



# **HR in the Intelligent Enterprise: Recruit to Retire**

## **Overview and Roadmap Session**

Ankur Bhatt, Vice President, Product Management, SuccessFactors Platform, SAP  
29 September 2020

# Disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. Except for your obligation to protect confidential information, this presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this presentation or any related document, or to develop or release any functionality mentioned therein.

This presentation, or any related document and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this presentation is not a commitment, promise or legal obligation to deliver any material, code or functionality. This presentation is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This presentation is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this presentation, except if such damages were caused by SAP's intentional or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.



RECRUIT TO RETIRE



# Business Challenges

THE BEST RUN





# Top priorities in the **new world of work**

Talent displacement

Business continuity plans

Employee health and safety

Supporting remote workers

Managing communication

Facilitating employee collaboration



# Take charge of change with connected data, people, and experience

One Vision. One Intelligent Platform. One Human Experience.

1

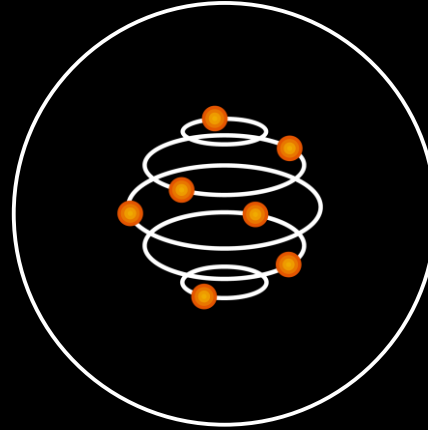
Business  
Transformation



Improve speed, adaptability  
and impact with better  
visibility on your business  
performance

2

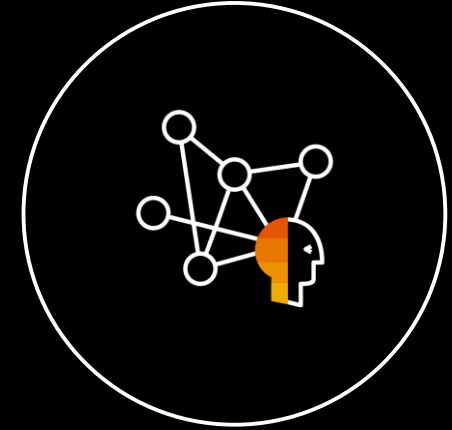
Focus on  
Business Outcomes



Maximize business  
performance by aligning  
people strategy with financial  
outcomes

3

Execute &  
Experience



Ensure execution through  
meaningful experience,  
improving engagement,  
focused on results



RECRUIT TO RETIRE

# Recruit to Retire

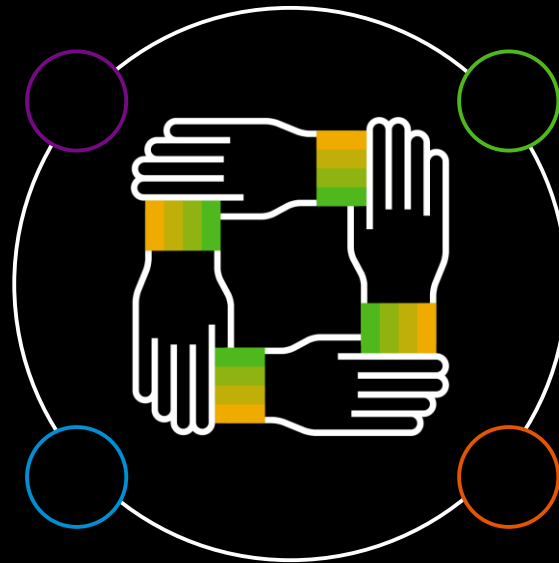


# Transforming HCM to HXM

## Human Experience Management (HXM)

Experience-first with individualized end-to-end experiences and powerful employee listening to monitor, manage, and optimize key moments in the employee journey

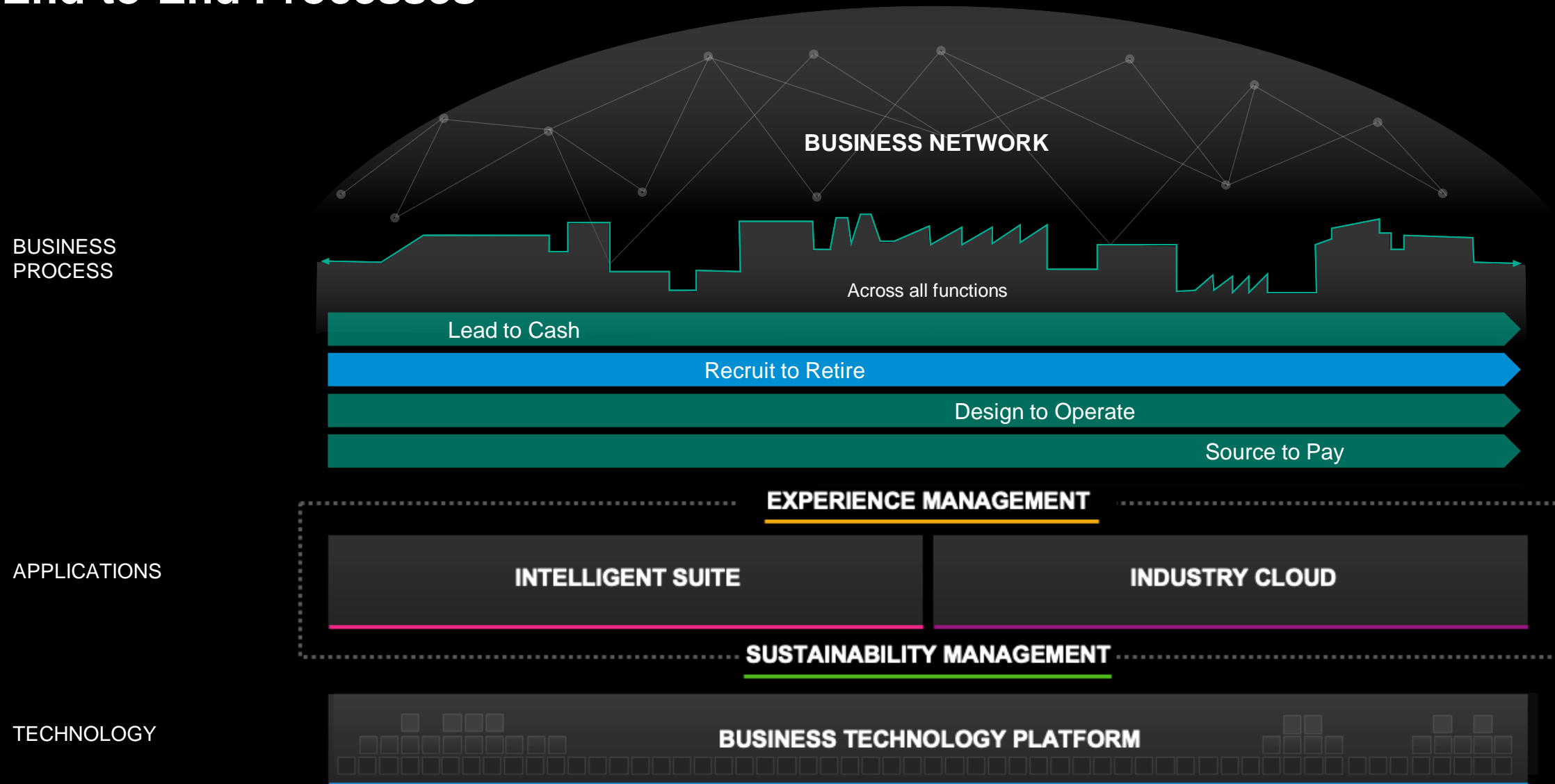
Unmatched, automated global compliance with global and local regulations, proven best practices, and delivered compliance in 99 countries for HR, and 46 for payroll



An open platform and community to easily build or integrate innovative apps and to connect HR to the broader business

Most trusted partner for strategic HR with deep and innovative capabilities; consistently recognized as market leader by top analysts

# End-to-End Processes

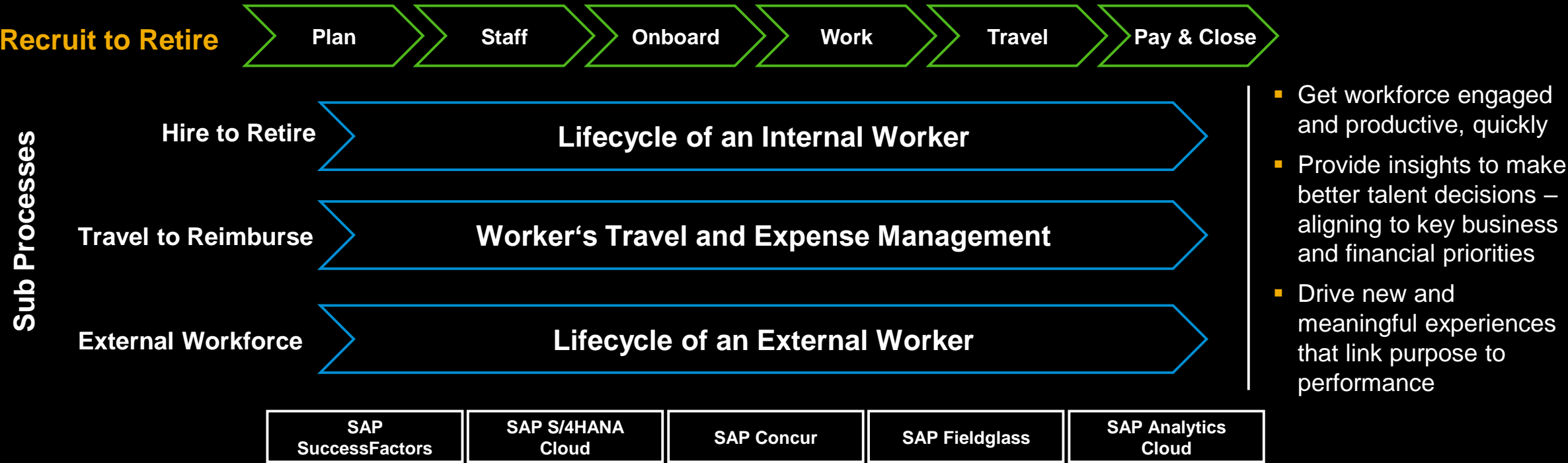




# Deliver exceptional workforce experience from Recruit to Retire.

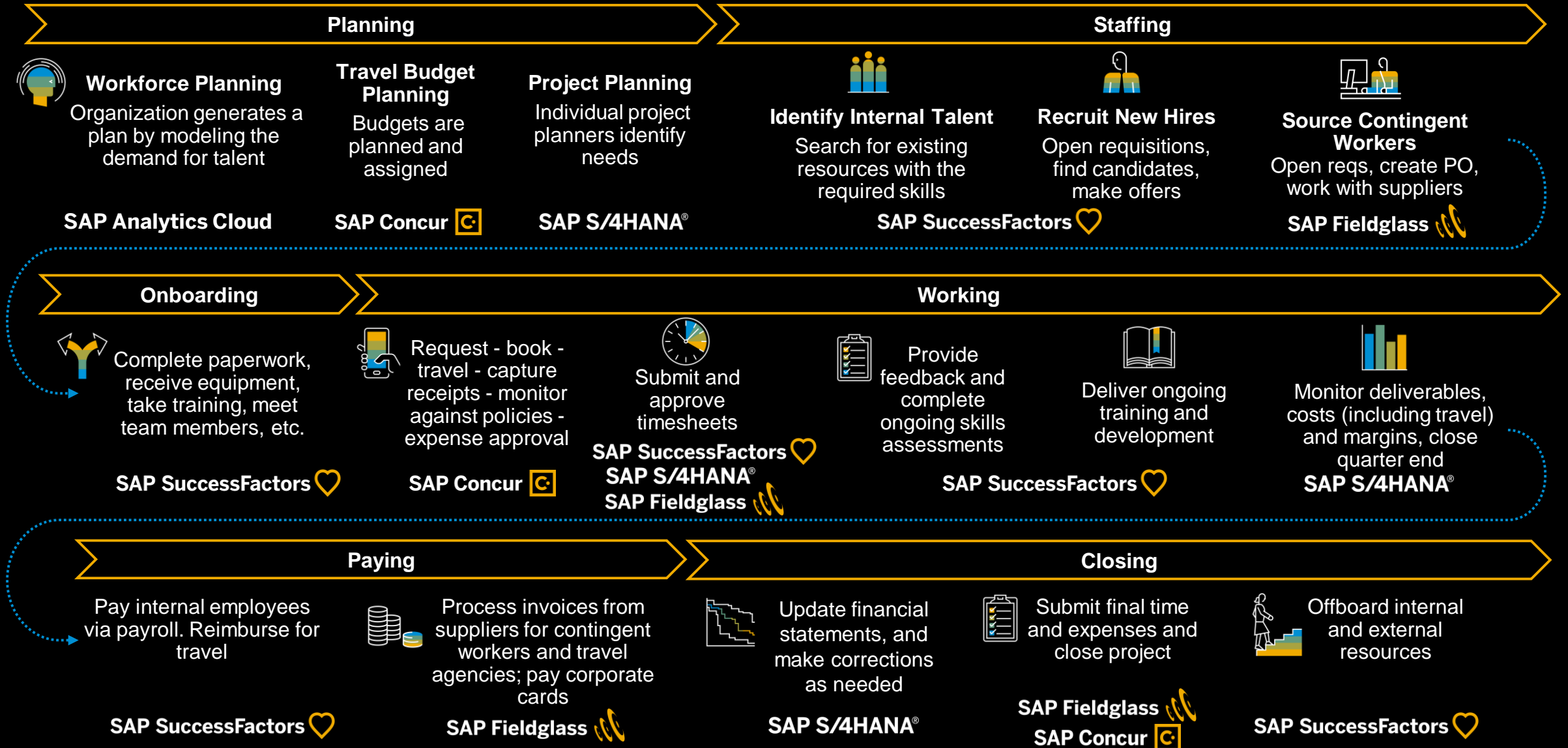
## Recruit to Retire

Understand, manage, and optimize all aspects of workforce (employees and external workers) in line with business objectives, and with clear financial impact. Deliver exceptional people experiences to transform your business results.



\* Recruit to Retire is also known as Total Workforce Management

# Intelligent Recruit to Retire\* solution mapping



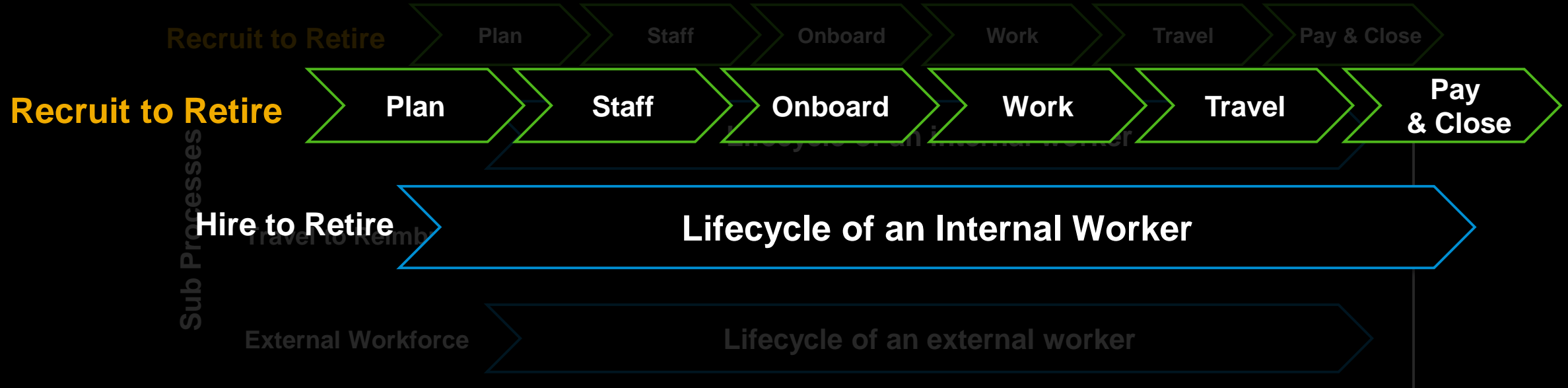


RECRUIT TO RETIRE

# Hire to Retire

# Recruit to Retire: **Subprocess Hire to Retire**

## Process Flow

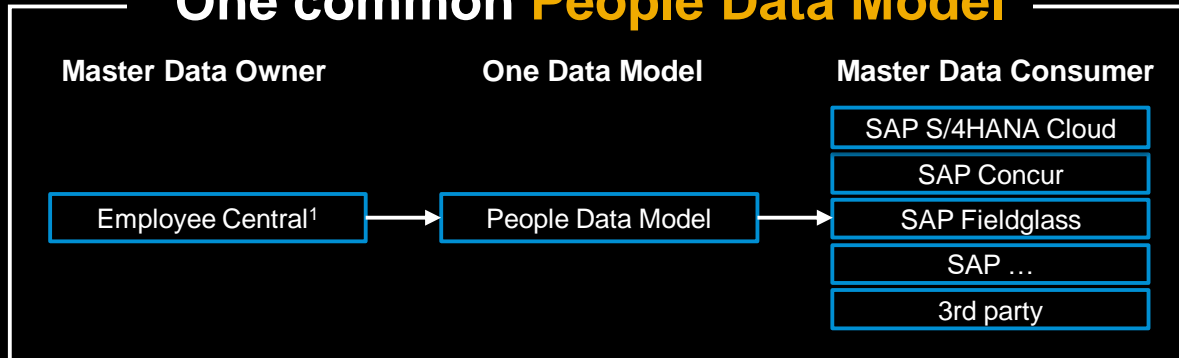


Enabling the end-to-end business process of planning, sourcing, and managing employees.  
Facilitating a holistic talent strategy to achieve agility and game-changing business outcomes.  
Deliver exceptional people experiences to transform your business results.



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

## One common **People Data Model**



## 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**



## Technology Benefits

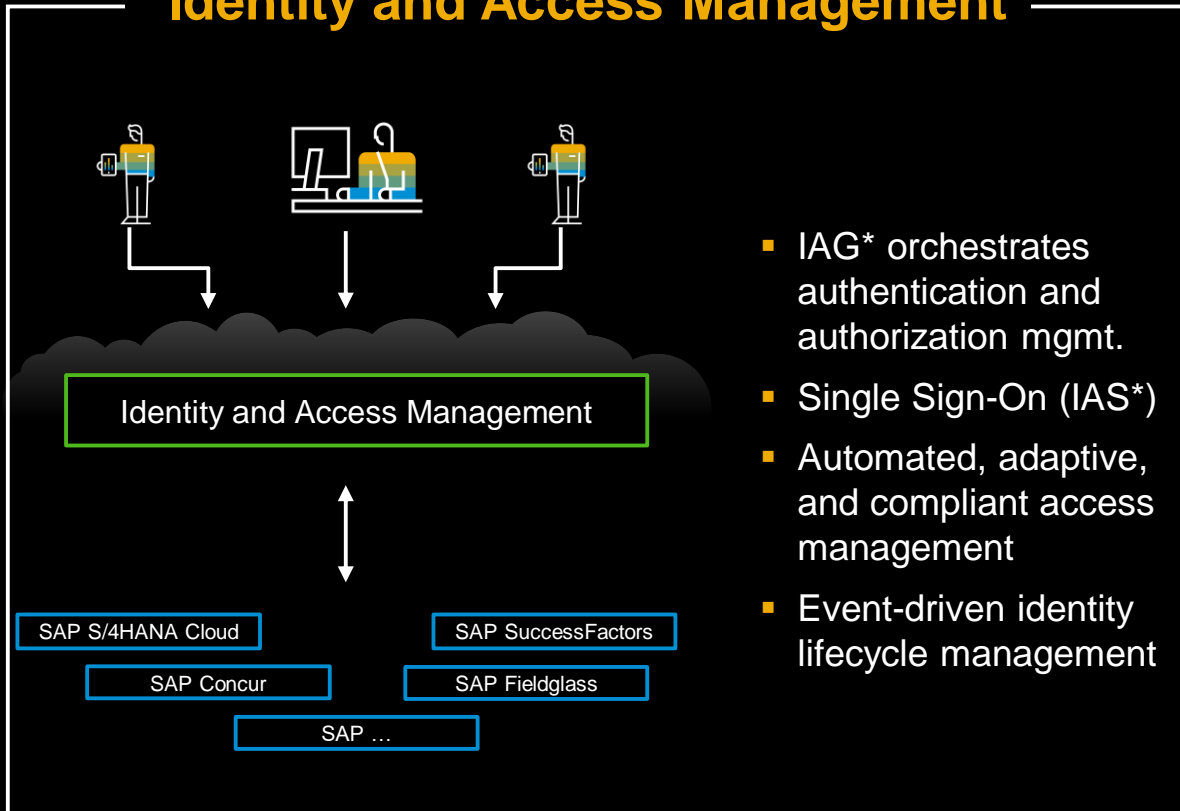
- Enable out-of-the-box SAP to SAP integration
- Consistent APIs based on open standards
- Foundational to suite qualities such as Identity Management, One Workflow Inbox, ...
- Lower IT costs

<sup>1</sup>) Other core HR systems (SAP or 3rd party) are possible

<sup>2</sup>) Other Finance systems (SAP or 3rd party) are possible

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

## Identity and Access Management



## Business Benefits

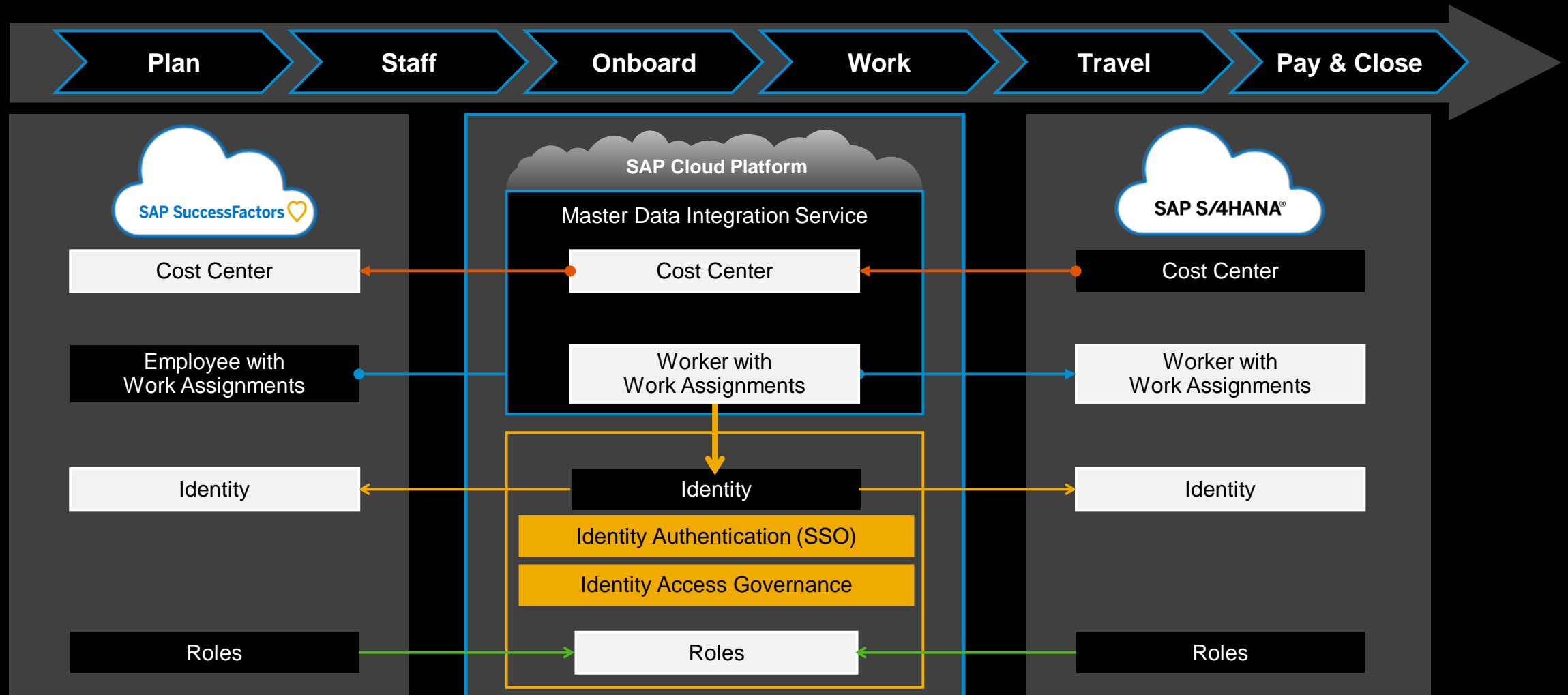
- Reliable, secure, and seamless experience
- Foster user productivity and collaboration
- Richer employee experience like onboarding
- Proactive compliance management and risk mitigation throughout a worker's lifecycle
- Enable digital transformation

## Technology Benefits

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

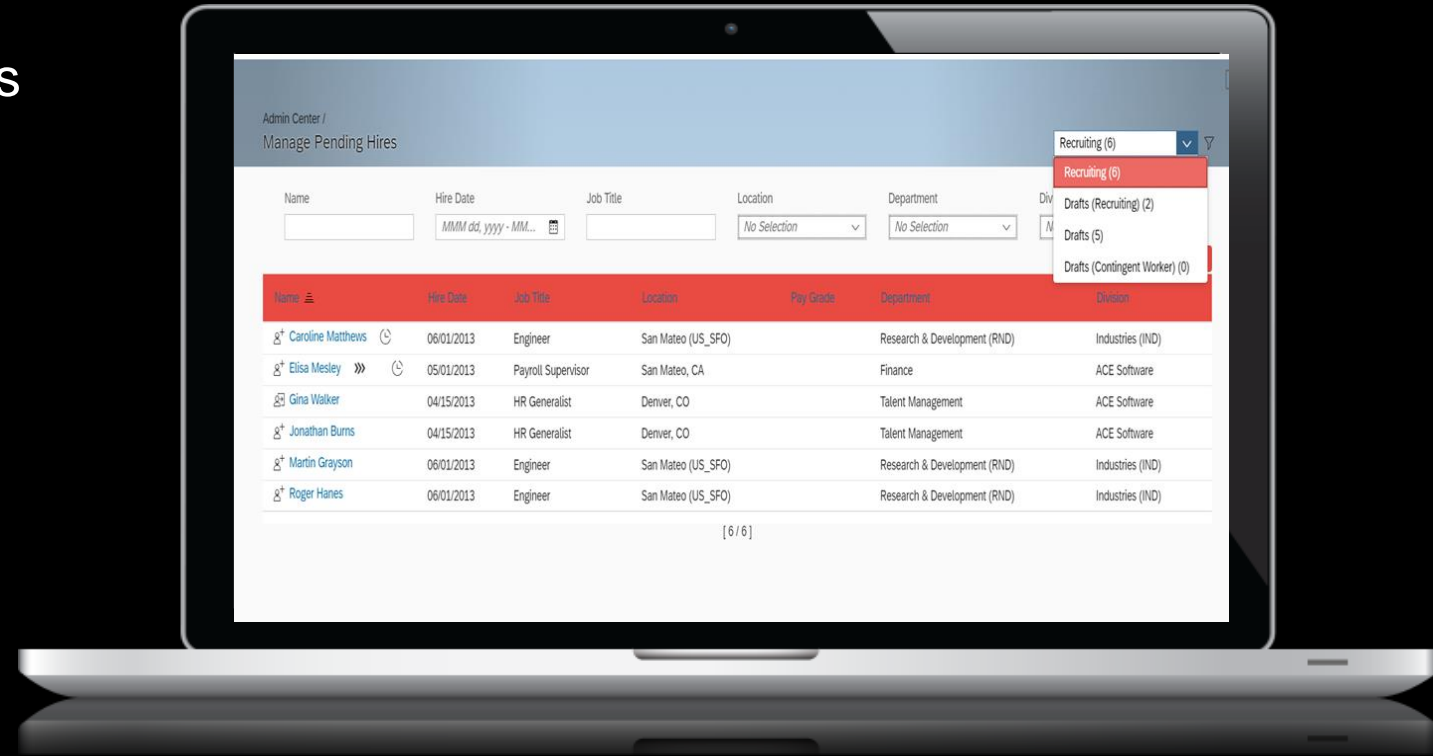
\*IAS= Identity Authentication Service; IAG = Identity Access Governance

# One Data Model + Master Data Integration + Identity and Access Management enables a smooth running Hire to Retire process



# Employee Central Core – New in H1 2020

- Enhanced Manage Pending Hire
- Workflow Auto Delegation Enhancements
- Address Validation as a Service
  - Netherlands, Germany

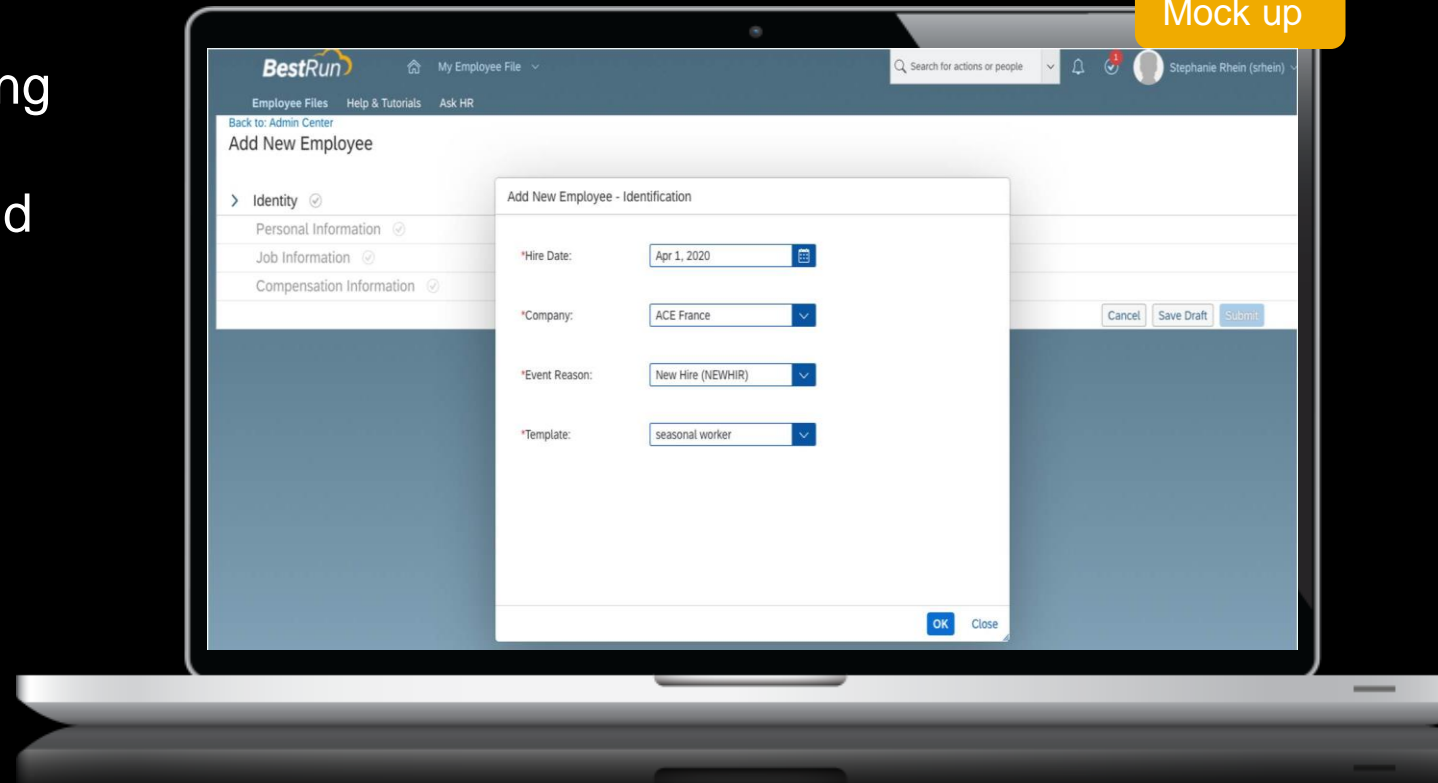




# Employee Central Core – Planned for H2 2020 and beyond

- Qualtrics Integration
  - Initiate Qualtrics lifecycle surveys using Intelligent Services
- Localization: Country Specific Gender Field
- Configurable New Hire
- Mass Changes on Positions

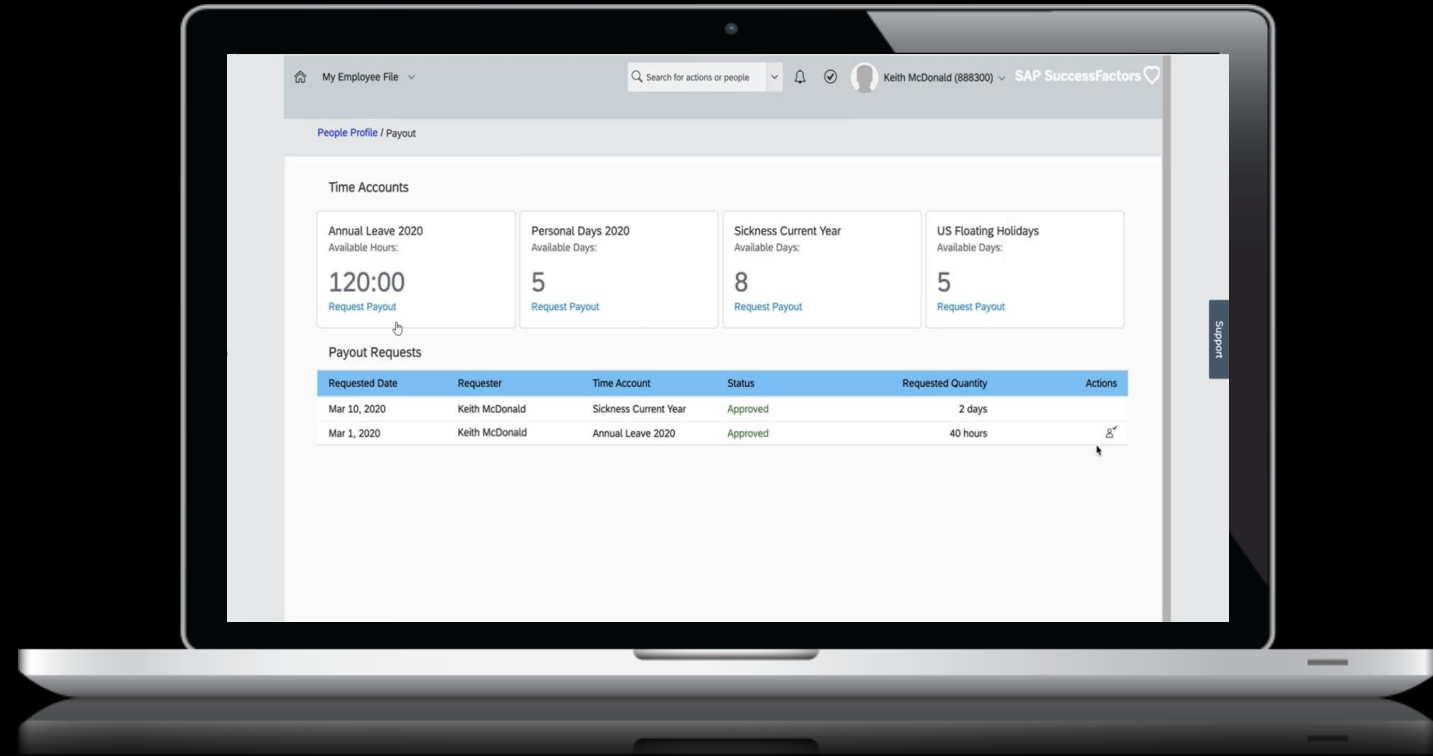
Mock up



# Employee Central Time Management – New in H1 2020

End-to-end processes from Time Management to Employee Central Payroll

- Ability to sell leave
- Flextime handling
- Leave at half or double pay
- Advance leave payments
- Simplification of work schedule handling

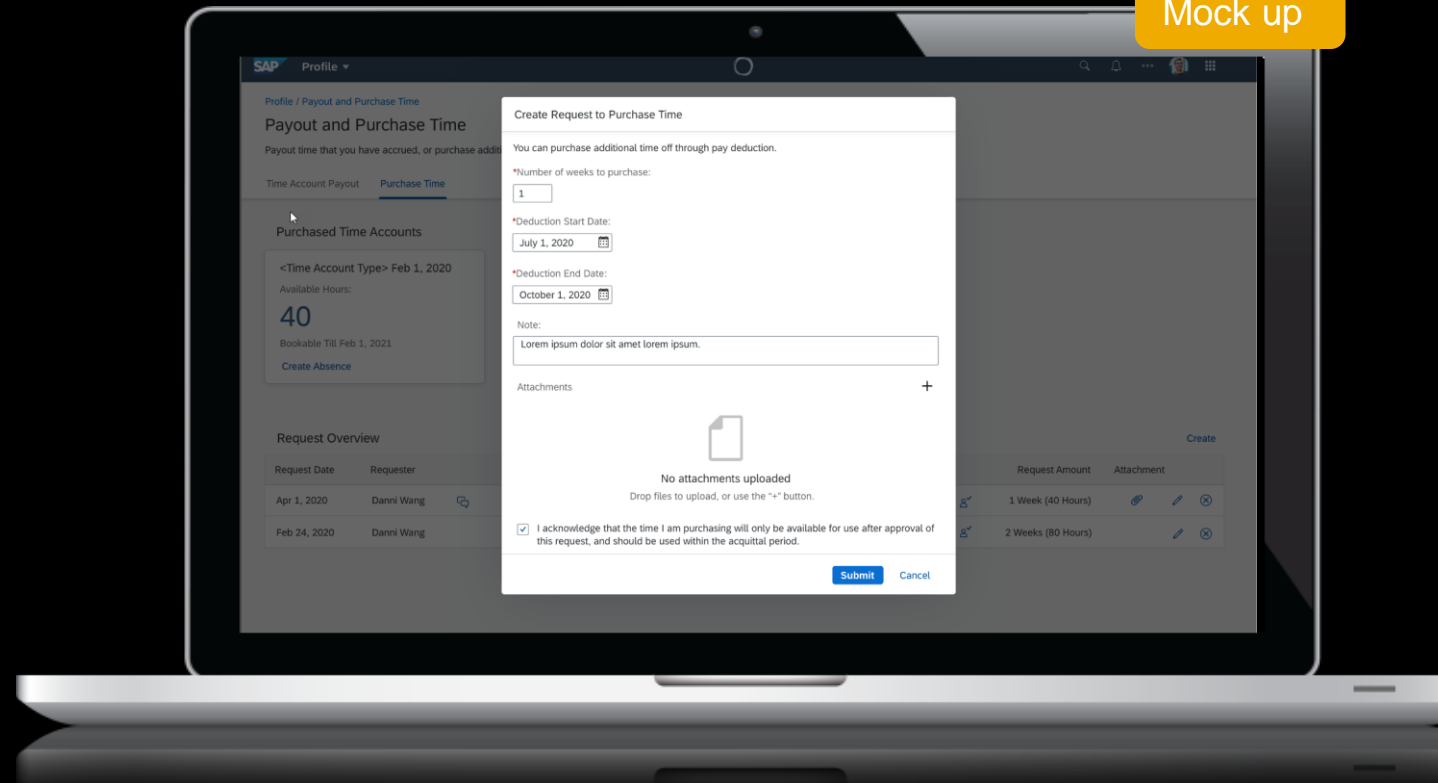


# Employee Central Time Management – Planned for H2 2020 and beyond

## End-to-end processes from Time Management to Employee Central Payroll

- Ability to buy leave
- Ability to handle time recordings across midnight
  - Absences (planned for H2 2020)
  - Attendances (planned for H1 2021)
- Improved public holiday handling
- Ability to handle concurrent absences

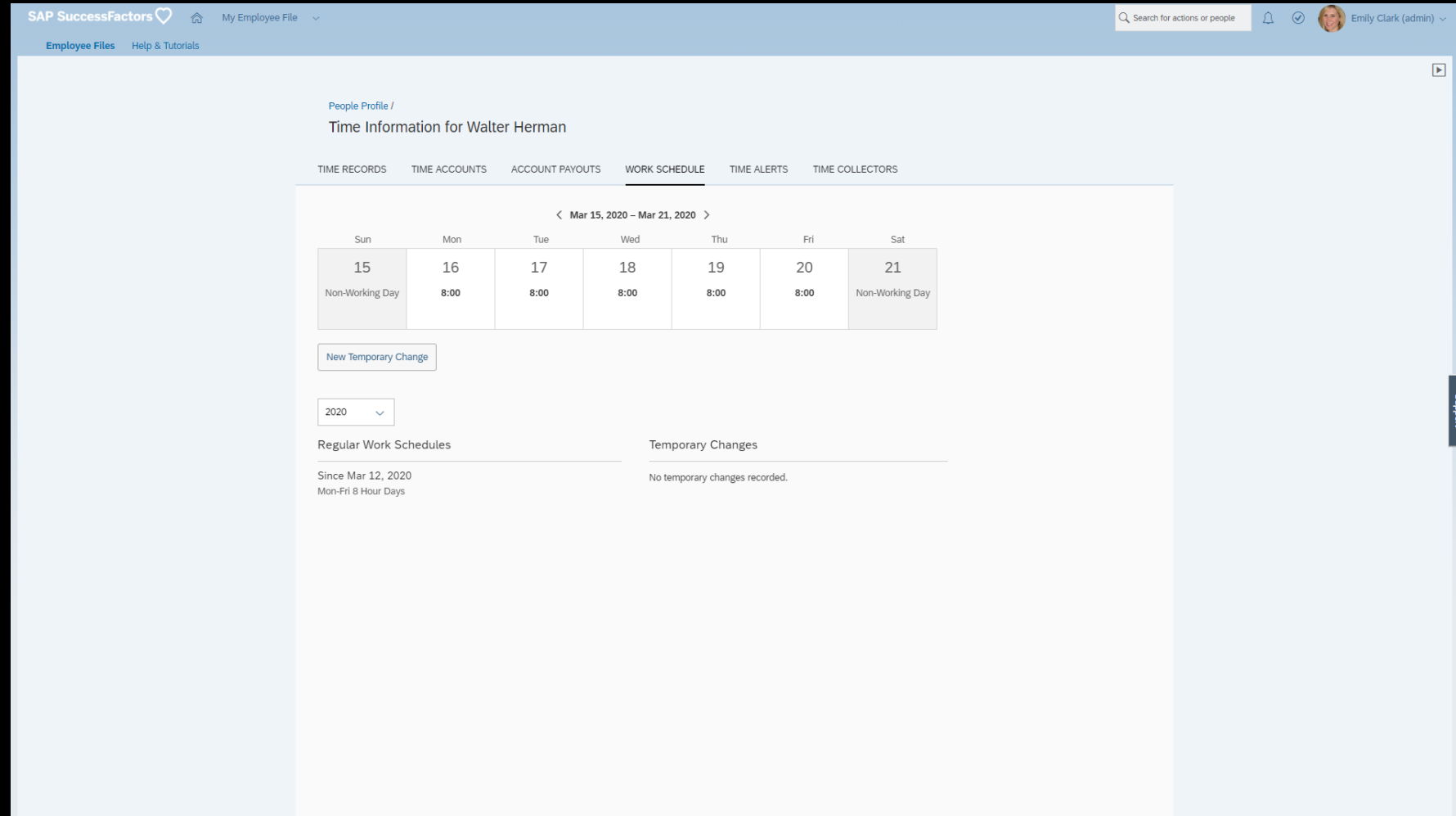
Mock up



# Intelligent Enterprise

## Integration, Tools, & Reporting

- Replicate EC Time Planned Working Time to the Substitutions Infotype (H1 2020)
- Reduced configuration/dual maintenance in ECP by not having to maintain & generate ECP Work Schedule Rules



The screenshot displays the SAP SuccessFactors interface for a user's profile. The top navigation bar includes the SAP SuccessFactors logo, a home icon, and the user's name 'Emily Clark (admin)'. Below this, the 'Employee Files' and 'Help & Tutorials' links are visible. The main content area is titled 'People Profile / Time Information for Walter Herman'. It features a tabbed interface with options: TIME RECORDS, TIME ACCOUNTS, ACCOUNT PAYOUTS, WORK SCHEDULE (selected), TIME ALERTS, and TIME COLLECTORS. The 'WORK SCHEDULE' tab shows a calendar view for the period 'Mar 15, 2020 - Mar 21, 2020'. The calendar displays the following schedule:

Sun	Mon	Tue	Wed	Thu	Fri	Sat
15	16	17	18	19	20	21
Non-Working Day	8:00	8:00	8:00	8:00	8:00	Non-Working Day

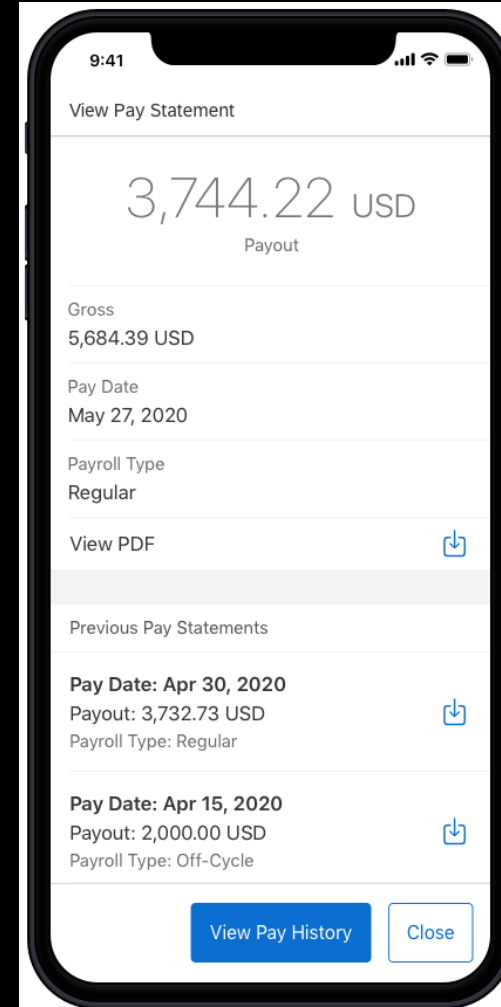
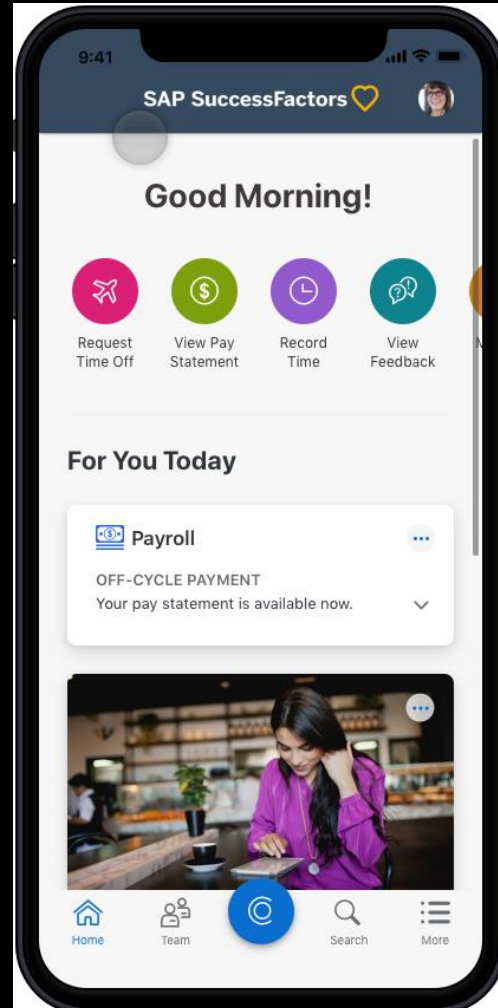
Below the calendar, there is a 'New Temporary Change' button and a dropdown menu set to '2020'. The 'Regular Work Schedules' section shows 'Since Mar 12, 2020' and 'Mon-Fri 8 Hour Days'. The 'Temporary Changes' section indicates 'No temporary changes recorded.' A vertical 'Support' button is located on the right side of the interface.



# People Experience

## Employee Pay Reimagined

- Direct pay statement with standard key figures (Gross and payout) - H2 2020
- HXM Homepage: Quick Access 'View Pay Statement' - 2H 2020
- Employee Engagement card for Off-cycle Pay Statements - 2H 2020



# Onboarding (2.0) product offering (added 1H 2020) (1/2)

## PROCESS

- **Onboarding**
  - Trigger from SFSF Recruiting or 3rd party Applicant Tracking System **or manually (without Recruiting system)**
- **Crossboarding**
  - Trigger from SFSF Recruiting or SFSF Employee Central or 3rd party Applicant Tracking System
- **Offboarding**
  - Trigger from SFSF Employee Central
- **No-Show handling**
- **Rehire on new employment**
- **Cancel Onboarding/ Crossboarding/ Offboarding process**
- **Configure custom processes (Process Variant Manager tool)**
  - Create custom Onboarding/Crossboarding process (have multiple document flows in parallel)
  - **Ability to bypass the Review New Hire Data step**

## FOUNDATION

- **Responsive FIORI Design (SAP UI5)**
- **BizX homepage tiles**
- **Notifications (Email Services)**
- **Company document management**
  - Upload company documents to Document Management System
  - Ability for new hire to access company documents via homepage tile
- **Employee documents**
  - Provide access to employee-specific documents
- **SAP SuccessFactors e-Signature for basic embedded signing including mobile devices support**
- **DocuSign integration for remote signing**
- **Recruit-to-Hire Data Mapping**
  - **User interface enhancements**
  - **Foundation and Generic Objects support**
- **New Search Criteria to Filter My Tasks**
  - **Review task for the New Hire (onboarding dashboard) / for Employee (offboarding dashboard)**

# Onboarding (2.0) product offering (added 1H 2020) (2/2)

## LOCALIZATION

- **Country localization**
  - Core HR Data for Onboardees: available for 99 countries.
- **Address Validation Service**
  - Ability to use EC's address validation service\*
  - Delivered local versions: The Netherlands, Germany\*\*
- **Compliance forms**
  - United Kingdom & Australia
  - Signature support (DocuSign or SAP SuccessFactors e-Signature)

The screenshot displays the SAP SuccessFactors Onboarding (2.0) interface. The top section, 'Update Onboarding Information', shows a 'Get Started' button and a 'Uniform' section with a dropdown menu set to 'Yes (Y)'. Below this is the 'Offboarding Dashboard' with tabs for 'All Tasks' and 'My Tasks'. It lists an offboarder, 'Chandler Bing', with a 'Termination Date' of 'Monday, August 19, 2019' and a status of 'COMPLETED'. The 'Onboarding Dashboard' section below it includes fields for 'New Hire Name' (Sam), 'Joining Date (From)' (Select Date), 'Joining Date (To)' (Select Date), 'Task Due Date' (Select Date), 'Hiring Manager Name', and 'New Hire Type'. At the bottom, there is a table for 'New Hire' with columns for 'Joining Date', 'Hiring Manager', 'Status', 'My Tasks', 'Due Date', and 'Tasks Assigned to Others'. The table lists three new hires: Sam W, Sam Lang, and Sam L, all with a status of 'OFF TRACK' and various tasks assigned.

New Hire	Joining Date	Hiring Manager	Status	My Tasks	Due Date	Tasks Assigned to Others
Sam W Marketing Executive Washington <a href="#">View All Tasks</a>	Wednesday, June 5, 2019 5 months ago	Mandy Roberts	OFF TRACK	Request laptop (optional) Write Welcome Message (optional) Prepare for Day One (optional)	Overdue: 10 months ago	3 tasks (3 Overdue)
Sam Lang Marketing Executive <a href="#">View All Tasks</a>	Monday, September 2, 2019 2 months ago	Mandy Roberts	OFF TRACK	Request laptop (optional)	Overdue: 2 months ago	5 tasks (5 Overdue)
Sam L Marketing Executive <a href="#">View All Tasks</a>	Thursday, October 17, 2019 4 weeks ago	Mandy Roberts	OFF TRACK	Request Mobile (optional)	Overdue: 2 months ago	6 tasks (6 Overdue)

## DEPLOYMENT

- **Hybrid setup (“co-existence”)**
  - Deploy Onboarding (2.0) globally and keep Onboarding (1.0) only for US and Canada. Processes will then either run on ONB (2.0) or ONB (1.0) depending on country.
- **Integration with an External Human Resources Information System (for Onboarding process)**

\* Ability to use this service if rules are configured accordingly..

\*\* Germany is new with H1/2020

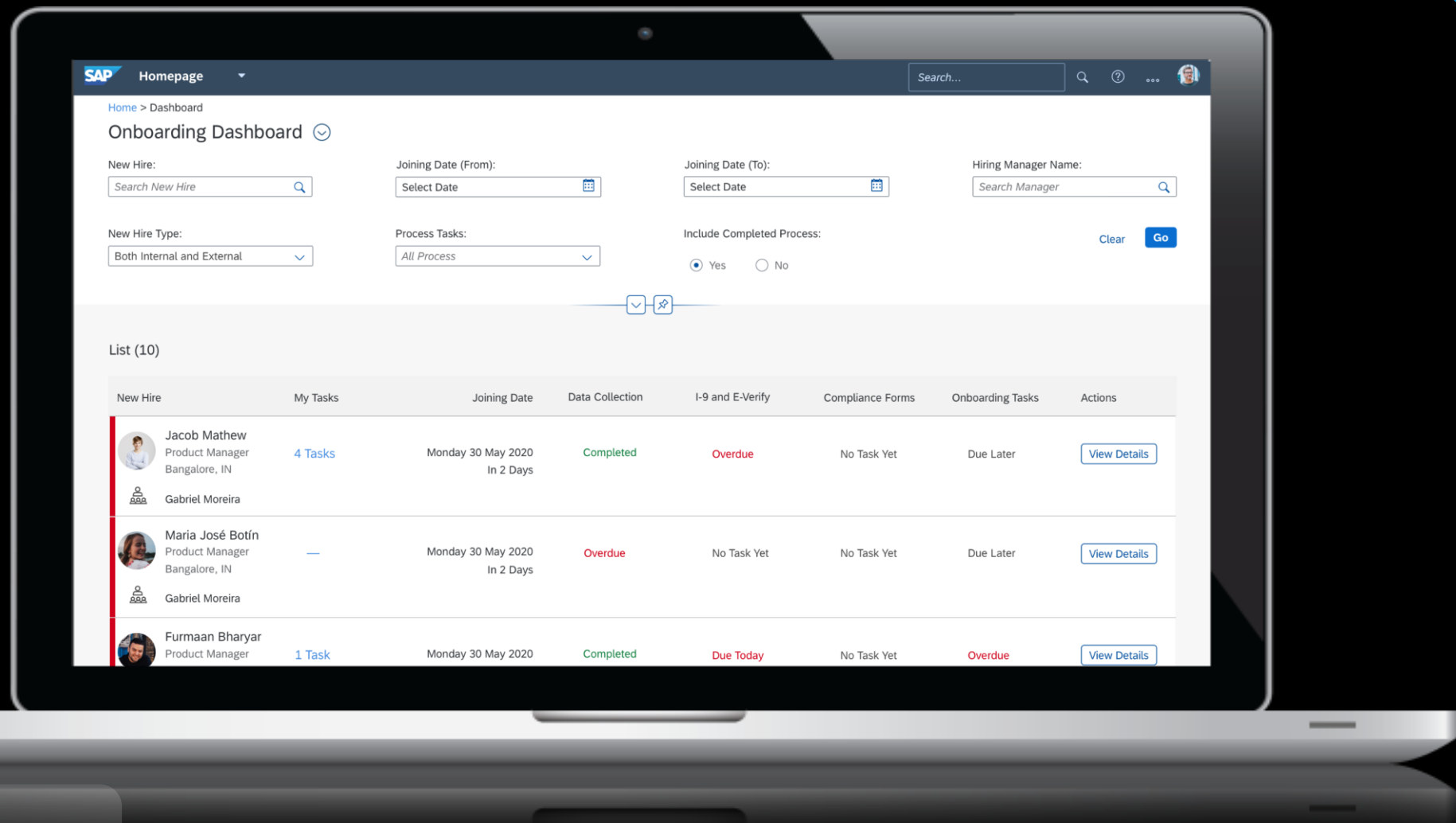


## Planned

Get insights from redesigned Onboarding Dashboard:

- Simplified user experience
- Overview on status for all new hires activities
  - data collection
  - compliance
  - onboarding tasks

**Dashboard**  
Redesigned with compliance status

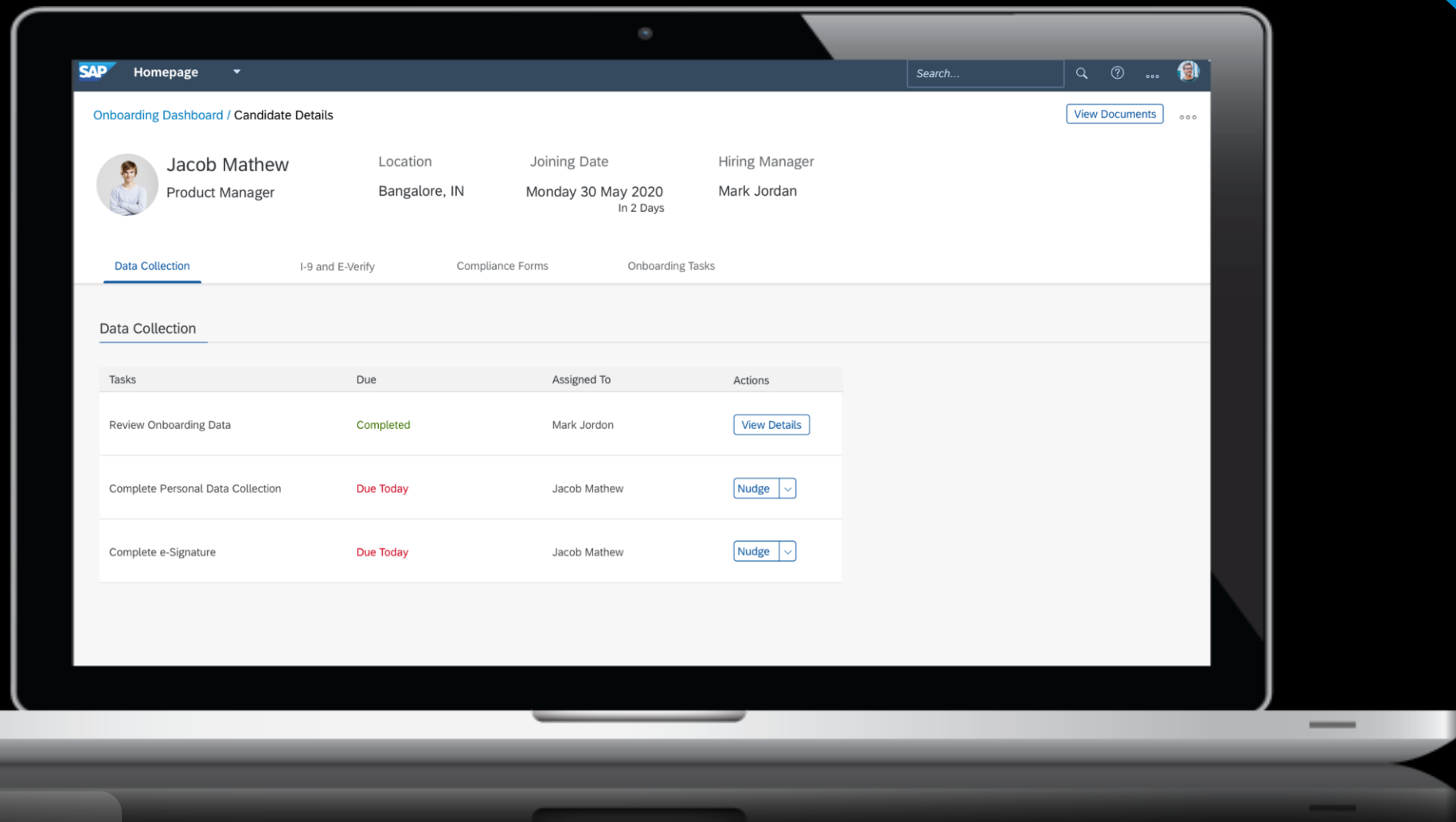




## Planned

React quickly on to do's from New Hire Details:

- Overview of all tasks
- Ability to take action and nudge participants



**Dashboard**  
Redesigned with compliance status



RECRUIT TO RETIRE



# Wrap up

THE BEST RUN





# Why SAP?

## Integrated Data Flows

- Unique access to integrated data flows based on a common data model
- Delivers unparalleled cross-process analytics/AI/ML capabilities and insights, simplifying collaboration across the enterprise

## Experience Management

- Embedded experience management connects user, customer, brand, and employee sentiment to every decision/ action
- Connecting X+O data is game-changing capability—respond across every part of your business; understand what is happening, why, and how

## End-to-End Business Outcomes

- Fully integrated suite enables end-to-end business outcomes for the Intelligent Enterprise
- Horizontally integrated macro processes cross a multitude of domains, with intelligence and augmentation on top

## Data- and Analytics-Driven Approach

- Products are developed with an analytics-first mindset
- Each product semantically connects to integrated data flows, unlocking digital innovation

# SAP delivers an **integrated Recruit to Retire business process**



A smooth **Recruit to Retire\*** process is critical during the pandemic for business continuity as well as enabling better workforce experience and productivity



With the May 2020 release, SAP has taken a big step forward in delivering the Integrated Intelligent Enterprise: **One common set of suite qualities**



**One People Data Model and Cost Center Data Model**



**One Master Data Integration service**



**One Identity and Access Management**



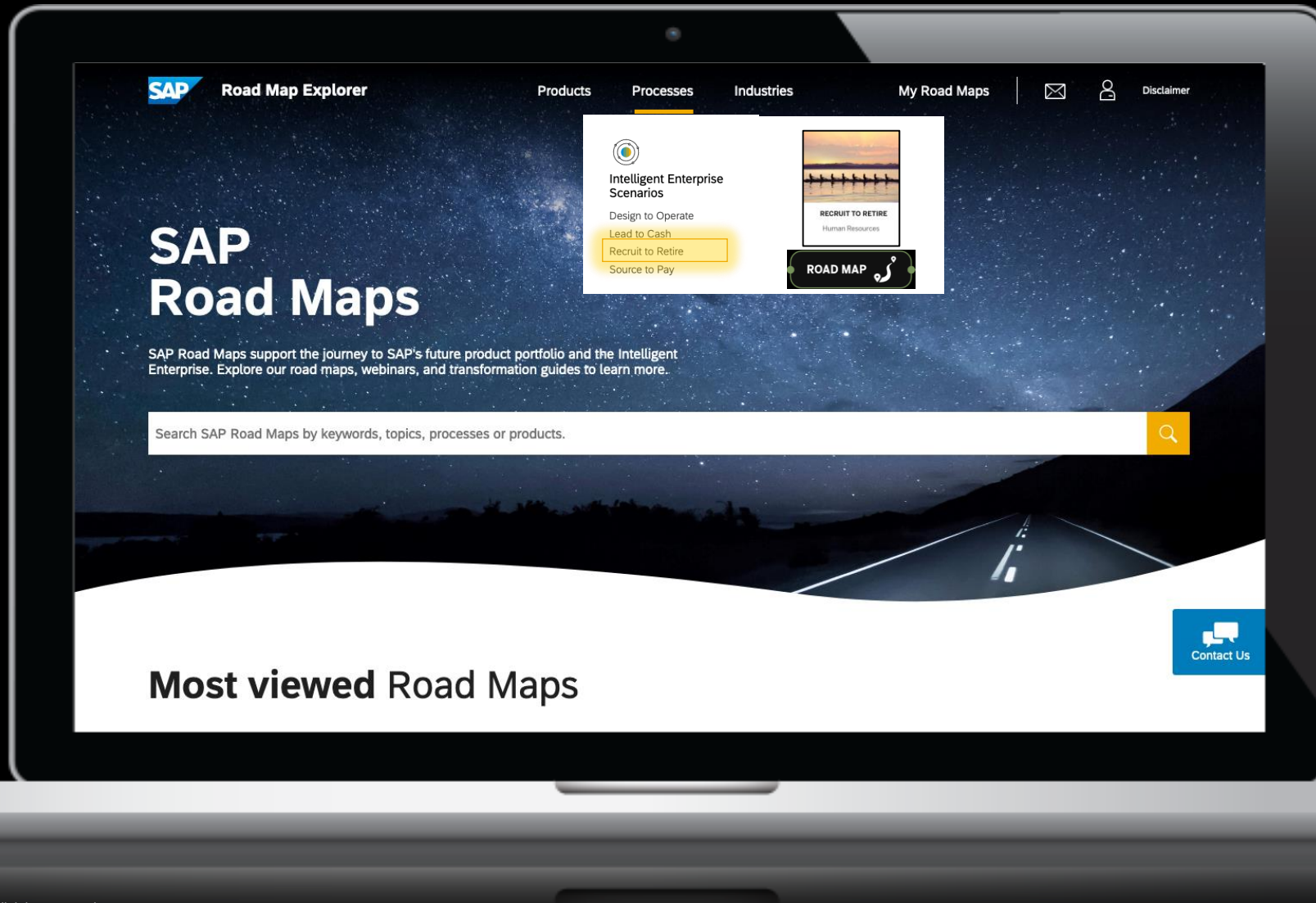
**One Repository of Process Blueprints**

\* Recruit to Retire is also known as Total Workforce Management

# SAP Road Maps for the Intelligent Enterprise



[SAP Road Map Explorer](#)



# Thank you.

Contact information:

**F name L name**

Title

Address

Phone number