Achieve Total Workforce Management in an Intelligent Enterprise

Overview and Roadmap

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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

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<tr>
<th>Siloed systems</th>
<th>Different departments</th>
<th>No single access point to manage workforce</th>
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<tbody>
<tr>
<td>Lack of visibility</td>
<td>Disconnected processes</td>
<td>Missing engagement and alignment</td>
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<td>Higher labor costs</td>
<td>Inconsistent and siloed data</td>
<td>Missed opportunities</td>
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<td>Compliance risk</td>
<td>Gap between goals and strategies</td>
<td>Reduced quality and speed of goal achievement</td>
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<td>Slow adoption and execution</td>
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<td>Inefficiencies</td>
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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.
The Intelligent Enterprise Powers the Best Run Workforce

**SAP Vision of Total Workforce Management**

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
# 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

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

Technical integration

- Data
  - Lifecycle management
  - HANA
    - One database across solutions
  - User Experience
    - Fiori, digital assistant
  - Analytics
    - SAP Analytics Cloud, SAP Digital Boardroom
  - Single-Sign-On
    - Simplified access for all solutions
  - Identity Management
    - SAP Cloud Identity Access Governance
  - Workflow
  - Central data services
    - Central business services
      - Monitoring
      - Shared provisioning, configuration, updates, admin tools, ...
      - Central monitoring across solutions
      - E.g. time sheet for multiple solutions
      - Currencies, holiday calendar, exchange rates, ...
      - Common engine, one inbox for all solutions

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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
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 FIRST IMPRESSION
- Onboarding
- New Hire Engagement Survey

EXAMPLE: MY MANAGER CONVERSATIONS
- Talent
- Embedded Micro-survey

My Candidate Experience
My Onboarding Experience
My Team
My Tools and Technology
My Training & Development
My Weekly 1:1
My Personal Leave
My Total Rewards
My Work Travel
My New Role
My Exit
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

Analyze X+O to Enable Intelligent Action
Total Workforce Management
Focus areas going forward - Roadmap
Total Workforce Management
Solution Map

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
- SAP SuccessFactors
- SAP S/4HANA Cloud
- 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

Standardized and Integrated Business Processes to get ‘work’ done
Unified Experience with Actionable Intelligence
Data and Technology

* Embedded and Enterprise
SAP Cloud Platform Master Data for workforce
Concept and definition

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
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

#### 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

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

#### 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 Enterprise Analytics

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

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Public/Private SAP Analytics Cloud Tenant

SAP SuccessFactors SAP Analytics Cloud Tenant

SAP SuccessFactors HANA Platform
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)
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

Stories
SAP Analytics Cloud

Headcount Planning Model
SAP Analytics Cloud

People Metrics
HANA Data Warehouse

SuccessFactors

SAP Enterprise Planning (SAC Content Library)

Stories
SAP Analytics Cloud

HR Budgeting Model
SAP Analytics Cloud

Fieldglass

Planned FTE & Salary (salary only, single currency)

Stories
SAP Analytics Cloud

P&L Planning Model
SAP Analytics Cloud

S/4HANA Cloud

Planned Personnel Expenses (all accounts, multi-currency)
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
# 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

## Seamlessly 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

## 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

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

### 2019
- **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**

### 2020
- **Controlling Object Service**
- **Bank Master Data Service**
- **Worker Business Service as a business service**

### 2021
- **Re-imagine workforce experience**
- **SAP SuccessFactors digital assistant**
- **Combined mobile app**
- **One Business Configuration**

## 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**

## Integration Excellence
- **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**