



Impact Business Results with SAP SuccessFactors Work-Life Solution

Dawn Runge and Greg Selke, SAP SuccessFactors
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About the Speakers

Dawn Runge

- HR Executive Value Advisor & Work-Life Fellow at SAP SuccessFactors
- At SAP, I utilize my expertise in operations, finance and human resources in healthcare to help achieve strategic goals, results and create moments that matter with our customers
- I am Pitbull's biggest fan, a newlywed, piano player, and remain fearless in the kitchen & classroom

Greg Selke

- HR Executive Value Advisor & Work-Life Fellow at SAP SuccessFactors At SAP SuccessFactors, I utilize my business and HR expertise to facilitate organizational transformation through thought leadership and strategic insights with our customers
- I am Cher's biggest fan, saw the Beatles on their first US Tour, love Las Vegas, also a piano player, and remain fearless of standardized math tests

Key Outcomes/Objectives

1. Comprehend the current and future state of wellness
2. Understand how the Work-Life solution can enhance well-being in the workplace
3. How to utilize the solution to impact the business with sustainable results
4. Embrace wellness on a personal level

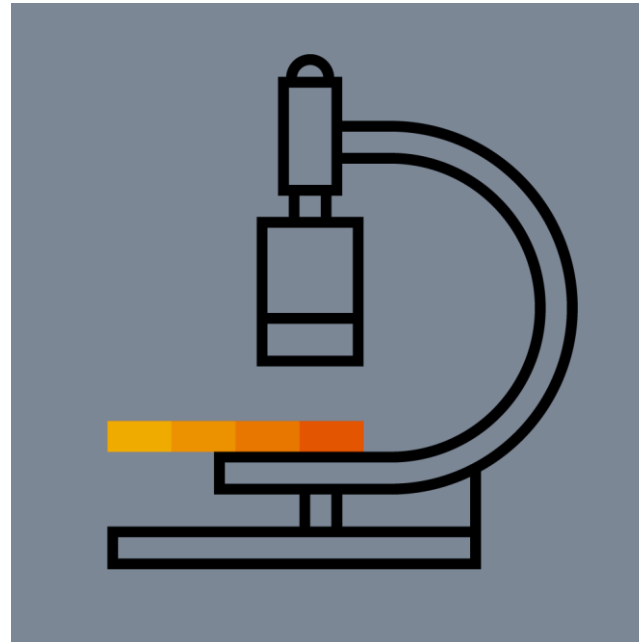
Agenda for Today

- Today's Reality and Current Progress
- Our Work-Life Solution
- How the Technology Can Impact the Business
- Key Takeaways

Business Today



The old way of working isn't working. The **pace of change** and competitive business landscape are burning people out when companies most need employees to be fully engaged, adaptable, and capable.



Companies' **employment brands** are under constant scrutiny. In order to attract and retain the best talent, companies need to not only do no harm but also offer an environment that cultivates positive well-being.



Positive relationship between well-being and **performance outcomes** has been proven with the data and studies.

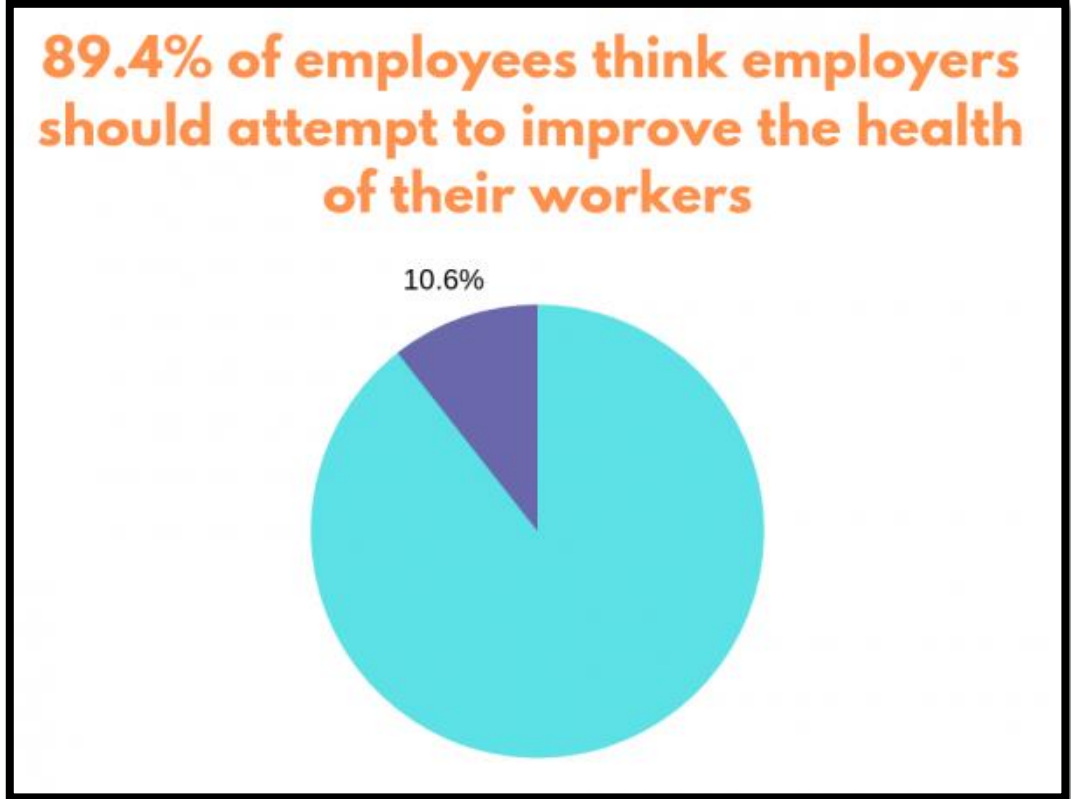
Consider These Statistics...

- 87% of employees are not engaged at work... Gallup
- 83% of workers say they are stressed about their jobs... Everest College
- 60 - 90% of doctor visits are for stress-related conditions... Harvard Business Review
- 96% of senior leaders are burned out... Harvard Medical School

Progress versus Expectation...

24% of organizations have increased their well-being benefits offerings in the past 12 months

8 in 10 companies see well-being as a critical component of their business strategy



Only **10%** of the world's workers have access to workplace wellness programs & services

I NEED TWO BRAVE PEOPLE...

Why Today's Workplace Wellness Programs Fail

- Programs are not comprehensive, misaligned with strategy & culture
- Focused on physical only and not the whole person (physical, mental and financial)
- Difficult to personalize to the individual
- Do not focus on the individual and the organizational well-being
- Results unclear and do not impact the business
- Not embraced by leadership on a personal level

Future Trends for Wellness Programs

1) **Technology** - Wellness support needs to be guided by technology that is interactive, smart, personalized, and mobile--specifically it can help manage chronic conditions

2) **Mental Health** - National discussions about sexual harassment and violence have led to less stigma and more support for programs that help deal with trauma, violence, and recovery. Numerous studies tie research to mental health results with the understanding that a work life balance is the goal.

3) **Incentives for Chronic Conditions**- As wellness programs seek to encourage, engage, and reward employees, the incentives become more creative.

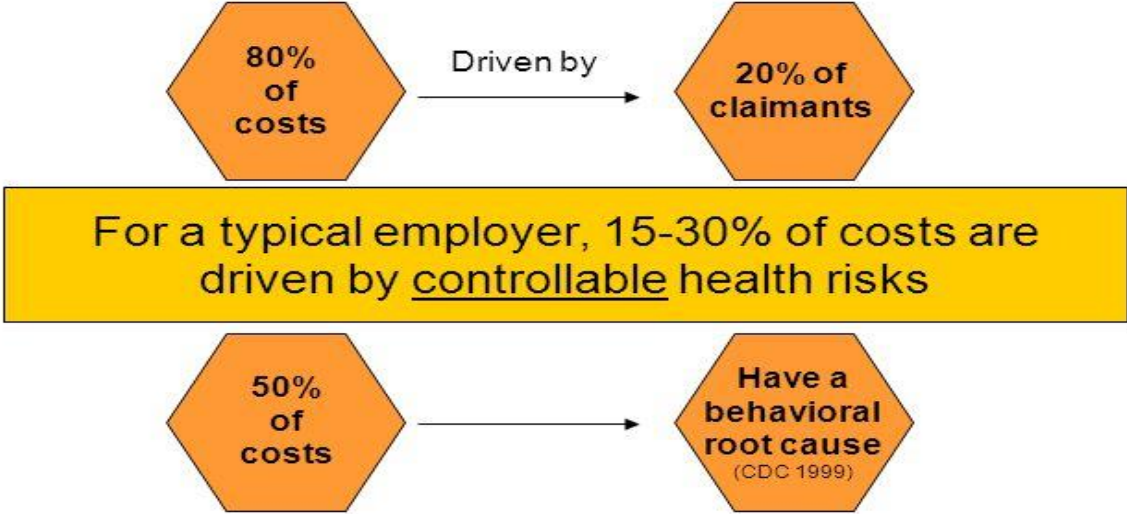
4) **Privacy** - Employee education and total transparency about what information is actually available to the employer will be important as a condition for participation in wellness programs. HR should understand upcoming rules and regulations that will affect the types of benefit programs offered to employees.

6) **Financial Health** - Financial health is an important component for employee wellness, sine significant stress is related to financial issues. Thus, financial health will continue to be a top request for employees in relation to their well-being.

Future is Managing Chronic Conditions to Impact Business

Disease or Condition Management – the Holy Grail of Potential Savings

Primary cost drivers are chronic disease and serious acute conditions.



Physical Well-Being of the Workforce: Facts & Costs

America: Unhealthiest of Industrialized Nations

50%: at least one chronic disease (CDC)

78 Million: adults are obese (HHS)

100 Million: diabetic or pre-diabetic (CDC)

5%: 30+ minutes daily physical activity (HHS)

Unhealthy workers: 2x more disengaged (Willis Towers)

High Blood Pressure: costs 32% more (Health Affairs)

High Glucose: cost 32% more (Health Affairs)

Obesity: cost 27% more (Health Affairs)

Absenteeism/Presenteeism: \$227 Billion

Mental Well-Being of the Workforce: Facts & Costs

Depression: top cause of death and disability (WHO)

Stress: afflicts 8-10 workers (Gallup)

Anxiety: most common mental disorder (CFWMH)

20% of workers: have diagnosable mental illnesses (CFWMH)

16 million workers: have *major* depressive disorders (MHA)

Depressed Employees: 48% more expensive (Health Affairs)

Stressed Employees: 8.6% more expensive (Health Affairs)

Depression: costs employers \$44 Billion/year (CFWMH)

Alcohol Abuse: 500 million lost workdays a year (HHS)

Hence, when we choose to focus on well-being at work and our **OWN** health--and there is **NOTHING** more important.

From there, we can change organizational performance, improve the employee experience and lower costs. And we can do it with technology!

How Technology has REDEFINED Health & Wellness

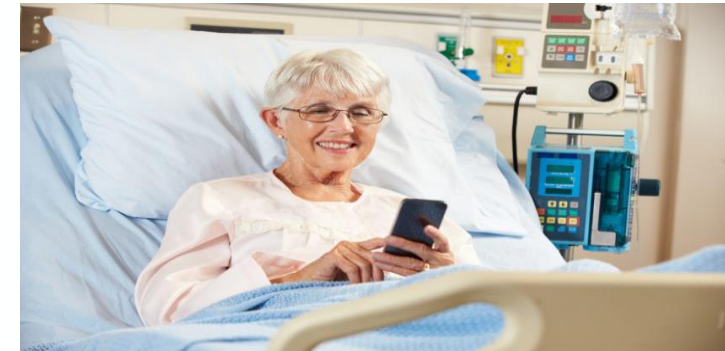
Mobile TECHNOLOGY
is Redefining
Wellness Programs



A preventive healthcare model depends upon employees and patients taking a proactive interest in managing their health. The more connected health solutions make use of mobile technology (e.g., smartphones, tablets, wearable devices) patients and employees already adopted, the more successful this transition will be.



Dr. Alexa, what do I have? Partnerships have authenticated the data; Amazon announced an invite-only program allowing select developers to create and launch HIPAA-compliant healthcare skills for Alexa, thus a trial run of Dr. Alexa.



52% of smartphone users gather health information on their phones; 91% of adults have their mobile device within arm's reach 24/7



Our View on the Responsibility of Well-Being at Work

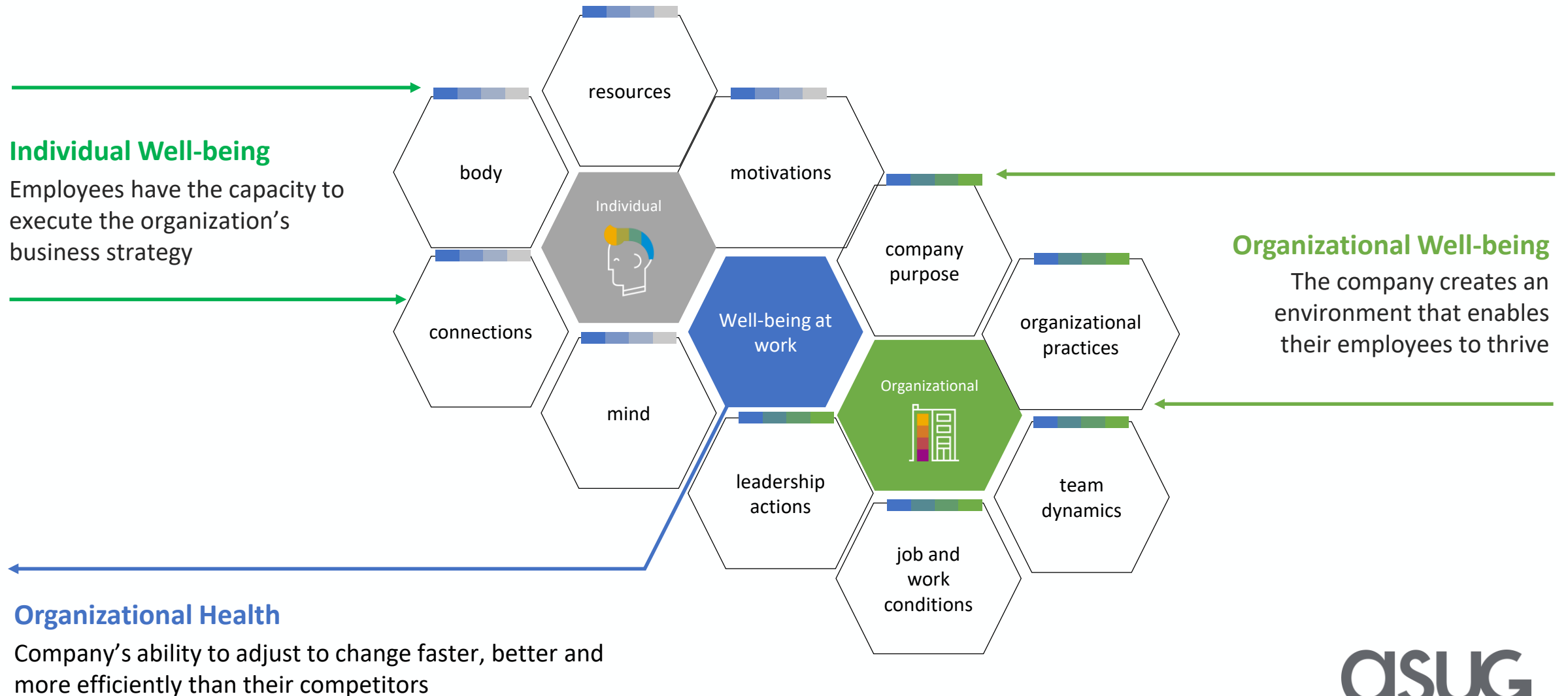


- Well-being at Work Brings together individual well-being and an organization's readiness to support it
- Personal, family, community, company, industry, and overall market dynamics impact individuals and Organisations
- Employees are at the intersection of these continuous interactions with impact on their well-being and performance

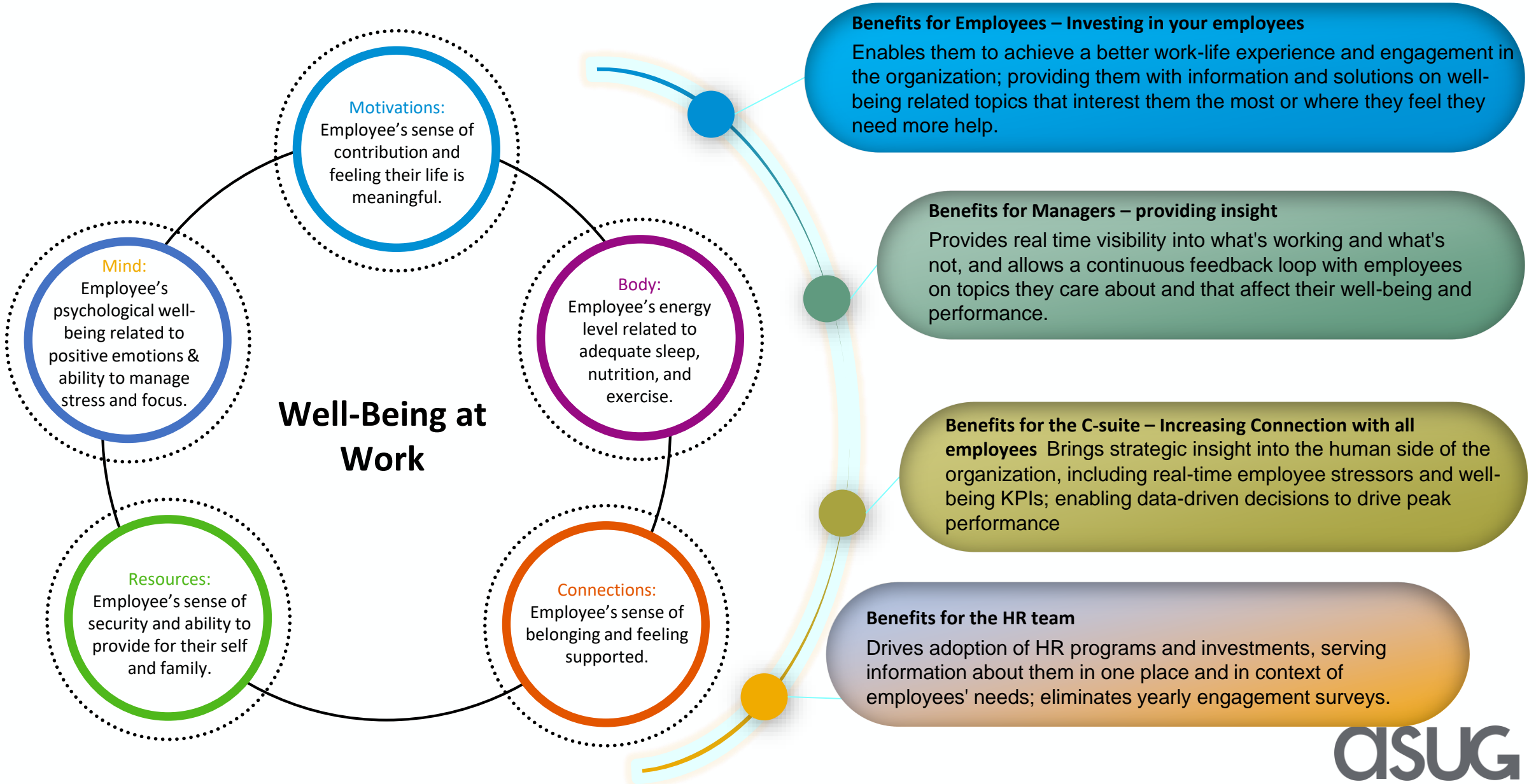
Successes or failures always go back to the people that drove them. Therefore, we must rely on technology to support wellness programs.

Investments in Well-being at Work Drive Performance

SAP SuccessFactors Work-Life is the digital coach and platform for well-being at work.



How Technology Addresses Chronic Conditions



Operationalizing a Culture of Well-Being to Drive Performance

SAP SuccessFactors 

**THRIVE
GLOBAL**

TECHNOLOGY

SAP SuccessFactors
Work Life with Thrive
Inside



SERVICES

Organizational
Behavior Change
Management

How Well-Being at Work Ties to Value

Business Objectives

Well-Being Value



Changing Competitive/
Consumer Landscape



Cultivate a **resilient workforce** with the resolve to “lean into” challenges and respond favorably to changes in their environment



Driving and Maintaining
the Pace of Innovation



Help employees increase their personal resources so they have the focus and energy to bring **creativity and new ideas** to work



Attract and Retain Key Talent



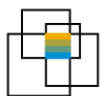
Position company as **employer of choice**, supporting the brand and talent vision through investment in employees as people first



Enhance Branding and
Customer Satisfaction



Start with transforming the employee experience to empower employees to deliver a best-in-class **customer experience**



Merger and Acquisition Strategy



Ease **cultural assimilation** through two-way communication and leadership support; Decrease attrition risk during times of initial uncertainty through **investment in “the survivors”**

Benefits from Companies with Well-Being Programs

Increased Performance



Outperform S&P 500 index over 6 year period¹

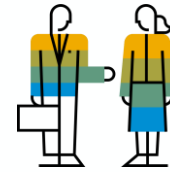


3x more profit and another study indicated 61% improves bottom line²



80% of employees feel better about culture and makes their company a better place to work³

Decreased Costs



35% less turnover, saving per employee of up to **150%** of their salary⁴



41% lower health costs for thriving employees⁵



25% lower absenteeism costs and healthier employees⁶

¹ Mercer, 2016, ² Soma, 2017 and Deloitte, 2017, ³ Virgin Pulse, 2015, ⁴ Pazzanese, 2016, ⁵ Gallup, 2012, ⁶ Goetzel et al., 1998

Its All About Impact to the Business & Results

- When health and wellbeing are actively promoted, companies are 2.5X more likely to be viewed as a top performing organization ([Virgin Pulse](#)).
 - More than two thirds of members say that having access to a wellbeing program makes their company a better place to work ([State of the Industry 2017, Virgin Pulse](#)).
 - 97% of respondents in a recent study agree that wellbeing influences employee engagement.
 - While 75 percent of employers now offer wellness initiatives, only 1 in 4 said the main reason was to control or reduce health-related costs. Instead, they are looking at these programs as a way to drive engagement and improve employee satisfaction. ([Workforce.com](#)).
 - 87% of organizations currently invest or plan to invest in employee wellbeing as part of their engagement strategy. ([State of the Industry 2017, Virgin Pulse](#)).
 - Research shows that when individuals feel respected, valued, and connected to their organization, they are happier, more motivated and productive, and able to achieve their full potential ([Capturing the Value of Health and Productivity Programs](#)).
- Bottom line...you improve the lives of your employees!!

THE DATA IS CLEAR & CONCLUSIVE

WELL-BEING IS GOOD FOR RECRUITMENT,
EMPLOYEE ENGAGEMENT, BRAND, RETENTION,
CULTURE, AND THE BOTTOM LINE.

AND HELPING EMPLOYEES GET HEALTHY FAR
EXCEEDS ADOPTION...IT CHANGES THEIR LIVES!

SAP Knows Well-Being Fuels Business Growth

Workforce Wellbeing



Programs launched since 2012

- SAP Talk
- Mindfulness at Work
- Business Beyond Bias
- RunHealthy @ SAP
- Business Health Culture Index
- Inclusive family benefits (e.g. FlexAppeal)
- Autism @ Work

Employee Engagement



Metrics Achieved since 2012

- 76% increase in employee productivity
- 85% engaged employees, 7% increase
- 28% increase in trust
- Achieved 25% female leadership milestone
- Won over 75 awards for workplace excellence

Business Results



Performance since 2012

- Stock: \$112/share, ↑48%
- Revenue: €22 Billion, ↑30%
- 87,000 employees; ↑30%
- 10x increase in Cloud revenue



“Nothing is more valuable to a business than having a healthy, happy and inspired workforce.” - Jen Morgan, Executive Board Member, Global Customer Operations

Key Takeaways

Take care of your health...It is really **THE MOST IMPORTANT** thing in your life!

1. **Invest in Wellness** - Support your current program, create a plan to achieve your wellness goals, and achieve results.
2. **Utilize Well-Being Technology** - Take the opportunity to utilize our Work-Life solution, wearables, and anything else that helps you improve the lives of your employees.
3. **Demonstrate the Value of Well-Being at Work** - Utilize existing data, statistics and free HR Value Advisor well-being workshops designed to help organizations identify, define and improve their well-being initiatives, including uncovering personal & organizational offerings and determine the best well-being programs and value.
4. **Live It and Be An Organizational Example** - Smile while you see yourself replacing unhealthy for healthy habits; Show your colleagues that wellness works!

Q&A

For questions after this session, contact us at:
Dawn.Runge@sap.com and Greg.Selke@sap.com

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Presentation Materials

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