SAP SuccessFactors

Human Experience Management   -   HXM
Overview, Strategy and Roadmap

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PUBLIC

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The Boardroom Vision
What CEOs Want

Sustainable
business
growth

A culture of
innovation

The ultimate
customer
experience

Reduce cost
& boost
productivity

People and **Technology** are the two biggest drivers of that vision

Key considerations for your business transformation journey

Workforce Composition is evolving: permanent, temporary, alumni, retirees

Employee Expectations and Demands continue to change

Intelligent Technologies are changing everything

Upskilling and Reskilling are business-critical

Pay and Rewards moving from "one size fits all" to highly personalized

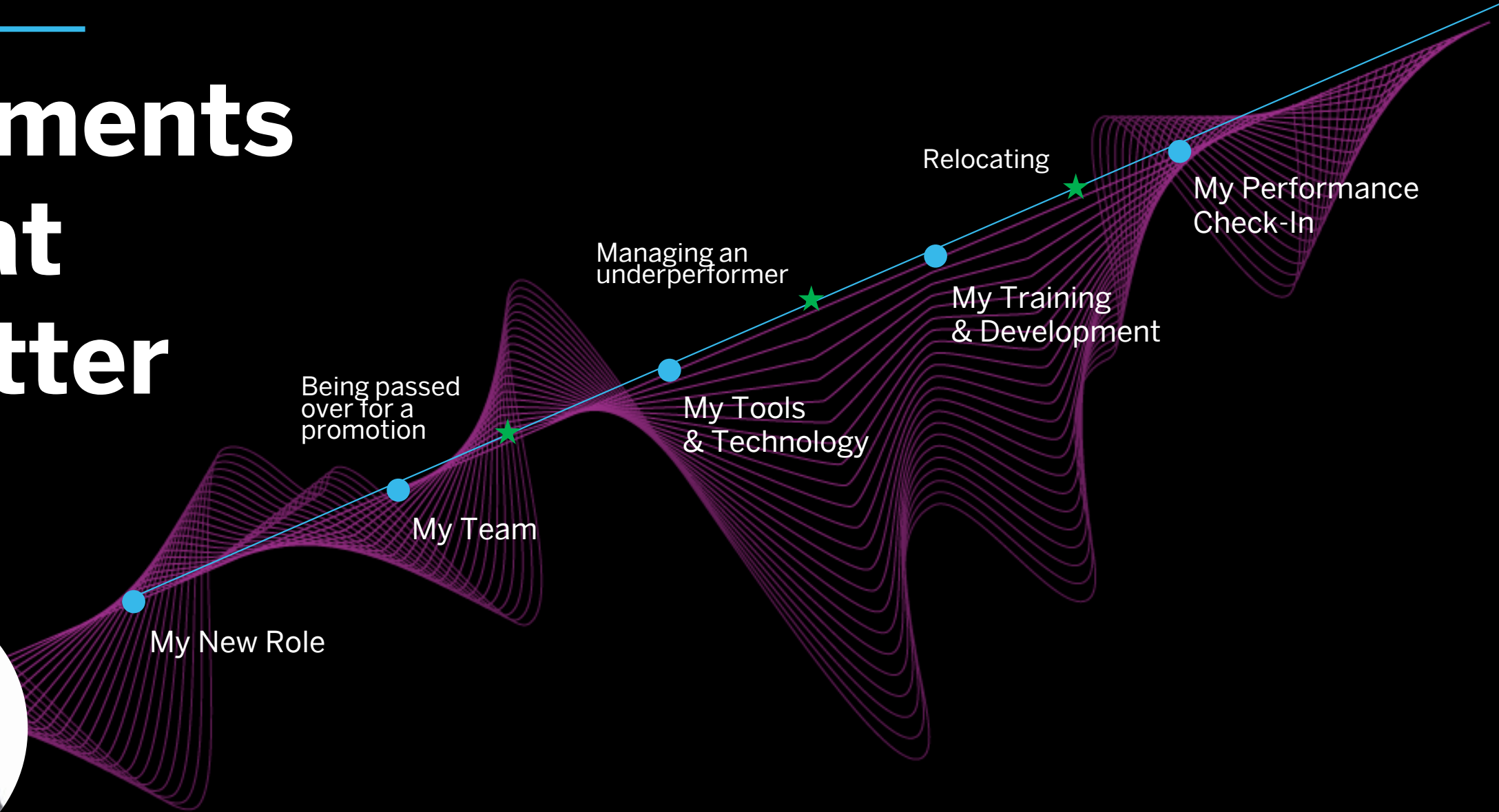**Employee Well-Being** is an imperative

Are you equipped to respond?

84%

of leaders point to employee experience as a top priority.

9%

believe they're ready to address the issue.

Moments That Matter

My New Role

My Team

Being passed over for a promotion

My Tools & Technology

Managing an underperformer

My Training & Development

Relocating

My Performance Check-In

The X + O of Employee Experience

EXPERIENCE DATA

- Engagement
- Candidate Experience
- Satisfaction
- Training experience
- Well Being
- Manager effectiveness
- …

OPERATIONAL DATA

- Time to productivity
- Offer acceptance rate
- Percent promoted
- % training complete
- Turnover
- Performance ratings
- …

Product strategy

Create the ideal employee experience

Deliver a human-centric experience and reimagine the employee journey across every moment that matters

Build the Organization of the Future

Deliver an agile global people platform

Empower HR with the solutions and insights to be a catalyst for breakthrough talent and operational excellence

Human **Experience** Management
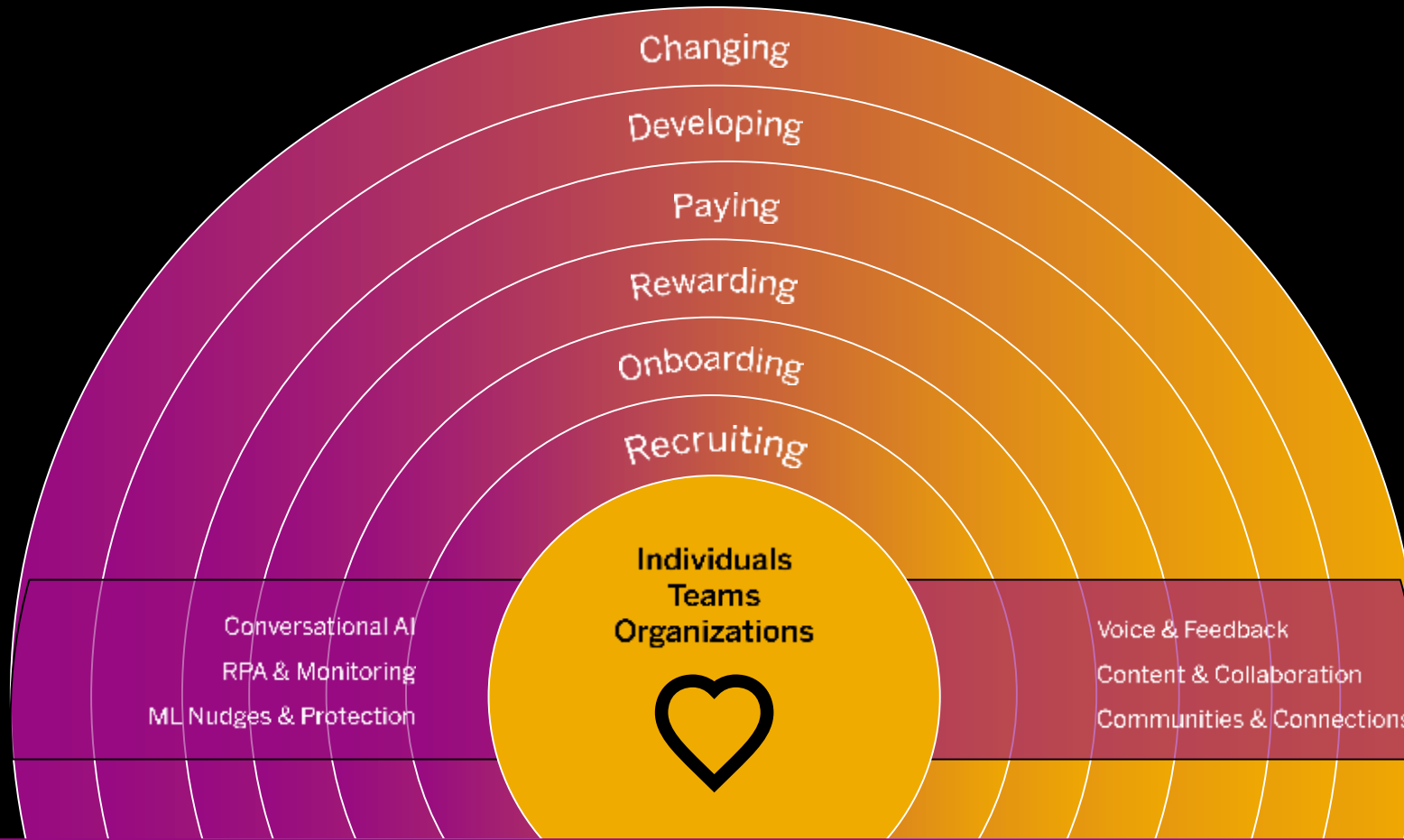
Create the ideal employee experience
Valuing every person, every day

Individualize it

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

Make it 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

Solicit feedback

I'm provided with the opportunity to provide feedback to continuously improve my experience
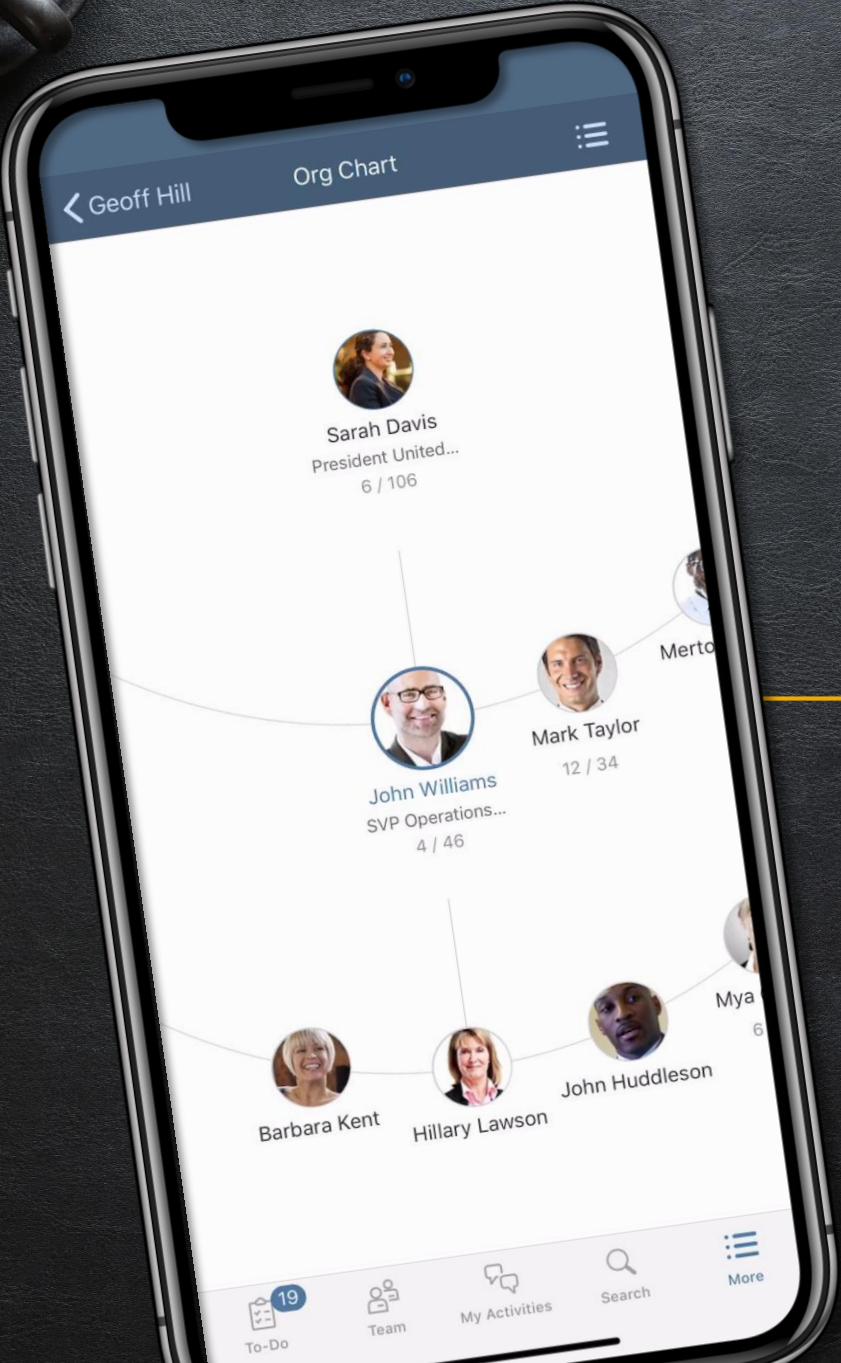
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Candidate Relationship Management

Quick Apply

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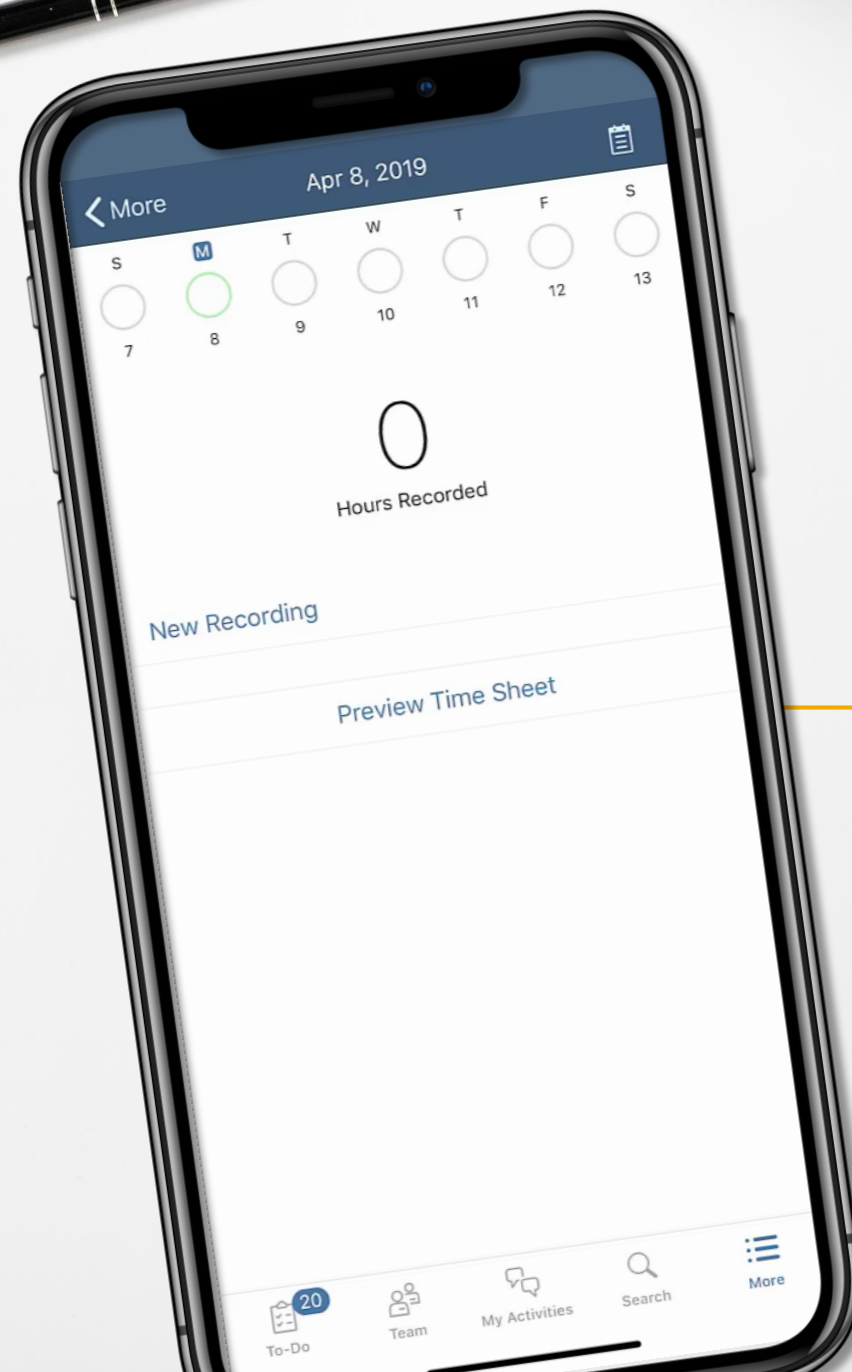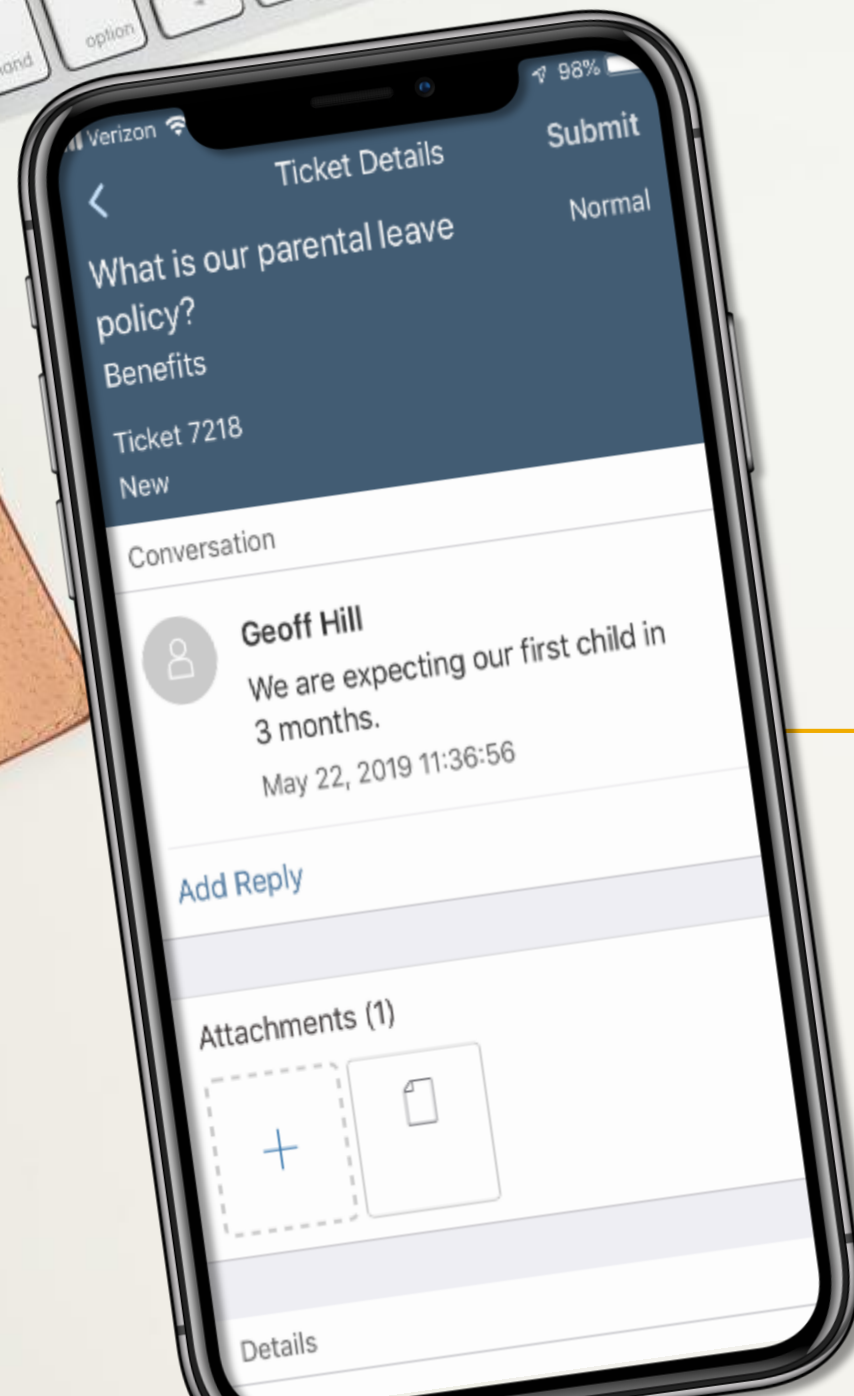
Employee Service Delivery

THE BEST RUN **SAP**

HR EXPERIENCE

Extension Center

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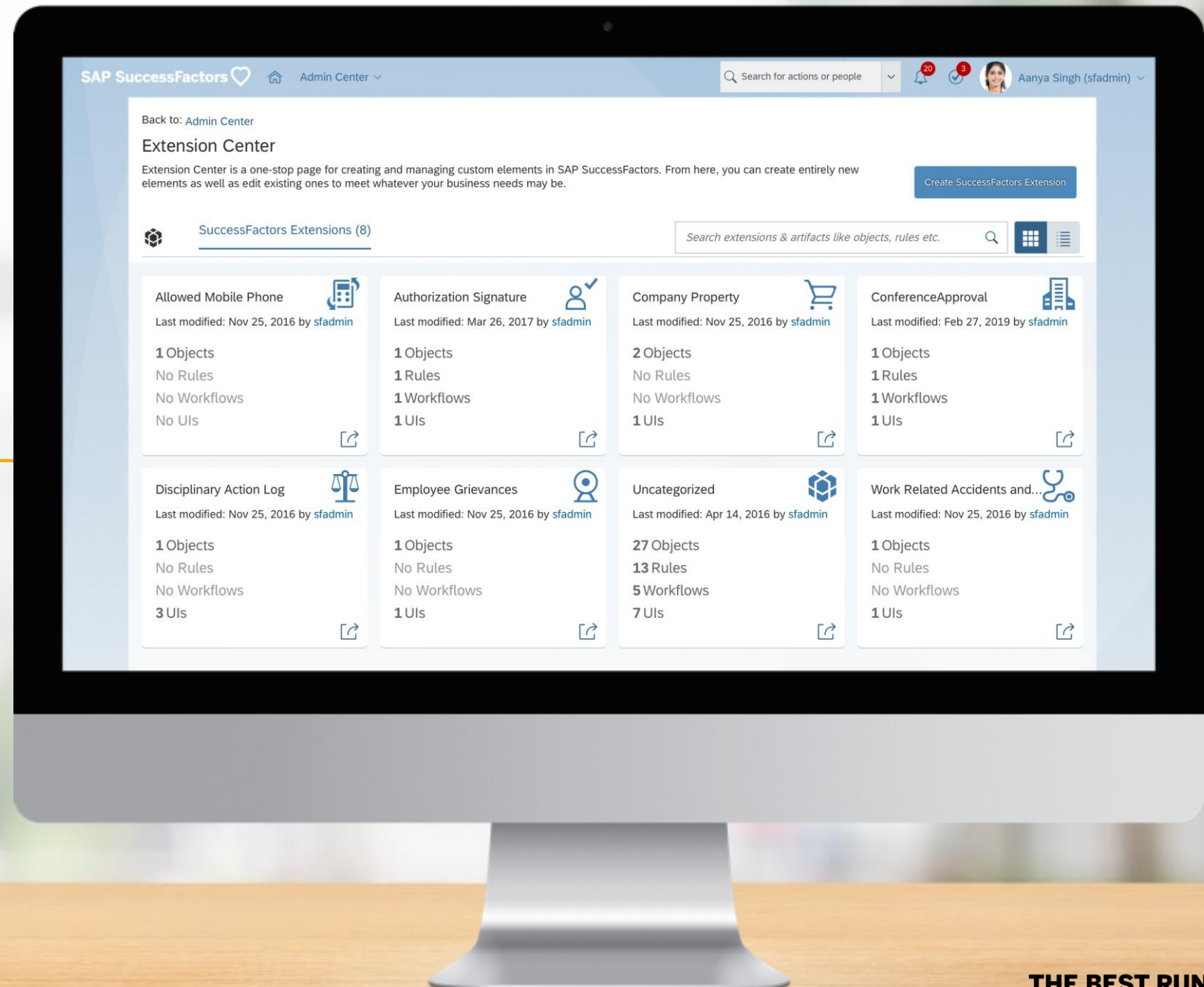
Embracing the Ecosystem

System Integrator Partners

Partner Apps

Changing
Developing
Paying
Rewarding
Onboarding
Recruiting

Individuals | Teams | Organizations

Conversational AI
RPA & Monitoring
ML Nudges & Predictions

Voice & Feedback
Content & Collaboration
Communities & Connections

Intelligent Enterprise

O DATA

X DATA

wipro
Cognizant
NTT DaTa Global IT Innovator
tcs 50 Experience energy | TATA CONSULTANCY SERVICES
SEMOS
Ingentis
HiredScore
BENEFITFOCUS
Atos
Capgemini
Best Money Moves money. career. life.
FlexPay
MY ALLY
HCL
EY Building a better working world
game:ffective
skillsoft
AspireHR
EASYRECRUE
IBM
eightfold.ai
cultivate
DXC.technology
plum predict certain.
Sodales Solutions
Censia Unrivaled Intelligence.
DocuSign
KRONOS
opentext
PARADOX
disco
Alert !

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Product strategy

Create the ideal employee experience

Deliver a human-centric experience and reimagine the employee journey across every moment that matters

Build the Organization of the Future

Deliver an agile global people platform

Empower HR with the solutions and insights to be a catalyst for breakthrough talent and operational excellence

An Agile Global People Platform
Run better, deliver more

Use intelligent automation tools – artificial intelligence, machine learning, RPA and digital assistants – to reduce non-value activities and unlock HR strategic capacity

Consolidate data capabilities – reporting, analytics, benchmarks, dashboards, and planning – to deliver intelligence to anyone who needs it

Operational Efficiency

Intelligent Insights

Global Capabilities

Breakthrough Talent

Deliver compliance – localization, data residency, and data privacy and protection – to achieve global reach and scale

Enable every individual – permanent and temporary workers – to breakthrough to new levels of performance, skills, capabilities, career velocity and engagement

Top Product Investment Areas

Build the Foundation

Continued Expansion of Global Capabilities for Employee Central and Payroll

More Robust Admin Capabilities across the SuccessFactors suite

Employee Experience Management close the experience gap with insight and action

Deliver the Ultimate Talent Experience

Individualized Talent User Experience connecting employees and providing guidance

High Volume Recruiting to support large-scale recruiting processes

Learning Reimagined to encourage self-directed discovery and development

NextGen Onboarding with an engaging new hire journey

Total Rewards Communication Portal with a comprehensive view for all employees

Accelerate with a Global People Platform

People Analytics Powered by SAP Analytics Cloud for all reporting, analytics and planning on a single platform

Intelligent Enterprise enabling people insights and outcomes throughout HR and beyond

Reimagining the User Experience

My experience is personalized, and tailored to how I work within the organization.

Planned

- Advanced technologies to surface helpful information and guidance for the employee
- Short, flexible, dynamic tools
- 100% mobile responsive

Roadmap
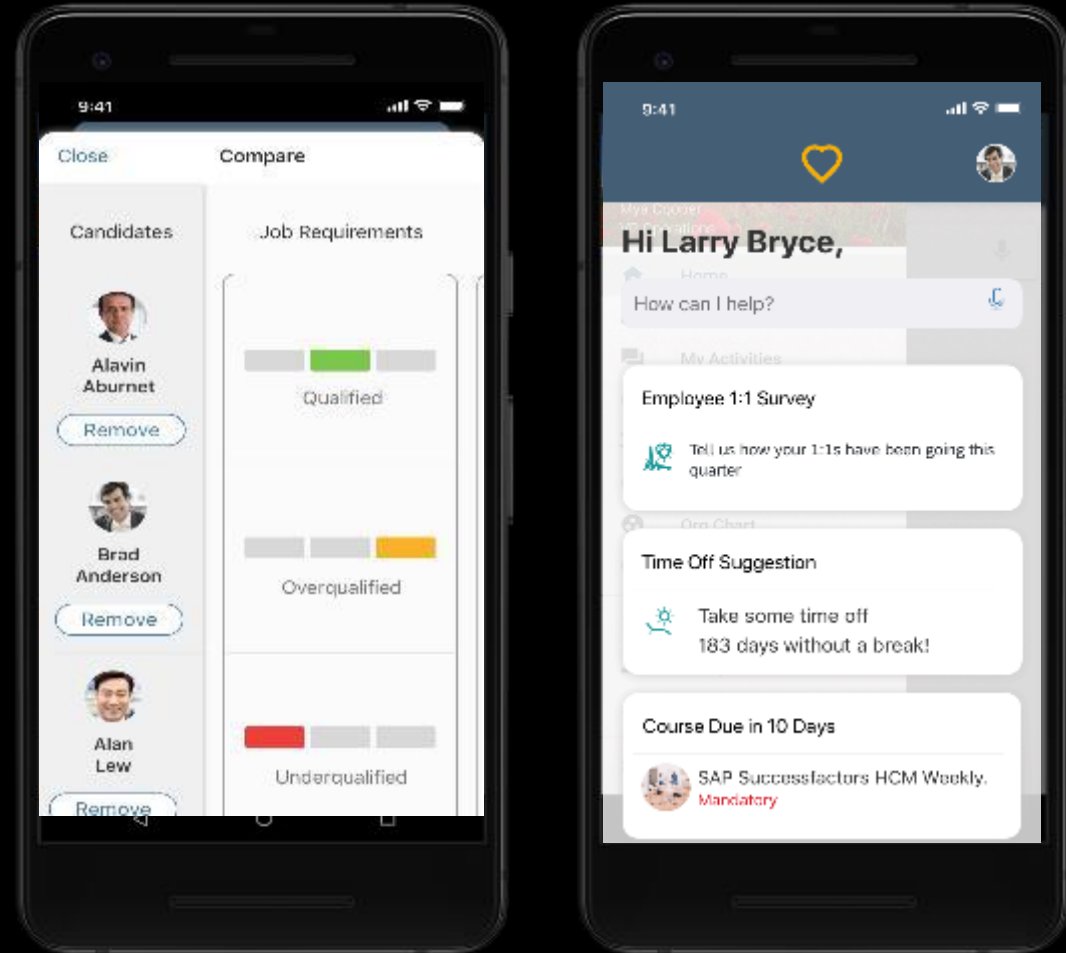
Hello, Michael Evans!

How can I help you?

Approvals (5)

Leave Requests (2)

Vacation Leave

Alfred Jameson has requested time off **April 23 – 27, 2020**

Vacation Leave | Annual Vacation
Requested 2 Days Ago

View All   Approve   Reject

Time (3)

Time Sheet

Lauren Hill has submitted her time sheet **Jan 5 – 11, 2020**

Submitted 1 Day Ago

View All   Approve   Reject

Quick Actions

Request Time Off   View Payslip   Record Time   View Feedback   Manage Goals   View Courses   View Equities   Appreciate

Goal Updated by Lauren Hill

Recommended Courses   •••

My Career

JAN 17 Sarah McKenzie's birthday is coming up!   •••

Roadmap

Lauren Hill's Activities

+ Create Activity   **Meeting**

View By Status   **View By Goal**

Activities
Not Linked to Goals (2)

Explore engagement vendors
Updated 35 days ago
Completed

Attend CX conference
Updated 130 days ago
Working On

Goal
Deliver product strategy for EMEA (3) ✎

Create EMEA presentation
Updated 1 day ago
Completed

Deliver presentation to executive leadership offsite in Vienna
Updates 3 day ago
Working On

Create EMEA presentation
Updated 1 day ago
Completed

Goal
Research and implement US product strategy for 2H...(2) ✎

Create US-only presentation
Updated 1 day ago
Working On

Extend EMEA strategy for US market
Updated 10 days ago
Working On

Goal
Increase customer engagement by 25% (3) ✎

Design programs and communication channels
Updated 5 days ago
Working On

Align engineering and customer support
Updated 34 days ago
Blocked

Research: engagement, feedback, administration, etc
Updated 102 day ago
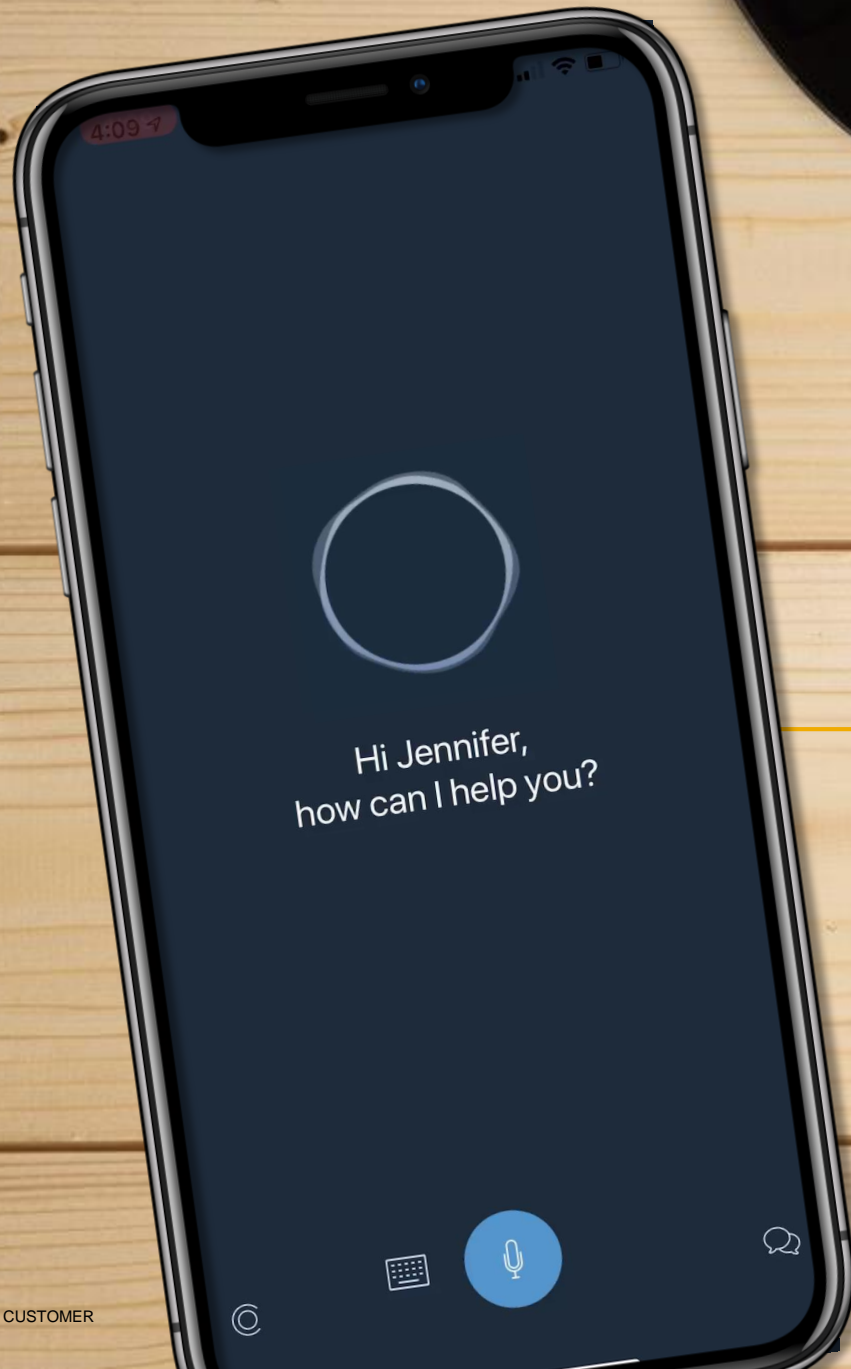Completed

Digital Assistant

Modern technologies make it easy for me to get the answers I need fast.

Planned

- Personalized HR resource that learns and recommends
- Accessible via verbal commands and text through the suite as well as Slack and Microsoft Teams
- Fueled by machine learning, and a key component of SAP solutions for the Intelligent Enterprise
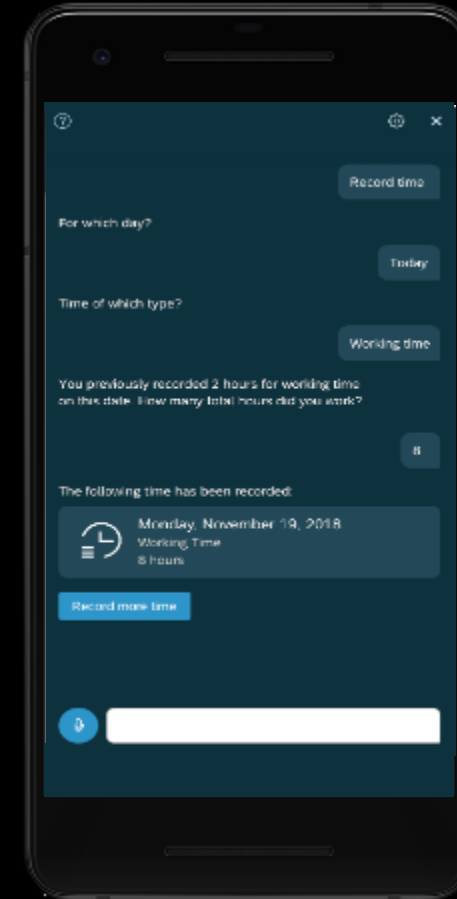
CANDIDATE EXPERIENCE

Digital Assistant

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"Intelligent enterprises are integrated enterprises."

Christian Klein, CEO, SAP

Integration strategy document, February 2020

Enabling the Intelligent Enterprise: Harmonization Across SAP Solutions

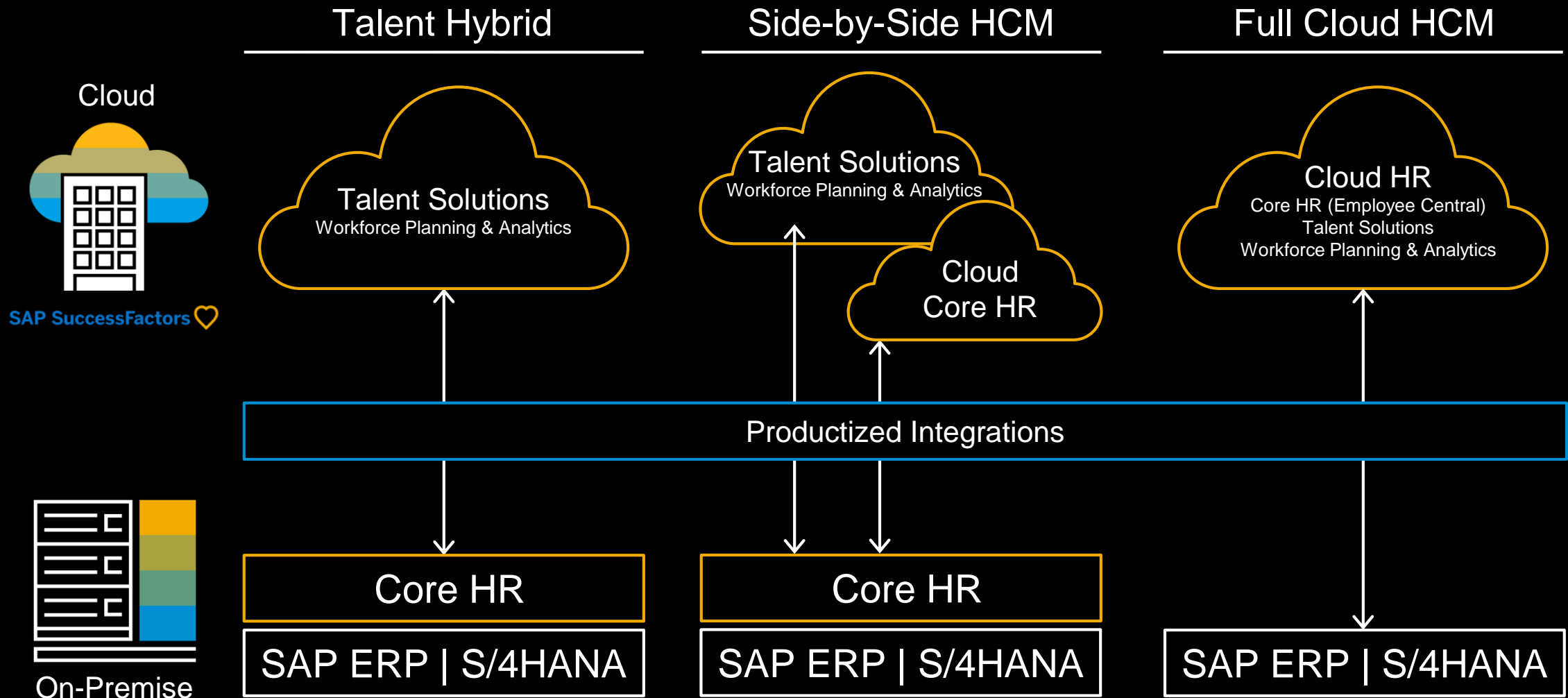It is easy to access all the applications I use from one location so I get my work done faster.

Planned

- One "Central Home" across SAP solutions
- One inbox across SAP solutions
- Unified toolbar and theming
- Live "cards" as opposed to tiles (for example, list cards or analytics cards)

Cloud integration/transition scenarios for SAP customers
Leverage existing investments, connect with delivered integrations

Cloud

SAP SuccessFactors ♡

On-Premise

Talent Hybrid

Talent Solutions
Workforce Planning & Analytics

Core HR

SAP ERP | S/4HANA

Side-by-Side HCM

Talent Solutions
Workforce Planning & Analytics

Cloud
Core HR

Core HR

SAP ERP | S/4HANA

Full Cloud HCM

Cloud HR
Core HR (Employee Central)
Talent Solutions
Workforce Planning & Analytics

SAP ERP | S/4HANA

Productized Integrations

Customers are asking for a holistic integration in SAP's Integrated Intelligent Suite

Out-of-the-Box Integration

SAP to SAP

- Deliver end-to-end integration of business processes
- Harmonize suite qualities across SAP solutions

Open Integration

SAP to Non-SAP

- APIs
- Connectors for 3rd party and extensions

Aligned Domain Model
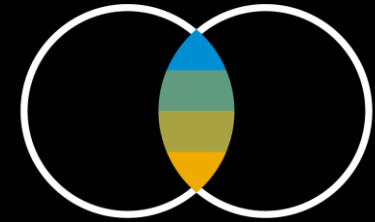
One Data Model

- Technically and semantically compatible (like People Data Model)

Aligned Domain Model: One Data Model across all SAP business applications

One common People Data Model

Master Data Owner	One Data Model	Master Data Consumer
		SAP S/4HANA Cloud
		SAP Concur
Employee Central[1] →	People Data Model →	SAP Fieldglass
		SAP …
		3rd party
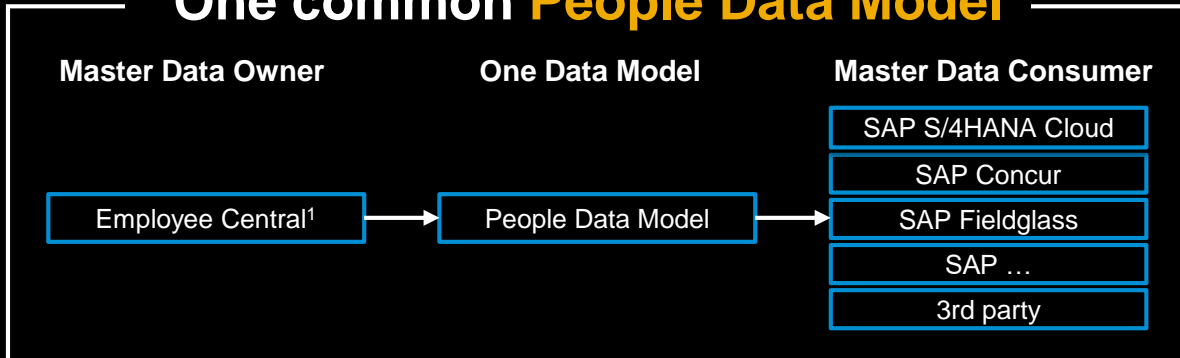
Business Benefits

- Consistent (and higher quality) data
- Power end-to-end business processes to run seamlessly across the value chain
- Enable data driven decision support like CHRO and CFO analytics

One common Cost Center Data Model

Master Data Owner	One Data Model	Master Data Consumer
		SAP SuccessFactors
		SAP Concur
SAP S/4HANA Cloud[2] →	Cost Center Model →	SAP Fieldglass
		SAP …
		3rd party

Technology Benefits

- Enable out-of-the-box SAP to SAP integration
- Consistent APIs based on open standards
- Foundational to suite qualities such as Identity Management, One Workflow Inbox, …
- Lower IT costs

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

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

One **Identity and Access Management** across all SAP business applications

Identity and Access Management
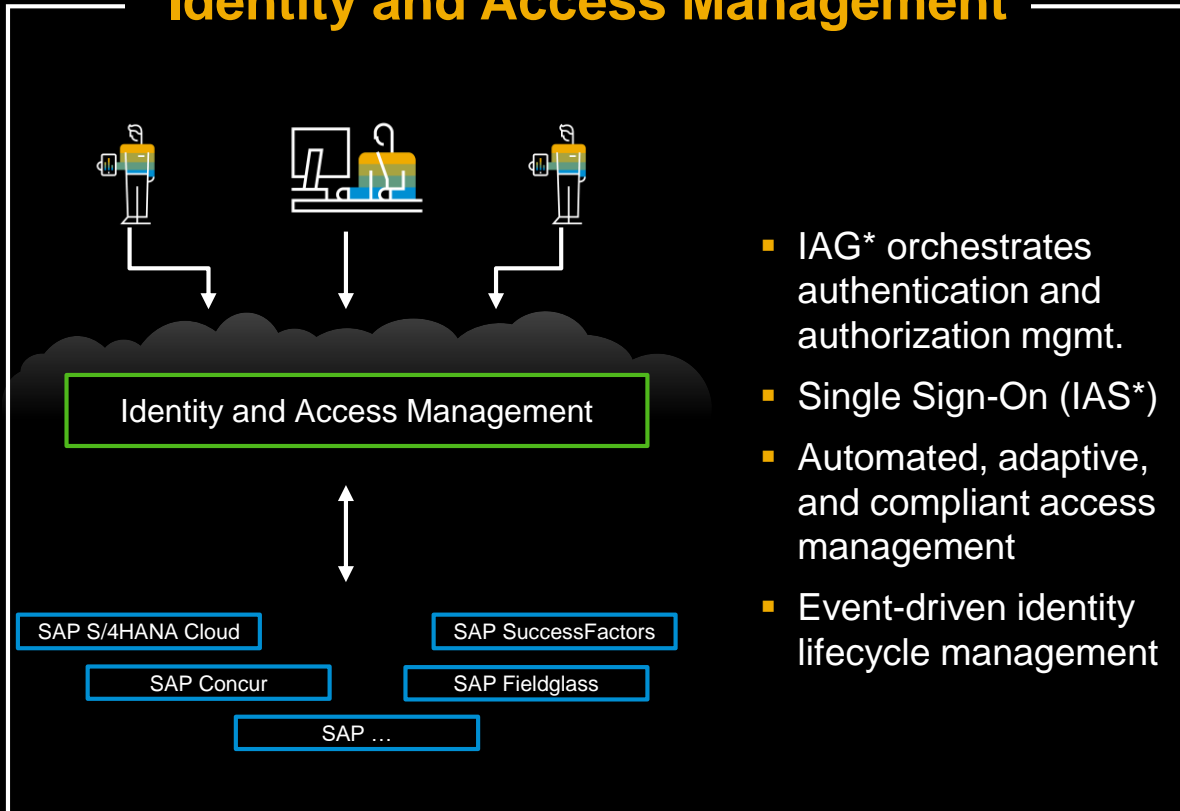
- IAG* orchestrates authentication and authorization mgmt.
- Single Sign-On (IAS*)
- Automated, adaptive, and compliant access management
- Event-driven identity lifecycle management

Identity and Access Management

SAP S/4HANA Cloud
SAP Concur
SAP SuccessFactors
SAP Fieldglass
SAP …

Business Benefits

- Reliable, secure, and seamless experience
- Foster user productivity and collaboration
- Richer employee experience like onboarding
- Proactive compliance management and risk mitigation throughout a worker's lifecycle
- Enable digital transformation

Technology Benefits

- Eliminate disruptions, like preventing employee access to systems
- Decrease IT costs while increasing IT agility

*IAS= Identity Authentication Service; IAG = Identity Access Governance

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Thank you!

Contact information:

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SAP SuccessFactors Roadmap:

https://www.sap.com/products/roadmaps.html

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