Extending SuccessFactors to the Last Mile

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Extending SuccessFactors to the Last Mile

Going through a transformation journey from HCM on-premise to SuccessFactors? Wondering where all your Z programs map to? Learn how SAP Innovative Business Solutions is helping customers to run unique, tailor-made, mission-critical apps to extend SAP SuccessFactors with REAL customer use cases.

Agenda

Cloud vs. On Premise

Why Cloud and SuccessFactors, Why On Premise

Journey from on-premise HCM to Cloud

Dilemma and considerations when moving to Cloud

Customer Success – American Airlines

SuccessFactors Extensions at American Airlines

Art of Possible

Potential Innovation Use Cases, Partner Apps

Conclusion

Thoughts, Next Steps, Other Sessions

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About Speakers

Manfred Weis

VP, Cloud Services
SAP Innovative Solutions and Services

Delivery Head for projects:

American Airlines - SuccessFactors Ext

NHL – Coaching App

Costco - Bakery Forecasting Solution

E&Y – Learning Compliance
Management

Chintan Mota

Practice Area Manager
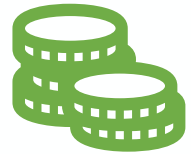SAP Innovative Solutions and Services

Responsibilities:

Head Cloud Platform and
SuccessFactors

American Airlines

Costco Bakery Forecasting Solution

Innovation and Technology Evangelist

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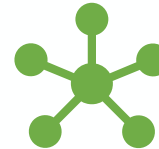# Why Cloud, Why SuccessFactors?

Innovation

More features, faster innovation, upgrades

SaaS

Fully hosted, managed by SAP. Frees up time for IT to focus on roll out and adoption of more business solutions
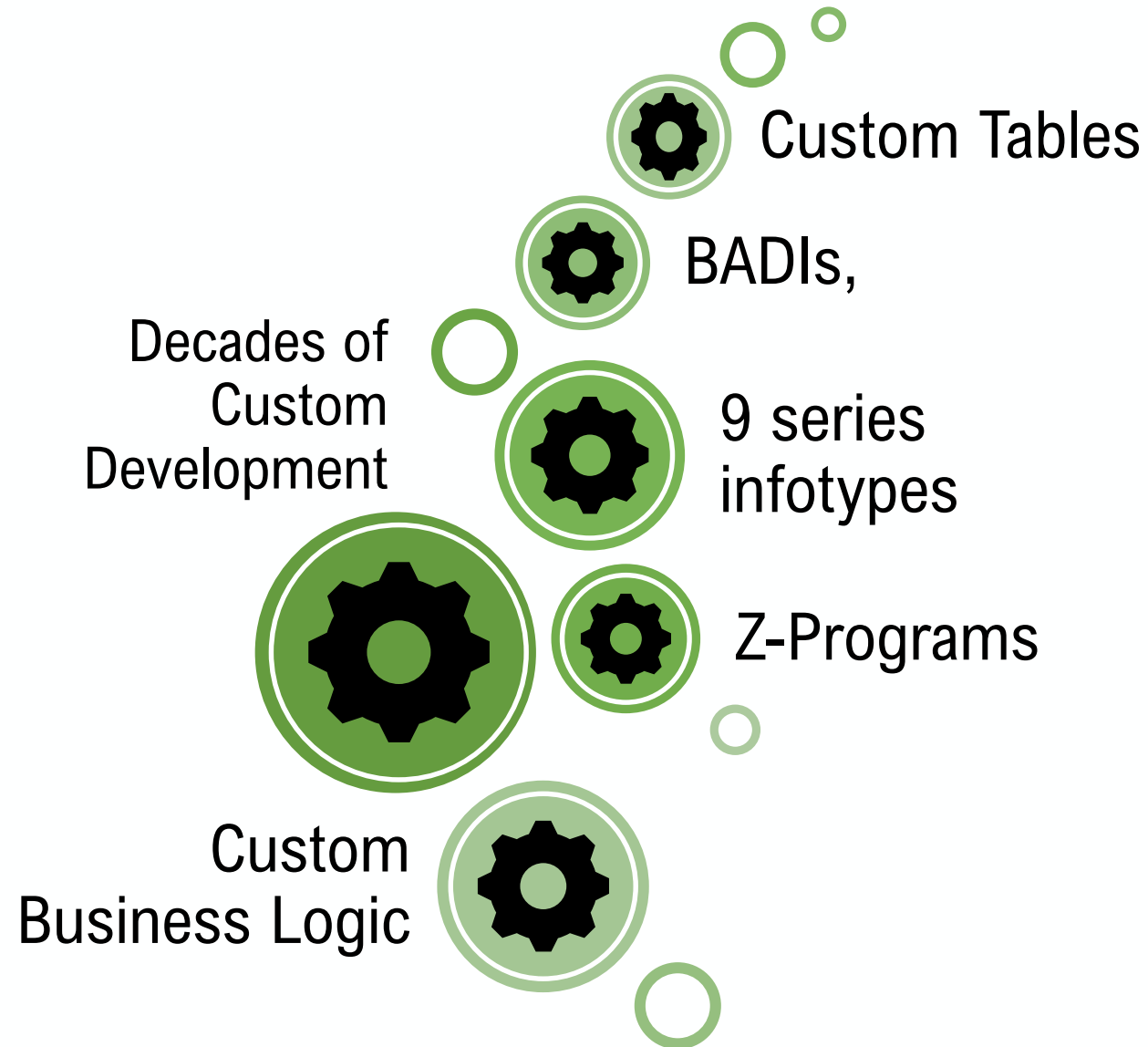
Release

Always on latest release. No hassle of dealing with patches and upgrades

CapEx to OpEx

Move away from massive up front capital investments to operating expenses and grow your IT along with your business

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Dilemma – Where would all the Custom Development go?

Custom Tables

BADIs,

Decades of Custom Development

9 series infotypes

Z-Programs

Custom Business Logic

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SAP Cloud Platform

SAP's Platform as a Service Offering
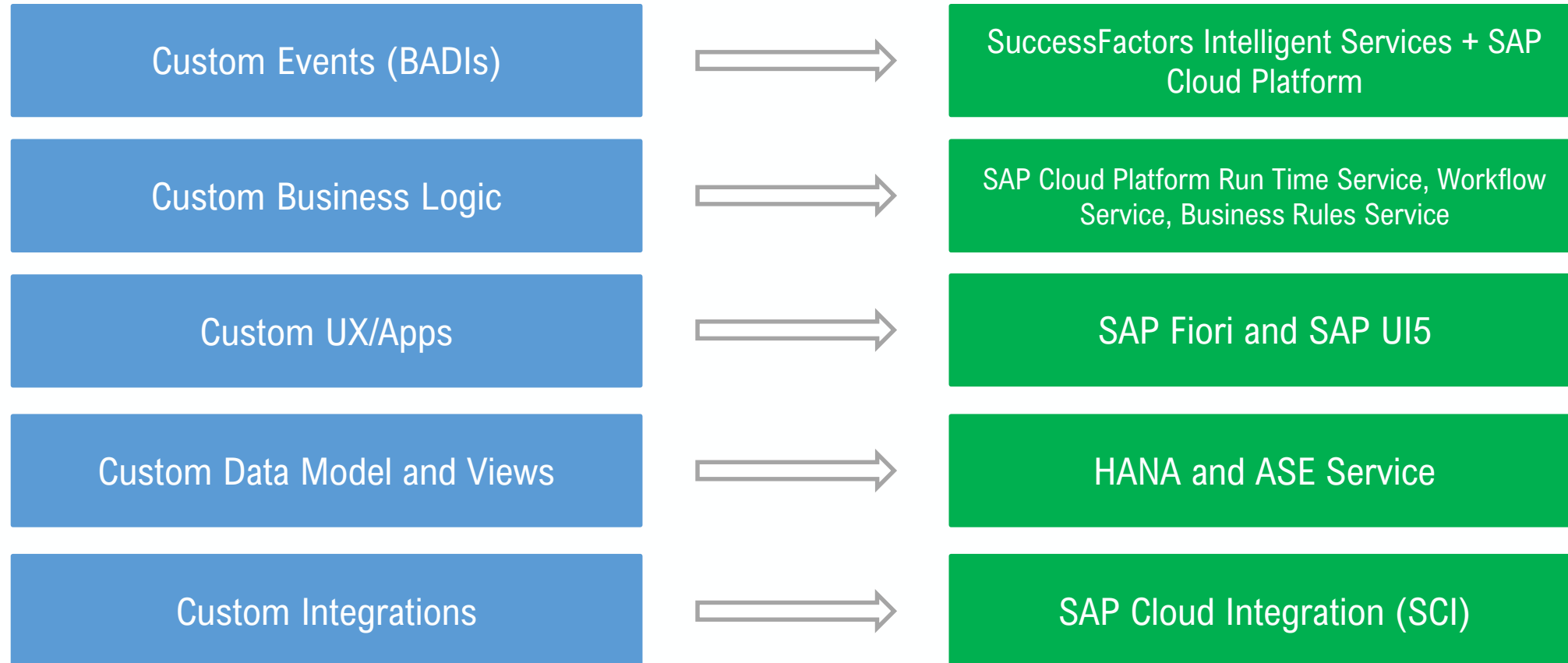
Fully supported and managed by SAP

The Business Platform to extend any SAP Cloud or On Premise solution

Offers a gamut of services that can be used to build new applications, extend existing solutions and integrate with other SAP products

Sports a massive App Store with ready to deploy apps

Available on hyper-scalers such as AWS, Google, Microsoft

HCM to SuccessFactors + SAP Cloud Platform

Custom Events (BADIs)	→	SuccessFactors Intelligent Services + SAP Cloud Platform
Custom Business Logic	→	SAP Cloud Platform Run Time Service, Workflow Service, Business Rules Service
Custom UX/Apps	→	SAP Fiori and SAP UI5
Custom Data Model and Views	→	HANA and ASE Service
Custom Integrations	→	SAP Cloud Integration (SCI)

Live Customer Success Story – American Airlines

Digital transformation of the HR & Payroll landscape

19 year old on premise implementation of SAP with a lot of Z/ABAP code

SAP On Premise HCM to SuccessFactors Employee Central

SAP Innovation Solutions and Services for SAP Cloud Platform Development

Deloitte as the implementation SI

Continue…

Partnered with SAP in Co-development of SAP US Payroll - 1998 (R/3 3.1h)

Largest US SAP HR/PR implementation at the time

Upgrades– 4.6B, ERP6.0

American Airlines / US Airways Merger Dec 2013 (110K + Employees)

HR / Payroll very different solutions at both companies – neither the right solution for the New American Airlines.

American: SAP for HCM & Payroll, US Airways: Oracle HR + Cyborg for Payroll

Solution = SuccessFactors HR and new SAP HEC Payroll + SAP Cloud Platform

Use Case 1 – Seniority Calculator

Unique HR process around Employee Seniority Date

Employee Seniority date is used in all other HR processes such as Compensation, Benefits and Rewards, Vacations, Shift Planning, etc.

Employee events such as hire, terminate, return from LOA, change of position require adjustment of Seniority Date

Seniority Date calculations determined by over 2000 complex business rules determined by agreements with 5 different union groups

Each Union group (e.g. Flight Attendants, Pilots, etc.) has it's own rules & guidelines

Accurate calculation of Seniority date extremely important for legal and compliance reasons

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Use Case 1 Solution using SAP Cloud Platform

SuccessFactors extension built on SAP Cloud Platform

Designed and implemented using SAP CP, Intelligent Services and Metadata Framework in SuccessFactors

Built an Event Receiver on SAP Cloud Platform to receive events such as Hire, Terminate, Change of Position, etc.

Custom solution on SAP CP then reads the current Seniority Date, applies calculations based on Union Rules and posts the updated date back to SuccessFactors

Asynchronous process but near real time calculation of Seniority adjustments

Easy maintenance of Seniority Calculation Rules by end users

Use Case 2 - Manual Adjustments

The employment events (hire/terminate/rehire/change of position) that fail to process due to lack of business rules are queued up for Manual Adjustments

Events were being tracked in SuccessFactors Event Notification framework but there was no intuitive UI to immediately take actions for such events or to retrigger

No support for workflow to process approvals for Manual Adjustments

Lack of an easy way to track who processed an event that required Manual Adjustment

Use Case 2 Solution

Solution to track manual adjustments of Seniority and 401K dates that require HR attention

Enable HR to view adjustment requests and make adjustments through a single, unified, intuitive SuccessFactors extension

Date adjustments are posted back to SuccessFactors Employee Central

Integration with Seniority & 401K date and history data extensions

HR business users who process the events requiring Manual Adjustments are tracked for audit purposes

Designed using SAP Cloud Platform as a SuccessFactors extension

Customer Feedback

SAP Cloud Platform (SAP CP)

SAP CP provided a solution to fill critical functionality gaps for American Airlines

Aligned with the AA roadmap for migration from on-premise to cloud for custom applications

Seamless user experience with navigation to SAP CP extension applications for SuccessFactors modules

Lack of availability for off-the-shelf applications via a vendor

Allowed for expandability with future custom applications as AA matures on platform

SAP Innovative Solutions and Services

Knowledge base in-house not yet developed at AA

SAP provided a partner with solid SAP Cloud Platform background and knowledge

Complex and innovative solutions to be realized in a very short period of timeframe to meet project timelines for integration and go-live

Streamlined support process – allowed for single point of contact for all tickets on both the SuccessFactors Modules and the custom apps on SAP Cloud Platform

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But that's just the tip of the iceberg …

Machine Learning

Resume Matching, Job Matching, Job Standardization, Learning Recommendations

Cloud Portal

Employee Portal, HR Portal, Candidate Portals to elevate user experience
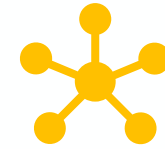
IOT Services

Capture Health and Fitness Metrics to Offer Incentives

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Next-gen Workforce Management solutions

Diversity and Inclusion

Total Workforce Management

Work Life Balance

Talent Marketplace

SAP Cloud Platform App Center

Ingentis org.manager [web] for SF
★★★★★
Certified

Workforce planning, org modeling and charting based on your SAP SuccessFactors data with easy drag and drop interface.

Starting At $475.00 /mo ☐ Compare

AspireHR Cloud Benefits
★★★★★

AspireHR Cloud Benefits is for SAP SuccessFactors customers that prefer to self-administer benefits. These companies ...

Starting At $40,000.00 /yr ☐ Compare

Enterprise Health, Safety & Environment Management (EHSEM) Software
★★★★★

An end-to-end integrated environment for managing health and safety incidents With OSHA/WSIB Compliance.

Starting At $4,800.00 /mo ☐ Compare

JobPts
★★★★★

Inspire achievement with peer-to-peer recognition and rewards in order to attract, motivate, and retain employees.

Starting At $2,500.00 /mo ☐ Compare

Cloud Resource Scheduling
★★★★★

Cloud Resource Scheduling fixes your scheduling problems matching people skills with project needs, considering resource av...

Free ☐ Compare

SurveyRocks
★★★★★
Certified

Make analytical decisions based on employee feedback and company culture by delivering surveys and assessments to your...

Starting At $2,500.00 /mo ☐ Compare

Nakisa Hanelly Org Design.
★★★★★

Gives you the power to visualize your org chart, change your org structure or conduct a major reorg accurately with modeling, pre...

FREE TRIAL

Free ☐ Compare

NGA Case Management Central
★★★★★

Provides a unified employee inbox that seamlessly integrates with any HR case management solution resulting in less call v...

Starting At $2,078.96 /mo ☐ Compare

SAP Time and Attendance Management by Workforce Software
★★★★★

Helps you create a complete view of employee labor activities, giving you the insight to strategically manage workforce c...

☐ Compare

Conclusion

Best Friends

SAP SuccessFactors

+

SAP Cloud Platform

=

Successful transitions from HCM on premise to fully Cloud

Learn More

Follow up with additional sessions to learn more about this first of it's kind implementation and hear directly from American Airlines

American Airlines Theatre Session

American Airlines Ask the customer session

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Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:
http://info.asug.com/2019-ac-slides

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Q&A

For questions after this session, contact us at
[chintan.mota@sap.com] and [manfred.weis@sap.com].

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Thank you.

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