



SAP SuccessFactors 

# The Gold Guide

Welcome to the Age of Human Experience Management

THE BEST RUN



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"The old days of HR are over. We need to revolutionize. We need to create and deliver great people experiences at the moments that matter. Let's disrupt, let's innovate, let's challenge the status quo. The best people to lead this change are us: HR professionals."

**#HRPUNKS!**

**Stefan Ries**, Member of the Executive Board, SAP SE  
Chief Human Resources Officer

## Why SAP® SuccessFactors® Solutions?

We help redefine experiences to keep your employees connected and your business growing.



Today, we are facing a dramatically changing workforce and an unprecedented battle for talent. Organizations that truly care about – and focus on – maximizing the experience of every employee will win and lead in the future.

### Greg Tomb

President, SAP SuccessFactors (SAP)

Employee experience is a topic at the center of conversations with HR and business leaders alike because it drives engagement, retention, and bottom-line business impact. When employees are engaged, top-quartile business units outperform bottom-quartile units, realizing:<sup>1</sup>

**10%** more customer loyalty and engagement

**21%** higher profitability

**20%** greater productivity

Knowing this, HR has devoted considerable time to improving the employee experience by surrounding employees with powerful programs; automating

more steps in HR processes; making HR tools and systems more accessible and user friendly; and tracking key metrics to stay on top of what's happening in the workforce.

Despite this focus, we're falling short of employees' expectations. Consider these facts:<sup>2</sup>



**77%** of employees who quit in the last year could have been retained.



By 2023, **35%** of employees will leave their jobs each year to work someplace else.

1. ["The Relationship Between Engagement at Work and Organizational Outcomes: 2016 Q12® Meta-Analysis: Ninth Edition."](#) Gallup, April 2016.
2. ["2019 Retention Report: Trends, Reasons, and a Call to Action."](#) Work Institute, 2019.



Perhaps even more concerning, even though organizations are placing a greater focus on employee experience, they don't feel equipped to address it. In Deloitte's 2019 report on human capital trends, 84% of leaders point to employee experience as a top priority. But only 9% believe they're ready to address the issue.<sup>3</sup>

Employee experience matters. And when the job market is as competitive as it is now, it's more important than ever. Employee experience drives not only satisfaction but also business performance. However, traditional approaches to employee experience are falling short.

## INTRODUCING HUMAN EXPERIENCE MANAGEMENT

Human experience management (HXM) is the next evolution of human capital management (HCM). It's a new way of delivering software to the workforce that's designed completely around what people need, how they work, and what motivates them. HXM shifts the focus from supporting traditional HR processes to delivering experiences that serve employees first and, as a result, serve the business better. SAP is leading this transformation – delivering the first-ever HXM suite to the market.

SAP® SuccessFactors® Human Experience Management Suite provides powerful solutions for core HR and payroll, talent management, employee experience management, and people analytics to support employees throughout their careers and enable HR leaders to accelerate business growth. SAP SuccessFactors HXM Suite is unique in that it builds on the best of HCM and extends it to create truly dynamic, engaging, and employee-centered experiences.

We developed SAP SuccessFactors solutions to help meet these needs – for our own 94,900 employees in more than 130 countries and for our 413,000 customers around the world. Using these solutions helps us have the right talent in the right positions. It helps us create meaningful employee experiences and build a highly motivated workforce in sync with our corporate objectives. And SAP SuccessFactors solutions put the power of data-based insight into our HR department, our managers, and, most important, our employees. What's more, [analysts consistently recognize](#) SAP SuccessFactors solutions as the leading products in our industry.

But a top-line executive summary of our offering isn't enough. That's where this guide comes in. *The Gold Guide* not only offers the big picture of what we do but also helps you think about how you might use our tools – and our partnership – to redefine employee experiences from every angle.

Here you'll find thoughts and insights on turning innovation into best practice as well as the why and how of SAP SuccessFactors solutions – and what they mean for you. All this plus industry use cases, customer case studies, and a directory of our applications in one regularly updated go-to guide.

We hope this guide inspires you to learn more about the opportunities available thanks to the power of SAP SuccessFactors solutions combined with a vibrant partner ecosystem and a comprehensive set of technologies. We're ready to help you be the best company you can be by attracting, developing, and retaining the best people. ■



Greg Tomb

3. ["2019 Deloitte Global Human Capital Trends."](#) Deloitte Development LLC, 2019.

## WHY I LOVE THE SAP SUCCESSFACTORS HXM SUITE

People always ask me why I'm so excited to talk about SAP SuccessFactors solutions. There are five main reasons for my enthusiasm.

### We help you understand the “what” and the “why.”

With SAP's acquisition of Qualtrics, the global pioneer of experience management (XM) software, our integrated solutions enable you to close experience gaps by combining rich transactional HR data (O-data) with powerful experience data (X-data). Our solutions enable you to learn not only what's happening with your workforce but also why those things are happening by understanding employee beliefs, emotions, and intentions. This capability enables you to listen, understand, and, most importantly, act on the insights to create a great employee experience, anytime and anywhere.

### We're simplifying data privacy and compliance.

The world is getting smaller, with many companies supporting operations around the world. But managing people, regulatory requirements, and data privacy is getting harder. We believe it is our responsibility to help you remain compliant and build trusted relationships with customers. SAP SuccessFactors solutions fully support data privacy regulations such as the General Data Protection Regulation, as well as many local, country-specific mandates.

### Our solutions support total workforce management.

Every person in the extended workforce is an agent of your company. They represent your brand, your ideals, and your offerings to your customers. To succeed, you need to enable this workforce just as you do your own employees. With integration between SAP SuccessFactors and SAP Fieldglass® solutions and SAP S/4HANA®, you can centrally manage your entire workforce.

### Powerful analytics help you make better decisions, improving business outcomes.

The SAP SuccessFactors People Analytics solution combines the power of the SAP HANA® platform with the flexibility offered by SAP Cloud Platform. It supports not only workforce analytics but also operational reporting, planning, and predictive modeling capabilities – all on a single business technology platform.

### Our partner ecosystem expands the ROI of your SAP SuccessFactors solutions.

We can't be the best of the best on our own. That's why we partner with the top implementation and innovation partners in the business and why they, in turn, build and innovate with SAP Cloud Platform. Offering extensions and innovative technologies, our ecosystem helps you realize quick value. ■





# WHAT MAKES SAP SO DIFFERENT?

SAP SuccessFactors solutions and SAP Cloud Platform offer a vital combination of **agility, innovation, and trust**, essential to meet the changing needs of your workforce.

SAP SuccessFactors HXM Suite and SAP Cloud Platform empower you to accelerate agile innovation and extend the capabilities of your investment in SAP SuccessFactors solutions so you can flexibly and effectively address unique business requirements.

## PERSONALIZED EMPLOYEE EXPERIENCES

Perhaps no other IT solutions touch as many members of the workforce as HR applications. With such an expansive scope, these solutions must support seamless, personalized interactions that deliver integrated and dynamic experiences for individuals, teams, and your organization. Everything from core HR to recruiting, onboarding, learning, development, succession planning, workforce analytics, employee experience management, performance and goals, and payroll should be linked in continuous and easy experiences that are beneficial to employees. They should also offer interfaces that are simple to use and navigate while positively impacting productivity. The result is a motivated, engaged workforce that directly contributes to your targeted business outcomes.

SAP Cloud Platform and SAP Jam Collaboration offer core employee engagement and mobile capabilities to drive a streamlined, modern employee experience. These services are critical to help you build capabilities for your workforce. Whether

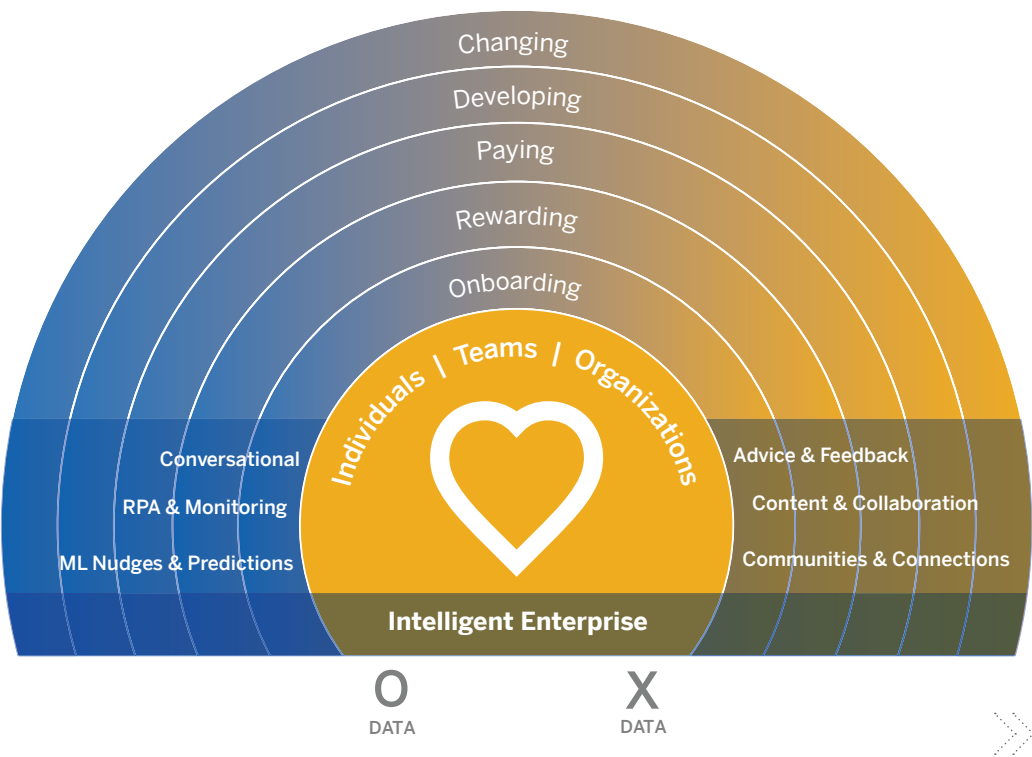
developing a collaborative and employee-centric intelligent portal that spans your entire enterprise and offers personalized capabilities and services or using prebuilt mobile cards in a secure mobile wallet available for any device, it has never been easier to improve employee experience through innovation with SAP technology. Administrators can create custom mobile cards in a few hours, with no need for development resources, on any data set using OData or REST protocols. With this flexibility, you can build on your mobile strategy and give users quick, real-time insight to information as easily as you would access a plane ticket or rewards card from your phone.

SAP SuccessFactors solutions offer role-based experiences that make work more enjoyable. Our design approach extends across all devices for all users. Through partnerships with Apple and Google, we have redesigned our iOS and Android mobile apps to enable intuitive, transformative experiences with quick access to the most relevant data workers need to do their jobs. Additionally, these partnerships help you quickly build streamlined mobile apps using SAP Cloud Platform SDK for iOS and SAP Cloud Platform SDK for Android. Whether you choose iOS, Android, SAP Fiori®, or SAP Web IDE, our tools make it simple to build a beautiful, engaging, and consistent customer, user, or employee experience. SAP Cloud Platform integrates back-end processes and delivers a high-quality mobile experience consistent with your other channels.

These solutions must extend around the world to deliver consistent, cohesive employee experiences across markets while meeting unique regulatory requirements in each market. Data security is one of the top issues facing business leaders and CIOs, and the cloud is no exception. The stakes are high in today's environment of global connectivity, with steep penalties for noncompliance as well as the potential for lost customer trust. More than

100 countries around the world have already put legislation in place to protect data privacy – and more laws are in the works. While there are similarities to these laws, there is also a multitude of different requirements, penalties, and interpretations, making data protection and privacy both a highly complex and critically important topic for organizations in all industries and geographies.

## The SAP® SuccessFactors® HXM Suite



# SAP SuccessFactors HXM Suite with SAP Cloud Platform helps deliver the kind of unexpectedly

exceptional experiences that engage employees and, as a result, improve performance.

Since SAP’s inception in 1972, our customers have benefited from our unmatched investment in globalization and localization. Our commitment to providing a holistic approach to information security includes 120 local product managers and 200 engineers in seven development locations around the globe. We stay ahead of the latest compliance requirements and security threats, building data protection into every layer of our offerings. We adapt to the latest compliance standards, with an average of 1,700 legal updates annually. Our solutions respect and protect the rights of individuals during the processing and use of information, and they address your data protection and privacy, transparency, and audit control requirements.

### SUPERCHARGED WITH INTELLIGENT TECHNOLOGIES

We employ intelligent technologies such as artificial intelligence (AI) and machine learning to offer prescriptive guidance on a wide range of strategic areas. You can model and predict your talent flow to best meet your organizational goals. Employees can be offered personalized learning recommendations enabled by machine learning capabilities in SAP Leonardo® technologies. People can help maximize relevance by indicating topics of interest, which enables the recommendation engine to deliver best-fit learning options that match people’s preferences.

Additionally, we help you deliver on your commitment to diversity, inclusion, and gender equality. We offer a job analyzer that uses machine learning to deliver

a set of powerful tools, such as a gender-based language checker that identifies and removes unconscious bias in job descriptions. Another tool offers intelligent salary-range suggestions based on the difficulty involved in filling a role. This guidance helps recruiters make decisions to attract the best talent while ensuring a diverse candidate pool.

People analytics traditionally resides outside the HR domain. It can be challenging to access data about people from multiple sources and gain a consolidated view of the workforce. Additionally, many companies are drowning in Big Data, with too much information, not enough insight, and no clear, intelligent guidance. We see a huge opportunity for HR, finance, and IT to partner and deliver analytics tools that help leaders gain powerful insights and ensure their people strategy supports the corporate strategy.

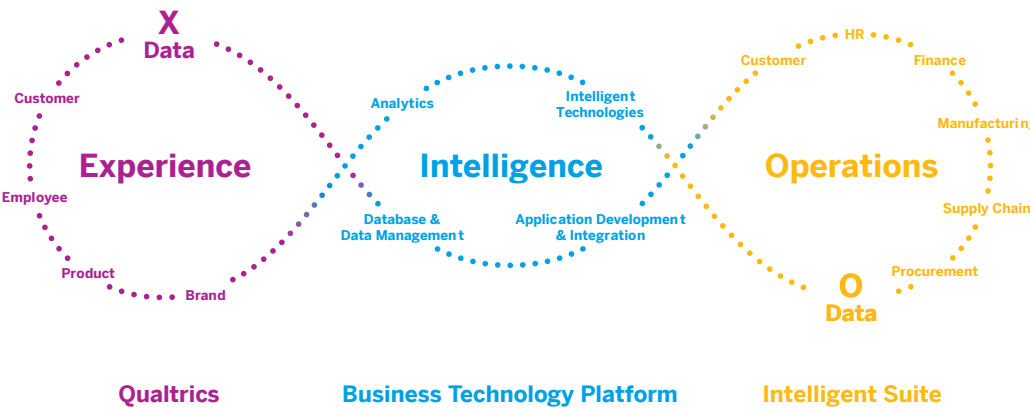
The Intelligent Enterprise is our vision for your business, the future of work for your employees, and the best experience for your customers. For over 45 years, our customers have trusted SAP applications to be the custodian of their end-to-end business data, which is the key asset for building intelligent algorithms. At SAP, we understand that HR organizations must do more with less while empowering every employee to be more productive, more motivated and engaged, and, ultimately, more successful.

With SAP SuccessFactors solutions leveraging the SAP Analytics Cloud solution built natively on SAP Cloud Platform, you can gain powerful insights

that directly impact business results. We are redefining human capital analytics for the Intelligent Enterprise – putting data, insights, and guidance in the right context for leaders across the business, including finance, HR, procurement, and operations. Now, analytics can be directly in the hands of the chief human resources officer (CHRO) and business leaders as well as HR professionals, managers, and employees, when and where they need it, to drive better business outcomes. Our people analytics solution provides you with a single platform in the cloud for all of your reporting, business intelligence, and planning needs. By pulling data from across the entire solution suite, people analytics offers dynamic insights to help you make key decisions.

We believe that in the experience economy, intelligent enterprises connect experiences with

operations. And to win in this experience economy, intelligent enterprises are turning insight into action. HCM systems are great at giving you operational metrics like offer-to-acceptance rates, time to productivity, and turnover – the data that shows you what is happening. Now, the SAP SuccessFactors HXM Suite helps ensure you understand why by continually listening to your employees’ voices and collecting experience data (X-data) about employees’ beliefs, emotions, intentions, and perspectives on an ongoing basis and at every meaningful touch point. You can understand not only what to do but also the impact that action will have on individual employees, teams, and the organization. Then, most importantly, you can act – focusing on the issues that strengthen employee engagement and drive business results.





INNOVATION, INTEGRATION, AND EXTENSIBILITY

Much is asked of today’s HR teams, and executives must manage increasingly complex technology landscapes. To maximize visibility and enhance workforce management, you need applications that are agile and flexible enough to connect and extend wherever and whenever needed.

SAP SuccessFactors HXM Suite and our Business Technology Platform help you connect to and make sense of this challenging landscape. Using our cloud integration technologies along with applications offered by our extensive partner ecosystem, you can connect HR to the broader business and help ensure that your company is laser focused on innovation and agility. With SAP Cloud Platform, you can create innovative new applications, extend SAP SuccessFactors solutions, or integrate with and across existing solutions, such as finance, travel, and procurement.

Discover enterprise application extensions in our SAP App Center, a central marketplace that offers partner-developed HR and technology solutions, to maximize your investment in SAP SuccessFactors solutions, such as finance, travel, and procurement.

Application extensions built on SAP Cloud Platform are natively integrated to help you be more productive, increase connectivity within and across organizations, and, ultimately, help differentiate your HR organization to gain competitive advantage. Additionally, through the SAP.iO and partner programs, we have accelerated and nurtured more than 200 partner applications – investing in innovators and disruptors that are pushing the agenda on critical people topics such as well-being, purpose, and leadership development. This rich portfolio of ecosystem applications complements our existing SAP applications, so you can spend less of your budget on maintenance and more on innovation and growth – without disruption. ■

Upgrade2Success: Unique advantages for SAP ERP HCM Customers

Tools, assets, and services to help SAP ERP HCM solution customers migrate or transition to SAP SuccessFactors HXM Suite.

To learn more about Upgrade2Success, [click here](#).



Reduced risk

- **Migration** versus “rip and replace”
- **Better adoption** as we show what on-premise HR becomes in SAP SuccessFactors solutions
- **Retention of existing downstream** integrations versus rebuilding
- **Organizational change management** guidance



Reduced time

- **Data migration** with our **infoporter** technology
- Migration for standard and custom infotypes
- Preconfigured replication for payroll processing data
- **SAP Model Company service for HR**, with leading-practice configuration, templates, and accelerators for fast time to value
- **SAP Database Migration Factory** tools for migrating from third-party databases to SAP databases

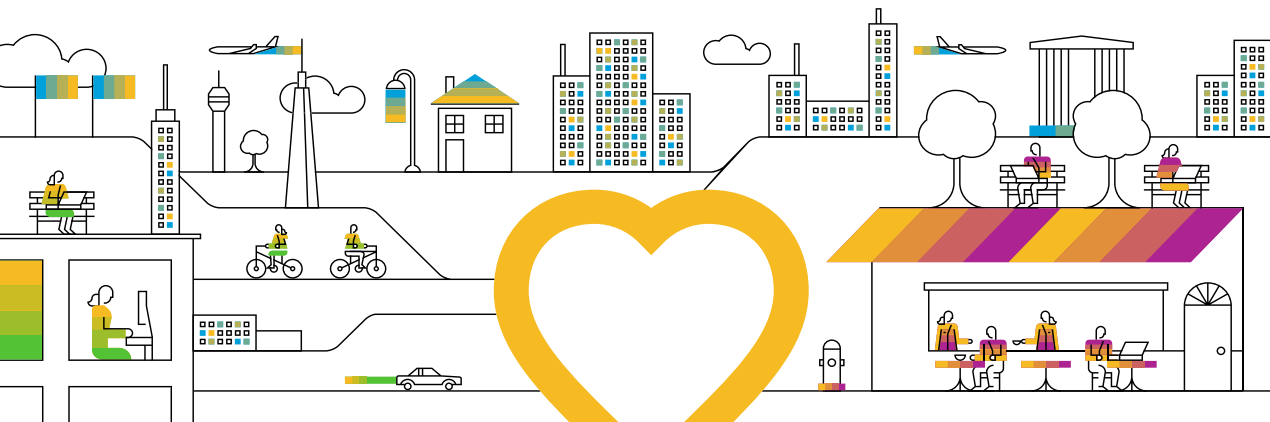


Reduced cost

- Use of current **skilled resources** on SAP solutions versus training new resources
- Use of the **integration factors** and **SAP Model Company for HR** to reduce migration time
- Use of **productized integrations and tools from SAP** to lower integration cost and maintenance

# Why You Need SAP SuccessFactors Solutions

Discover how our innovative solutions help you reinvent human experiences



Businesses of all sizes are transforming their business in one way or another; and any transformation is really a people transformation. The competitive advantage lies in our people. The creative power of our people; the energy and synergy that comes from our teams giving their best; being inspired, motivated and connected in meaningful ways is what provides the foundation to competitive differentiation. We are finally at a point where technology has the capability to deliver what our people – our employee’s – expect; engagement, connection, and individualized experiences.

Technology is at an inflection point. Without unlocking human potential and moving beyond the transactional, the value and impact to the organization will flounder. It’s time to move to a human centered approach, and supercharge and accelerate your impact. Tomorrow’s HXM is a people platform that benefits the organization by giving the employee quick, flexible, dynamic tools that are part of their everyday work life. SAP SuccessFactors HXM Suite enables you to focus on these human-centered experiences. Not only can you leverage innovation in SAP SuccessFactors solutions but

also from the power of SAP solutions and our partner ecosystem. The result: rapidly turn your organization’s purpose into strong performance.

**SAP SuccessFactors solutions help you unleash the full potential of your people while driving results across your business.**

SAP SuccessFactors HXM Suite enables you to focus on the needs of your people and what inspires them to perform at their best. You can make continuous improvements by combining experience data and operational data to make the decisions and take the actions that lead to employees who deliver more, build a positive culture, and advocate for your brand. You can leverage innovation not only from SAP SuccessFactors solutions and intelligent technologies, but also from the power of solutions like SAP Cloud Platform. Only with SAP can you truly reinvent human experiences, helping you not only compete, but win in the experience economy.

Watch the [video](#) and hear from HR leaders on why they chose SAP SuccessFactors solutions.

## Core HR and Payroll

### STREAMLINE MANAGEMENT OF PEOPLE AND TRANSACTIONS

#### What Is It?

Our solutions help you manage global benefits and payroll, improve employee self-service, automate HR processes, and strengthen compliance. By defining and executing successful people strategies, you can provide information and services that add value for all stakeholders and the business.

#### Why Do I Need It?

Managing the complexity of people and transactions in today’s highly diverse, global workforce can be challenging. Flexible SAP SuccessFactors solutions help you simplify HR processes, streamline benefits administration, optimize HR service delivery, and provide personalized experiences that improve every employee’s work life.

Employees expect HR tools that work the way they live: intuitively, collaboratively, and in real time. They also need information that is personalized, contextual, and easily accessible. Our core HR solutions provide employees with immediate access to their information through the HR help desk functionality using their preferred communication channel.

Smart automation and intelligent HR workflows help you manage processes, not just transactions.

These features enable improved insight, strategic decision-making, and better business performance. Automated visa and permits management helps you bring in the right people at the right time while remaining compliant with regulations. Our flexible, powerful and scalable benefits solution enables employees to enroll in country-specific benefits and HR to manage plans, eligibility rules, and enrollments worldwide. You can also manage local payrolls and standardize payroll processes for workers around the world. And a combination of proven technology, embedded localization, and service delivery helps enable the next generation of payroll process automation.



#### How Does My Workforce Benefit?

People gain fast, intuitive access to important HR-related tasks across all devices, helping them be more productive. Automated processes free workers from many rote, manual tasks, allowing them to focus on value-added activities.



### Core HR and payroll solutions from SAP help you:



Deliver live insights that enable workers to make data-driven decisions, thanks to a consumer-grade employee experience



Develop consistent, standardized HR processes focused on the entire workforce, increasing their engagement



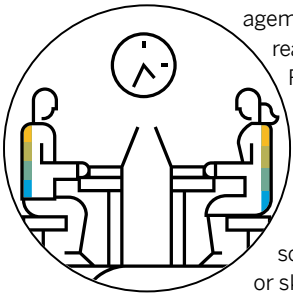
Offer self-service features that support automation, improve data quality, and elevate HR service delivery

# Time and Attendance

## IMPROVE WORKFORCE PERFORMANCE

### What Is It?

Cloud-based time and attendance solutions integrate with a complete HCM solution to help you transform the work experience. SAP SuccessFactors solutions enable you to streamline everything from time tracking to accruals and generate insights into areas such as labor costs, time theft, and absence trends.



You can plan, record, and approve all types of absence efficiently. Automated absence management features help managers gain real-time insights into workforce trends. People analytics offers information that can help you improve workforce planning, predict flight risks, and inform decisions. In addition, you can accurately forecast workforce demand to reduce overtime costs, schedule employees according to KPIs or skills, and allow employees to manage their shifts from their mobile device.

### Why Do I Need It?

Tracking and managing employee time can help you improve employee productivity and engagement. With SAP SuccessFactors solutions, you can automate labor, time, and attendance management using embedded features that align with local, regional, and national laws and collective labor agreements. You can automatically evaluate and calculate time information according to each employee's profile, supporting accurate payments. Employees can easily record attendance and any type of absence and get real-time insight into their balances, overtime, and premiums.

### How Does My Workforce Benefit?

Workers can use the intuitive, self-service interface to quickly record absences and attendance information or gain instant insight into HR information. Self-service capabilities can be used by all stakeholders on any device, helping workers and managers gain access to all information from anywhere.

# Talent Management

## MAKE PEOPLE YOUR STRONGEST ASSET

### What Is It?

Talent management solutions help you hire and onboard the best candidates, develop and retain top talent, continuously recognize workers, and strategically reward them. With SAP SuccessFactors solutions, you can deliver an engaging, consumer-grade experience throughout the entire employee lifecycle.

### Why Do I Need It?

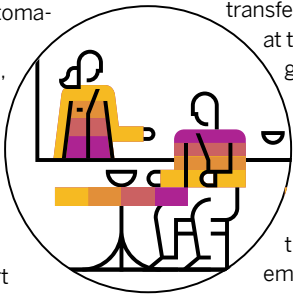
Our recruiting and onboarding solutions help you attract and nurture talent. Results-oriented recruiting practices embed engagement and automation technologies to secure the right people for each job. With personalized, interactive onboarding, you set up new hires to be productive and successful employees from the start.

With our learning and development solutions, you can enable a culture of learning with communities that support social learning, compliance training, and learning linked with development goals, career paths, programs, and recommendations. Development and succession solutions help you fill critical positions by closing talent gaps and promoting leadership continuity.

You can create a true high-performance culture with our performance and compensation solutions. Performance management supports continuous coaching and feedback while helping you accurately recognize top talent. Compensation solutions enable smarter payment and reward strategies that motivate employees to perform at their best.

### How Does My Workforce Benefit?

Human capital management technology enhanced with machine learning and artificial intelligence enables businesses to move beyond bias and provide the foundation for an inclusive culture. An engaging onboarding portal connects new hires and internal transfers with the right people and information at the right time. Employees can set learning goals, and training can be delivered according to employee roles. Intelligent career-path development and mentoring helps workers develop new skills, share ideas, and gain insights while increasing their value to your organization. By recognizing and rewarding employee achievements and outstanding performance, you can motivate and engage employees.



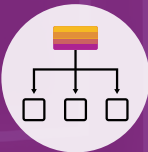
## Time and attendance management solutions from SAP help you:



Boost employee productivity by replacing manual time-tracking with automated solutions



Increase employee engagement with self-service features that deliver instant HR insight to workers, anytime and anywhere



Support better workforce decision-making by using historical patterns and employee trends

## Talent management solutions from SAP help you:



Streamline your hiring activities with automated, centrally managed global processes



Put your employees at the center of the learning experience with highly personalized, customizable, and collaborative training and education.



Retain valuable employees by creating clear, compelling career paths



# People Analytics

## LEAD YOUR WORKFORCE CONFIDENTLY

### What Is It?

Gain data-driven insight into all HR processes with people analytics. SAP SuccessFactors solutions, combined with the SAP Analytics Cloud solution, use data and analytics to help you increase the effectiveness and visibility of HR while improving business decisions.

### Why Do I Need It?

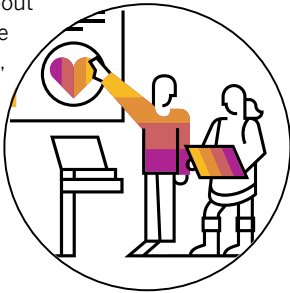
Having the right people with the right skills at the right time and cost is essential. People analytics helps you improve business decisions with trusted intelligence. Using integrated data from multiple business systems, you can investigate trends in hiring, diversity, turnover, and performance, and you can see how investments in people impact your business results. You can share trends and insights with compelling visualizations and accelerate change with simplified story-driven reporting.

Plan for the workforce you need to achieve your business goals – now and in the future – with streamlined headcount planning, supply-demand gap analysis, and financial modeling and impact assessments. Collaborative, real-time workforce planning helps you address resource gaps, execute successfully on your business strategy, and manage the risk of talent shortages.

Executives and leaders that need real-time contextual information and self-service can use SAP Digital Boardroom a next-generation enterprise analytics offering that integrates data from SAP SuccessFactors solutions, SAP S/4HANA, and other applications. You can monitor, simulate, and support business change to meet the expectations of your customers, business partners, and employees.

### How Does My Workforce Benefit?

These solutions improve your ability to lead your workforce, accelerate change, and drive results. Comprehensive analytics deliver fast and accurate answers to key questions about your workforce and influence talent decisions. A complete, 360-degree view of cross-departmental metrics and insights helps foster trust among business leaders and employees.



# Solutions for Employee Experience Management

## DRIVE EMPLOYEE ENGAGEMENT

### What Is It?

Managing employee experiences is not about pinpointing one event or a single moment. People leaders need the ability to collect feedback at every moment that matters and take action to close experience gaps. Employee Experience Management solutions from SAP help you reduce unwanted attrition, retain and develop top performers, drive employee engagement, and increase workforce productivity.

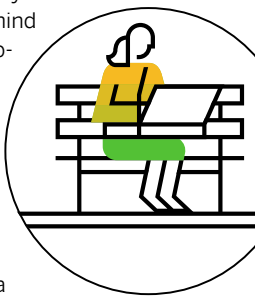
### Why Do I Need It?

Companies that deliver great employee experiences deliver better business results – including higher employee productivity, lower turnover, and greater customer satisfaction. SAP SuccessFactors solutions offer transactional HR data as well as rich data about people, so you know everything about workforce trends. You can learn how many candidates are accepting or rejecting offers, which employees are leaving the organization, and how quickly new hires achieve full productivity. Combine this operational data (O-data) with experience data (X-data) from Employee Experience Management solutions from SAP, and you'll understand the reasons behind what's happening across your organization.

X-data and O-data help you gain real-time insight into which behaviors are trending in your organization and the sentiment behind them. You also can learn what's happening within individual teams and what changes can help you increase engagement, shape culture, drive development, and create a motivated, productive workforce. You can use our Thrive XM Index, a framework that brings together employee-reported X-data and HR-reported performance-related O-data, to connect the people experience directly to your bottom line.

### How Does My Workforce Benefit?

By understanding employee experiences and sentiment, you can turn insights into action and improve employee experiences at the moments that matter. The combination of solutions from SAP and Qualtrics enables organizations to listen – by collecting experience data from employees at every meaningful touch point. You can understand what to do and the impact of your actions by knowing why things are happening and by spotting hidden trends. Finally, the solutions enable you to focus on the things that close experience gaps and turn employees into ambassadors – helping you drive great business results. ■



## People analytics from SAP helps you:



Accelerate your understanding of Big Data in HR and enhance your ability to use workforce data strategically to drive business impact



Reduce risk by getting early insights into trends disruptive to your workforce strategies



Improve institutional knowledge and increase decision accuracy

## Employee Experience Management solutions from SAP help you:



Understand the key drivers of employee engagement, helping managers improve the employee experience



Collect feedback from employees at key touch points so you can act in real time to drive improvements



Identify the optimal benefits package based on employee feedback and driver analysis

# SAP'S APPROACH TO INNOVATION

Employees are an organization's greatest asset, the drivers of success, the ones that make or break the future of a company.

For chief human resource officers and HR professionals, attracting, keeping, and engaging all the people in your workforce is an urgent priority. You need a dynamic, diverse global talent pool, but face significant gaps in skills, development, and workforce experiences.

To harness all the best available talent – today and tomorrow – you must deliver great employee experiences, especially in the moments that matter – at the intersection of life and work. Our mission is to redefine employee experiences from every angle, so you can deliver complete, engaging,

and unexpectedly exceptional experiences that keep employees connected and your business growing.

We help you infuse the “why” into everything you do. By integrating your operational data with experience data, you can collect, understand, and act on insights to strengthen employee engagement and improve business results. We help you break down traditional data, system, and process silos so HR can run smoothly and integrate globally with the rest of the business. We also help you address your toughest workplace challenges like diversity, inclusion, well-being, and people sustainability.

At SAP, our innovation philosophy supports this mission. We build, buy, and partner to deliver the best solutions – enabling you to quickly maximize the value of every investment

in HR technology. Our innovation strategy is built on three dimensions, as shown in the [figure](#) on page 21. At the base, we build products by using transformative technologies that impact the entire HR value chain, such as machine learning, artificial intelligence, chatbots, SAP Cloud Platform, and SAP HANA, and by engaging mobile technologies. From there, we build best-of-breed solutions, such as employee experience management, candidate relationship management, and continuous performance management, and integrate with other SAP solutions. By adopting an open innovation approach and engaging leading partners, we push the boundaries of HR solutions and enable truly groundbreaking people solutions to blossom and grow.

## TRANSFORMATIVE TECHNOLOGIES

We help you reimagine user experiences using next-generation technologies, such as machine learning, artificial intelligence, and chatbots, to change the way HR functions. Now, you can deliver a dynamic, intuitive experience that's personalized for each employee so they feel supported and confident.

## BEST-OF-BREED SOLUTIONS

We invest in delivering the latest HR solutions to meet workforce requirements, such as employee experience management, continuous performance management, candidate relationship management, and total workforce management, to handle the growing mix of workers you have supporting your business.

The integration with other SAP solutions your employees use every day – from SAP Concur® solutions for travel and expenses to SAP Ariba® solutions for procurement and SAP S/4 HANA for use in core financial functions — helps improve virtually every interaction your employees have with your business.

## PARTNER ECOSYSTEM

SAP Cloud Platform, an extensive, open, and connected platform, provides packaged integrations, tools, and technology that allow partners and customers to quickly build applications, seamlessly integrate into and across business applications, and easily extend new innovative applications.

In our SAP.iO program, we have nurtured and accelerated numerous HCM startups that are pushing the agenda on critical people topics like financial well-being, purpose, and leadership development. SAP App Center enables you to take advantage of hundreds of partner-developed apps that integrate directly with SAP SuccessFactors solutions, so you can create new, engaging, and dynamic experiences for your employees and teams.

Through our partnerships with companies such as Google and Apple, we are developing new solutions that accelerate innovation and empower the workplace of the future.



HUMANIZING THE EMPLOYEE EXPERIENCE

In the era of digitalization, the human component of business is more important than ever. Our innovation philosophy is focused on creating technologies and solutions that feel as though they were made for each user and help address the most pressing people issues in your business.

At SAP, we are developing offerings that match the way people work, connect, and engage. Our research and development are focused on using new technology to augment – not replace – human decisions. With artificial intelligence, machine learning, and

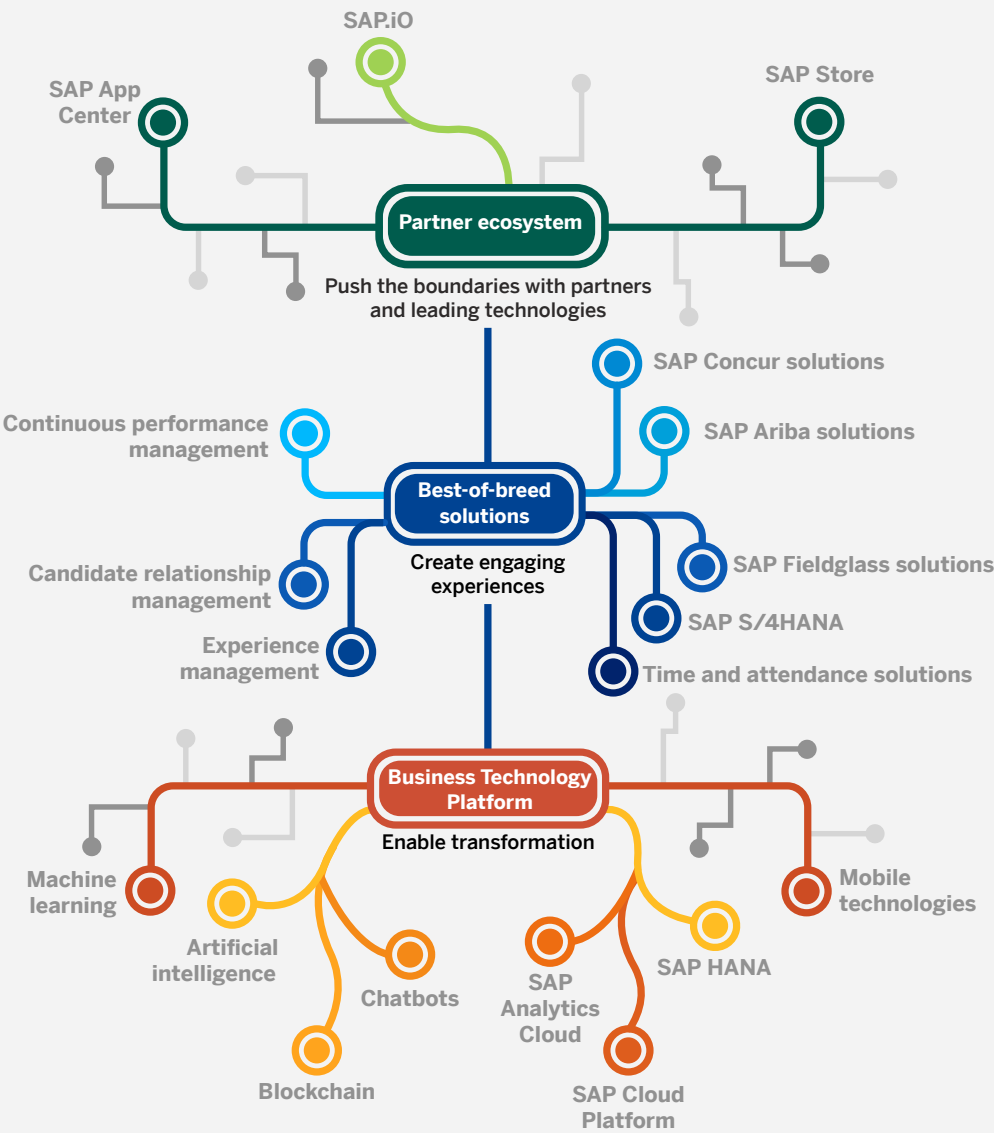
chatbots, for example, we can make machines smarter so they can learn to cater to humans. By training machines to do repetitive tasks, we can free people for more interesting, creative, and satisfying work.

Perhaps most important, people get the experience they want – through their preferred channel, connection, and device anytime and anywhere – which improves productivity and engagement. It may seem counterintuitive, but machine-based technologies used in this way can make it easier for people to connect and be more – not less – human at work.

HUMANIZING THE EMPLOYEE EXPERIENCE

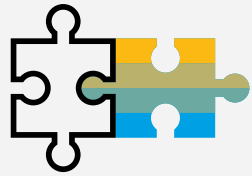
To help validate the link between the people experience of an organization and its business performance, Thrive Global, Qualtrics, and SAP SuccessFactors announced the launch of the Thrive XM Index, a groundbreaking tool to measure how people experience and employee well-being directly connect to business performance with the purpose of helping companies identify their employee experience gaps across the moments that matter.

[Learn more](#)



## Diversity and Inclusion at SAP

As a global enterprise, SAP faces the same diversity and inclusion challenges as many of our customers. The following are two initiatives that are helping us meet our goals.



### Autism at Work

Six years ago, SAP executives recognized a need to tap the talent pool of people with diverse skill sets. We committed to increasing the percentage of individuals in our workforce affected by autism.

Our Autism at Work initiative currently operates in 28 SAP locations in 14 countries worldwide. We have onboarded more than 160 employees on the autism spectrum in permanent, internal, and external positions. SAP continues to take a leadership role in the industry, and we have consulted with other organizations who want to increase the diversity of their workforce. To learn more, watch this [video](#).



### Women in Leadership

Gender equality is a core company value and a strategic priority for our comprehensive HR strategy. Last year, we met our board goal of filling 25% of management positions with women. We also have a continued commitment to increase this number by 1% annually, reaching 30% by 2022.

SAP was the first multinational company to achieve Economic Dividends for Gender Equality (EDGE) certification, and we have recently been recertified. One country subsidiary in our group has moved from the first level of certification, EDGE Assess, directly to the third level, EDGE Lead — a global first. Meanwhile, one-third of our country subsidiaries that have been assessed have progressed to the second certification level, EDGE Move. SAP continues to demonstrate a strategic commitment to creating a gender-equal workplace that benefits employees, customers, and partners. [Learn more here](#).

### HELP PEOPLE THRIVE AT WORK

To succeed in a digitalized world, businesses need an energized, motivated workforce that has the resilience to adapt to changes, manage stress effectively, and overcome challenges to execute the company business strategy. A comprehensive well-being program leads to increases in performance and decreases in costs by focusing on people – the heart and engine of an organization.

For example, companies can maximize worker well-being by creating a work environment, establishing organizational practices, designing jobs, and building leadership capabilities in ways that integrate well-being into the corporate strategy. A commitment to employee well-being is often reflected in these areas:

- Company mission – integrating well-being into the company's guiding principles
- Leadership actions – enabling leaders to foster positive well-being in their teams
- Organizational practices – implementing structures, systems, and processes that facilitate well-being
- Team dynamics – cultivating work teams that assist and support each other
- Job and work conditions – designing meaningful work and offering a safe and healthy work environment

Companies that prioritize employee well-being create opportunities for workers to perform at their highest level. Instead of simply surviving at work, employees who know that their well-being is important can truly thrive. With this imperative in place, organizations can not only enhance the corporate culture but also improve the bottom line.

Are you thriving? Is your organization thriving?  
[Find out here](#).

### FIVE FACETS OF EMPLOYEE WELL-BEING

Workers with a high sense of well-being typically demonstrate the following characteristics:

- **Body** (physical well-being) – Full energy through adequate sleep, nutrition, and exercise
- **Mind** (psychological well-being) – Positive emotions and capabilities to manage stress and remain focused
- **Connections** (social well-being) – Sense of belonging and being supported
- **Resources** (financial well-being) – Sense of security and ability to provide for themselves and their families
- **Motivation** (sense of purpose) – Sense of contribution and feeling that their lives are meaningful



MANAGE THE TOTAL WORKFORCE IN THE INTELLIGENT ENTERPRISE

Talent is the fundamental force that catalyzes business growth and determines whether an enterprise succeeds or fails. In recent years, however, the way talent is structured, sourced, and connected to the organization has changed. For increased agility and to meet business needs, many companies are increasingly relying on nontraditional workers such as contingent labor, and this trend shows no signs of slowing.

Contingent labor helps companies acquire specific, top-tier skill sets; address skill shortages; and meet seasonal needs and budget considerations. The external workforce has become essential to core business operations. Many executives say that they can no longer conduct business without these workers. That's a change from just a decade ago.

A workforce composed of payroll employees and external workers must be handled differently. You need to manage, engage, and optimize the total workforce, not just employees, in line with business objectives. And when it comes to talent, you need to break down the silos between HR, procurement, and the business and overcome inconsistent and broken processes.

A holistic approach to total workforce management can help company leaders understand, plan, manage, and optimize their total talent strategy. The building blocks for total workforce management include:

- Visibility and inclusion – Making external workers visible in the organization is the basis for holistic management of the total workforce.
- Insight – Analyzing the total workforce and simulating external talent scenarios offer a clear line of sight into the financial impact of all personnel.
- Optimization – Basing a holistic talent strategy on the needs and objectives of the business is imperative. Integrated workforce planning, engagement, and alignment of all workers and alignment with business objectives are important to proactively manage the total workforce.

SAP solutions help you manage all aspects of the total workforce, including employees and external workers, aligning with your business objectives and offering a clear line of sight into the financial impact. With the SAP SuccessFactors suite of HR solutions, you can bridge the gap between employees and external workers and manage all talent with a single, centralized platform of capabilities, processes, and integrated solutions. In addition, the SAP Fieldglass portfolio offers a leading vendor management solution for external labor and services procurement. Together, these solutions offer the insight needed to efficiently manage all of your talent resources.

INNOVATION AHEAD

As the workforce continues to change, so do the trends that HR professionals must manage and address. SAP was among the first vendors to help companies address challenges such as diversity and inclusion, well-being at work, and total workforce management.

As new issues emerge, we will continue developing innovative approaches and solutions. We are committed to helping companies like yours prepare for the workplace of the future. Our expertise and methods can help you create an inclusive, productive, and engaged workforce that delivers maximum benefit to your company.

UNDERSTANDING WORKFORCE DYNAMICS

Are companies ready to embrace total workforce management? Working with Oxford Economics, SAP surveyed HR leaders in 2014 about their expectations for the use of external labor. Four years later, SAP Fieldglass conducted additional research to see what had changed.

In 2014:<sup>4</sup>

**83%** of executives predict increased use of contingent, intermittent, or consultant labor

**42%** say external talent is changing their workforce strategy

In 2018:<sup>5</sup>

**44%** of all workforce spend is on external labor

**19%** have a holistic talent strategy (employees and external talent) in place

4. "Workforce 2020," Oxford Economics, sponsored by SAP, 2014.  
5. "External Workforce Insights 2018: The Forces Reshaping How Work Gets Done," Oxford Economics and SAP Fieldglass (SAP), 2018.



TACKLING OUR TOUGHEST CHALLENGES PROACTIVELY

Every organization and its HR leaders must address critical workforce topics, but knowing what to do or even how to get started isn't always clear. That's why we're working together with like-minded leaders, influencers, and innovators to collectively ask tough questions and confront the most important challenges we face today, such as:

- How do we provide employees with greater **purpose**, linking passion to profession, so we can attract, retain, and inspire every generation?
- How do we continue to cultivate a **culture** of well-being and people sustainability, providing a sense of place and adaptable direction that helps work teams and organizations thrive?
- How do we best address **critical priorities** such as diversity and inclusion, health and well-being, meaningful work and economic growth, gender equality, and more?



At SAP, one of the ways we are addressing the toughest challenges is through our commitment to the [United Nations Sustainable Development Goals \(UN SDGs\)](#). We are developing technology and partnerships that help advance progress on those goals most closely related to the future of work and workforce experiences, especially the following goals:



UN SDG 3 [Good Health and Well-Being](#)

Ensure healthy lives and promote well-being for all at all ages.



UN SDG 5 [Gender Equality](#)

Achieve gender equality and empower all women and girls.



UN SDG 8 [Decent Work and Economic Growth](#)

Promote sustained, inclusive, and sustainable economic growth; full and productive employment; and decent work for all.



UN SDG 10 [Reduced Inequalities](#)

Reduce inequality within and among countries.



UN SDG 17 [Partnerships for the Goals](#)

Strengthen the means of implementation and revitalize the global partnership for sustainable development.

Customer Spotlight

Discover how leading companies are working to achieve the UN Sustainable Development Goals.



Innovation is woven into everything that fashion juggernaut [Tapestry](#) does. Now, the US\$6-billion, New York-based lifestyle brand is on a mission to be the best company for workers, investors, and other brands.

Tapestry is creating a values-led company. Their belief in optimism, innovation, and inclusivity connects them. Tapestry is a place where anyone from anywhere can have the best idea. The Tapestry mission is simple: to be a company that employees love to work in, investors believe in, and great brands aspire to be a part of. At Tapestry, they embrace the exploration of individuality and are defined by inclusivity rather than exclusivity. The name Tapestry represents the diversity of their people and brands.

FIND OUT MORE

To learn more about how SAP and our customers are responding to the challenge, visit the [SAP and UN SDGs Web book](#).



[MOD Pizza](#) is much more than a pioneer of artisan pies with any toppings that customers want. For over 8,000 MOD Squaders (employees) in the United States and the United Kingdom, MOD Pizza is an inspiring place to work. It's no exaggeration to say that positive social impact is in the company's DNA.

"Our purpose is not to just have great pizza. It's to serve people in the community, whether it be through second-chance hires or being a hub within community organizations...we contribute to the betterment of the community," says Ryan Muller, senior enterprise systems analyst at MOD Pizza. ■



# SOLUTIONS IN ACTION

**SAP SuccessFactors solutions and SAP Cloud Platform can help you create an inspired workforce that improves both performance and profit. We help organizations in dozens of industries improve the workforce experience. The following are several sample use cases.**



## Retail

### DRIVING THE CUSTOMER EXPERIENCE THROUGH THE EMPLOYEE EXPERIENCE

Retailers are working hard to unify online and offline worlds, a transformation that depends not only on new technology and new business models, but also on new ways of engaging the workforce.

Because employees are often the face and voice of the brand for customers, retailers are rethinking how they recruit, onboard, and manage their workers. To provide exceptional customer experiences, retailers must attract and develop a consistent workforce and equip workers with the product knowledge and systems information that they need to do their jobs. In addition, store managers and employees need to effectively manage schedules, anticipate changes in customer preferences, and predict in-store and online staffing needs. By managing the workforce as a strategic priority, retailers can reduce turnover, enrich the employee experience, improve customer satisfaction, and increase sales.

Employee Experience Management solutions from SAP help retailers measure employee experiences, identify key experience gaps, and create a culture that promotes customer service and ties employees' day-to-day experiences to strategic business goals. These technologies help you measure and analyze employee feedback while closing the loop on information that needs immediate attention. Powerful AI and automation tools identify key insights that empower you to drive your business forward.

Integrated HR capabilities and self-service tools allow you to make workforce management a strategic priority, improve customer satisfaction by developing a knowledgeable and empowered workforce, and create an inclusive, engaging experience. Built around a digital core, these solutions offer a straightforward way to embed intelligent technologies, leverage augmented analytics, and extend functionality so you can create a best-in-class employee experience that supports your business goals.



# Professional Services

## CATALYZING YOUR BUSINESS WITH TALENT

When your people, their knowledge, and their skills are your product, your brand’s long-term success depends on your ability to recruit, onboard, and retain the best talent. As a result, professional services companies are focused on the end-to-end lifecycle of workforce management, where hiring the right people must happen quickly and consistently. In addition, companies must enable their new hires to support business goals and grow their expertise.

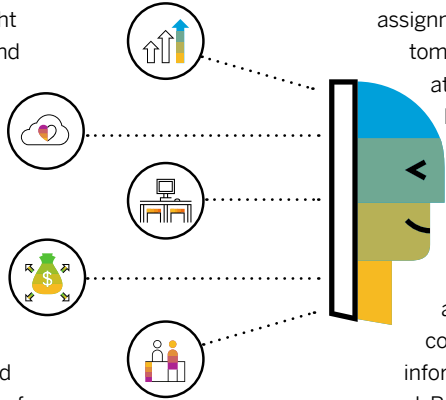
At the same time, professional services firms must shift from a business model built on providing highly skilled experts to clients and charging for their time. The new focus must be on delivering outcome-based engagements and knowledge-as-a-service delivery models. To deal with this disruption, professional services firms must drive revenue growth without expanding their workforce.

As the pace of new technology and innovative business models continues to increase, professional services providers need to be able to draw on a broad and flexible talent pool. They also must be able to quickly identify workers with high-demand skills and knowledge, rapidly hire and onboard new talent, and retain top talent with a combination of ongoing learning opportunities and effective compensation.

SAP SuccessFactors solutions help you accurately and comprehensively capture data about your workforce. Our role-based user interface enhances worker experiences and helps simplify everyday transactions.

Keeping employees engaged and connected to their teams is a challenge in an industry where assignments can place workers in customer offices for days and weeks at a time. Employee Experience Management solutions from SAP allow managers to assess employee emotions and attitudes during key points in the project lifecycle and identify and act on any issues. In addition, we keep employees connected to their teams and the information and systems they need. Robust SAP SuccessFactors solutions include mobile offerings, social and collaborative platforms, and simple access to tasks such as time keeping, expense reporting, and time-off requests. Managers can balance client demand with available talent by leveraging workforce information and analytics available in an intuitive cockpit view.

With readily available information about your firm’s hard skills, knowledge, and individual experts, SAP SuccessFactors solutions help you become an intelligent enterprise by responding faster and more effectively to ongoing and new service opportunities.



# Consumer Products

## CREATING AN ADAPTABLE WORKFORCE

Digitalization has empowered customers, increased the pace of change, and opened up new business models for consumer goods companies. With more data than ever before – summarizing which customers are buying what products using which channels – you can offer customers personalized interactions and deliver the right product, service, or outcome to a market of one. At the same time, consumer preferences and demands are more volatile than ever, often changing with the drop of a tweet, disrupting carefully built strategies. Consumer products companies must consistently analyze past customer behavior, predict future behavior, and monitor present behavior to anticipate changing demand. Success depends on creating an agile work environment that allows you to respond quickly and thoughtfully to these changes.

Your company’s agility depends on workforce ability. After all, it’s people that deliver business results. How adaptable is your workforce? Can you reskill and up-skill existing workers? Can you attract and

retain new workers with the right skills in hard-to-fill roles? Are you able to holistically manage your entire worker base – including full-time, part-time, and contingent workers? Can you understand the impact of change on your workforce? Do you have insight into the attitudes and emotions of your total talent pool?

Leading consumer products companies are investing in their workers. These firms want to leverage new technologies to create a seamless and modern recruiting experience, providing workers with meaningful onboarding and continuous learning. They also need to provide a complete view of the workforce and its impact on business goals. They’re monitoring and shaping the employee experience to create a culture of innovation and adaptability. SAP SuccessFactors solutions provide the platform, people, and expertise intelligent enterprises need to support the modern and fast-changing consumer products workforce.



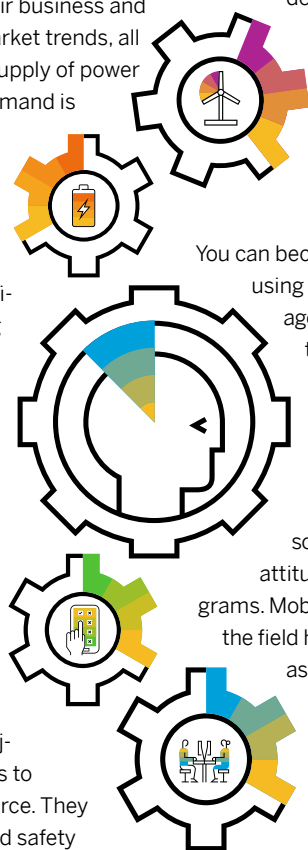


## Utilities

## COPING WITH CHANGING MARKETS AND A CHANGING WORKFORCE

Utility companies in energy delivery must navigate disruption across all aspects of their business and anticipate short- and long-term market trends, all while delivering an uninterrupted supply of power to their customers. Total energy demand is increasing worldwide. At the same time, energy supplies are shifting away from hydrocarbons toward a variety of lower-carbon alternatives. Utility companies must become more agile, adopt new business models, and leverage emerging technologies. Success will depend on creating a work environment that allows companies – and their workforce – to adapt quickly to change.

This transformation profoundly changes what workers do and how they learn, interact, and grow. In an industry that relies heavily on contingent workers – who must be trained and certified quickly to work on various field projects – companies need to find ways to ensure a holistic view of the workforce. They must precisely track equipment and safety certifications, accurately forecast headcount



levels, and plan for disaster recovery scenarios. With an aging workforce, they also need to attract younger workers with new skill sets, especially decision-makers who complement the industry's increasing use of automation. In addition, companies need to monitor employee sentiment to help keep the entire workforce – full-time and contingent, office and field worker – engaged, informed, and safe.

You can become an intelligent enterprise by using SAP SuccessFactors solutions to manage your total workforce from recruitment to retirement, simplifying HR processes to improve operational efficiency and workforce insight. Overall safety can be enhanced by tracking and certifying environmental, health, and safety training. Employee Experience Management solutions from SAP help you assess worker attitudes and emotions around safety programs. Mobile solutions help ensure that workers in the field have access to the customer information, asset information, learning tools, and workflow processes they need to stay productive and responsive to customer questions.

## Public Sector

## ENCOURAGING A CULTURE OF PUBLIC SERVICE

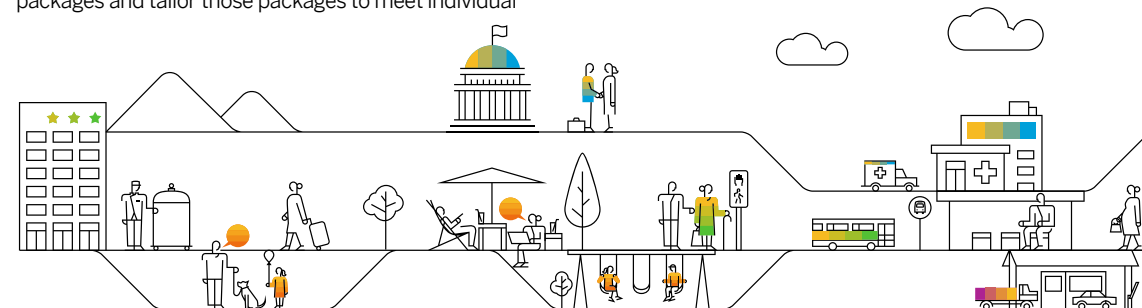
The services and activities of government agencies – whether at the federal, state, or local level – impact our daily lives. However, agencies and their employees need to support citizen and community services in an era of tight budgets and low trust in government. Public sector organizations are faced with aging workforces and competition for talent from better funded, more agile private sector firms. In addition, many agencies are still running on legacy systems that don't support today's requirements for scalability, security, and ease of use.

As the world becomes increasingly digital, HR leaders are learning to leverage technology to help them create a culture that makes it easier to attract and retain top talent. The right solutions can help ensure that the workforce is engaged and connected to the larger mission of public service. Agencies need to have a comprehensive view of their total workforce – full-time, part-time, and contingent workers – to assess and anticipate the budget impact of hiring decisions. To compete more effectively, public sector organizations must be able to help employees and managers understand compensation and benefits packages and tailor those packages to meet individual

needs and priorities. To improve onboarding and retention, governments can offer continuous learning solutions, career planning and development, and effective performance management.

Our cloud-based portfolio of HCM solutions provides an intuitive, secure, scalable, and extensible platform that allows public agencies to make the most of limited budgets. These solutions provide a unified view of the entire workforce, centralize and streamline core HR activities, and offer employees self-service tools and seamless access to processes and information. With these solutions, we help governments run more efficiently and build the workforce needed for the future.

In addition, Employee Experience Management solutions from SAP help agencies measure employee experience, identify key experience gaps, and create a culture that connects employees' day-to-day experiences with the agency's mission. Our solutions help you measure and analyze employee feedback while closing the loop on feedback that needs immediate action. Powerful AI and automation offer key insights that help you drive your organization forward. ■



# CUSTOMER SUCCESS

Learn how leading companies around the world are using SAP SuccessFactors solutions to create an inspired workforce that improves both performance and profit.

## Agfa-Gevaert

Leading digital imaging specialist Agfa-Gevaert wanted to gear up for success with convenient digital tools for hiring and retaining top talent.

### Benefits

Working with Flexso for People and using the SAP Cloud Platform Integration service, Agfa deployed SAP SuccessFactors solutions to streamline global HR activities, enhance the employee experience, and recruit next-generation talent.

**"SAP SUCCESSFACTORS SOLUTIONS ARE HELPING US TRANSFORM OUR BUSINESS BY OFFERING US MORE EFFICIENT WAYS TO EMPOWER OUR PEOPLE TO ACHIEVE THEIR BEST WHILE STRENGTHENING OUR BRAND IMAGE."**

– Peter Dignef, Global Head of HR Services, Agfa-Gevaert N.V.

## Avast Software

When Avast Software acquired AVG Technologies, it brought together two security powerhouses and required major internal integration – not just of two businesses, but of their people, too.

### Benefits

Avast deployed Accenture Document Composer software on SAP Cloud Platform. Faster template creation and automated employee communication make HR employment confirmation faster and more effective.



**~25 days**

Saved on the generation and distribution of employee-related communication

## Asian Paints

With 24 manufacturing plants in 16 countries, Asian Paints turned to SAP and Semos for the innovative technology it needs to support rapid growth.

### Benefits

With the Semos JobPts application, which is built on SAP Cloud Platform, Asian Paints offers peer-to-peer recognition and rewards that motivate and retain employees.



**360-degree**

View of each employee

## Conrad Electronic

Already offering 750,000 products to consumers, Conrad Electronic grew its B2B marketplace from 900,000 items to 10 million. This stunning digital transformation is being driven by HR, with a mobile and cloud-first approach.

### Benefits

By deploying Ingentis org.manager [web] for SAP SuccessFactors solutions, an application built on SAP Cloud Platform, Conrad Electronic can perform essential HR management processes more efficiently.

**"INNOVATIVE SOLUTIONS – SUCH AS SAP SUCCESSFACTORS SOLUTIONS – HELP SUPPORT HR IN DIGITALIZING AND INTERNATIONALIZING CONRAD."**

– Aleš Drábek, Chief Disruption and Digital Officer, Conrad Electronic SE



# Delaware International

To help its clients keep pace with change, Delaware International offers advanced solutions and services delivered by skilled consultants.

**Benefits**  
delaware chose SAP SuccessFactors solutions to keep these essential employees motivated and inspired. The solutions offer a master platform for employee data that integrates HR processes with existing SAP S/4HANA Cloud software.

“WITH SAP SUCCESSFACTORS SOLUTIONS IN PLACE, WE HAVE A SINGLE SOURCE OF EMPLOYEE DATA THAT FEEDS ALL OUR OTHER SYSTEMS. THIS BOOSTS EFFICIENCY AND PROVIDES A CLEAR OVERVIEW OF OUR WORKFORCE, SO WE CAN PLAN PROJECTS MORE EFFECTIVELY.”  
– Ann Hendrix, HR Manager, delaware International CVBA

# Heraeus Holding

Materials and high-tech leader Heraeus Holding needed to replace manual processes with a global HR platform that would help employees focus on innovation and growth.

**Benefits**  
With SAP SuccessFactors solutions and support from partner PwC, Heraeus established a single source of truth for employee data and transformed its HR department.

“SAP SUCCESSFACTORS SOLUTIONS ENABLE US TO TREAT OUR EMPLOYEES AS CONSUMERS OF HR SERVICES, EMPOWERING THEM TO DRIVE THE DIGITAL TRANSFORMATION AND FUTURE SUCCESS OF OUR BUSINESS.”  
– Andreas Schmidhuber, Head of Global HR IT, Heraeus Holding GmbH

# Idorsia Pharmaceuticals

To discover and develop new medicines for patients affected by incurable diseases, Idorsia Pharmaceuticals needed to build a connected enterprise from the ground up.

**Benefits**  
With SAP solutions and an intelligent enterprise approach, Idorsia now has a lean, transparent, and agile enterprise system that lays the foundation for innovative drug development.

“CLOUD TECHNOLOGY FROM SAP SUPPORTS OUR TRANSITION FROM A BIOTECH STARTUP INTO ONE OF EUROPE'S LEADING BIOPHARMACEUTICALS COMPANIES.”  
– Joseph Bejjani, VP, Chief Information Office, Idorsia Pharmaceuticals Ltd.

# Promesa

Hardware stores and automotive spare-parts warehouses throughout Ecuador, Asia, Europe, and North America rely on a steady stream of products from Productos Metalúrgicos S.A. (Promesa).



**Benefits**  
To support faster innovation and long-term growth, Promesa deployed SAP S/4HANA. Seidor S.A. implemented SAP SuccessFactors solutions, increasing HR productivity and user engagement.

 **Vastly**  
Faster processing of financial information  
– from 20 minutes down to 30 seconds  
 **20%**  
Reduction in manual processes for all development and succession activities

# EDF Energy

As much of the UK's energy infrastructure nears end of life and competition heats up in the energy sector, EDF Energy is one of the nation's leading suppliers of gas and electricity.



**Benefits**  
With assistance from IBM Services, EDF Energy built a central hub for all HR processes, running on SAP SuccessFactors solutions. Greater HR visibility is helping maximize productivity and engagement.

 **25%**  
Reduction in cost to serve of EDF Energy's HR function  
 **63**  
HR processes streamlined

# Hydro-Québec

More than 4 million customers rely on renewable energy producer Hydro-Québec for their electricity supply. To help its 20,000 employees offer quality support, the utility needed a comprehensive view of training activities.



**Benefits**  
By deploying a learning management system extension, a solution built on SAP Cloud Platform, to the SAP SuccessFactors Learning solution, Hydro-Québec gained global visibility and access to training information.

 **25%**  
Less effort required in training planning optimization  
 **3**  
Full-time equivalents saved in training planning optimization

# Productos Medix

Productos Medix S.A. de C.V. develops and supplies pharmaceutical products for obesity. After expanding its operations, the company needed to standardize its business processes on one platform.

**Benefits**  
Productos Medix implemented SAP solutions, including the CloudRH software solution developed by OptiSoft and built on SAP SuccessFactors solutions. Now the company serves customers and employees better than ever.

 **5%**  
Increase in productivity  
 **14%**  
Savings as a result of lower staff turnover

# SAP SE

To provide healthcare and other benefits to its 13,000 employees in the United States, SAP SE needed intuitive tools that would let workers enroll in programs from any device – with no training – and be rewarded for a job well done.

**Benefits**  
Using the SAP U.S. Benefits Administration application by Benefitfocus, SAP reduced benefit rollout time and improved data accuracy by integrating this application with the SAP SuccessFactors Employee Central solution. To optimize employee recognition and rewards, SAP also uses JobPts, an application built by Semos on SAP Cloud Platform.

“THE SOLUTION GIVES EMPLOYEES A SINGLE, SIMPLE, UNIFIED ENROLLMENT EXPERIENCE. NOW, WE ROLL OUT NEW BENEFIT OFFERINGS FASTER AND WITH LESS EFFORT.”  
– Jeffrey Bergin, U.S. Benefits Consultant, Plan Management for U.S. Health and Welfare Benefit Plans, SAP SE

# Siegwerk Druckfarben

Inks, printing, and packaging solutions from Siegwerk Druckfarben AG & Co. KGaA make the world's products brighter and more interesting. The company needed to streamline administrative operations to help staff thrive.

### Benefits

Siegwerk replaced paper-based processes, lengthy administration, and slow approval cycles with agile, easy-to-access, cloud-based HR services based on SAP SuccessFactors and SAP Concur solutions.

“WITH SAP SUCCESSFACTORS SOLUTIONS, OUR HR ORGANIZATION IS FIT FOR THE FUTURE.”

– Sharon von Simson, VP Global Human Resources, Corporate Human Resources, Siegwerk Druckfarben AG & Co. KGaA

# SIX

SIX runs the Zurich-based SIX Swiss Exchange, Switzerland's principal stock exchange, providing financial information and cashless payment systems to banks and merchants worldwide.

### Benefits

By deploying the SAP SuccessFactors Employee Central solution, SIX cut operational costs, increased HR efficiency, and freed staff to build a better business.

“WITH SUPPORT FROM SAP SUCCESSFACTORS SOLUTIONS, WE STANDARDIZED OUR GLOBAL HR PROCESSES FROM HIRE TO RETIRE AND ENABLED OUR EMPLOYEES TO OWN THEIR DATA AND DRIVE THEIR OWN CAREERS.”

– Michael Oggenfuss, Global Head HR Systems and Processes, SIX

# Sun Communities

Sun Communities Inc., the premier provider of mobile homes and RV resorts in the United States, needed to digitally transform manual, error-prone HR processes from onboarding to termination.

### Benefits

Using the SAP Signature Management application by DocuSign, Sun Communities expedited the onboarding process from weeks to hours. Sun Communities also enabled intelligent services as part of SAP SuccessFactors HCM Suite. Sun also uses JobPts, an application built by Semos on SAP Cloud Platform, for employee rewards and recognition.



2,700 hours

Saved per year – the equivalent of roughly 1.5 full-time employees



Eliminated

Manual data entry between systems with data replication functionality

# TECO Energy

TECO Energy, a leading energy company in Tampa, Florida, has electric and natural gas systems across Florida and New Mexico. Its companies needed interconnected HR solutions with mobile flexibility.

### Benefits

Using cloud-based offerings such as SAP SuccessFactors solutions, TECO was able to give employees in the field the same accessibility as their colleagues in the office – 24x7.



Lower

Implementation cost and total cost of ownership



Faster

Time to value with real-time integration of HR data

# Watco Companies

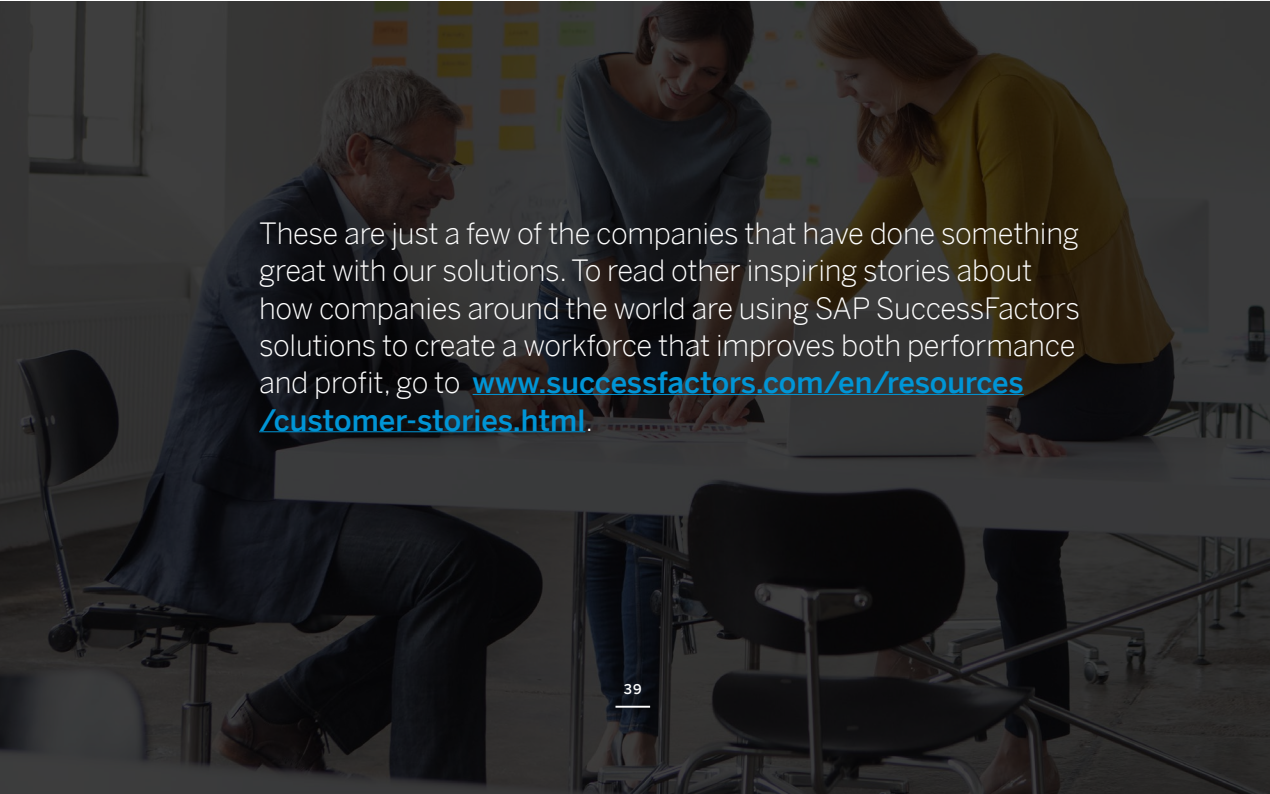
For Watco Companies LLC, rapid growth led to increasing HR paperwork. To save time and effort, the transportation company needed a modern human capital management system.

### Benefits

By deploying SAP SuccessFactors solutions, Watco eliminated the time needed to rekey HR data and reduced the number of people needed to perform payroll by 50%, from four to two.

“OUR IT TEAM IS SLEEPING EASIER KNOWING THAT WITH THE CLOUD, THEY NO LONGER HAVE TO WORRY WHETHER OUR SERVERS ARE WORKING. EVEN IF SOMETHING HAPPENED, WE WILL ALWAYS BE ABLE TO RUN PAYROLL.”

– Amy Miori, Director of People Services, Watco Companies LLC



These are just a few of the companies that have done something great with our solutions. To read other inspiring stories about how companies around the world are using SAP SuccessFactors solutions to create a workforce that improves both performance and profit, go to [www.successfactors.com/en/resources/customer-stories.html](http://www.successfactors.com/en/resources/customer-stories.html).



# SAP APP CENTER

**SAP App Center is the digital marketplace where customers can discover, try, buy, and manage access to ecosystem innovations across all SAP lines of business and platform groups.**

On SAP App Center, you can find more than 200 applications – from approximately 150 partners – that integrate with SAP SuccessFactors solutions. These applications provide real-time access to innovative software, microservices, and plug-ins to extend your SAP SuccessFactors solutions and digitally transform your business.

SAP App Center offers various benefits. You can maximize your investment in SAP SuccessFactors solutions and address your most demanding business challenges with a mix of free and for-sale partner applications.

Take advantage of the smooth integration of partner applications into your existing solution landscape and gain immediate access to these applications from a launchpad enabled by SAP App Center with single sign-on. You can explore them at your own pace, from discovering and trying to ordering and paying for, and to deploying and managing the third-party applications you purchased. Using the streamlined procurement processes built in to

**More than  
200  
applications  
– from  
approximately  
150  
partners**

SAP App Center, you can manage the entire lifecycle of your purchases, from license acquisition to user management and renewals, simply and centrally. You can buy application licenses directly from SAP partners, taking advantage of the flexibility to negotiate and receive the best price as well as support for custom terms and conditions. Then you can centrally manage multiple application subscriptions and billing as well as vendor communications in a unified experience.

SAP App Center lets you receive or pay invoices using payment support from SAP Ariba solutions or credit cards, or you can choose to settle outside SAP App Center. It supports role-based, workflow-driven orders as well as multiple currencies, and provides application-usage analytics. With SAP App Center, SAP has truly engineered digital software procurement for the enterprise.

Turn the page to learn more about some of the partner applications that integrate with SAP SuccessFactors solutions, or view all the applications on [SAP App Center](#).

## AspireHR

### AspireHR

AspireHR Cloud Benefits is for organizations that want a mobile solution for benefits management – capable of meeting U.S. and Canadian regulatory requirements – within the SAP SuccessFactors solution environment.

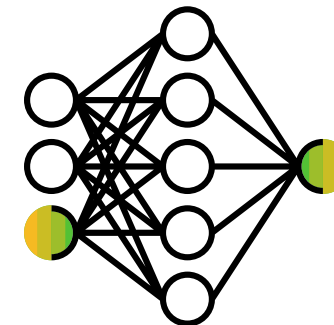
#### BENEFITS

Offers a flexible framework for creating and managing complex employee benefit plans and programs while meeting U.S. and Canadian regulations covering savings plans, pensions, and healthcare.

#### GOOD FOR:

Organizations with complex employee benefits requirements, in particular for U.S. or Canadian employees, and that have SAP SuccessFactors Employee Central Payroll or use HR and payroll functionality of SAP ERP 6.0.

Integrates with SAP SuccessFactors Employee Central, SAP SuccessFactors Employee Central Payroll, the SAP SuccessFactors platform, and the HR and payroll functionality of SAP ERP 6.0.



## Best Money Moves

### Best Money Moves

Best Money Moves measures employee financial stress and then dials it down with a comprehensive AI-infused combination of content, tools, calculators, credit scores, and algorithm-based solutions to address a myriad of employee needs for financial well-being.

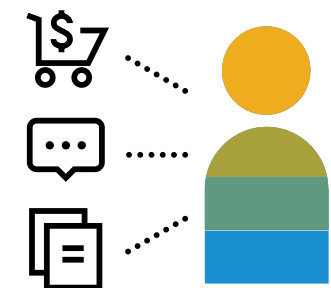
#### BENEFITS

Lowers costs and creates a more engaged workforce by helping employees reduce their financial stress and take control of their financial lives.

#### GOOD FOR:

Any organization in North America with a multigenerational workforce, including millennials, employees with high student debt, a population close to retirement, or workers with a median family income of less than \$60,000.

Integrates with the SAP SuccessFactors Employee Central solution.



Cultivate

# Cultivate

Cultivate’s AI platform analyzes managers’ digital communication with their direct reports and provides continuous actionable insights and coaching to help them become more effective people leaders. Proprietary models, combined with current research in organizational psychology and sociolinguistics, measure and track leadership skills like coaching and emotional intelligence.

**BENEFITS**

Empowers managers with a real-time leadership development platform requiring no effort or time commitment from employees.

**GOOD FOR:**

Organizations undergoing growth or transformation necessitating fast upskilling of new leaders.

Integrates with SAP SuccessFactors Employee Central and complements the SAP SuccessFactors Learning solution.



Gameeffective

# Gameeffective

Gameeffective promotes a culture of learning and performance, tying learning content and activities to the business results they are meant to achieve.

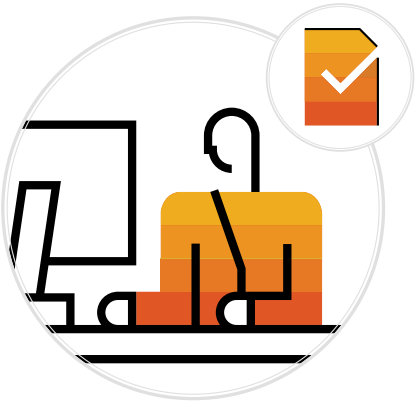
**BENEFITS**

Helps organizations create a culture of continuous learning and drive better business results by increasing employee proficiency and engagement.

**GOOD FOR:**

Organizations with a constant need to train employees on new strategies, product rollout, sales tactics, and new merchandise and want to use gamification to increase learning engagement and results.

Used as an extension for SAP SuccessFactors Learning and the SAP Jam collaboration platform.



ingentis

# ingentis

Ingentis org.manager [web] enables you to create and publish custom organizational charts within minutes based on data from your SAP SuccessFactors solutions. Drag-and-drop functionality helps you move people and departments while KPIs enable you to monitor the impact of your changes.

**BENEFITS**

Simulates new organization structures and generates charts in real time, providing a comprehensive overview of your company structure.

**GOOD FOR:**

Organizations that need to simulate new organizational structures based on data from their existing SAP SuccessFactors solutions.

Integrates with SAP SuccessFactors Employee Central.



Plum

# Plum

Plum provides organizations with the data they need to make predictive talent decisions, unlocking the potential of an organization’s employees and applicants by combining the power of artificial intelligence with industrial and organizational psychology.

**BENEFITS**

Predicts success using employee competency for a role, rather than just their eligibility.

**GOOD FOR:**

Organizations that need to hire candidates who can evolve with the future of work rather than hiring candidates based on specific existing skills.

Used as an extension for SAP SuccessFactors Recruiting and SAP SuccessFactors Talent solutions.





# IMPLEMENTATION PARTNERS

SAP partners play a key role in helping organizations like yours succeed. These experts can help you identify, buy, build, implement, service, support, and run the SAP SuccessFactors solutions that best fit your unique needs. The following pages highlight some of our key implementation partners.

## Accenture

Accenture is one of the largest partners for SAP SuccessFactors solutions. We have completed over 600 projects, implemented 3 million users, deployed 1,600 SAP SuccessFactors solution resources, and won 9 SAP Pinnacle Awards. At the core of our transformational and implementation services is Accenture myConcerto, an insight-driven, digitally integrated platform that powers HR transformation from business case to delivery.

### Valuable Expertise

Newport News Shipbuilding, a division of Huntington Ingalls Industries, is a major transportation provider for the United States military. The company chose Accenture to implement SAP SuccessFactors solutions and integrate them with the SAP Payroll and Time Change Management application.

### Benefits

Today, 10,500 salaried employees use SAP SuccessFactors solutions in place of paper-based HCM processes. Managers can establish their goals and electronically cascade them to teams for the first time. The onboarding system is more efficient and automated.

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

**“DUE TO OUR PARTNERSHIP WITH ACCENTURE, WE ARE BETTER POSITIONED FOR THE FUTURE. . . AND I AM VERY THANKFUL TO ACCENTURE FOR HELPING US USHER IN THE DIGITAL TRANSFORMATION THAT WE UNDERWENT”**

– Karen Holloway, Senior IT Project Manager,  
Newport News Shipbuilding

## ARAGO Consulting

ARAGO Consulting is an SAP gold partner, a leader in the implementation of the digital transformation of HR, with innovative cloud and integrated cloud-based offerings such as SAP SuccessFactors, SAP Fieldglass, SAP Ariba, SAP Concur, and SAP Analytics Cloud solutions and Experience Management solutions from SAP. Founded in 2010, ARAGO Consulting has been extremely successful helping customers drive the transition and transformation of their core HR business processes.

### Valuable Expertise

Our proactive approach has led to multiple SAP awards. We are one of the few partners that has the SAP Recognized Expertise designation for each SAP SuccessFactors solution, and we offer a set of experts that have achieved the SAP Certified status. We have offices in France, Belgium, Portugal, Morocco, Germany, Spain, Switzerland, and Colombia.

### Services

We offer functional and technical resources that are among the most experienced in the market. Our team has configured and delivered over 450 SAP SuccessFactors solution implementations, from HR strategy and HR business process redesign to HCM software implementation.

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



To learn more about how we help our customers succeed, read our [success stories](#).

## Capgemini

At Capgemini, success is our focus. Through collaborative and robust engagement, we have implemented core HR and payroll solutions to over 400 companies worldwide. Our many awards reinforce Capgemini's reputation as a trusted partner with proven, successful, and relevant global experience.

### Valuable Expertise

We helped Tata Steel Europe, one of the world's most geographically diversified steel producers, when they wanted to replace multiple HR systems with a single, easily maintained platform that would facilitate HR management and reporting. Capgemini's expertise – not only in SAP SuccessFactors solutions but also in digital transformation – helped ensure that the project provided not just an excellent HR solution but also a foundation for wider business transformation at Tata Steel Europe.

### Benefits

The SAP SuccessFactors solutions were delivered on time and under budget. Cost savings came from system rationalization, in-house configuration, and process improvements.

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

**“THE SAP SUCCESSFACTORS HR PROJECT HELPED TATA STEEL EMBRACE TECHNOLOGICAL ADVANCES IN HR TO DRIVE THE COMPANY FORWARD. IN ADDITION TO ALLOWING US TO MANAGE HR PROCESSES MORE EFFICIENTLY, IT HAS PAVED THE WAY FOR FUTURE CLOUD-BASED SAAS PROJECTS.”**

– Louisa Porter, PeopleLink System Owner, Tata Steel

## Deloitte Consulting

Deloitte is a leading global strategic integrator of the SAP ERP Human Capital Management solution, SAP SuccessFactors solutions, Experience Management solutions from SAP, and intelligent business applications offered by SAP.

### Valuable Expertise

At American Airlines, inconsistent business processes and multiple outdated systems across HR and payroll were hampering the company's ability to effectively manage records for more than 335,000 employees, retirees, and nonemployees worldwide. Deloitte and American Airlines worked together to deploy a single, unified global solution for HR, payroll, and talent management – anchored by multiple SAP SuccessFactors solutions and the SAP Payroll Processing application powered by SAP HANA.

### Benefits

The global solution delivered a single, world-class employee experience across every region and for every team member. It also achieved significant cost savings and efficiencies that resulted from migrating systems, processes, records, and support operations to the cloud.

[www.deloitte.com/SAP](http://www.deloitte.com/SAP)

**“DEMONSTRATING CARING IN EVERYTHING WE DO AND BUILDING TRUST WITH TEAM MEMBERS CONNECTS TO EVERY BUSINESS OUTCOME THAT WE NEED. SAP SUCCESSFACTORS SOLUTIONS AND SAP CLOUD PLATFORM HAVE BEEN THE CORNERSTONES OF BRINGING THAT TO LIFE FOR THE NEW AMERICAN.”**

– Mark Mitchell, Managing Director, HR Shared Services, American Airlines

## EPI-USE

EPI-USE, part of [groupelephant.com](http://groupelephant.com), employs more than 2,700 people in 32 countries and is best known as the world's largest and most experienced independent HR and payroll specialist firm for SAP solutions. An SAP partner for over 30 years and the 2019 winner of the SAP Pinnacle Award for SAP SuccessFactors Partner of the Year – Small and Midsize Companies, EPI-USE brings substantial global capabilities to engagements for SAP SuccessFactors solutions.

### Valuable Expertise

With a deep background in project delivery and support, we bring peerless global deployment expertise to multinationals. Our HR and payroll domain know-how and proprietary software assets allow us to expertly design, build, implement, and support world-class, cloud-based HR and payroll solutions for complex U.S. and global corporations in many industries and for the public sector.

### Services

We offer advisory, deployment, and managed services that are designed to enable robust service levels. Our new PRISM utility offers unparalleled efficiency and speed in migrating from on-premise to cloud HR and payroll solutions from SAP, avoiding the need for a reimplementation.

<https://epiuse.com>



Read more about how we help our customers succeed in this [success story](#).

## EY

EY offers “Agile Business” people, methods, and solutions that aim to build a better working world, one workforce at a time. To help our global workforce transform clients' businesses, we changed our own HR infrastructure with easier-to-use SAP SuccessFactors solutions.

### Valuable Expertise

Recognizing HR as a strategic revenue tool, we provided people with mobile self-service solutions to literally put the power in the hands of users. With embedded robotic process automation as well as enhanced custom features enabled by SAP Cloud Platform, the innovative solutions are truly differentiating for EY.

### Benefits

Process integration and standardization across all global locations resulted in increased HR efficiencies. Self-service capabilities are available to our remote, mobile workforce with little or no need for training. We gained increased visibility into global talent, enabling better delivery of the right client services and increasing revenue generation.

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

**“WE WERE LOOKING FOR INNOVATIVE AND EXCITING WAYS TO BRING A CONSOLIDATED HR EXPERIENCE TO OUR EMPLOYEES SO THEY CAN MANAGE EVERYTHING FROM THEIR CAREERS AND THEIR TEAMS TO ONBOARDING AND RECRUITMENT. SAP SUCCESSFACTORS SOLUTIONS AND OUR EY CONSULTING PRACTICE HELPED US ACHIEVE THAT.”**

– Penny Stoker, Global HR Services Leader, EY



## Gavdi

With 20 years in business, Gavdi has an outstanding record in delivering human capital management and payroll solutions from SAP to our clients – more than 500 successful HR and payroll projects to date. Our success as an SAP gold partner is built upon an alignment of the right skills delivered in the right place at the right time.

### Valuable Expertise

Since SAP's acquisition of SuccessFactors in 2012, we have successfully transformed our business to align with the cloud delivery paradigm. In the last few years, we have delivered SAP SuccessFactors solutions to more than 350 customers around the world.

### Services

Gavdi is the largest dedicated partner in EMEA for the SAP SuccessFactors and SAP Sales Cloud (previously SAP Cloud for Customer) solutions. From more than 15 offices located across 11 countries in the EMEA region, we service over 400 customers. Based on our extensive experience and our global reach, we make an ideal partner for companies in all industries. We offer a powerful and unique combination of true business insight and technical expertise in HR and payroll.

<https://gavdi.com>



To learn more about how we help our customers succeed, read our [success stories](#).

## GP Strategies

GP Strategies Corporation is a global performance improvement provider of technology solutions, sales and technical training, e-learning solutions, management consulting, and engineering services. Headquartered in Columbia, Maryland, and founded in 1966, we are one of the largest providers of services for SAP SuccessFactors solutions in the world.

### Valuable Expertise

We have the most professionally certified consultants for SAP SuccessFactors solutions in Europe and the Middle East, and we hold SAP Recognized Expertise designations for SAP SuccessFactors solutions. Our proven experience is also shown by the 13 SAP Quality Awards our customers have received. In addition, we are SAP-certified in application operations.

### Services

Our consultants are dedicated to implementing SAP SuccessFactors solutions and related services. Many of our consultants have a very strong background in the SAP ERP Human Capital Management solution, and we have specialized teams within all areas of SAP SuccessFactors solutions as well as reporting and analytics. Our long-term experience fully supports the transition to operations and customer business success.

[www.gpstrategies-sfpractice.com](http://www.gpstrategies-sfpractice.com)



To learn more about how we help our customers succeed, read our [success stories](#).

## IBM

The IBM Reinvention for HR offering helps customers transform their HR function through a reimagined employee experience and an optimized operating model.

### Valuable Expertise

Corning Inc., which produces glass, ceramics, and related manufacturing materials, employs more than 45,000 people worldwide. Corning's legacy systems and processes were hindering HR's ability to support the business, centrally manage employees and contingent workers as one unified workforce, and deliver personalized, self-service HR. Needing a modern, global HR solution, Corning chose SAP SuccessFactors solutions and selected IBM as its implementation partner.

### Benefits

Corning personnel now have anytime, anywhere access to live HR data, analyses, and reports with clear workforce visibility and centralized management. Real-time data availability and synchronization between SAP SuccessFactors and SAP Fieldglass solutions eliminated data errors and delays in renewing contracts and decommissioning terminated workers.

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

**“HR TECHNOLOGY IS CHANGING SO QUICKLY TODAY. NOW WE CAN RELY ON SAP SOLUTIONS FOR CONTINUOUS TECHNOLOGY AND PROCESS INNOVATION – AND REAP THE BENEFITS FOR OUR EXECUTIVES, EMPLOYEES, AND CONTINGENT WORKERS.”**

– Christy Pambianchi, Senior Vice President, People & Digital, Corning Inc.

## itelligence

itelligence is a leading global company focused on SAP solutions for midsize and large corporations. As part of the NTT DATA network, we drive innovation – designing, implementing, managing, and continuously enhancing business solutions. We partner with our clients, combining local proximity, global capabilities, and industry expertise.

### Valuable Expertise

Carlsberg Group, one of the leading brewery groups in the world today, needed a state-of-the-art, global, cloud-based solution that could help the company avoid future outdated processes. It wanted to develop, attract, and secure the best-qualified employees and enhance self-service with a user-friendly system that ensures efficiency.

To achieve its goals, Carlsberg implemented SAP SuccessFactors HCM Suite. itelligence deployed it.ready2run solutions, which use proven best practices in combination with SAP SuccessFactors solutions, one of the best HCM suites available in the market today.

### Benefits

Combining all Western European countries on one global HR solution was a major step toward successfully aligning Carlsberg's processes and culture. We also created the foundation for a global rollout of SAP SuccessFactors solutions to Carlsberg's 40,000 employees in more than 30 countries.

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

# NGA HR

NGA Human Resources (NGA HR) is the ideal partner for cloud clients with multicountry HR process requirements that want to deploy SAP SuccessFactors solutions. We are the only pure-play HR and payroll services partner to be an SAP-certified provider of application operations.

### Valuable Expertise

With close to 50 years of experience, we understand HR and payroll across the world. We help our clients deliver seamless workforce services and empower HR as a strategic partner to drive data-driven decisions. As a result, HR leaders can offer better employee experiences, attract and retain talent more easily, manage the employee lifecycle, and support the globally connected, agile workforce.

### Services

NGA HR is uniquely positioned to help HR leaders unlock the true value of their diverse workforce, wherever they are. We enable our clients to become better employers by designing, deploying, maintaining, and operating HR as a service. Our HR business process services cover workforce management; time and attendance; local, regional and global payroll; talent administration; and people analytics.

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



To learn more about how we help our customers succeed, read our [success stories](#).

# Pentos

Pentos AG has been implementing SAP SuccessFactors solutions since 2008. As specialists in cloud solutions, we are a consulting company that perfectly combines expertise and technology. We have successfully helped hundreds of companies around the world achieve best practice-based HR processes that are efficient, innovative, and intuitive to users. Working with us, companies can optimize and transform their HR processes.

### Valuable Expertise

We are dedicated to HR processes and data. Our mission is to guide our customers, building bridges to all other processes in a company. We understand how to help our customers profit from integrated data and processes.

### Services

Speaking more than 20 languages and covering all time zones, our staff takes pride in making your life easier. We create added value with innovative applications and services that can move your business to the next level. Take advantage of our experience and become an intelligent enterprise.

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



To learn more about how we help our customers succeed, read our [success stories](#).

# Presence of IT

Presence of IT, recently acquired by Deloitte, implements HR technology solutions. With 20 years of onshore and global reach, our approach is outcome and people-productivity centric. We offer flexible delivery models and unique digital adoption and change management tools. Our hundreds of customers are referenceable and love working with us, with over 40% of our customers partnering with us for over 10 years.

### Valuable Expertise

We are a global expert in digital delivery of SAP SuccessFactors solutions, with over 600 live projects. Our success is underpinned by our specialty focus and the quality of our people.

### Services

We offer consulting, architecture and innovation, implementation, and upgrade and support services as well as innovations in digital adoption and change management. Our key differentiators bring our customers short- and long-term benefits in solution quality, cost efficiency, user acceptance, and ongoing maintenance and support.

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



To learn more about how we help our customers succeed, read our [success stories](#).

# PwC

PwC does not simply integrate SAP SuccessFactors solutions. We combine HR technology expertise with extensive transformation capabilities and deep specialization to help our clients transform their human capital management strategies, consulting with companies in areas such as growth, globalization, workforce capacity, and resource planning.

### Valuable Expertise

Campari Group, a global beverage company, set out to modernize its business operations and put its people first. It wanted to provide its diverse workforce with a modern HR solution that facilitates development and growth. Campari partnered with PwC to implement several SAP SuccessFactors solutions.

### Benefits

The new solutions will enable HR and other line management to focus on value-added activities and strategic decision-making, rather than managing transactions. Standardization promises to enhance efficiency, making many processes faster and simpler.

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

“SAP SUCCESSFACTORS IS A CLOUD-BASED SOLUTION, WHICH MEANS IT’S AN AGILE, USER-FRIENDLY SYSTEM THAT IS AUTOMATICALLY UPDATED WITH STANDARD BEST PRACTICES. THE OPPORTUNITY TO GET NEW FUNCTIONALITY AND FEATURES WITHOUT SPENDING TIME DESIGNING AND REDESIGNING IS A PARADIGM SHIFT.”

– Giorgio Pivetta, Head of Group HR, Campari Group



## Rizing HCM

Rizing is a global leader among partners for HCM solutions from SAP, and our payroll and HCM business expertise helps ensure a smooth transition to the intelligent enterprise.

### Valuable Expertise

With the most professionally certified consultants for SAP SuccessFactors solutions in the world, we offer end-to-end solutions that span from business guidance and implementation to managed services after go-live. We enable customizations through innovative extensions built on SAP Cloud Platform. We are a trusted partner to some of the world's most respected organizations, including Molson Coors Brewing Company, Sabre Corporation, and Southwest Airlines Co.

### Services

Our IMPACT methodology supports a robust, tailored payroll implementation, and our iterative approach for core HR and talent deployments accelerates time to value. Our business transformation services help ensure our customers' success by enabling the right business models, the right mind-set, and the ability to make data-based decisions rapidly.

<https://rizinghcm.com>



See a list of [customers](#) that rely on Rizing HCM.

## Seidor

As a partner for SAP SuccessFactors solutions, Seidor has worked with SAP for 36 years. We understand how digitalization transforms business, we implement solutions that speed up processes, and we are committed to improving our customers' business.

### Valuable Expertise

In 2018, we were a finalist for the SAP Pinnacle Award for SAP SuccessFactors Partner of the Year – Small and Midsize Companies. For our project with customer Frit Ravich, we were recognized by SAP for enabling digital transformation through an SAP SuccessFactors solution implementation project. In 2018, we were the largest license reseller for SAP SuccessFactors solutions in Spain.

### Services

We have a team of more than 250 HR consultants that serve 340 clients running SAP SuccessFactors solutions. Working in seven languages, we can tackle any type of international solution rollout. In fact, our clients manage more than 600,000 employees using SAP SuccessFactors solutions. As specialists in the retail, hospitality, professional services, pharmaceuticals, and banking industries, we offer global expertise that can support our clients' growth.

[www.seidor.com/content/seidor-com/en.html](http://www.seidor.com/content/seidor-com/en.html)



To learn how we use technology to boost our customers' business, visit our [Web site](#).

## tts Talent Management Consulting GmbH

As an SAP gold partner, tts has been building bridges between HR and IT since 2006. With more than 100 certified consultants, tts customers receive professional, SAP-based HCM consulting and technical implementation expertise from a single point of contact. This way, strategic, conceptual, and technical challenges are avoided right from the start. In 2018 alone, tts successfully implemented around 300 projects with 50 customers.

### Valuable Expertise

INEOS Styrolution Group GmbH is the world's leading supplier of styrene plastics and operator of corresponding production facilities. With consulting support from tts, INEOS brought all global HR processes into the cloud – from hire to retire processes – in just eight months. Recruiting, onboarding, and offboarding, as well as changes to employee master data, have been standardized, and the system was embedded into a complex infrastructure. Overall, the handling of HR processes at the company was significantly simplified. INEOS Styrolution can now analyze employee data and important operative key personnel figures in a targeted and group-wide manner to derive meaningful insights.

### Services

HR and talent management consulting is tts's core business. In addition to technical consulting, the company also offers technical implementation expertise and subsequent support.

[www.tt-s.com/en/talent-management](http://www.tt-s.com/en/talent-management)



To learn more about how we help our customers succeed, read our [success stories](#).

## Veritas Prime

Veritas Prime helps customers unlock their workforce potential through consultative, innovative HR solutions and services. The relationships we foster with our customers are built on our founding principles of truth and excellence. As an SAP gold partner dedicated to SAP SuccessFactors solutions, we pride ourselves on the strong, long-term relationships built with all of our customers.

### Valuable Expertise

Our primary business focus is on SAP SuccessFactors solutions and providing the total customer experience. We are able to assist with the entire cycle from project discovery, advising, license purchasing, implementation, building product extensions, and providing support after go-live. All Veritas Prime employees are trained on the SAP SuccessFactors Employee Central solution, in addition to their specialty areas, such as talent management or learning.

### Services

We continuously stress and recognize our five values: teamwork, innovation, entrepreneurship, transparency, and commitment. These values are ingrained in the work of our team members every day.

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



To learn more about our services, visit our [Web site](#).



## SAP.iO

Research shows that women-led companies have more than double the return on investment over those led by men.<sup>6</sup> However, investors are 60% more likely to fund men than women with matching pitches and credentials.<sup>7</sup> This research tells us that traditional investor “gut” decision-making has made it harder for the best solutions to reach our customers.

SAP will commit up to 40% of the investable capital in SAP.iO Fund and scale our SAP.iO Foundries activities with a focus on inclusive entrepreneurship. The goal is to help at least 200 startups around the world within the next five years.

**SAP.iO Fund** and the **SAP.iO Foundries** invest in and accelerate early-stage startups at the leading edge of B2B software innovation who leverage a combination of emerging technologies like artificial intelligence or Internet of Things, business process expertise, and new business models. We realize that agile, early-stage startups can expand and enhance the SAP ecosystem and solutions and also give our customers access to cutting-edge solutions. And SAP can help startups target customer needs, connect to SAP systems, and drive scale through access to our broad customer base.

**SAP will commit up to 40% of the investable capital** in SAP.iO Fund and scale our SAP.iO Foundries activities with a focus on inclusive entrepreneurship.

6. [“Why Women-Owned Startups Are a Better Bet,”](#) Boston Consulting Group (BCG), June 2018.
7. [“Investors Prefer Entrepreneurial Ventures Pitched by Attractive Men,”](#) Proceedings of the National Academy of Sciences of the United States of America (PNAS), March 2014.



[www.sap.com/contactsap](http://www.sap.com/contactsap)

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