 1476', and 'Missions 55'. The main area is titled 'Current Missions (43)' and features a grid of mission cards. Each card includes a title, a description, a 'Project Board' button, and a progress bar. The missions shown are: 'SAP Machine Learning for Customer Reviews' (Pilot phase, 25% progress), 'S/4HANA Cloud Extensions on SAP Cloud Platform for Developers' (Learn phase, 25% progress), 'Getting Started with SAP Cloud Platform Open Connectors' (Realize phase, 50% progress), 'Create iOS Native Apps for S/4HANA' (Pilot phase), 'Line of Business Integration and Security for Business Leaders and Users' (Learn phase), and 'Getting Started on SAP Cloud Platform' (Realize phase).

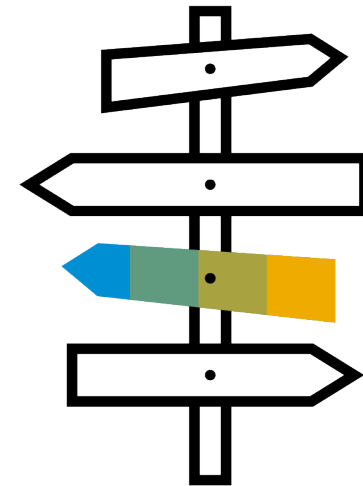
Mission Control

The screenshot shows the 'Project Board' interface for the 'Getting Started on SAP Cloud Platform' mission. It is organized into four columns representing different phases: 'DISCOVER PHASE 333 5 DAYS', 'LEARN PHASE 333 30 DAYS', 'REALIZE PHASE 333 30-60 DAYS', and 'GO-LIVE PHASE 333 15 DAYS'. Each column contains a list of tasks with progress indicators and status labels like 'Must Read', 'Hands-on', and 'Milestone'. A search bar and 'Add a list...' button are at the top right. The interface allows for tracking progress across different stages of the onboarding process.

Project Board

# Roadmap

- New Missions (SAP Data Intelligence, CI/CD on & with SAP Cloud Platform)
- Contribute content to SAP Discovery Center
- Bluestone Integration with Recipes
- Cleanup & Quality check
- And more...



**Questions?**



# Thank you.

Contact information:

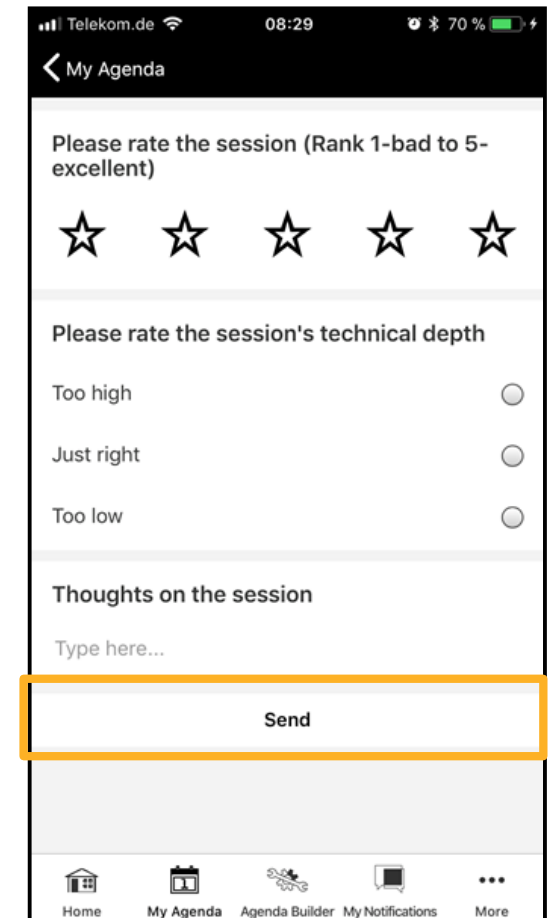
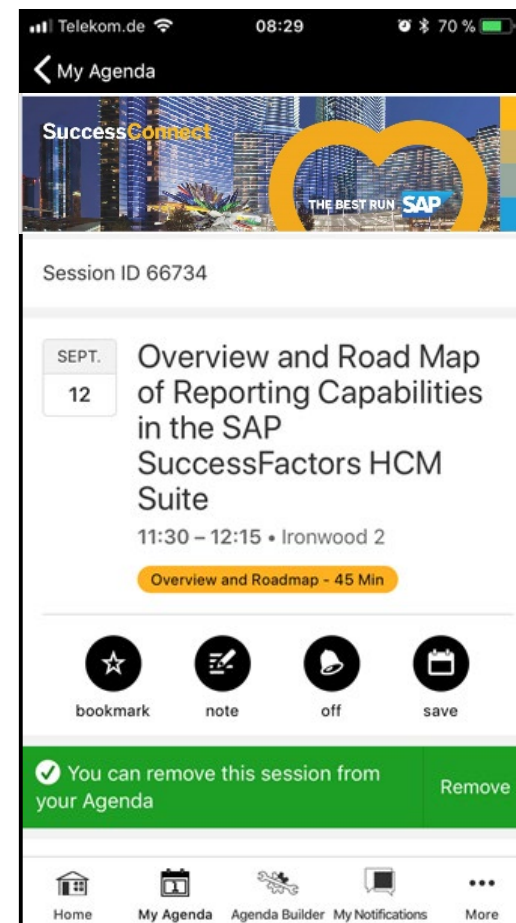
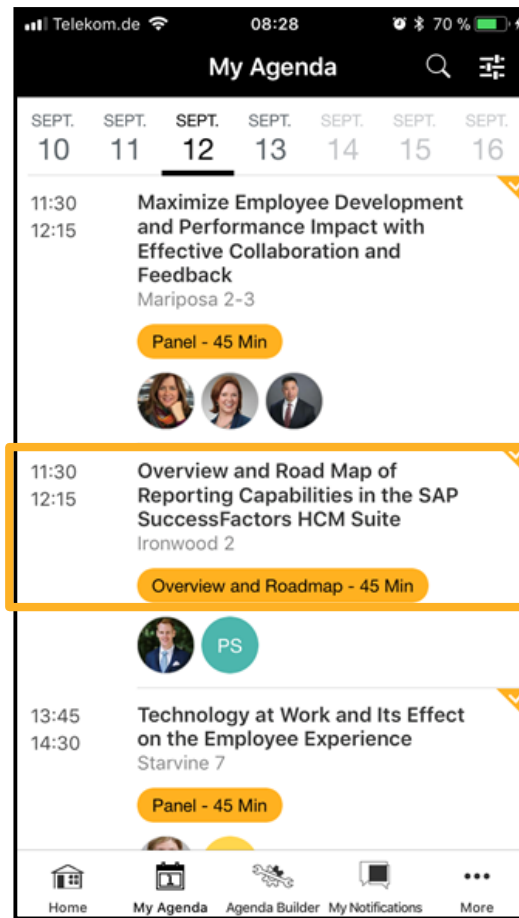
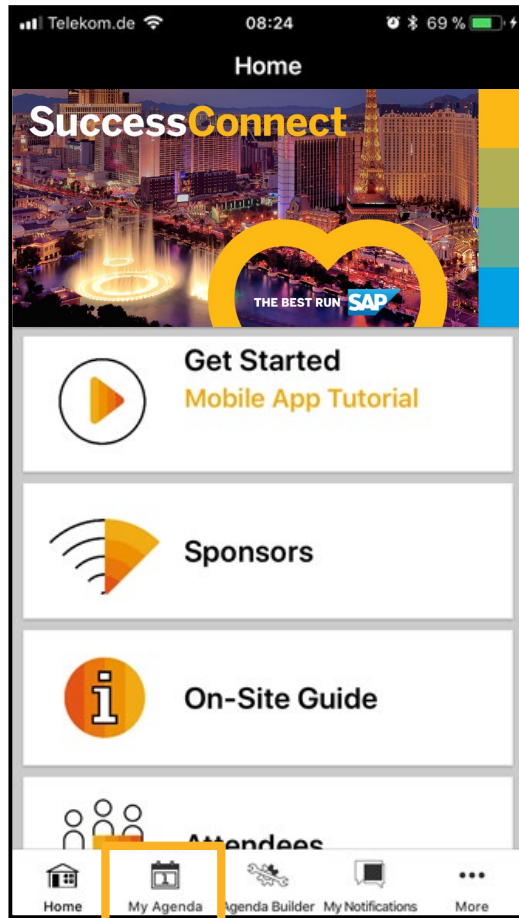
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