Panel Discussion: SAP SuccessFactors Employee Central Integration

Sibylle Borhauer, Product Manager, SAP SE
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About the Moderators

Frank Bareis

- Director EC integration Product Management, SAP SE

Sibylle Borhauer

- Product Manager, SAP SE

About the Speakers

Helaine Schnall

- Corporate Vice President – New York Life, HR Operations
- Learning, developing and growing with SAP and SuccessFactors for 18 years
- Avid baseball and Broadway fan!

Claudia Heneka

- HR goes Cloud – HR Core Project Manager, SAP SE

Jeremy Amos

- Director – PricewaterhouseCoopers

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Key Outcomes/Objectives

1. Key parameters for successful EC integration projects

2. Insights on best practices for EC integration

3. Launching your EC integration project with confidence

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Agenda

- Our speakers will share their experiences with EC to SAP ERP implementation projects

- We'll discuss the deployment options used, key factors for successful project implementations, impact on HR processes, lessons learned, and best practices. We'll also answer open questions on EC integration projects and their outcomes

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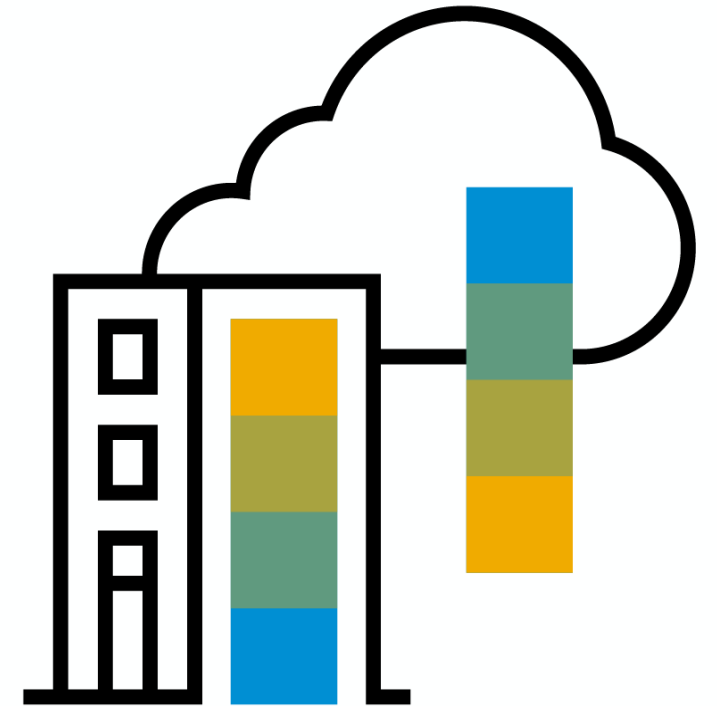HR goes Cloud - HR Core Project Manager, SAP SE

CLAUDIA HENEKA

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SAP's HR Core Project

an overview of SAP's own Employee Central implementation

Claudia Heneka, SAP SE

HR Goes Cloud – HR Core Project Manager

May, 2019

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Introduction – Employee Central Go-live

SAP went live with SuccessFactors (SFSF) Employee Central (EC) for all its 154 entities in a "Big Bang" migration scenario covering 75 countries on a HANA database on August 6th, 2018.

Employee Central is fully integrated into our global SAP HCM Payroll System via Business Integration Builder. 95% of all employees are processed via inhouse Payroll.

- Employee Central is the leading HR system for Organizational Management and Personnel Administration.
- In addition to Employee Central, SAP is using the majority of the SFSF components globally.
- SAP currently uses SAP HCM ERP for Time Management & Payroll Calculation and few global legacy applications not (yet) moved to the Cloud

THE BEST RUN SAP

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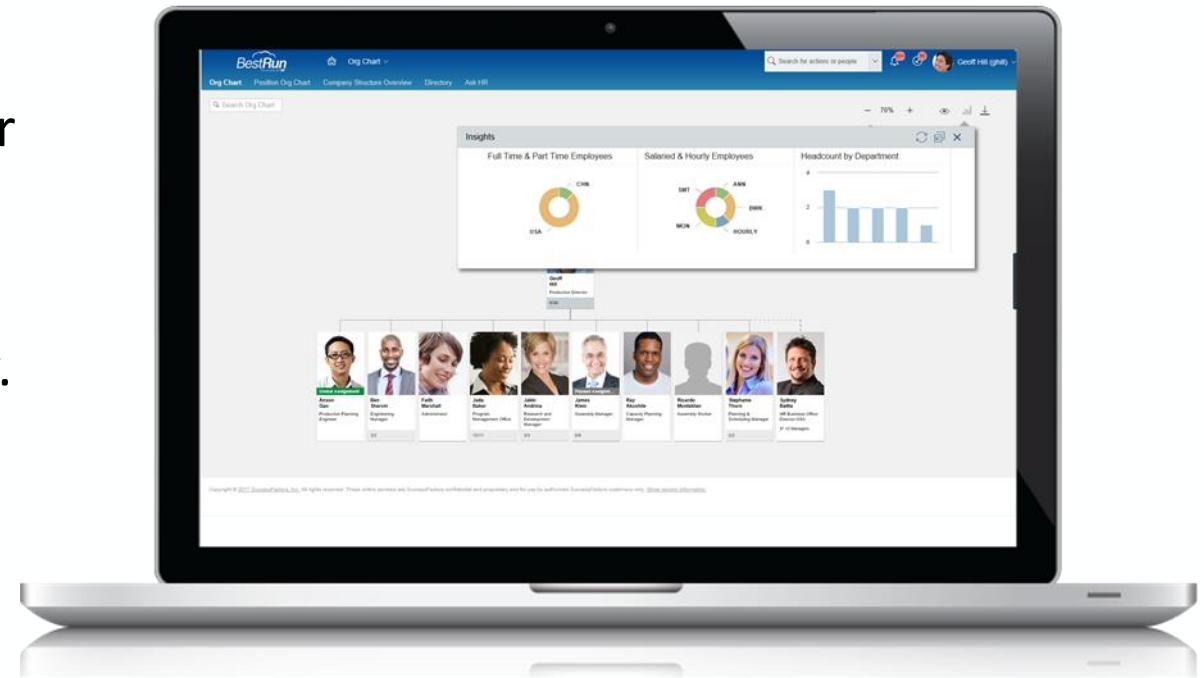
Global Big Bang - Facts & Figures

Scope

75 countries covering 154 Legal entities

are part of the scope of Employee Central.

100.000+ Employees

All SAP employees in all 75 countries are managed in Employee Central

70 HR processes simplified and globally standardized

Employee Central covers all HR Core processes as of hiring offer acceptance till leaving the company.

Monthly Volumes

100.000+ Payments

are performed on average every month

37.500+ EC Data changes

are recorded in Employee Central every month. 62% of these changes relate to employee events, payment information and organizational changes

1.500+ New starters

are joining SAP on average every month

Adoption

4000 concurrent users

Managers, employees and HR are using SAP's internal Success Factors tools concurrently during daily peak times.

25 Manager self-services

improve efficiency for **7.000+ managers**. These services include changes of jobs and salaries, contract extensions/terminations and changes in working time.
13 self service scenarios target employees.

7500 self-service workflows

are submitted **every month** by managers and employees into Employee Central.
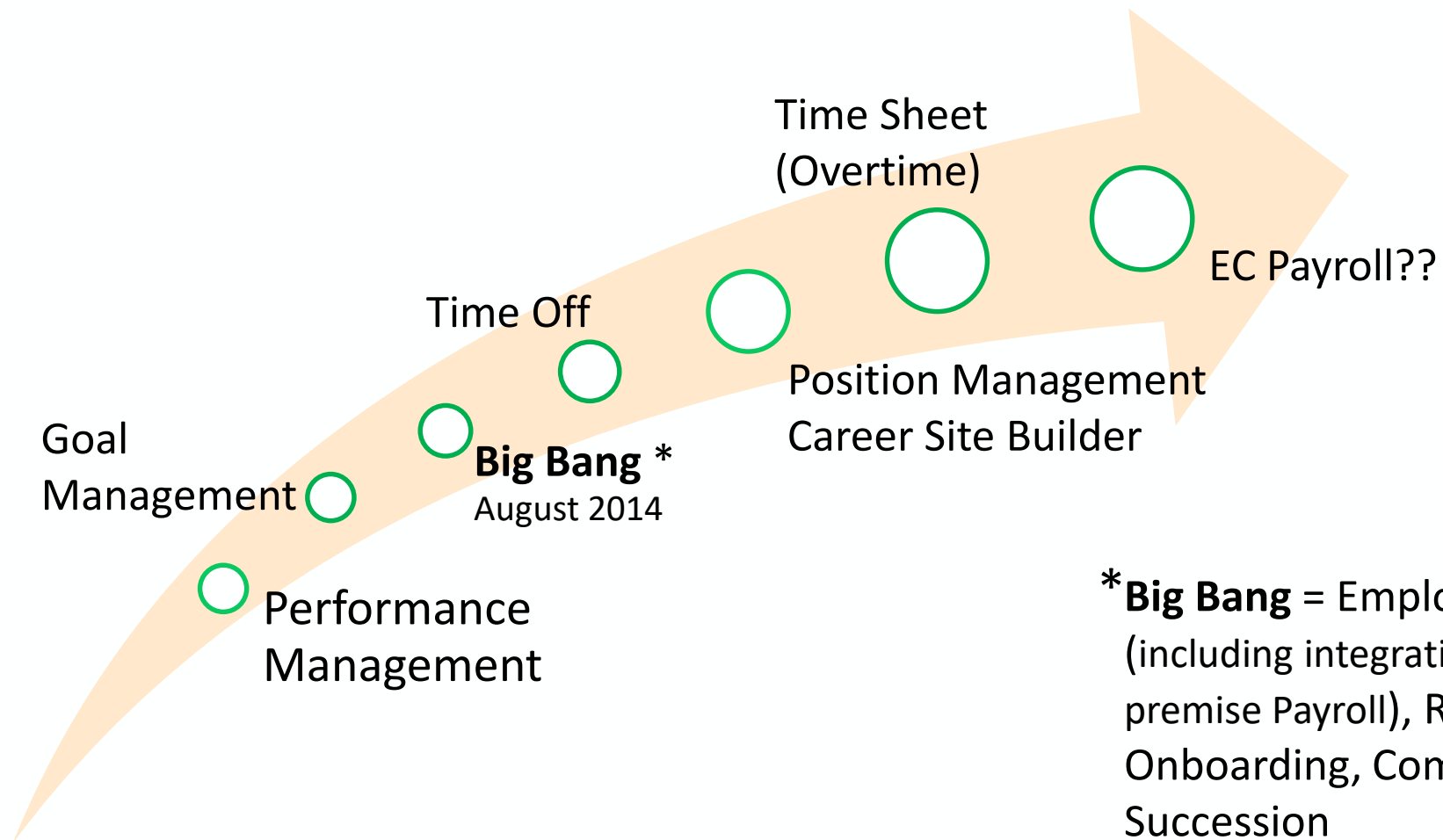
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Key Lessons Learned – General

- Converting a long history of country specific practices into a global template requires significant effort for HR Core processes (with multiple legal dimensions).

- Senior Management Support is critical to drive the change!

- Local HR Experts have challenges to differentiate between local historic practices and local legal needs.

- Working in a global virtual team, covering all time zones, requires a lot of flexibility from all team members and supporting team engagement measures.

- Key is very good communication & collaboration (e.g. meetings, workshops, Jam Group)

- The product develops very quickly through quarterly releases: Plan time to evaluate additional opportunities, but also ensure to avoid scope creep.

- Testing: migrate data into test system for testing earlier to allow close to reality testing

- Include integration into Data Model design and testing early

- Data Cleansing and restructuring may need to be done in current system before trying to migrate to new system.

- User functionality of "Enable now": Online help for users, video, quick reference guide, using chat bots in the future

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Corporate Vice President – New York Life / HR Operations

HELAINE SCHNALL

CSUG

Highlights of New York Life's SuccessFactors Journey

Time Sheet
(Overtime)

Time Off

EC Payroll??

Goal
Management

Position Management
Career Site Builder

Big Bang *
August 2014

***Big Bang** = Employee Central
(including integration to SAP on-
premise Payroll), Recruiting,
Onboarding, Compensation,
Succession

Performance
Management

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New York Life's Choices, Decisions and Lessons Learned

➢ Go Live (Big Bang) in August 2014 was just the start of our journey

➢ Continuous process improvement and user experience enhancement

➢ Sometimes it's hard to be a pioneer

Director, PwC

JEREMY AMOS

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Lessons Learned

Panelists: Jeremy Amos, Director, PwC

- Over 20 years deploying HR and Payroll Systems.
- Responsible for solution architecture, product design/development, and innovation.
- Former SAP Payroll consultant, Service Delivery Strategist, IT Manager, Industry Analyst and Researcher.
- Experience with various HR, Payroll, Time, and Talent solutions.

Key Projects Stats

- Employee Central Deployments = 17
- Employee Central Payroll = 05
- On-Premise Replication Setups = 10
- Ask Me About: EC Service Center, Okta, Active Directory, Kronos, Workforce Software, Application Design in SAP Cloud Platform

Lessons Learned

- Replication
  - Replication should have a dedicated point person assigned.
  - The replication point person should know both SuccessFactors and SAP HCM
  - The replication point person should be tightly connected to the Employee Central and Data workstreams.
  - Work with the Employee Central team from the beginning to make sure all fields and complexities are handled.
  - All major business processes should be reviewed for impact including who does the entry now and in the future. Don't forget SAP infogroups and dynamic actions.
- General Integrations
  - Start with SAP delivered integrations or templates.
  - Integration Center can help deliver integrations faster even if CPI is still required for formatting or transmission.
  - For SAP HCM on-premise customers, manage your risk by initially selecting only integrations that are required from SuccessFactors and then add others over time.

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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 sibylle.borhauer@sap.com
and frank.bareis@sap.com

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