Achieve Total Workforce Management in an Intelligent Enterprise
Overview and Roadmap

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THE BEST RUN **SAP**

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Sections

Total Workforce Management in the Intelligent Enterprise: Definition and Process

Total Workforce Management - Solution capabilities today

Focus Areas and Roadmap

Need for holistic management of total workforce

Challenges managing all aspects of the modern workforce

Inconsistencies due to

Siloed systems	Different departments	No single access point to manage workforce

Lack of visibility

Disconnected processes

Missing engagement and alignment

Subpar experience

- Higher labor costs
- Compliance risk

- Inconsistent and siloed data
- Gap between goals and strategies

- Missed opportunities
- Reduced quality and speed of goal achievement

- Slow adoption and execution
- Inefficiencies

Manage people within your enterprise

Managing all aspects of the total workforce (employees and external workers) in line with business objectives and a clear line of sight into the financial impact.

Intelligent Enterprise: Enterprise Planning & Analytics > Sourcing/ Provisioning > Production/ Sales/Marketing > Finance

with embedded

Total Workforce Management: Plan — Source/Onboard — Manage — Pay/Close
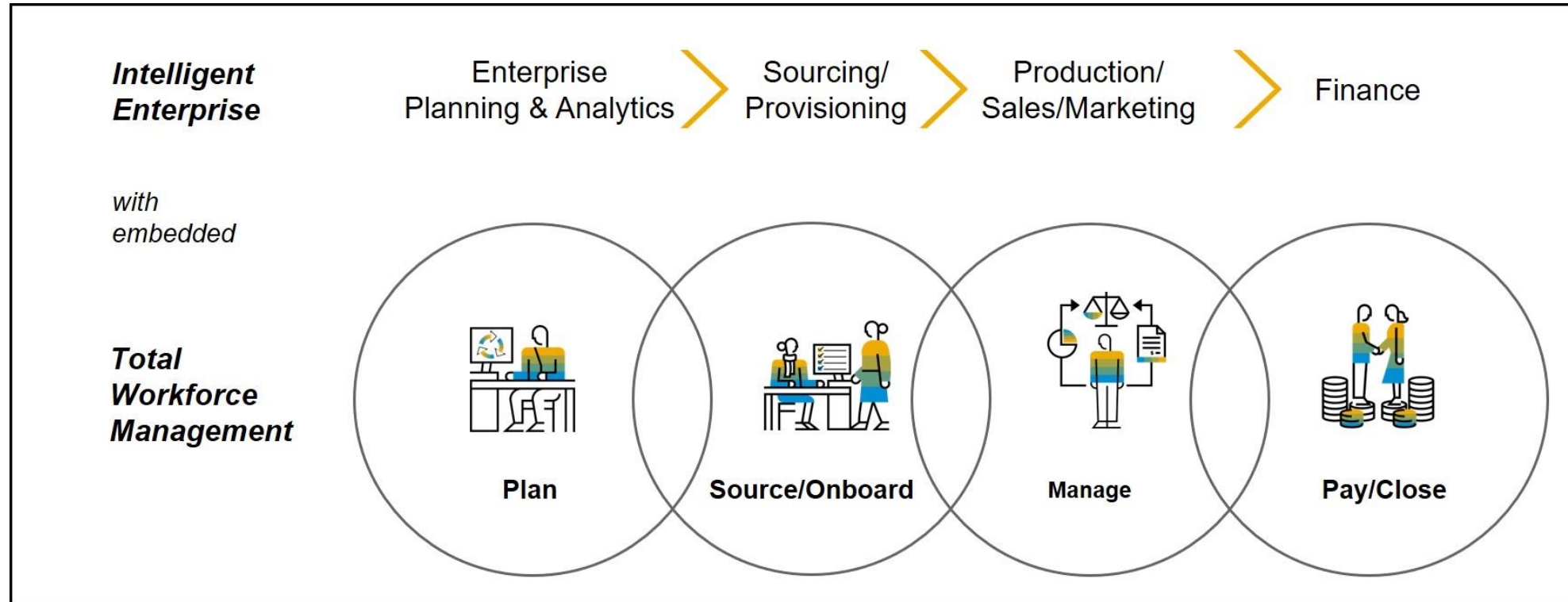
The Intelligent Enterprise Powers the Best Run Workforce

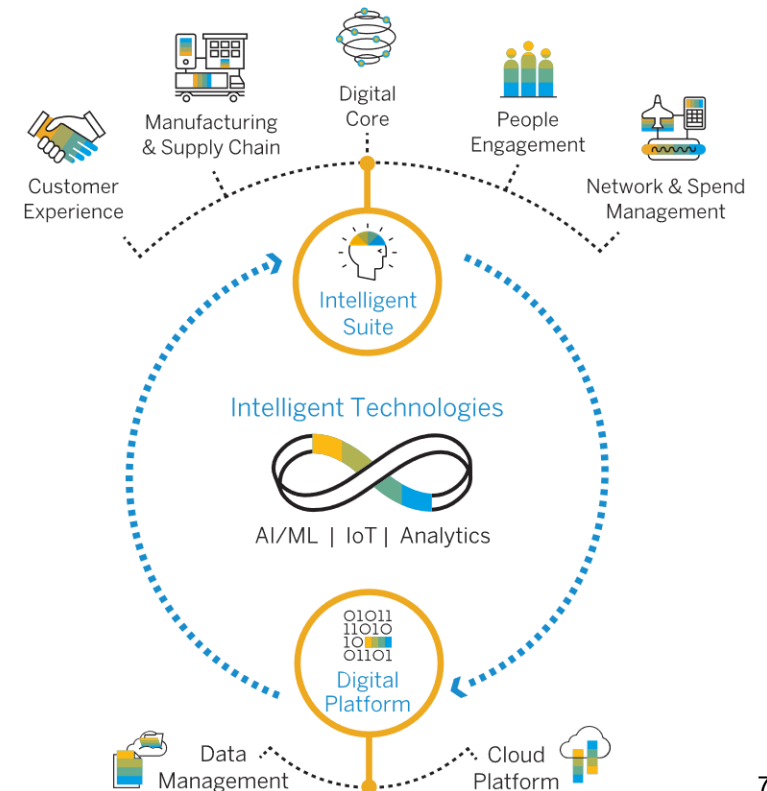Enabling the end-to-end business process of planning, sourcing, and managing the total workforce, and facilitating a holistic talent strategy to achieve agility and game-changing business outcomes.

Business Benefits

- Visibility into people and finances and collaboration across the enterprise

- Align talent strategy to key business priorities, leveraging an agile workforce

- Drive worker engagement with new and meaningful experiences

Customer Experience

Manufacturing & Supply Chain

Digital Core

People Engagement

Network & Spend Management

Intelligent Suite

Intelligent Technologies

AI/ML | IoT | Analytics

Digital Platform

Data Management

Cloud Platform

Intelligent Total Workforce Process

Planning

Workforce Planning
Organization generates a plan by modeling the demand for talent

Travel Budget Planning
Budgets are planned and assigned

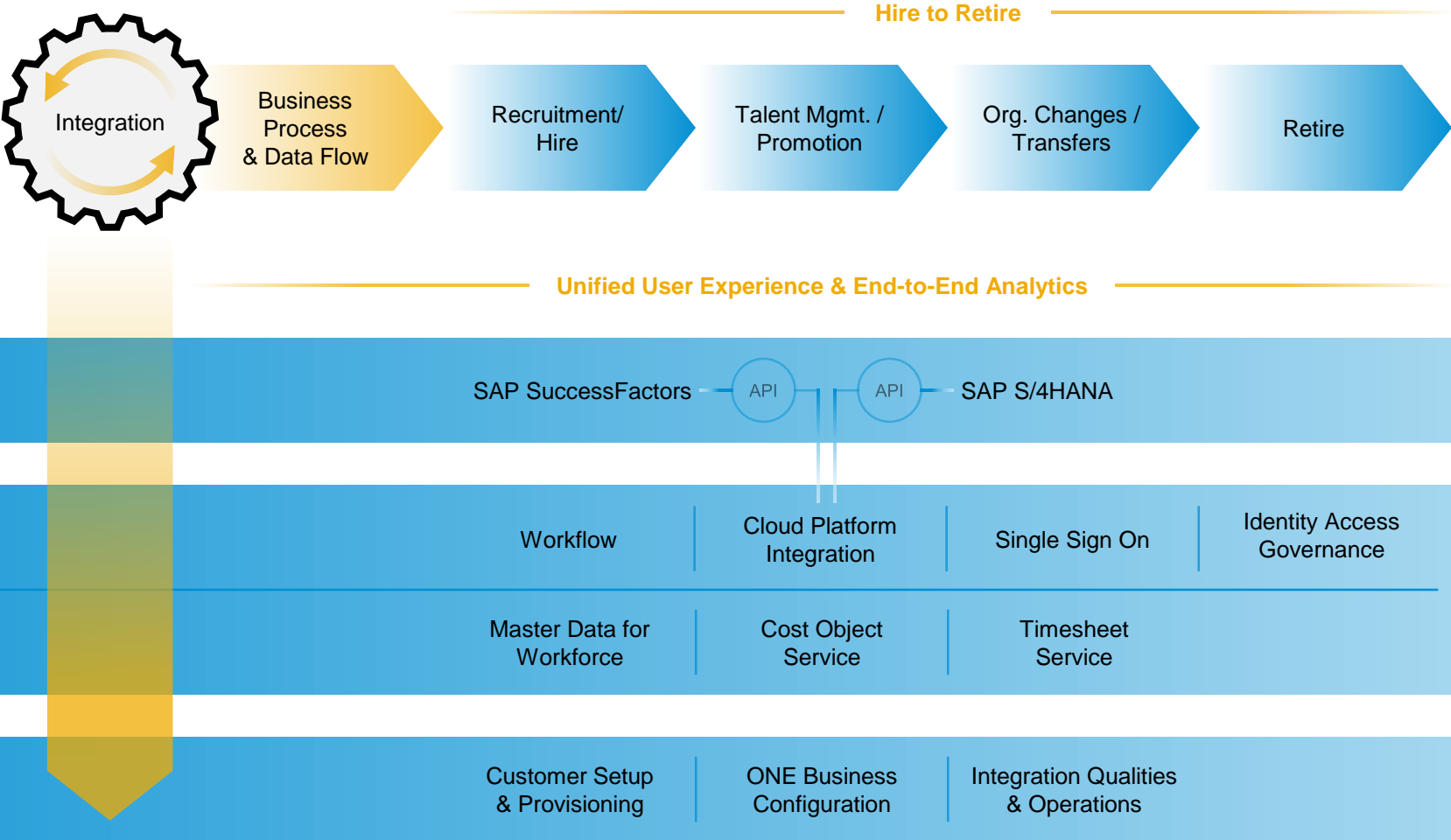**Project Planning**
Individual project planners identify needs

Staffing

Identify Internal Talent
Search for existing resources with the required skills

Recruit New Hires
Open requisitions, find candidates, make offers

Source Contingent Workers
Open reqs, create PO, work with suppliers

Onboarding

Complete paperwork, receive equipment, take training, meet team members, etc.

Working

Request - book - **travel** - capture receipts - monitor against policies - **expense** approval

Submit and approve **timesheets**

Provide **feedback** and complete ongoing **skills assessments**

Deliver ongoing **training and development**

Monitor deliverables, costs (including travel) and margins, close quarter end

Paying

Pay **internal employees** via payroll. **Reimburse** for travel

Process invoices from suppliers for **contingent workers** and travel agencies; pay corporate cards

Closing

Update **financial statements**, and make corrections as needed

Submit final time and expenses and **close project**

Offboard internal and external resources

Intelligent Integration
SAP Cloud Platform

Illustrative high-level view for 'hire to retire' scenario

Hire to Retire

Integration → Business Process & Data Flow → Recruitment/ Hire → Talent Mgmt. / Promotion → Org. Changes / Transfers → Retire

Unified User Experience & End-to-End Analytics

LoB Business Applications

SAP SuccessFactors — API — API — SAP S/4HANA

SAP Cloud Platform

Technical Services

| Workflow | Cloud Platform Integration | Single Sign On | Identity Access Governance |

Business Services & Applications

| Master Data for Workforce | Cost Object Service | Timesheet Service |

| Customer Setup & Provisioning | ONE Business Configuration | Integration Qualities & Operations |

From technical integration to intelligent integration
How our concept is different and superior

Technical integration

Data

Shared provisioning, configuration, updates, admin tools, ...
Lifecycle management

HANA
One database across solutions

Central monitoring across solutions
Monitoring

User Experience
Fiori, digital assistant

E.g. time sheet for multiple solutions
Central busi-ness services

Analytics
SAP Analytics Cloud, SAP Digital Boardroom

Currencies, holiday calendar, exchange rates, ...
Central data services

Single-Sign-On
Simplified access for all solutions

Common engine, one inbox for all solutions
Workflow

Identity Management
SAP Cloud Identity Access Governance

Total Workforce Management Solution capabilities today

Visibility

Gain access to your total talent

Inclusion and Visibility

Making external workers visible to everyone and expanding the reach of select HR practices:

Contingent worker profile in SAP SuccessFactors Employee Central, display in org chart, people search
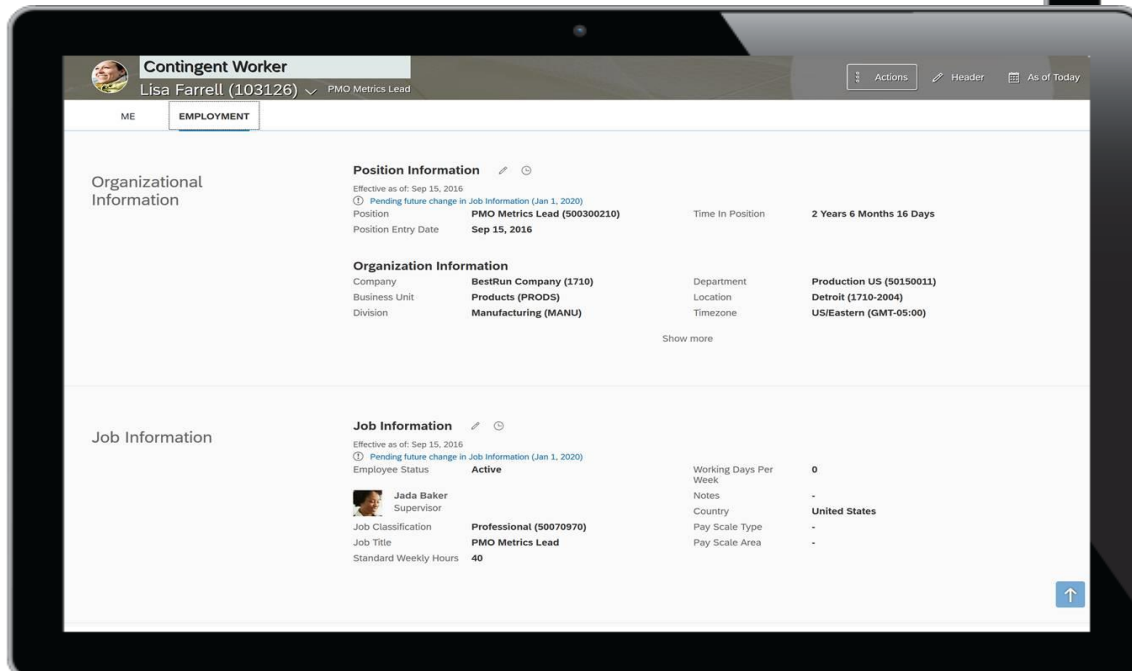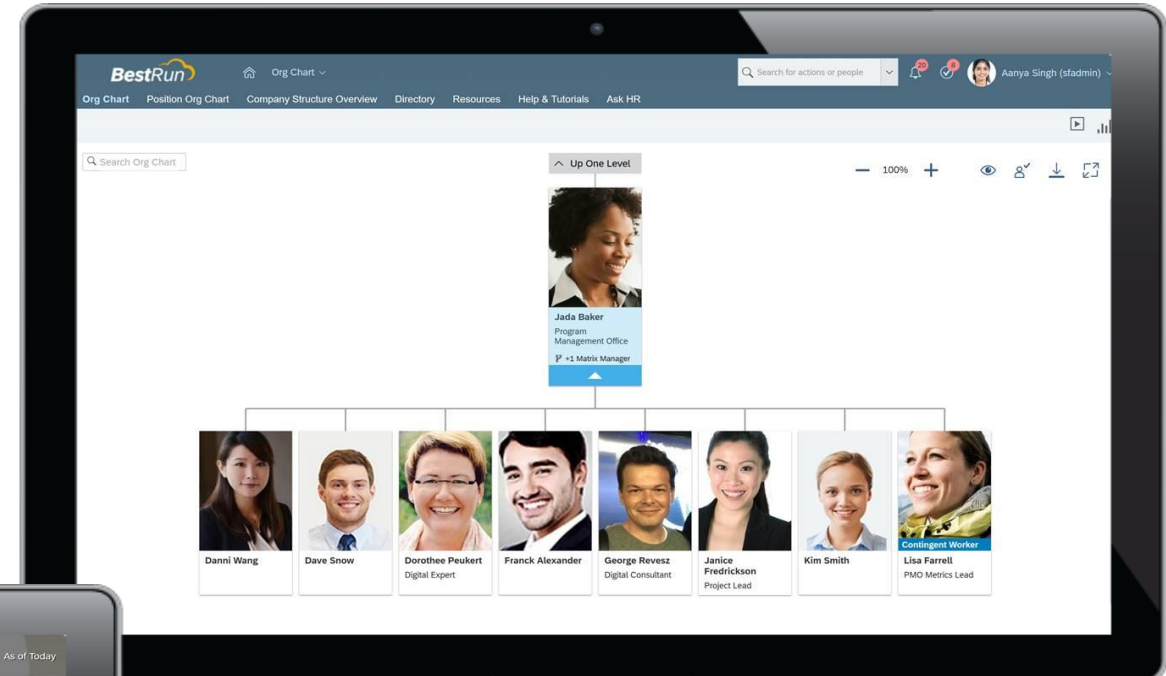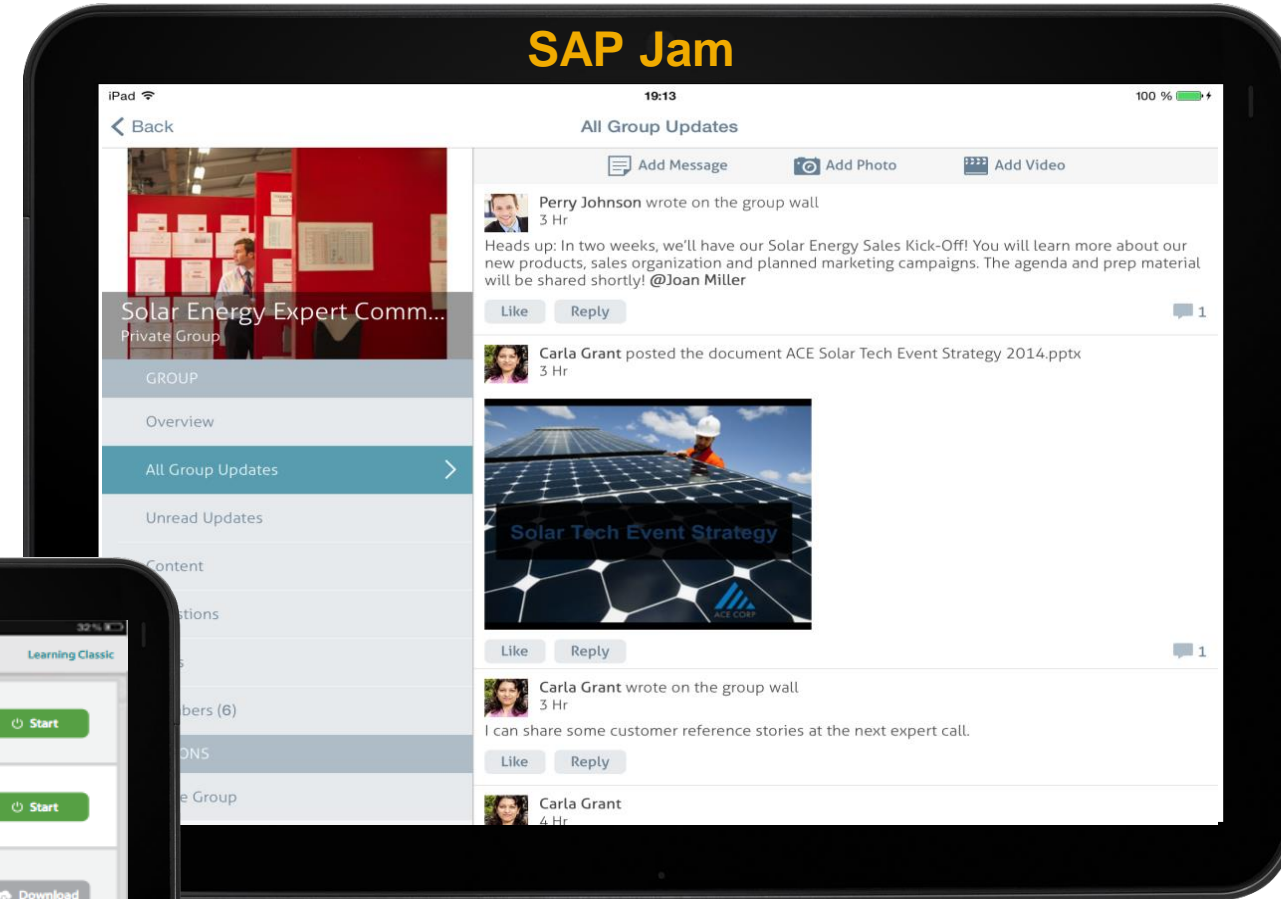
Optimization
Boosting productivity of all contributors

Engagement and Alignment

Including external workers in collaboration and connecting them to people, content and processes.

Enablement

Set up external workers as learners and bring them up to speed quickly to increase productivity from the get-go

SAP Jam

SAP SuccessFactors LMS

Travel and Expense Management

All your travel, all in one place
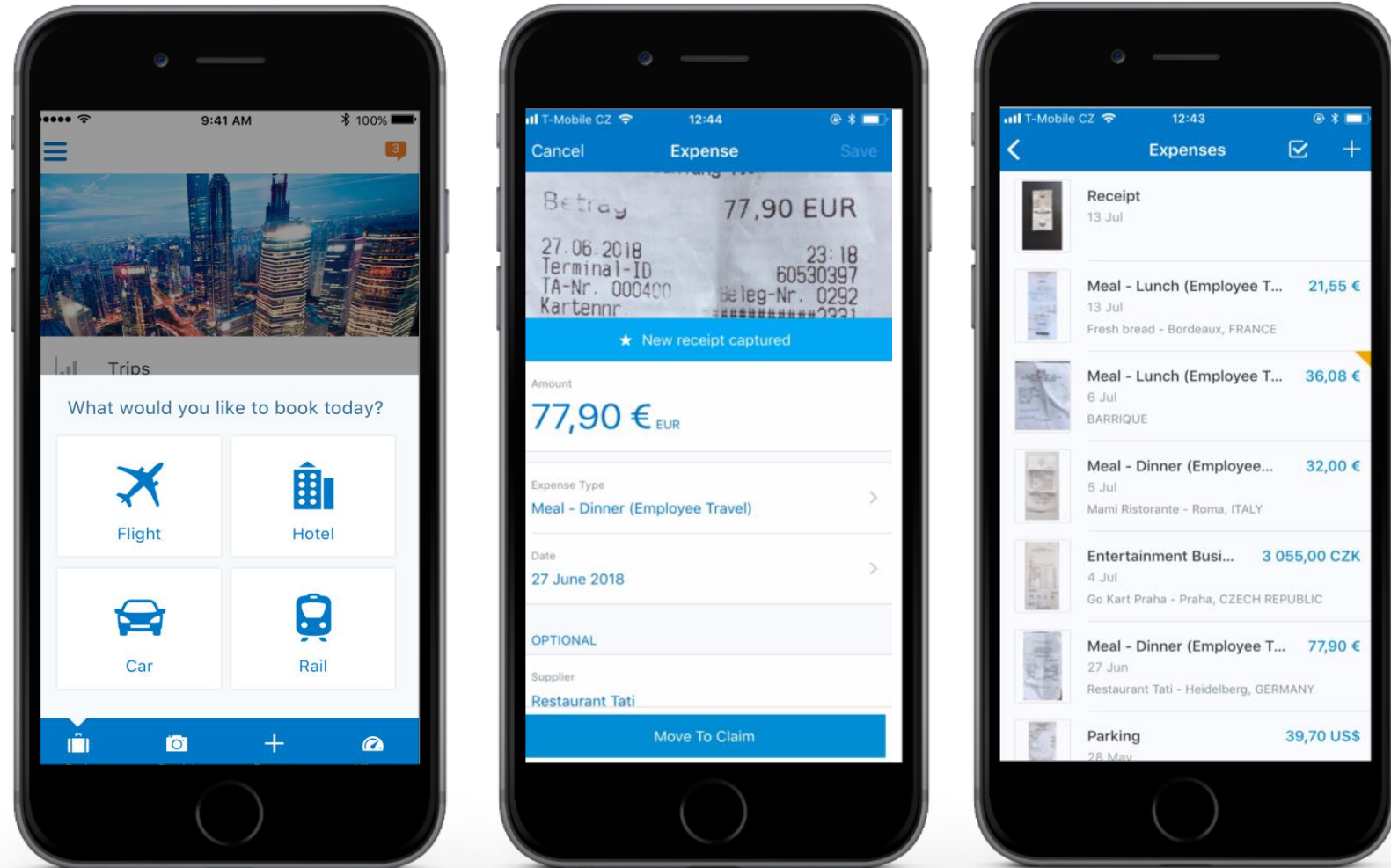
Consistency and transparency

Simplify the corporate travel booking experience and control company costs

Convenience

Fast and easy expense management in line with policies

Compliance

Automated, simple and accurate expense reporting

Experience

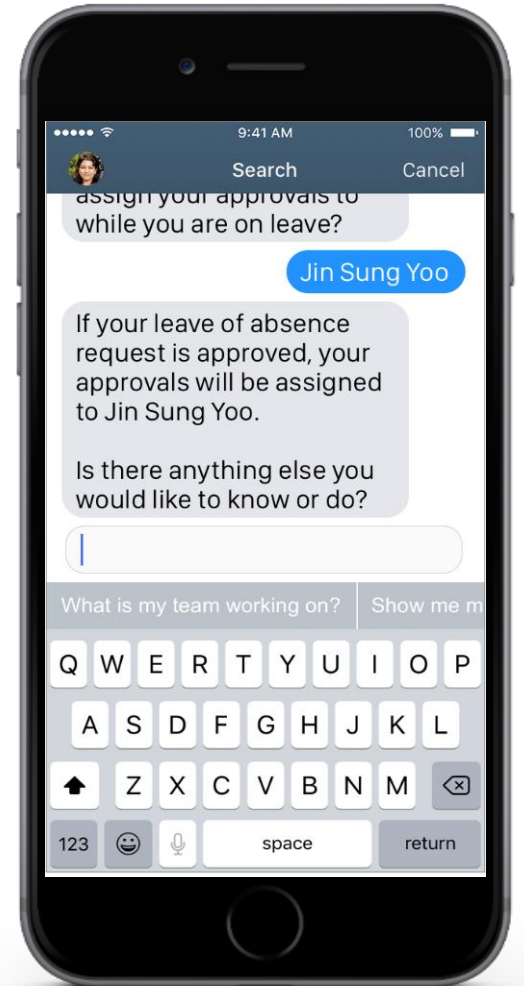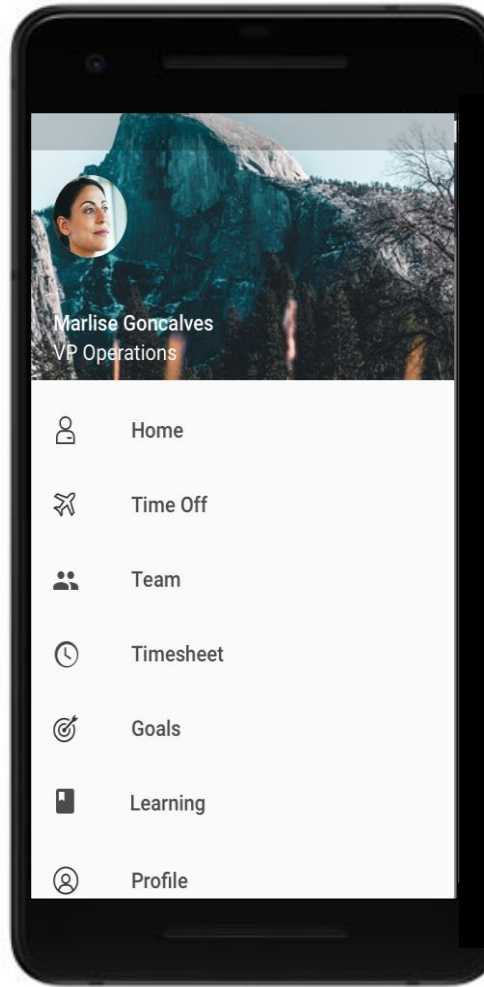## Turning workers into ambassadors

Experience Management

Measure and improve the experience for all workers. Combining operational data with Qualtrics experience data links real-time insights to people processes and decisions, optimizing experiences at all moments that matter.
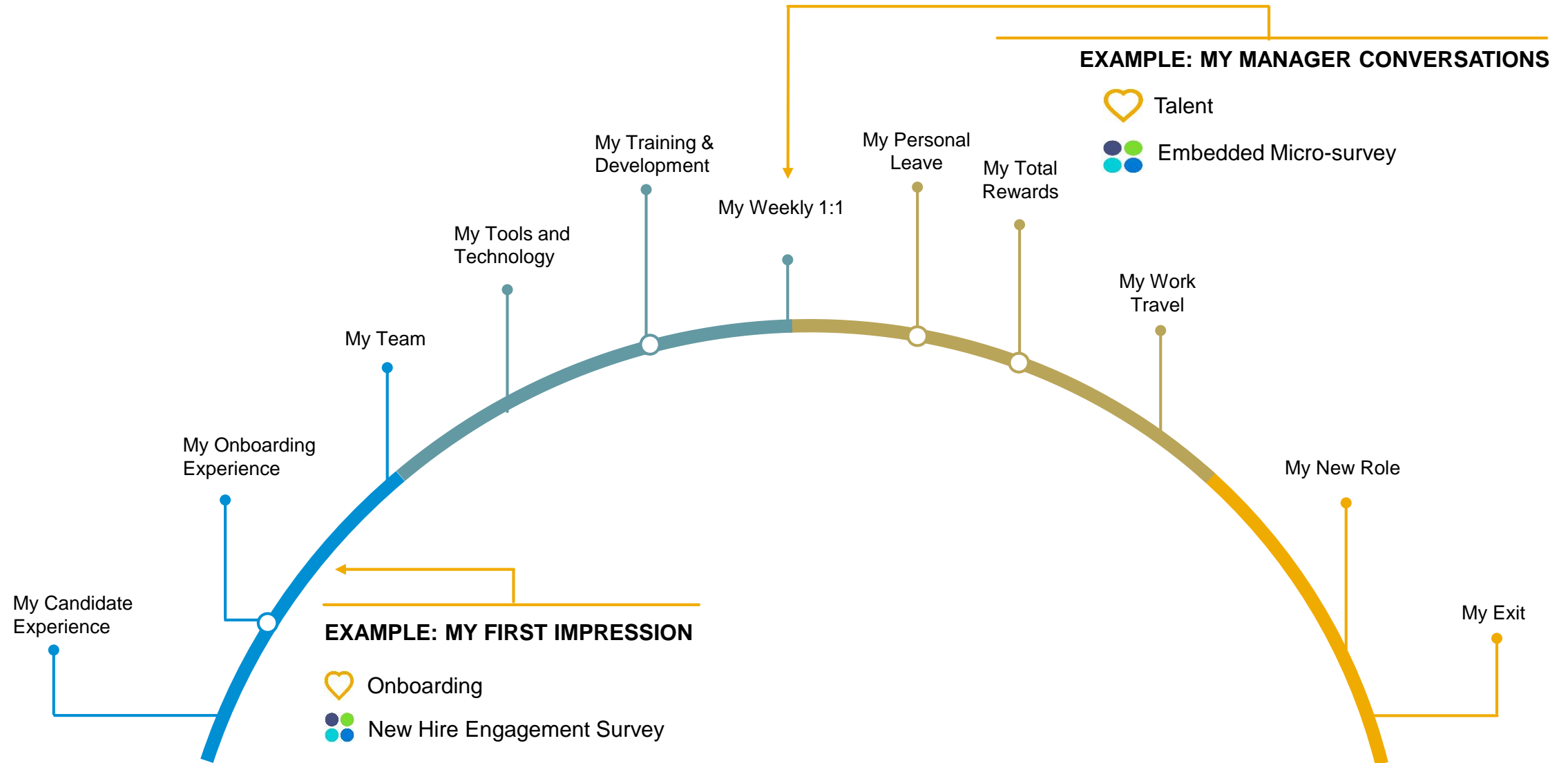
Mobility

Recently redesigned Android app, developed in partnership with Google, enhances employees' and managers' ability to connect with HR services, their careers, and one another on the go.

User guidance

Powered by natural language processing, providing instant access to information and actions across a broad range of HR activities though a conversational interface.

Optimizing the talent experience at every moment that matters

EXAMPLE: MY MANAGER CONVERSATIONS

♡ Talent

⬤⬤
⬤⬤ Embedded Micro-survey

My Training &
Development

My Personal
Leave

My Weekly 1:1

My Total
Rewards

My Tools and
Technology

My Work
Travel

My Team

My Onboarding
Experience

My New Role

My Candidate
Experience

My Exit

EXAMPLE: MY FIRST IMPRESSION

♡ Onboarding

⬤⬤
⬤⬤ New Hire Engagement Survey

EXAMPLE: MY FIRST IMPRESSION

♡ Onboarding

New Hire Engagement Survey

1 **Trigger New Hire Survey**

After 30 days or completion of Bootcamp

2 **Analyze New Hire Survey Results**

Identify frustration in time to provision equipment

3 **Analyze Onboarding Process**

Identify bottleneck in provisioning equipment

3 **Change Onboarding Process**

Remove approval step that creates bottleneck

Total Workforce Management
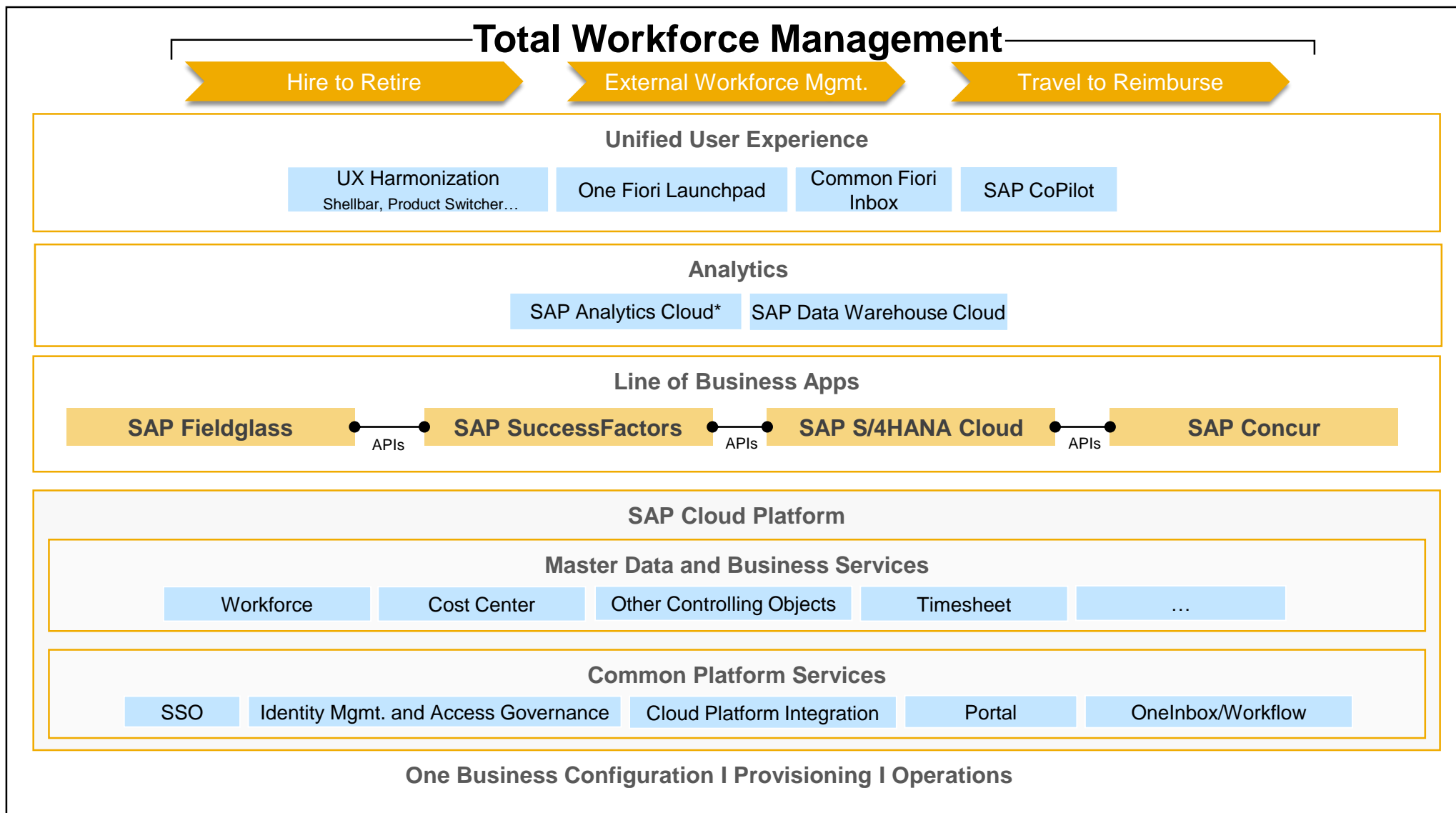# Focus areas going forward - Roadmap

Total Workforce Management
Solution Map

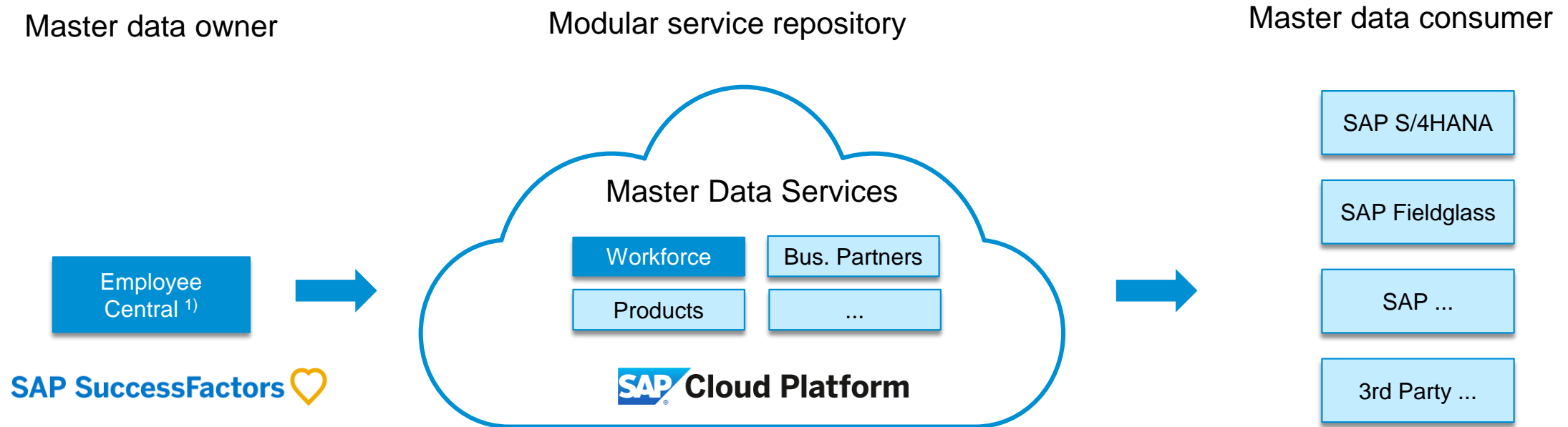Standardized and Integrated Business Processes to get 'work' done

Unified Experience with Actionable Intelligence

Data and Technology

Total Workforce Management

| Hire to Retire | External Workforce Mgmt. | Travel to Reimburse |

Unified User Experience

| UX Harmonization Shellbar, Product Switcher… | One Fiori Launchpad | Common Fiori Inbox | SAP CoPilot |

Analytics

| SAP Analytics Cloud* | SAP Data Warehouse Cloud |

Line of Business Apps

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

SAP Cloud Platform

Master Data and Business Services

| Workforce | Cost Center | Other Controlling Objects | Timesheet | … |

Common Platform Services

| SSO | Identity Mgmt. and Access Governance | Cloud Platform Integration | Portal | OneInbox/Workflow |

One Business Configuration I Provisioning I Operations

* Embedded and Enterprise

SAP Cloud Platform Master Data for workforce
Concept and definition

Master data owner

Modular service repository

Master data consumer

Employee Central [1]

SAP SuccessFactors

Master Data Services

Workforce	Bus. Partners
Products	...

SAP Cloud Platform

SAP S/4HANA

SAP Fieldglass

SAP ...

3rd Party ...

SAP Cloud Platform Master Data for workforce delivers consistent people data to enable digital end-to-end business processes across solutions in the Intelligent Enterprise.

Designed as a centralized service on SAP Cloud Platform, it is a key part of our Intelligent Enterprise software architecture that enables comprehensive integration and drives the employee experience.

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

SAP Cloud Platform Master Data for workforce

A centralized service as common people data layer for the Intelligent Enterprise

Consistent people data

- All relevant people information available for all solutions within the Intelligent Enterprise landscape
  - Employee data
  - Organizational data
  - Contingent workforce data
- Out-of-the-box integration for all SAP solutions

Intelligent Enterprise architecture

- One aligned data model across all solutions based on SAP Cloud Platform
  - Common repository for all master data
  - Latest service based technology (OData V4)
  - Open standards, extensible
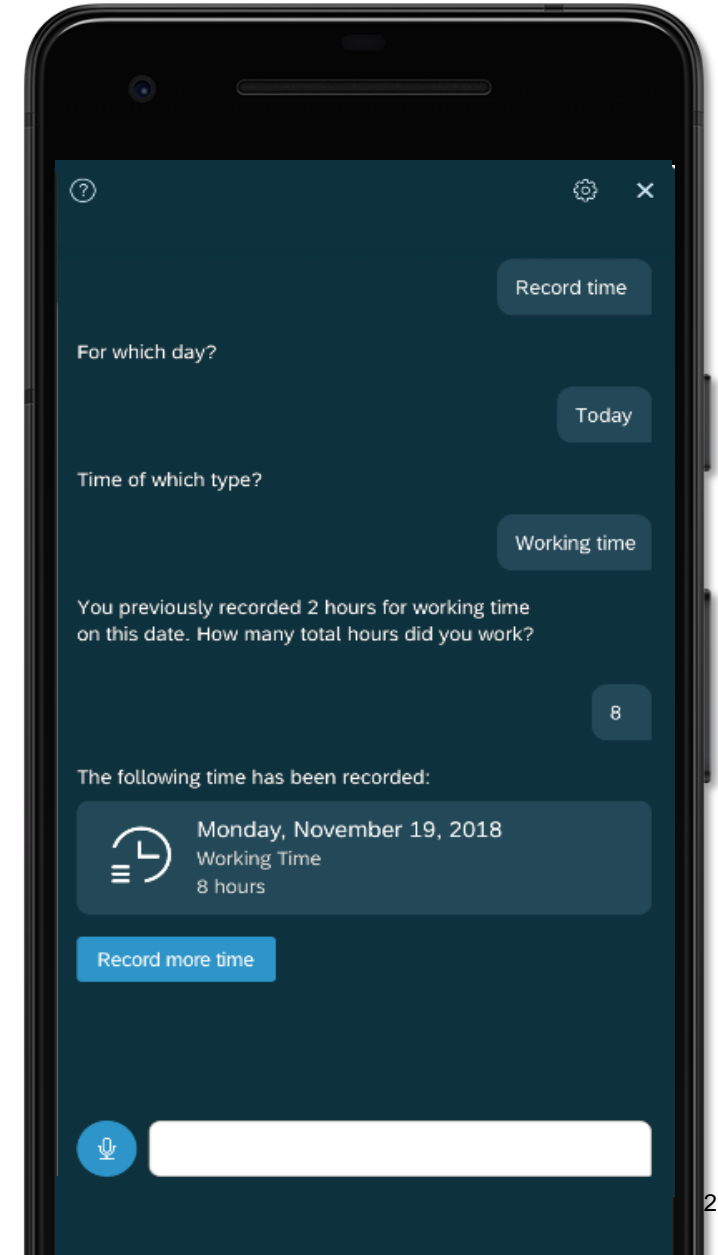 - Point-to-point or middleware based integration

Integration drives employee experience

- Master data engine for comprehensive integration beyond data layer
  - Unified user experience and end-to-end analytics
  - Common technical services like single-sign-on, workflow, time sheet
  - Central monitoring, business configuration and provisioning

SAP SuccessFactors Digital Assistant
**"AI is the new UI"**

- Personalized HR resource that learns and recommends

- Accessible via verbal commands and text through SAP SuccessFactors as well as SAP JAM, Slack and Microsoft Teams

- Engaging experiences, initial capabilities include:

  - Optimizing time and attendance

  - Engaging learners

  - Facilitating ongoing dialogue and continuous performance management

  - Administering spot awards

- Powered by conversational AI and machine learning, and a key component of SAP solutions for the Intelligent Enterprise

Record time

For which day?

Today

Time of which type?

Working time

You previously recorded 2 hours for working time on this date. How many total hours did you work?

8

The following time has been recorded:

Monday, November 19, 2018
Working Time
8 hours

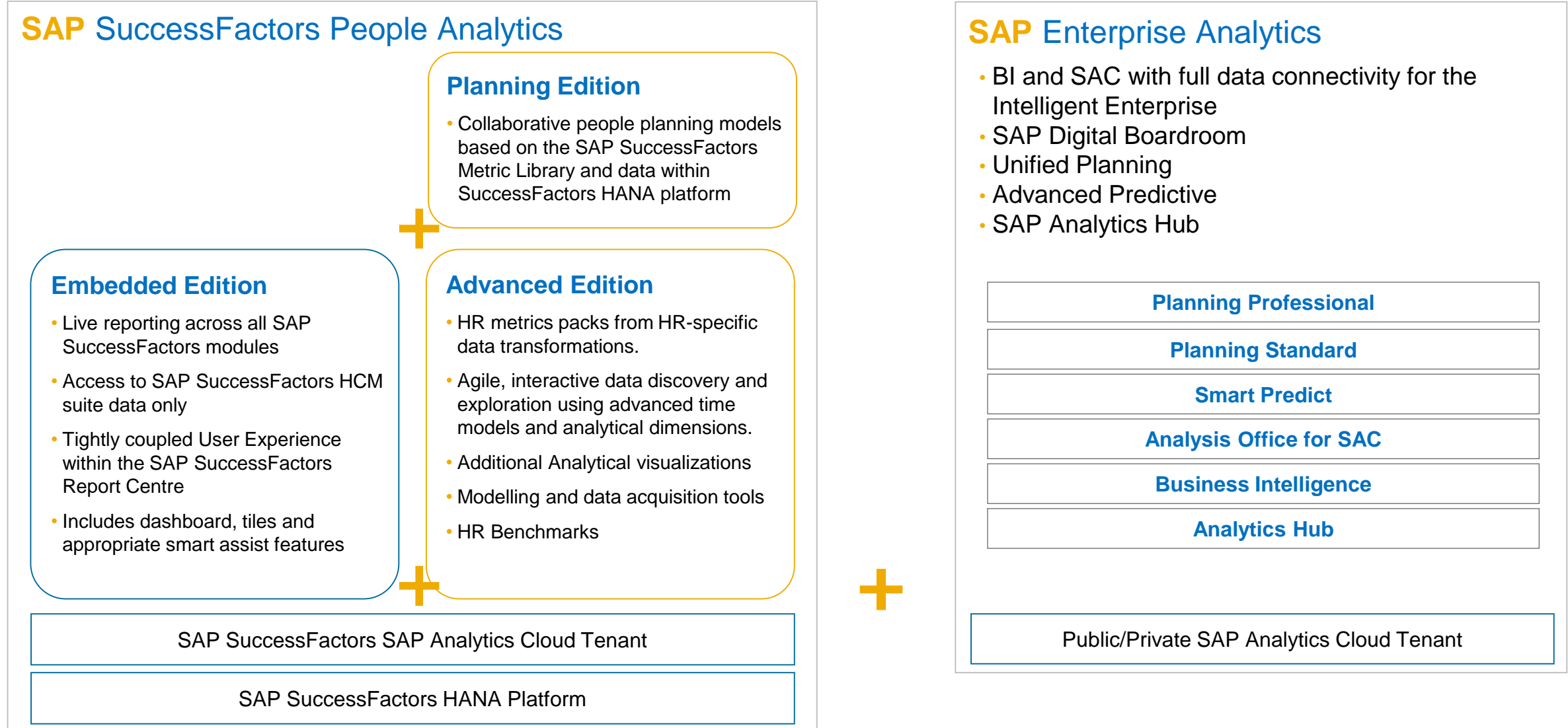Record more time

UX Harmonization Across Solutions
Single Point of Entry

- UX Harmonization and new "Central Home"

- One launchpad and one inbox

- Unified toolbar and theming

- New "Central Home" with live "cards" as opposed to tiles

  - List cards

  - Analytical cards

  - Etc.

- Universal Inbox
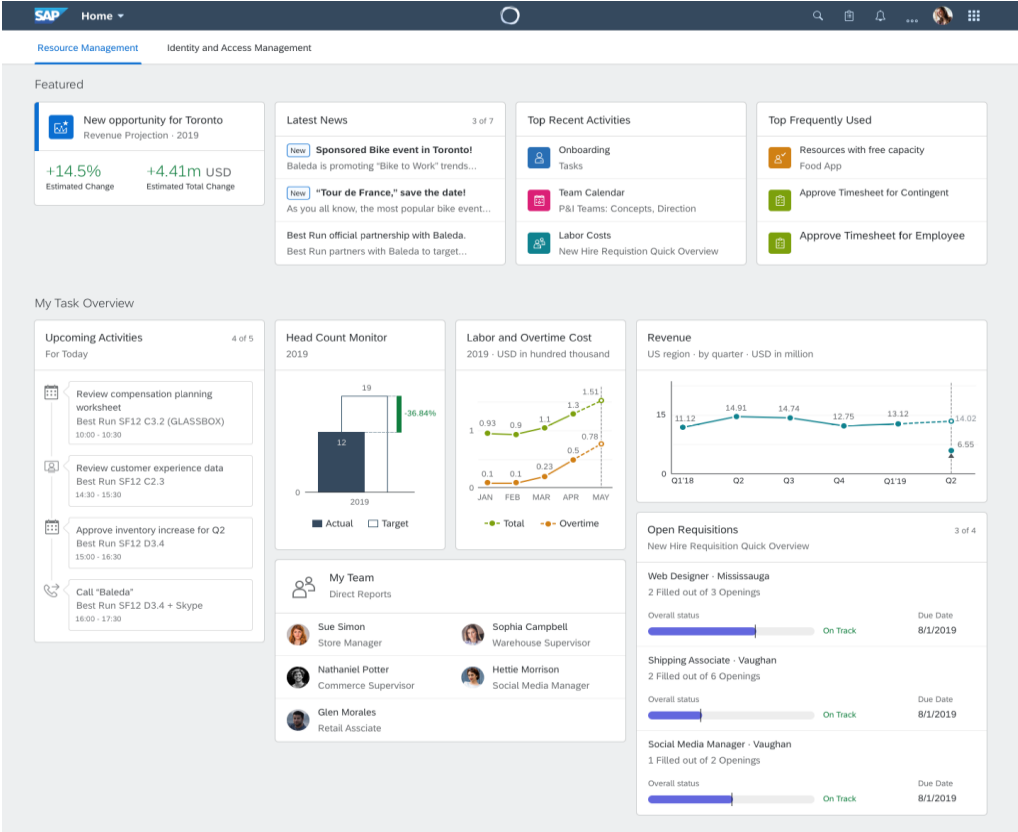
SAP Analytics and SAP SuccessFactors People Analytics

Product Feature Matrix

SAP SuccessFactors People Analytics

Planning Edition

- Collaborative people planning models based on the SAP SuccessFactors Metric Library and data within SuccessFactors HANA platform

+

Embedded Edition

- Live reporting across all SAP SuccessFactors modules
- Access to SAP SuccessFactors HCM suite data only
- Tightly coupled User Experience within the SAP SuccessFactors Report Centre
- Includes dashboard, tiles and appropriate smart assist features

Advanced Edition

- HR metrics packs from HR-specific data transformations.
- Agile, interactive data discovery and exploration using advanced time models and analytical dimensions.
- Additional Analytical visualizations
- Modelling and data acquisition tools
- HR Benchmarks

+

SAP SuccessFactors SAP Analytics Cloud Tenant

SAP SuccessFactors HANA Platform

SAP Enterprise Analytics

- BI and SAC with full data connectivity for the Intelligent Enterprise
- SAP Digital Boardroom
- Unified Planning
- Advanced Predictive
- SAP Analytics Hub

Planning Professional
Planning Standard
Smart Predict
Analysis Office for SAC
Business Intelligence
Analytics Hub

+

Public/Private SAP Analytics Cloud Tenant

SAP SuccessFactors People Analytics
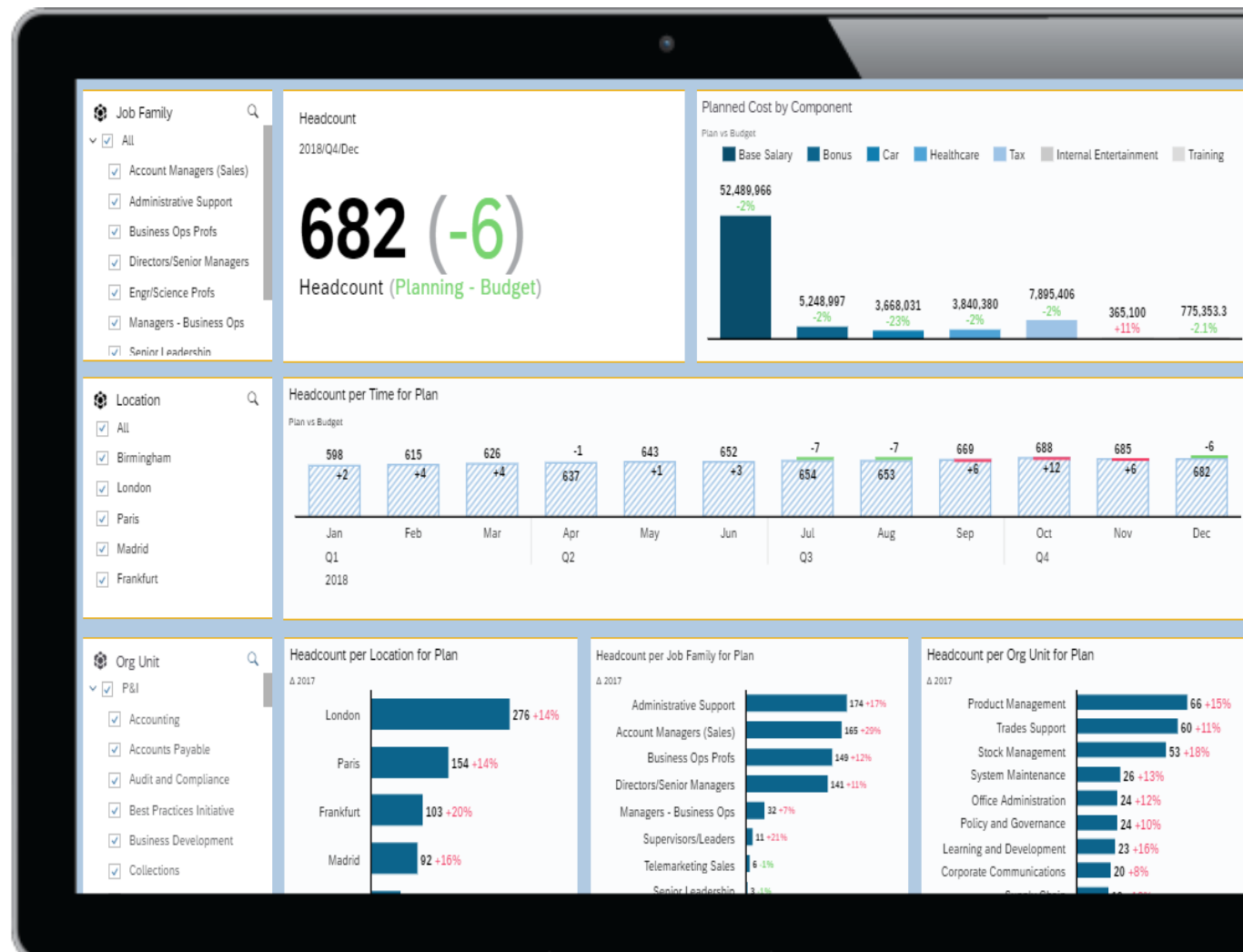*Advanced Edition* (formerly Workforce Analytics)

- Built-in **HR metrics and benchmarks** from **HR-specific data transformations** for faster insight and understanding

- Discover **hidden insights** with **time-series** analysis of metrics

- Increased agility in **total workforce management** with a consolidated, high performance **people data warehouse**

- Securely making people data a **strategic asset to the business** in near-real time (**single permission model** and **open business service** access)
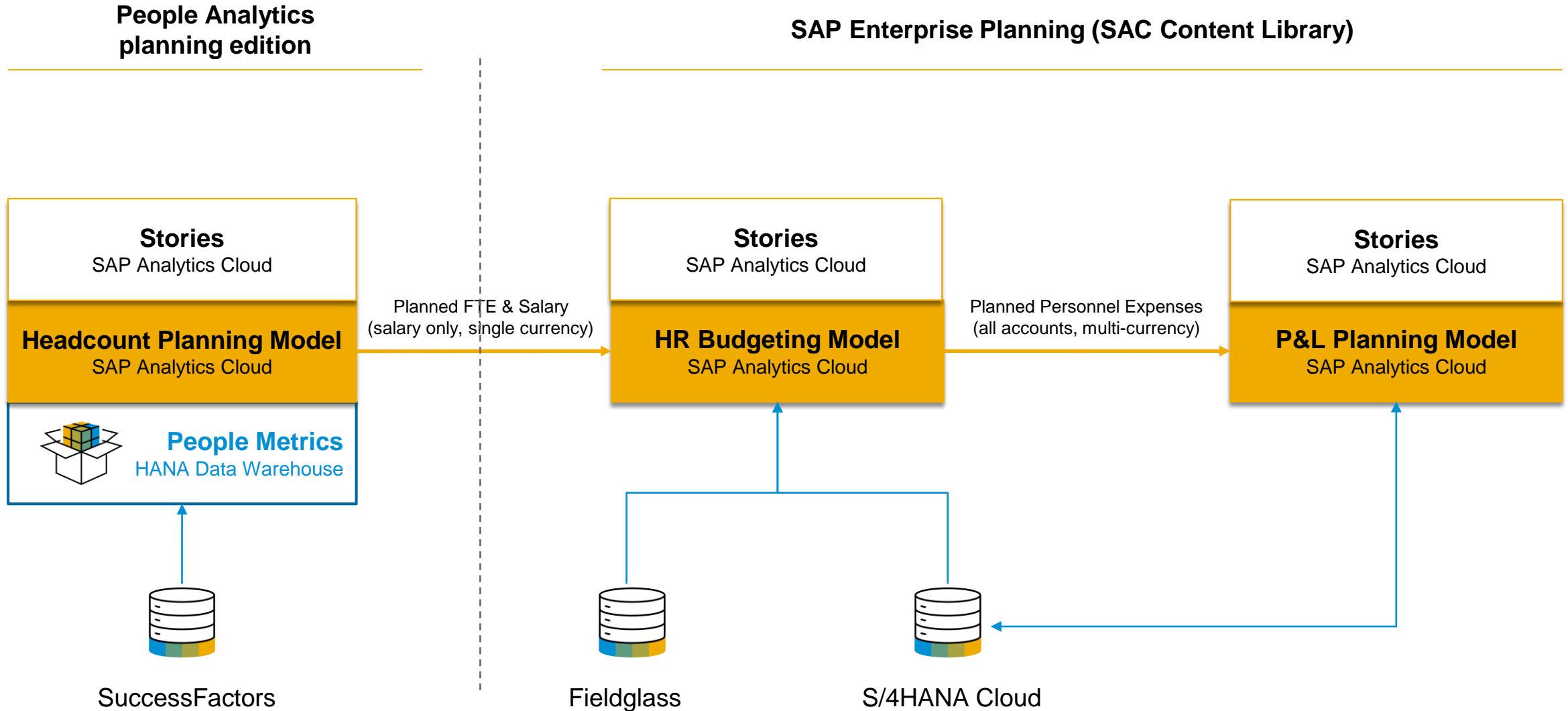
SAP SuccessFactors People Analytics
Planning Edition

- **Create planning models** specific to your people planning process based on HR metrics from advanced edition.

- Plan employee **headcount** and salary **costs** plus indicative overhead

- **Hiring plan** including *internal movements* per month

- **Demand/supply modeling** (Demand, supply and gap)

- Planning **analytics** and **insights**

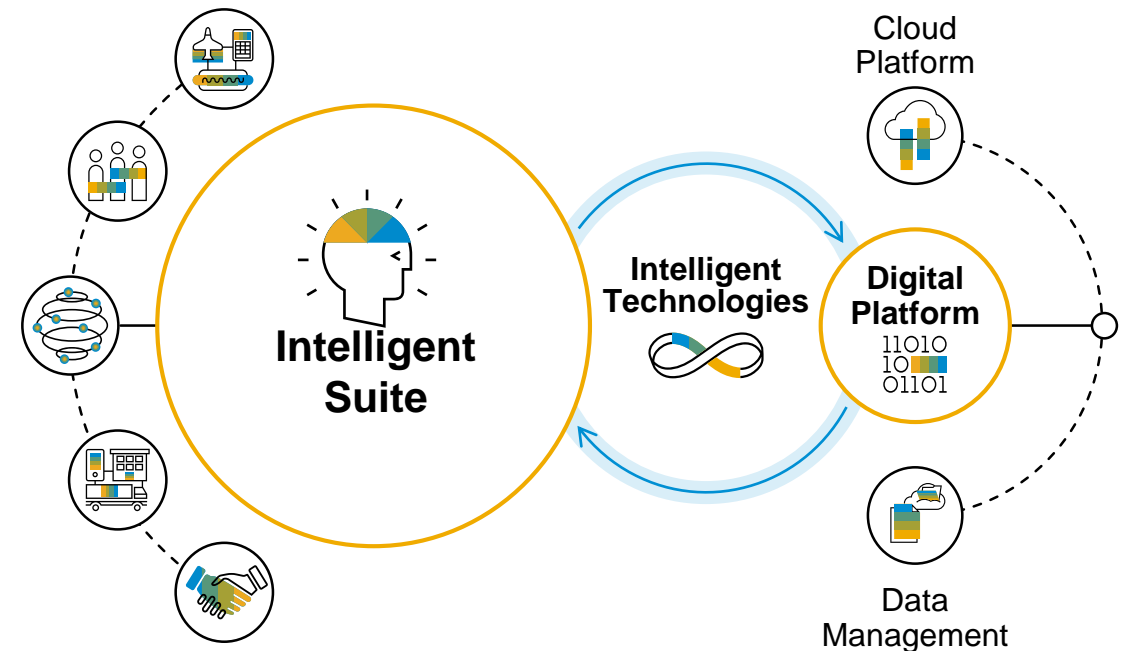- Basic content templates already available in Enterprise planning (SAC)

People planning integrated with business planning

**People Analytics
planning edition**

SAP Enterprise Planning (SAC Content Library)

Stories
SAP Analytics Cloud

Headcount Planning Model
SAP Analytics Cloud

People Metrics
HANA Data Warehouse

SuccessFactors

Planned FTE & Salary
(salary only, single currency)

Stories
SAP Analytics Cloud

HR Budgeting Model
SAP Analytics Cloud

Fieldglass

Planned Personnel Expenses
(all accounts, multi-currency)

Stories
SAP Analytics Cloud

P&L Planning Model
SAP Analytics Cloud
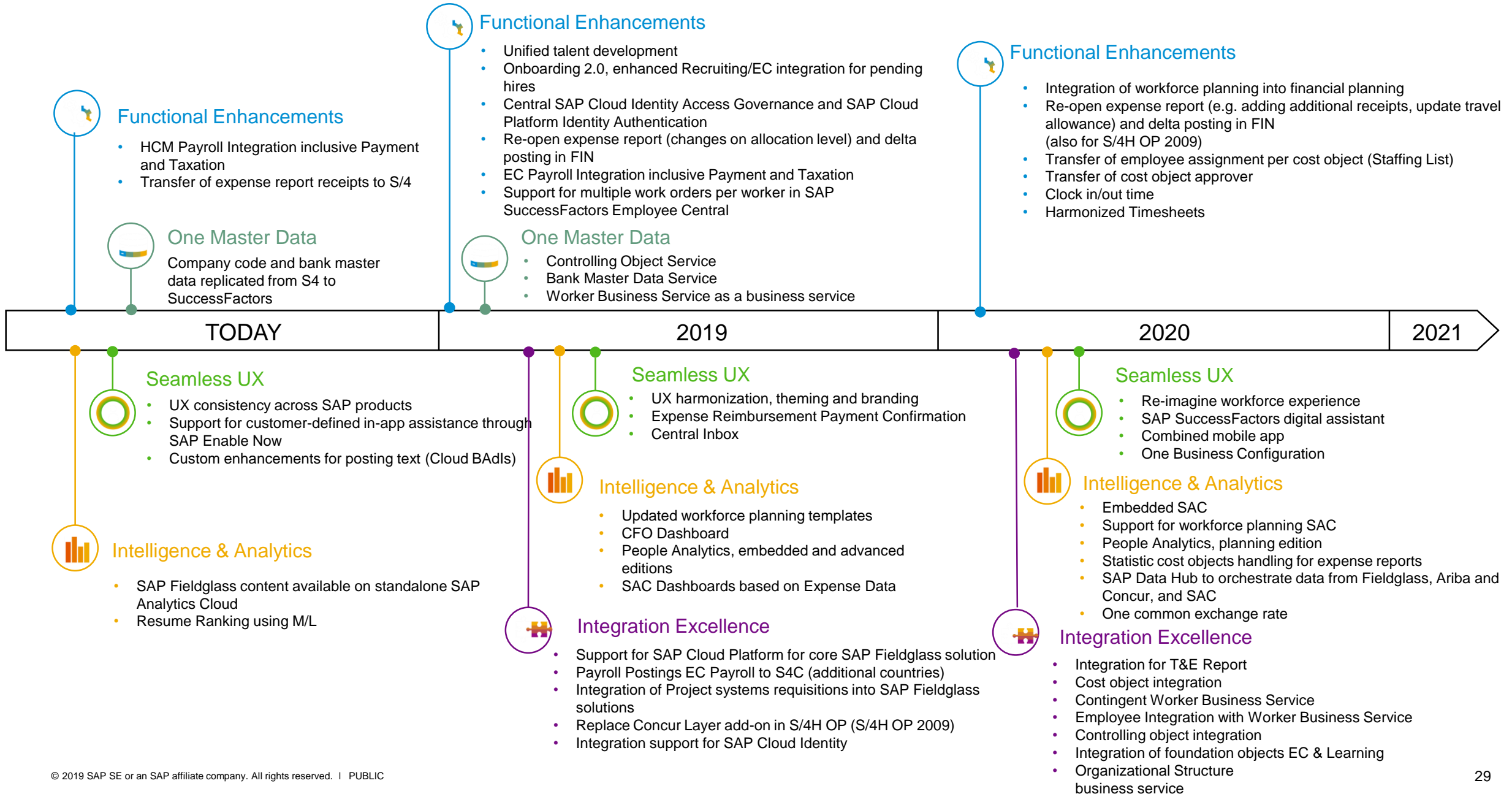
S/4HANA Cloud

Cross Solution Focus Areas

- Cross Solution Integration

  □ SAP SuccessFactors and SAP S/4HANA

- Common People Data Model

  □ Master Data for Workforce across solutions

- Common Data and Business Services

  □ Identity Management

  □ Role Permissions

  □ Unified time sheet across SAP Fieldglass, SAP S/4HANA and SAP SuccessFactors

  □ Unified Onboarding for Total Workforce

Intelligent Suite

Intelligent Technologies

Cloud Platform

Digital Platform

Data Management

Total Workforce Management Roadmap

Functional Enhancements

- HCM Payroll Integration inclusive Payment and Taxation
- Transfer of expense report receipts to S/4

One Master Data

Company code and bank master data replicated from S4 to SuccessFactors

Functional Enhancements

- Unified talent development
- Onboarding 2.0, enhanced Recruiting/EC integration for pending hires
- Central SAP Cloud Identity Access Governance and SAP Cloud Platform Identity Authentication
- Re-open expense report (changes on allocation level) and delta posting in FIN
- EC Payroll Integration inclusive Payment and Taxation
- Support for multiple work orders per worker in SAP SuccessFactors Employee Central

One Master Data

- Controlling Object Service
- Bank Master Data Service
- Worker Business Service as a business service

Functional Enhancements

- Integration of workforce planning into financial planning
- Re-open expense report (e.g. adding additional receipts, update travel allowance) and delta posting in FIN (also for S/4H OP 2009)
- Transfer of employee assignment per cost object (Staffing List)
- Transfer of cost object approver
- Clock in/out time
- Harmonized Timesheets

TODAY	2019	2020	2021

Seamless UX

- UX consistency across SAP products
- Support for customer-defined in-app assistance through SAP Enable Now
- Custom enhancements for posting text (Cloud BAdIs)

Intelligence & Analytics

- SAP Fieldglass content available on standalone SAP Analytics Cloud
- Resume Ranking using M/L

Seamless UX

- UX harmonization, theming and branding
- Expense Reimbursement Payment Confirmation
- Central Inbox

Intelligence & Analytics

- Updated workforce planning templates
- CFO Dashboard
- People Analytics, embedded and advanced editions
- SAC Dashboards based on Expense Data

Integration Excellence

- Support for SAP Cloud Platform for core SAP Fieldglass solution
- Payroll Postings EC Payroll to S4C (additional countries)
- Integration of Project systems requisitions into SAP Fieldglass solutions
- Replace Concur Layer add-on in S/4H OP (S/4H OP 2009)
- Integration support for SAP Cloud Identity

Seamless UX

- Re-imagine workforce experience
- SAP SuccessFactors digital assistant
- Combined mobile app
- One Business Configuration

Intelligence & Analytics

- Embedded SAC
- Support for workforce planning SAC
- People Analytics, planning edition
- Statistic cost objects handling for expense reports
- SAP Data Hub to orchestrate data from Fieldglass, Ariba and Concur, and SAC
- One common exchange rate

Integration Excellence

- Integration for T&E Report
- Cost object integration
- Contingent Worker Business Service
- Employee Integration with Worker Business Service
- Controlling object integration
- Integration of foundation objects EC & Learning
- Organizational Structure business service

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