

SAP SuccessFactors 

SAP Product Brochure
SAP SuccessFactors HCM Suite
Employee Experience Management

Employee Experience Management Solutions from SAP

THE BEST RUN



“The functionality and insight SAP SuccessFactors solutions offer have resonated deeply with our organization. With information accessible to leaders and staff alike, an authentic performance culture is emerging.”

Brooks Brothers Group, Inc.

“With our SAP SuccessFactors solutions, we now have integrated, holistic information about our talent and capabilities within the organization as well as meaningful data and analytics that help us make better business decisions.”

Lisa Nadeau, Chief Human Resources Officer, Independent System Operator, Alberta Electric System Operator (AESO)

SAP SuccessFactors HCM Suite

The SAP SuccessFactors HCM Suite includes a complete set of tightly integrated talent management solutions, robust workforce analytics and planning, plus a next generation core HR solution.

As a leading cloud-based HCM suite, SAP SuccessFactors solutions help more than 6,700 customers and 120 million users, across more than 60 industries in over 200 countries and territories, turn purpose into performance. SAP SuccessFactors customers have seen tangible and measurable results such as:

- Allstate cut technical tasks by up to 60%, savings allow Allstate to re-invest 20-30% of the IT budget
- Brooks Brothers raised productivity by 10% by reducing admin time on hiring and onboarding
- AESO reduced turnover costs by \$6 million in three years
- Mandarin Oriental Hotel Group saved over \$5 million in recruiting fees alone by developing an internal talent pipeline

Unique Competitive Advantage

SAP SuccessFactors HCM Suite helps transform business strategies into measurable business outcomes by simplifying HR processes and maximizing employee engagement. We provide

unmatched solution breadth and depth through a full set of core HR and talent solutions based on modern cloud technology that makes them simple to use, simple to run and simple for your people to succeed.

SAP SUCCESSFACTORS HCM SUITE INCLUDES: Employee Central

Deliver real business impact with a next generation core HR system that puts the 'self' back in 'self-service'. Strategically-minded HR and IT teams have realized that user-friendly core HR solution is the key to accurate employee data. Capturing employee, organizational and talent data all in one solution delivers better results, faster.

Recruiting

Transform recruiting into a continuous, strategic part of your talent strategy with the only end-to-end recruiting solution that helps you attract, engage and select better candidates and then measure the results.

Onboarding

By guiding hiring managers, empowering new hires and connecting onboarding to other key talent management activities, SAP SuccessFactors makes onboarding a strategic process that improves job satisfaction, time to productivity and first year retention.

Delivered via Software as a Service (SaaS)

SAP SuccessFactors HCM Suite is delivered on a secure, reliable, and highly scalable architecture that offers customers rapid deployment, rapid results, and continuous innovation at a lower total cost of ownership than other solutions.

“SAP SuccessFactors continues to introduce innovative capabilities into its HCM Suite that get to the heart of how companies get stuff done.”

Lisa Rowan, Program Director, IDC

Performance & Goals

Communicate strategy, create meaningful individual goals across the organization, and focus employees on what matters, while enabling executives to monitor goal progress in real-time. Then reward, measure and tie employee performance to business results, streamline the performance appraisal process, and enable meaningful feedback.

Compensation

Pay your people based on achievement, establish a pay-for-performance culture – retain top talent and increase productivity across the organization. Calibration drives better compensation decisions with and objective ratings.

Succession & Development

Anticipate and plan for staffing changes and assure the readiness of employee talent at all levels. Align learning activities with competency gaps to arm your workforce for current and future needs. Improve motivation with continuous development and career planning.

Learning

Develop a comprehensive learning strategy with a complete learning management solution (LMS) that enables you to manage, develop and deploy

instructor-led, and formal and social online training. SAP SuccessFactors Learning helps learning professionals improve employees' skills, develop leaders, reduce compliance risk, and better enable external audiences.

Workforce Planning

Leverage in-depth workforce information and benchmarks to assess readiness to execute strategies, forecast the impact of business decisions, mitigate risk and take action.

Workforce Analytics & Reporting

Deliver actionable, quantitative insights to your business leaders with a powerful combination of talent and business data that produces easy to understand and consume information. Creates a catalyst for positive change in the business.

SAP Jam

Improve employee productivity and teamwork by combining collaboration, communication and content-creation tools with a private social network for your organization. Jam's remarkably simple video and screen capture lets everyone share his or her expertise – even right from a mobile device.

Improve employee experiences at every moment that matters

Managing employee experiences is not about pinpointing a single event or moment.

People leaders need the ability to collect feedback at every moment that matters and take action to close experience gaps. With Employee Experience Management solutions from SAP, you can use a wide range of employee listening mechanisms across a variety of engagement channels to create a “digital open door.”

Managing employee experiences is imperative because companies that deliver great employee experiences deliver better business results. They realize higher employee productivity, lower turnover, and higher customer satisfaction.

Employee Experience Management solutions from SAP help you reduce unwanted attrition, retain and develop top performers, drive employee engagement, and increase the productivity of your workforce.

With SAP SuccessFactors human capital management solutions, you have rich people data and transactional HR data, so you can know what is going on with regard to your workforce. This includes information such as how many candidates are accepting or rejecting offers, which employees are leaving the organization, and how fast it takes to get to full productivity for new hires.

Combine this operational data with experience data from Employee Experience Management solutions from SAP, and you'll understand the why behind what's happening across your organization. This begins by understanding the beliefs, emotions, and intentions that influence candidates accepting or rejecting offers; that influence employees leaving the organization; and that influence the effectiveness of new hire training, development, and time to productivity.

With powerful experience data (X-data) and operational data (O-data), you gain real-time insight into which behaviors are trending across your organization and the sentiment behind them. You also learn about what's happening within individual teams, and which levers you need to pull to increase engagement, shape culture, drive development, and create a motivated and productive workforce.

Digital Open Door

End-to-end listening technology designed to create conversations in moments that matter

Powerful X+O Insights

Provides real-time insight into what is happening (O-data) to impact engagement as well as the why (X-data).

Intelligent Action Plans

Automatically surfaces recommended action plans that link to key drivers and areas identified in need of improvement

SAP Qualtrics Employee Engagement solution

Understand the key drivers of employee engagement and enable managers and leaders throughout the organization to improve the employee experience.

Empower every manager with real-time insights to improve employee engagement

- Understand every experience that matters to your employees
- Identify where to focus and which actions to take to improve employee engagement automatically
- Track your improvements with built-in action planning and follow-up pulse surveys

Deploy flexible employee engagement programs quickly

- Access best practice engagement surveys or build your own with our flexible survey builder
- Distribute surveys through any channel and see results and insights in real-time
- Enable leaders and managers with personalized dashboards mapped to your organization's structure

- Spot trends, monitor key topics, and track sentiment automatically by analyzing open text with Text IQ
- Track improvements with action planning tools to ensure the changes you make drive results



Employee Engagement

Employee Lifecycle

Employee Benefits Optimizer

SAP Qualtrics Employee Lifecycle solution

Collect feedback and insights from employees at key touch points during the employment lifecycle so you can act with precision and in real-time to drive improvements.

Improve the employee onboarding experience to decrease ramp time, boost productivity, and drive new hire engagement

- Optimize your onboarding process with feedback and insights from new hires
- Prioritize actions with the biggest impact on key metrics like ramp time and productivity
- Monitor the impact of your improvements and keep them on track with built-in action planning
- Combine onboarding feedback with other key touchpoints to see the impact across the employee lifecycle

Reduce attrition and retain your best people by acting on automated exit feedback

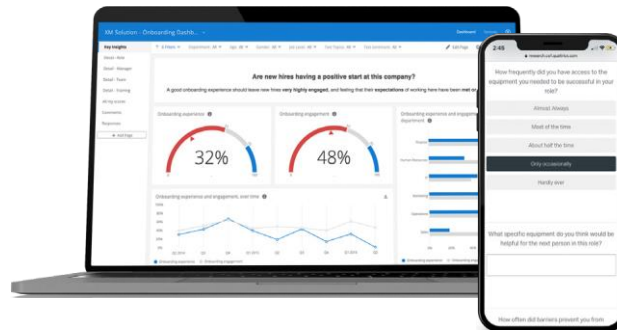
- Get up and running in minutes with best practice templates

- Automatically receive real-time employee exit insights to drive improvements across the organization
- Create real-time alerts for at-risk employees and take action to prevent leaving
- Monitor the impact of your improvements on everything from engagement to attrition
- Combine exit feedback with other key touch points to drive the right improvements across the organization and employee lifecycle

Employee Engagement

Employee Lifecycle

Employee Benefits Optimizer



SAP Qualtrics Employee Benefits Optimizer solution

Quickly identify the most optimal benefits package for your unique company and budget, based on employee feedback and a key driver analysis of what's really important to your employees.

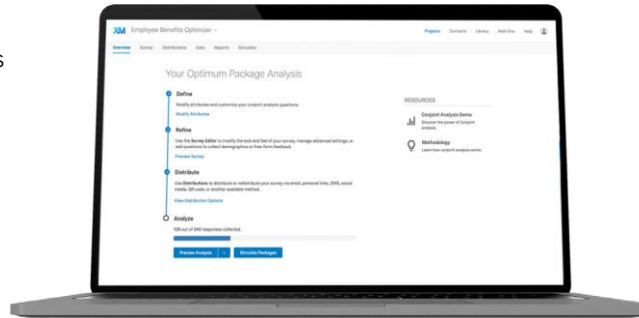
- Quickly, affordably, and confidently identify the optimal benefits package using employee feedback
- Reduce negative employee backlash by involving employees in benefits decisions

- Make decisions based on data that shows trade-offs your employees are willing to make
- Identify trends and impact drivers based on data – not just anecdotal feedback

Employee Engagement

Employee Lifecycle

Employee Benefits Optimizer



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