SAP SuccessFactors

Product Vision, Strategy & Roadmap
SAP SuccessFactors
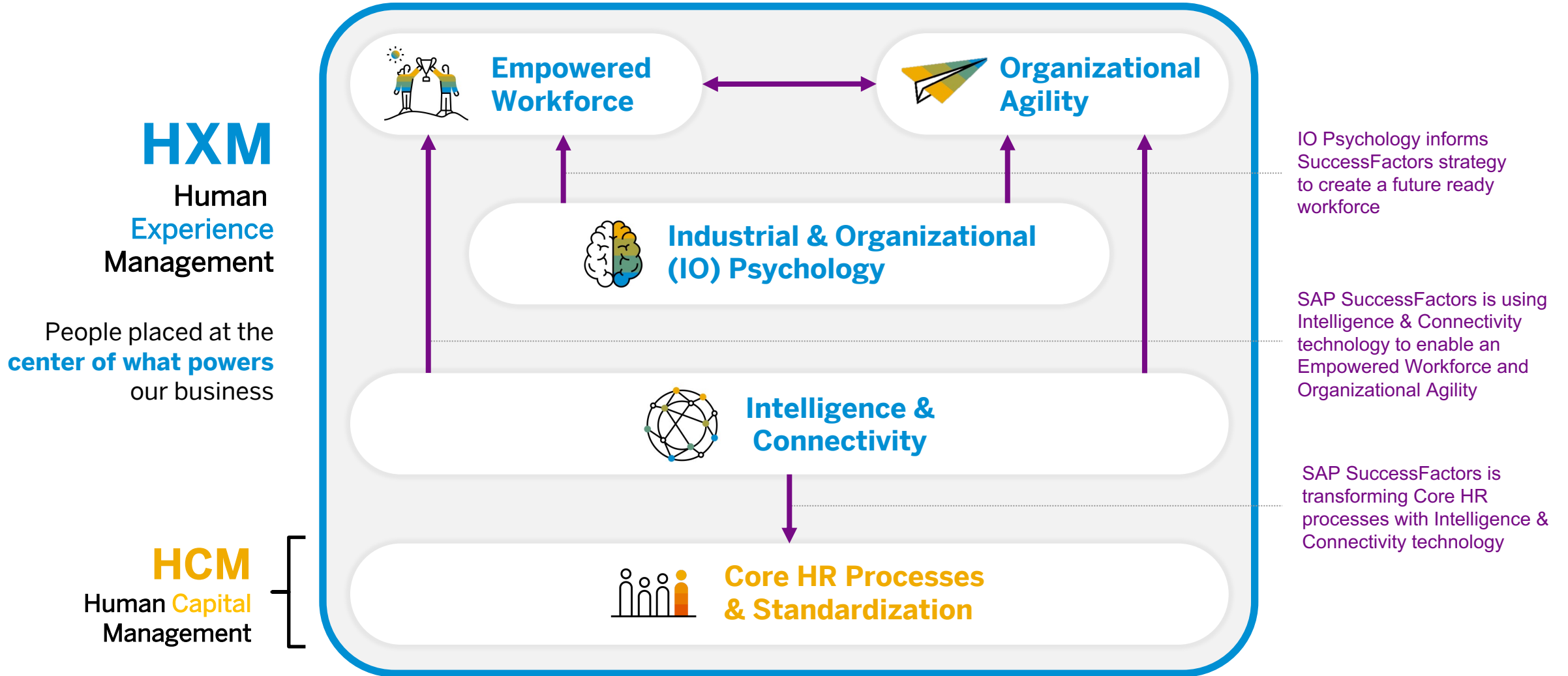
Josh Gosliner, Sr. Director, Product Growth Strategy

THE BEST RUN **SAP**

Strategy and Direction

A New Category – Human Experience Management (HXM)

HXM

Human Experience Management

People placed at the **center of what powers** our business

HCM

Human Capital Management

Empowered Workforce

Organizational Agility

Industrial & Organizational (IO) Psychology

Intelligence & Connectivity

Core HR Processes & Standardization

IO Psychology informs SuccessFactors strategy to create a future ready workforce

SAP SuccessFactors is using Intelligence & Connectivity technology to enable an Empowered Workforce and Organizational Agility

SAP SuccessFactors is transforming Core HR processes with Intelligence & Connectivity technology

Human-centered HR Technology Creates an Empowered Workforce

Putting people at the center of business requires giving them the tools to be **connected**, **empowered**, and **supported** in the workplace

Creating a Sustainable Talent Development Advantage

SAP SuccessFactors' Whole Self Model and Opportunity Marketplace unlock work and talent development possibilities that we ourselves cannot imagine

Whole **Self**

Enterprise **Strategy**

Opportunity Marketplace

People unlock unique & personalized matches in the Opportunity Marketplace using their attributes

Enterprise strategy influences learning & growth opportunities based on desired outcomes

Personal development from the Opportunity Marketplace enhance individuals' attributes

SAP SuccessFactors Product Strategy Shaped By IO Psychology

IO Psychology Research & Dissemination Process

Topic Exploration	Project preparation	Data collection	Analysis & insight generation	Product & Portfolio Strategy

Marketplace Monitoring & Customer Feedback

HXM Suite
Research Areas

- Propelling People Sustainability
- Building Business Beyond Bias
- Identifying HR Meta-Trends

Empowered Workforce
Research Areas

- Cultivating Psychological Safety
- Impact of Intelligent Technology on Employee Experience
- Fostering Lifelong Learning

Organizational Agility
Research Areas

- Enabling Dynamic Teams
- Transforming People Management

Transforming Core HR Processes with Intelligence and Connectivity

Orchestration – SAP Business Technology Platform

- No-Code Extensibility
- Hybrid (On-Premises/Cloud) Orchestration
- Service Delivery with Guided Experiences

Modularity - APIs & Connectivity

- Everything, Everywhere – Delivering full-suite functionality to any end-user channel
- APIs – Highly available, secure, reliable, consistent & consumable
- SCIM API connects across the SAP Suite

Automation & Intelligence - Machine Learning & AI

- **Detect** Anomalies & Trends
- **Inform** with Notifications & Recommendations everywhere
- **Adapt** with Automation & UX/Configuration Changes
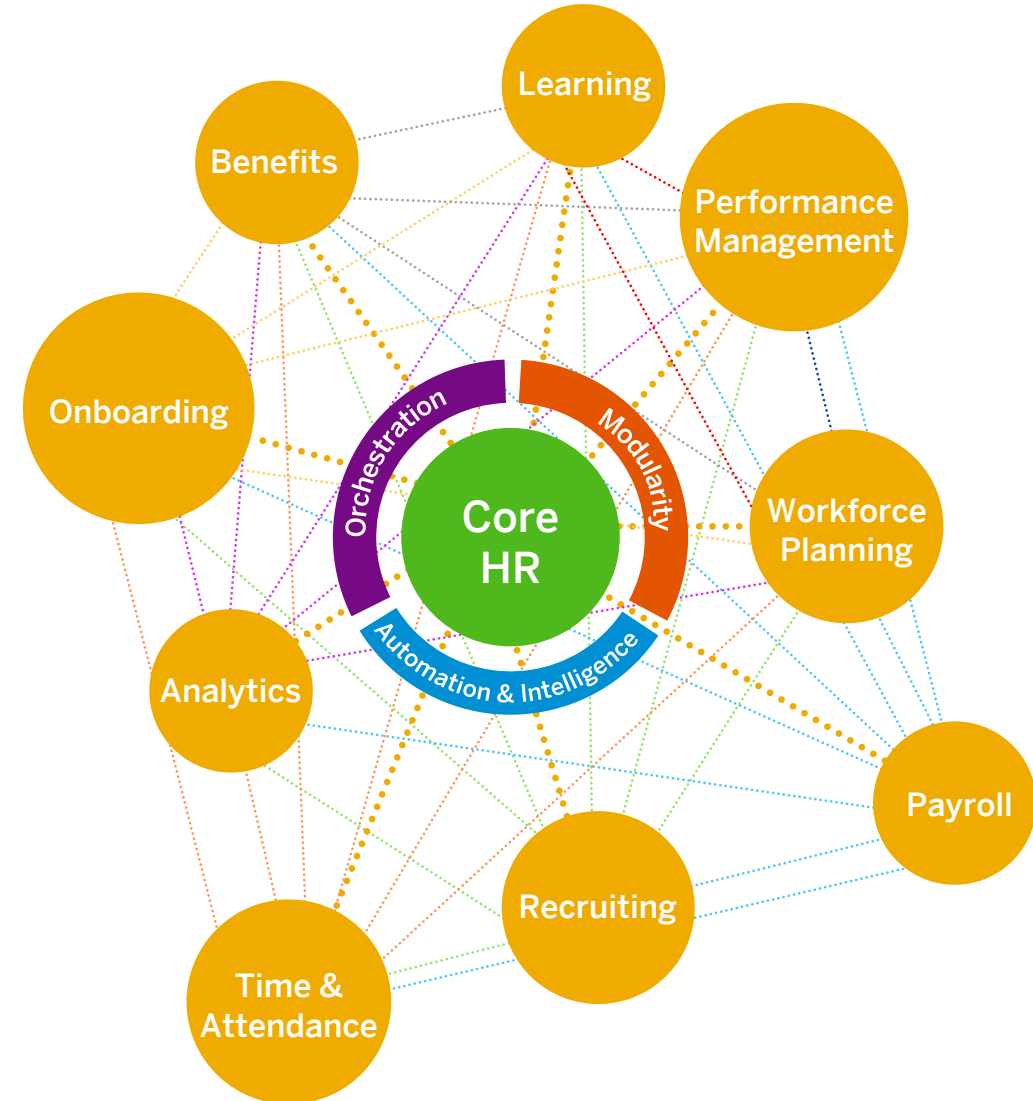
Product Innovation

Key Investment Themes and Areas of Innovation

HXM Suite

- People Sustainability
- Identity & Belonging
- Whole-Self Model

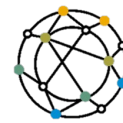**Empowered Workforce**

- Reimagined User Experience with HXM Philosophy
- Everything, Everywhere
- Embedded Qualtrics
- Embedded Analytics & Insights

Organizational Agility

- Opportunity Marketplace
- Dynamic Teams
- Skills Ontology
- Workforce Planning

Intelligence & Connectivity

- Hybrid Orchestration
- Hyperscaler adoption
- One Data Model across SAP

Core HR Processes & Standardization

- Strengthening the Cloud Core
- Time Management
- Global & US Benefits
- Payroll

HXM Suite

Innovations

Valuing Every Employee with the Whole Self Model

- Valuing **all** of what makes each individual unique improves **People Sustainability**, driving better long-term outcomes for the organization

IDENTITY

CAPABILITIES

STRENGTHS & STYLES

EXPRESSIVE PREFERENCES

Identity and Belonging

Display name, pronouns and accessible design improve diversity, inclusion and belonging

System-wide Display Name

- Workers' preferred names displayed in all interactions where a 'legal name' is not required

- Administrators, HRBPs, etc. have access to a person's 'legal name' when needed

- People are not burdened by seeing their former or 'dead' name throughout the system

- Customer configurable based on Legal Entity

Employee Details

Alex Laurel (alaurel)

He/They

📞 415-555-0942

✉ alex.laurel@sap.com

Vice President, Sales

📍 Chicago, IL

👥 Wilma Sown

6 Direct Reports   **25** Team Size   🔲 Org Chart

Actions   Go To

Displayed Pronouns

- New field displayed in Employee Profile and Quick Card

  - Employee chooses pronouns in their profile

  - Customer configured

  - Translations supported

Empowered Workforce

Innovations

Proactive User Experiences Streamline Employee Actions
"Bites" and "Snacks" on SAP SuccessFactors Home Page

Absence

Geoff Hill
Submitted on May 20, 2021

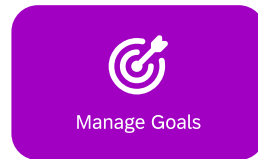|	
Time Type	Vacation 2021
Quantity	2 Days
Leave Period	Dec 14th - 16th

View All ✓ ✕

Approval Cards

Enable managers to quickly approve or deny requests from team members (i.e. vacation time)

Quick Action Cards

Enable employees to perform tasks on the home page without further navigation

Manage Goals

Review Performance

2020 Performance Review
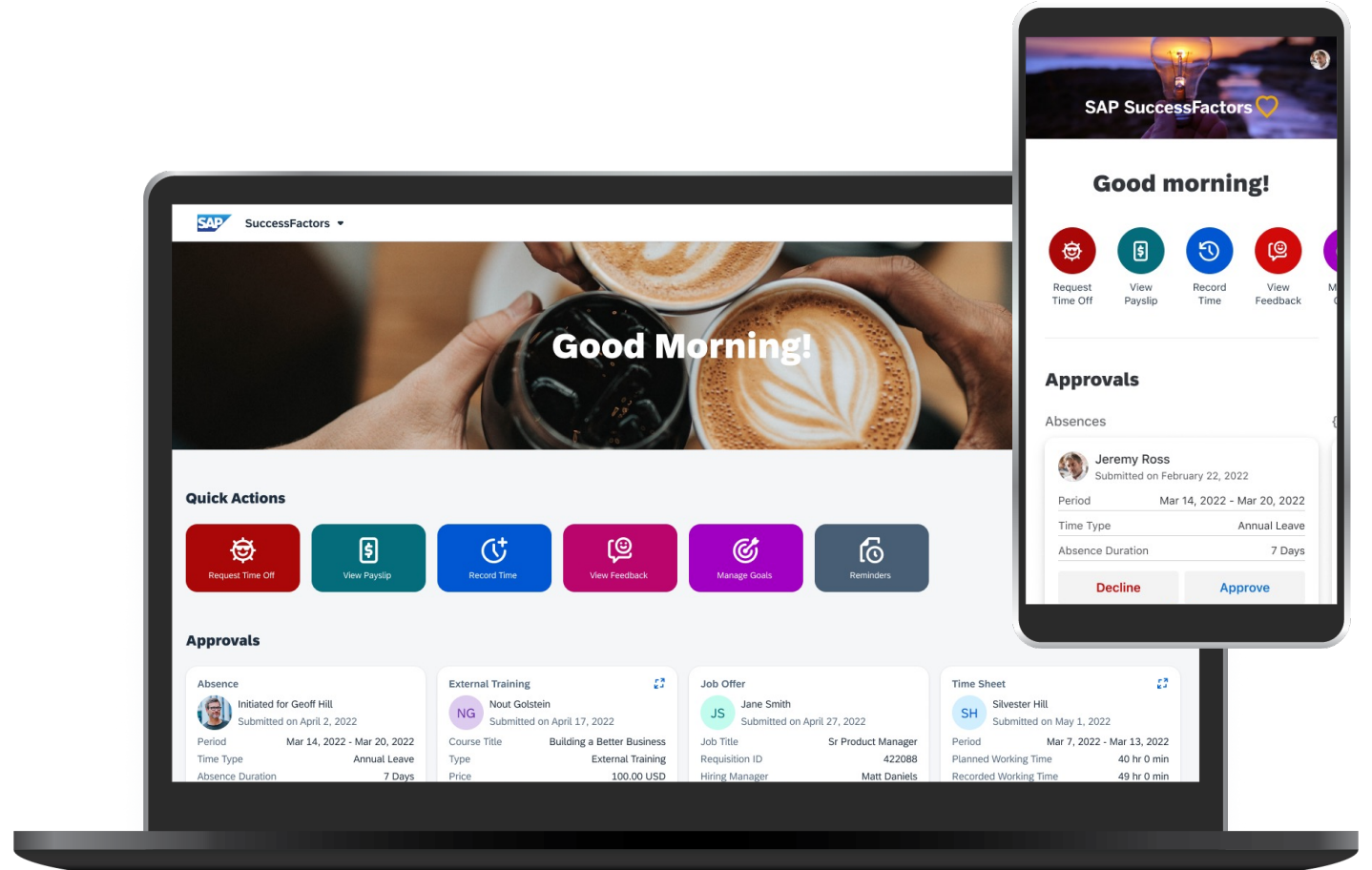
Rating Discussion between manager and employees

James Klein
Program Coordinator

Go to the Form

View All ...

Engagement Cards

Prompt managers and employees to take action based on data specific to them

SAP SuccessFactors ▼

Good Morning!

Quick Actions

Request Time Off	View Payslip	Record Time	View Feedback	Manage Goals	Reminders

Approvals

Absence	External Training	Job Offer	Time Sheet
Initiated for Geoff Hill	Nout Golstein	Jane Smith	Silvester Hill
Submitted on April 2, 2022	Submitted on April 17, 2022	Submitted on April 27, 2022	Submitted on May 1, 2022
Period Mar 14, 2022 - Mar 20, 2022	Course Title Building a Better Business	Job Title Sr Product Manager	Period Mar 7, 2022 - Mar 13, 2022
Time Type Annual Leave	Type External Training	Requisition ID 422088	Planned Working Time 40 hr 0 min
Absence Duration 7 Days	Price 100.00 USD	Hiring Manager Matt Daniels	Recorded Working Time 49 hr 0 min

SAP SuccessFactors ♡

Good morning!

Request Time Off	View Payslip	Record Time	View Feedback

Approvals

Absences

Jeremy Ross
Submitted on February 22, 2022

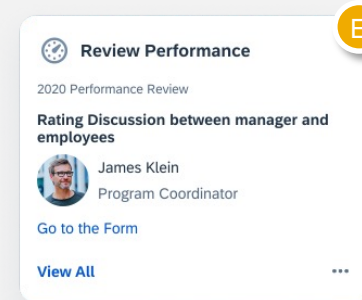|	
Period	Mar 14, 2022 - Mar 20, 2022
Time Type	Annual Leave
Absence Duration	7 Days

Decline | Approve

Making Proactive User Experiences Available Across Interfaces

Universal Content Cards

Approval Cards

Enable managers to quickly approve or deny requests from team members (i.e. vacation time)

Absence
A

Geoff Hill
Submitted on May 20, 2021

Time Type	Vacation 2021
Quantity	2 Days
Leave Period	Dec 14th - 16th

View All ✓ ✗

Quick Action Cards

Manage Goals
Q

Enable employees to perform tasks on the home page without further navigation

Review Performance
E

2020 Performance Review

Rating Discussion between manager and employees

James Klein
Program Coordinator

Go to the Form

View All ...
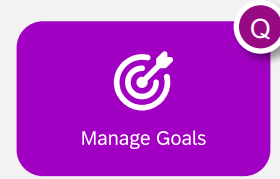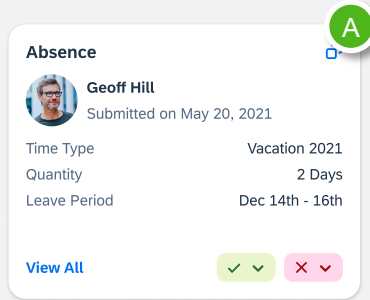
Engagement Cards

Prompt managers and employees to take action based on data specific to them
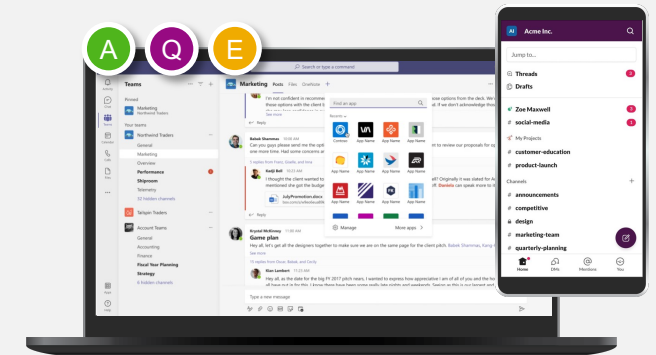
End-User Experience Interfaces

A Q E
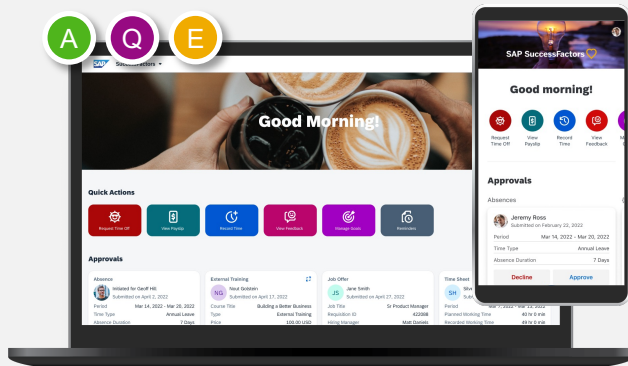
SAP SuccessFactors
(Home Page, Digital Assistant, Applications)

A Q E
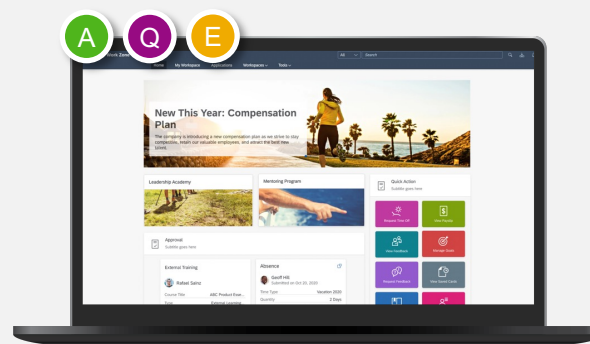
SAP SuccessFactors Work Zone
(Digital Workplace & Guided Experiences)

A Q E

Ecosystem Experiences
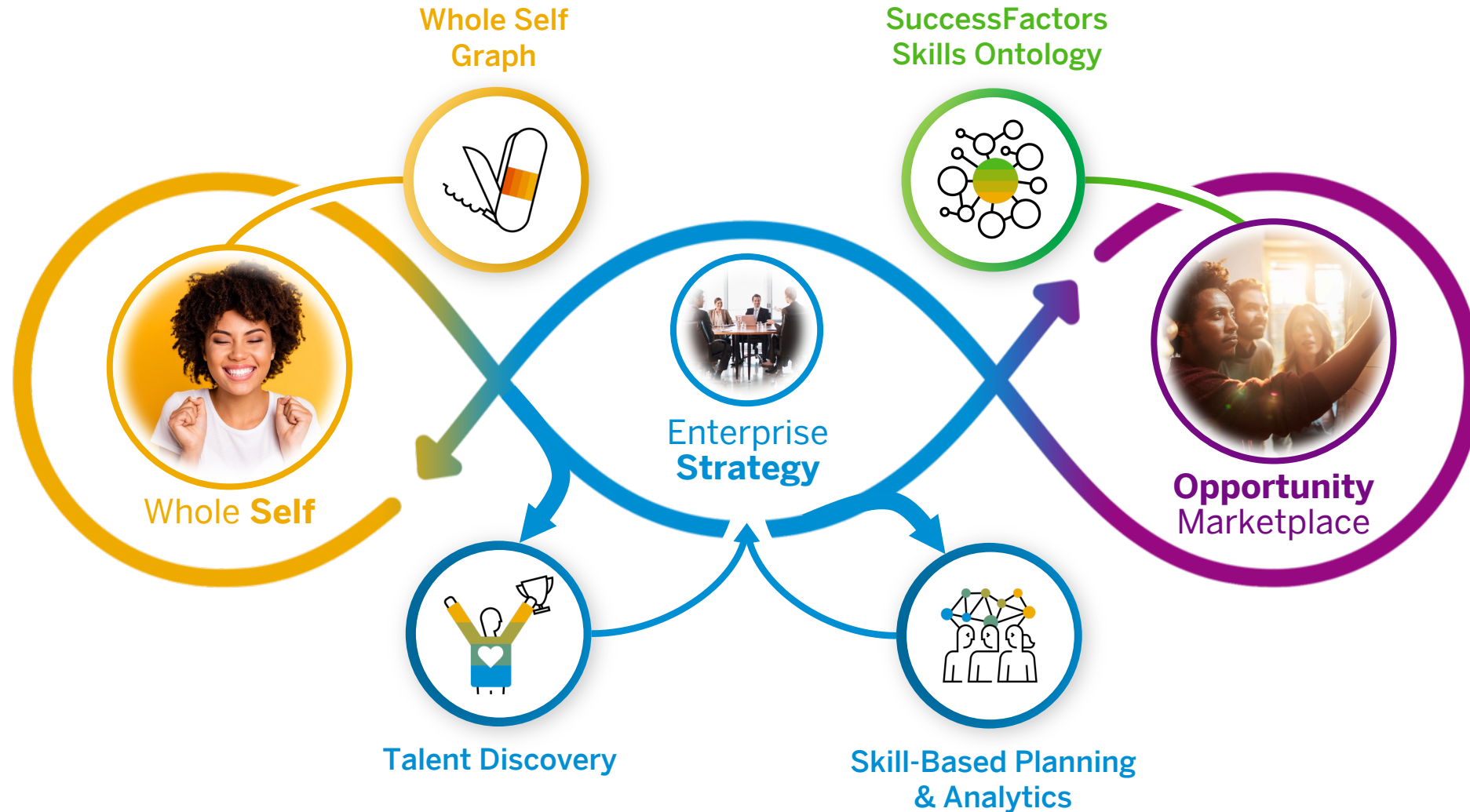(Microsoft Teams, Partner Extensions, Proprietary Portals)

Organizational Agility

Innovations

# SAP SuccessFactors Suite of Tools Enable & Accelerate Talent Development
Machine Learning, AI, and Skills Planning Drive the Whole Self and Opportunity Marketplace

Organizational Agility

Whole Self Graph

SuccessFactors Skills Ontology

Whole **Self**

Enterprise **Strategy**

Opportunity Marketplace

Talent Discovery

Skill-Based Planning & Analytics

Machine Learning and AI Deliver Skills Inferences to Employees & Admins
Using the "Whole Self Graph" of Data Sources Widely Available to Most Organizations
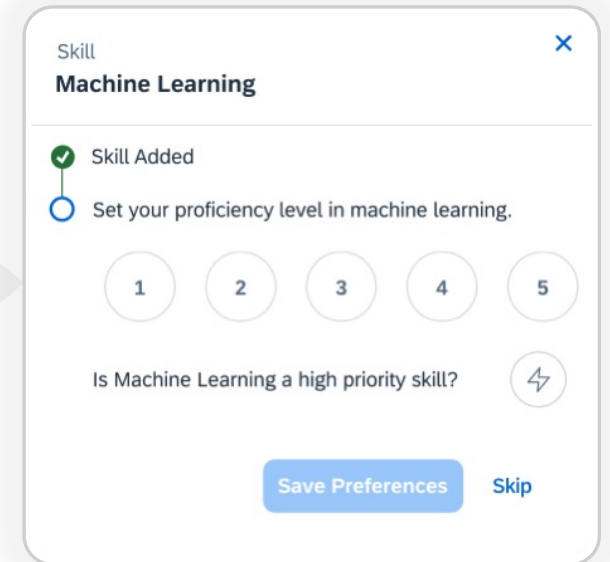
Capabilities Data Sources

Collaboration Engagement

Learning Completion

Peer Skills
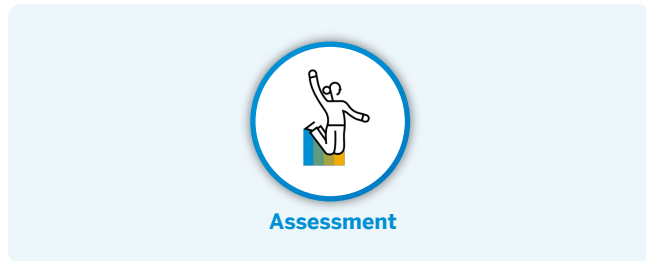
Strengths & Styles Data

Assessment
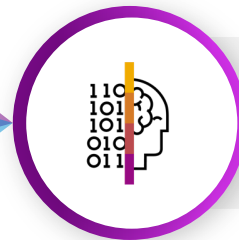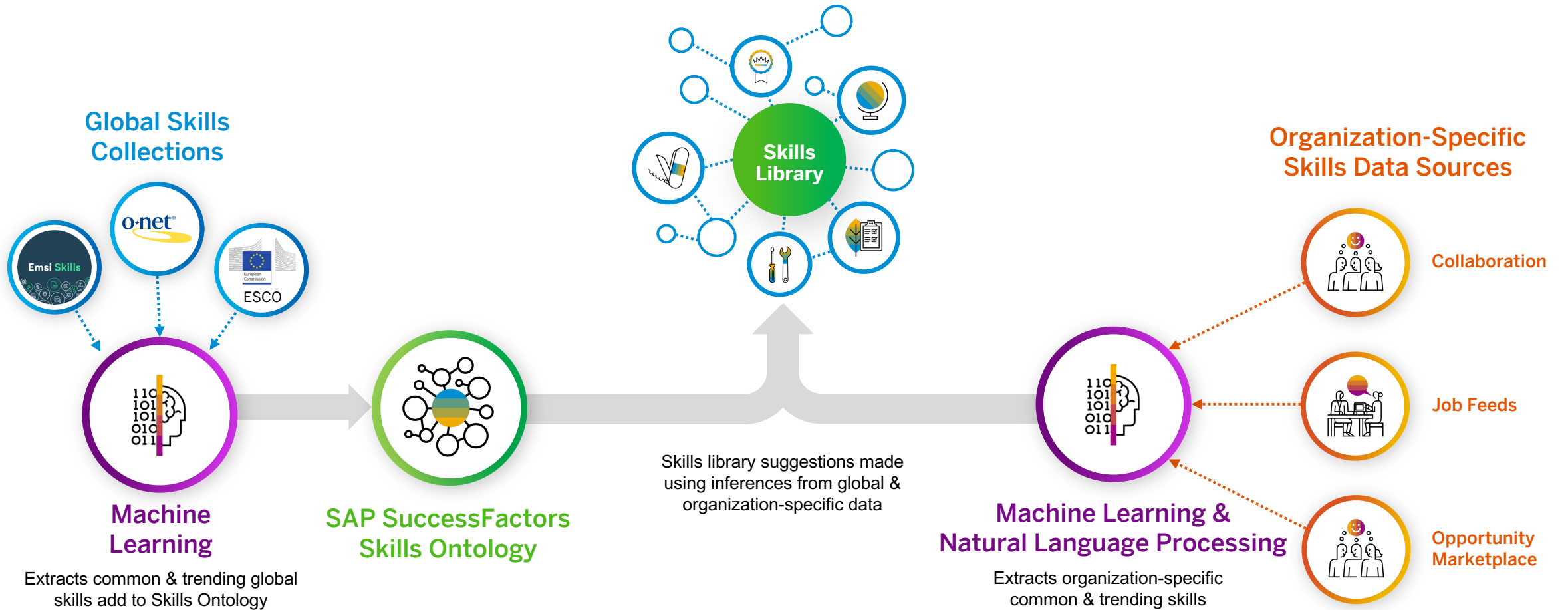
Machine Learning & Natural Language Processing

Skills inferences delivered to employees as "Recommended Skills"

Employees choose which skills they add to their profile, ensuring greater Whole Self alignment

Skill
Machine Learning

✓ Skill Added

○ Set your proficiency level in machine learning.

1 2 3 4 5

Is Machine Learning a high priority skill?

Save Preferences   Skip

SAP SuccessFactors Skills Ontology Creates a Dynamic Collection Of Skills
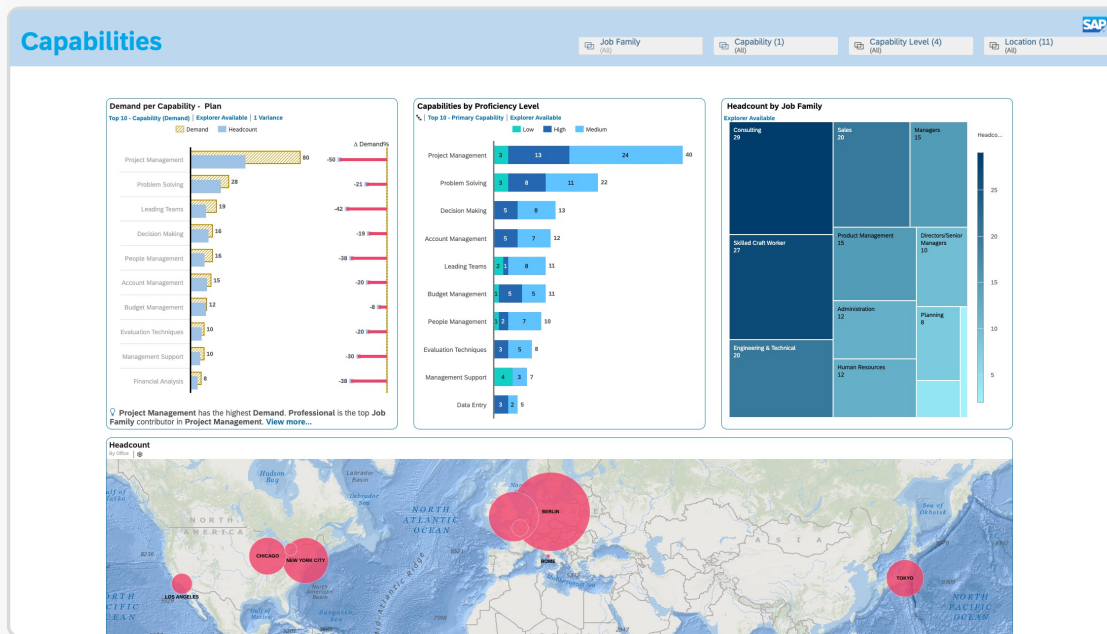## Connected to Leading Skills Databases and Data Sources Unique to Your Organization

Global Skills Collections

o·net

Emsi Skills

European Commission
ESCO

Skills Library

Organization-Specific Skills Data Sources

Collaboration

Job Feeds

Opportunity Marketplace

Machine Learning

Extracts common & trending global skills add to Skills Ontology

SAP SuccessFactors Skills Ontology

Skills library suggestions made using inferences from global & organization-specific data

Machine Learning & Natural Language Processing

Extracts organization-specific common & trending skills

Organizational Agility

Opportunity Marketplace Fuels Ongoing Learning and Growth

Machine Learning-driven, Personalized Recommendations from SAP SuccessFactors and Beyond

Learning — Courses, programs & curricula from SAP SuccessFactors and 3rd parties

Mentoring — Mentoring matches made using whole-self model

Assignments — Short-term project assignments aligned to individual skills

Teams — Rapid formation of cross-functional (dynamic) teams

Career Roles — Insights and personal development for roles of the future

Job Postings — Permanent roles on organizations job boards

Client Projects — Professional services client projects via SAP S/4 Project & Resource Management

**Custom** — Custom opportunities for organization-specific programs

New Dynamic Teams Functionality Will Enhance Organizational Agility
Ability to Create and Manage Teams Plus Measure Performance and Optimize Experiences
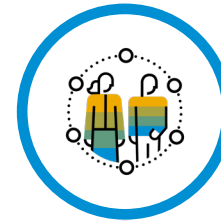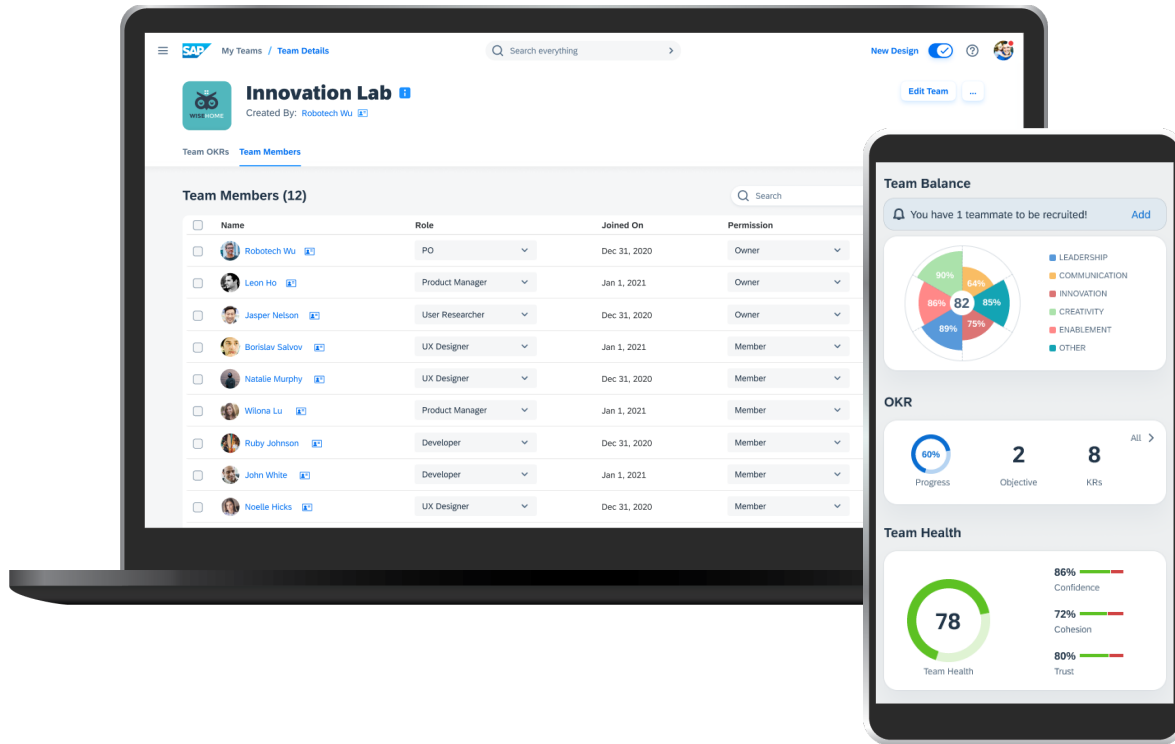
Team Formation

- Create a team and add any employee(s) (cross hierarchies)
- Source team members directly from the Opportunity Marketplace
- Use a multi-dimensional search to help assemble a high-performing team
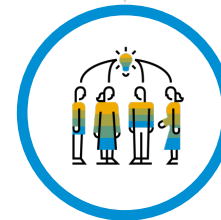
Team Management

- Give feedback to team members and connect their individual effort talent processes
- Visualize what team(s) employees are part of in the org chart
- Gain insight into team member traits to support team dynamics

Measurement & Performance

- Develop consensus-driven team Objectives and Key Results
- Add contributors to key results to ensure accountability
- Create organizational OKRs for teams to ladder up to company-wide strategic priorities
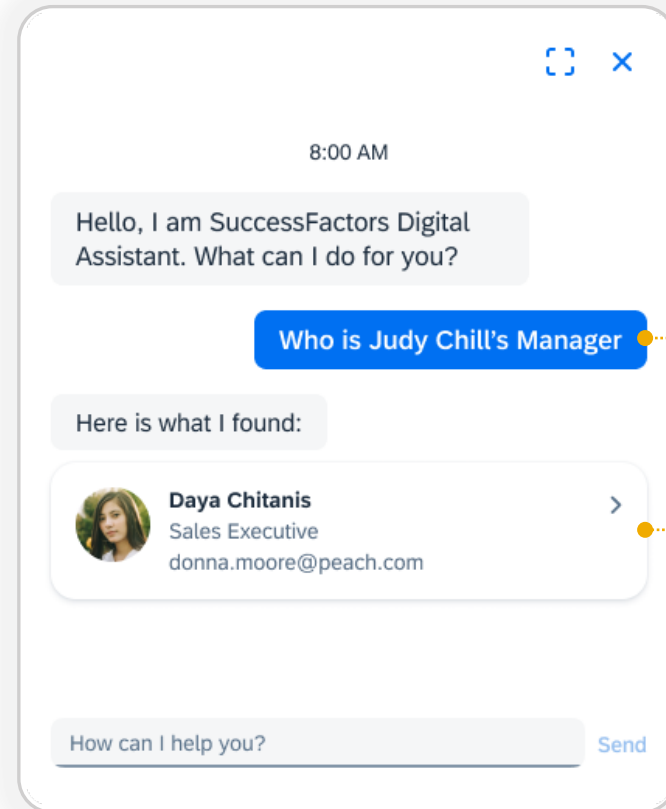
Intelligence & Connectivity

Innovations

SAP SuccessFactors Digital Assistant Provides Intelligent Self-service Companion
Powered by SAP Conversational AI

SuccessFactors Digital Assistant enhances employee experience with quick answers

- Digital Assistant sends users to the correct page for their request

- Fallback mechanism to smoothly handle conversations in exceptional cases

8:00 AM

Hello, I am SuccessFactors Digital Assistant. What can I do for you?

Who is Judy Chill's Manager

Here is what I found:

Daya Chitanis
Sales Executive
donna.moore@peach.com

How can I help you?   Send

Natural Language Processing

- Understands numerous employee requests
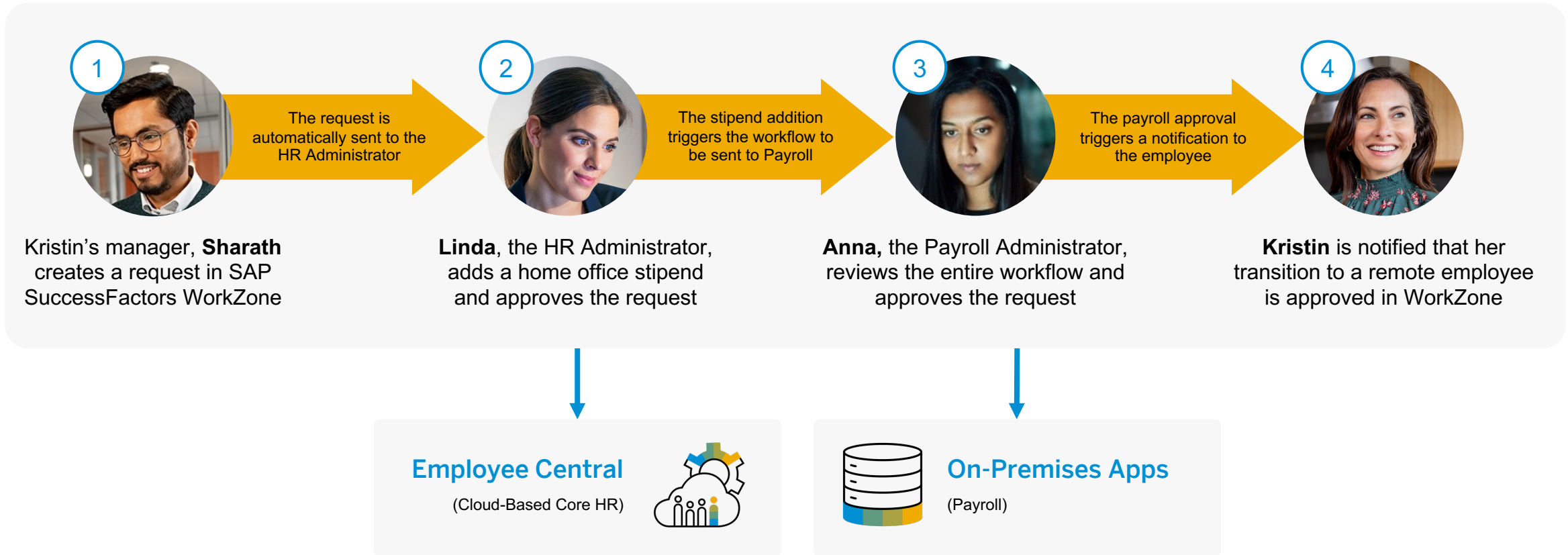
Answers Provided in Chat

- Rapid answers to many frequently asked questions

Hybrid Orchestration Simplifies On-prem Customers Journey To The Cloud

Scenario: Transitioning an employee to a Remote Worker

Kristin would like to move to becoming a permanent remote employee

(1) The request is automatically sent to the HR Administrator

(2) The stipend addition triggers the workflow to be sent to Payroll

(3) The payroll approval triggers a notification to the employee

(4)

Kristin's manager, **Sharath** creates a request in SAP SuccessFactors WorkZone

Linda, the HR Administrator, adds a home office stipend and approves the request

Anna, the Payroll Administrator, reviews the entire workflow and approves the request

Kristin is notified that her transition to a remote employee is approved in WorkZone

Employee Central

(Cloud-Based Core HR)

On-Premises Apps

(Payroll)

Hybrid Orchestration Simplifies On-prem Customers Journey to The Cloud

Connect On-Premises SAP HCM Applications to Employee Central with No-code Workflow Automation
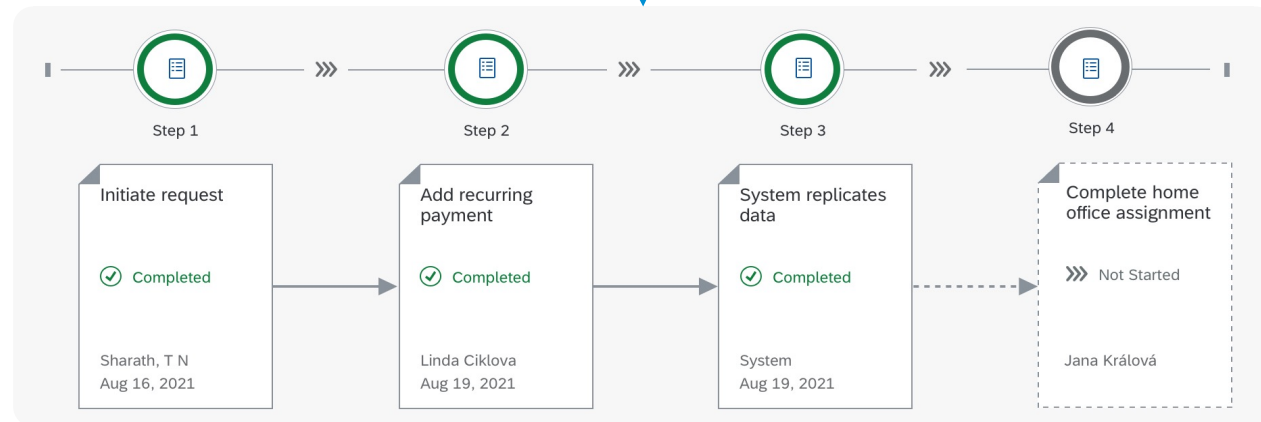
Orchestration Workflow Queue

Administrators can view all instances of a particular orchestration workflow

1 Open	150 Closed	1 With Issues			

Events (1) — Search

Event	Employee	Effective Date	Submitted By	Submitted On	Processor	Event Steps	Status
Home Office	Ida Graf	Sep 1, 2021	Sharath T N	Aug 16, 2021	Jana Králová +1	4 of 4	In Progress

### Individual Workflow Status

Administrations, approvers and employees can track the progress of assigned workflows

Step 1 — Initiate request — ✓ Completed — Sharath, T N — Aug 16, 2021

Step 2 — Add recurring payment — ✓ Completed — Linda Ciklova — Aug 19, 2021

Step 3 — System replicates data — ✓ Completed — System — Aug 19, 2021

Step 4 — Complete home office assignment — ⟫ Not Started — Jana Králová

Cross-Platform Data Synchronization

Systems across different computing platforms are updating accordingly

Employee Central
(Cloud-Based Core HR)
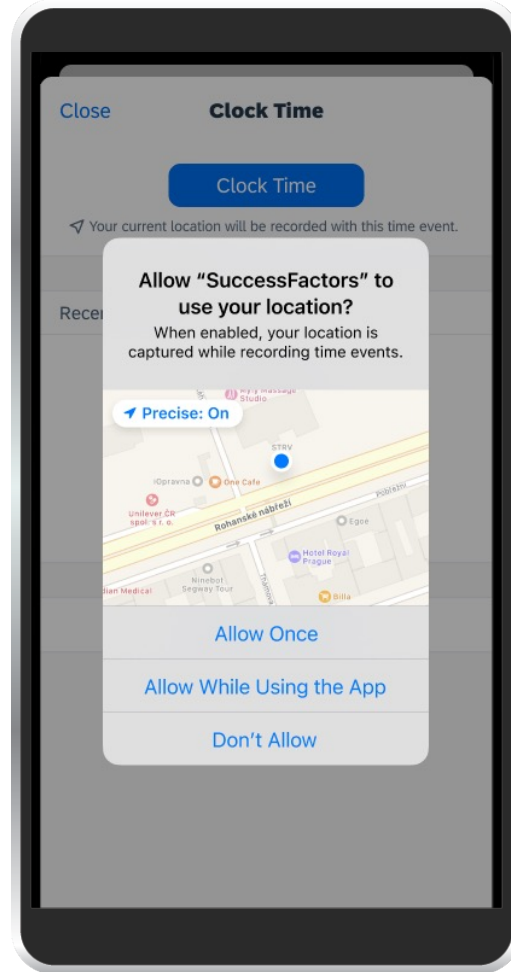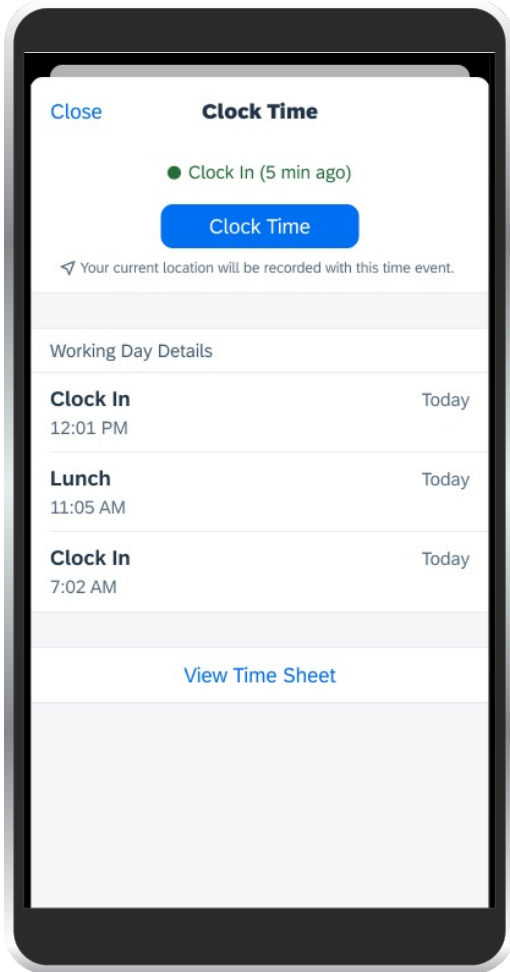
On-Premises Apps
(Payroll)
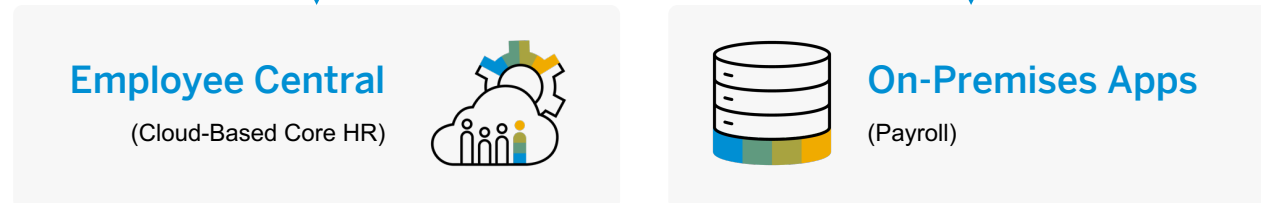
Core HR Processes & Standardization

Innovations

Delivering a best-in-class Time Management Solution

Enhancement Highlights

- **Time-Off Engagement Cards**
  Nudge employees to take time off when they haven't done so in a while

- **Time-Off Marketplace**
  Employees can buy and sell time-off for additional flexibility & work-life balance

- **Anomaly Detection**
  Automatically alerts employees when they miss a clock-in/out event

- **Digital Punch Clock**
  Mobile app and web experience to clock-in/out from employee devices

- **Approval Interactive Cards** Managers can approve time sheets, time-off etc. with a single click/tap
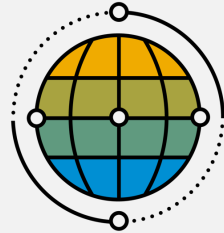
Global Localization & Compliance

SAP SuccessFactors global coverage is unmatched and continues to expand

Translation & Global Access

- Available in 43 languages
- "Say my name" helps others with name pronunciations
- Used by customers in more than 200 countries

Globalization

- Supporting multinational organizations' needs
- Multi-language, time zone, and currency support
- Global fields, national ID, address formats

Localization

- Country-specific fields and business rules support local needs & customs
- Integrations with local providers and tax authorities
- 100+ localized versions (45+ for payroll)

Best Practices

- Localized processes designed for efficiency
- Preconfigured HR processes available in Upgrade Center
- Best-Practices examples: Position Management, Total Workforce Management, Integration and localized content for Time Off

Single source of HR records enables **global processes** and **local compliance** for **worldwide standardization**

In Summary…

- SAP SuccessFactors is delivering on the promise of HXM and customers are **realizing its value**

- SAP SuccessFactors **customer momentum** and **global growth** continue to **accelerate**

- SAP Success Factors delivers a **comprehensive HXM suite** driven by employee experience, unmatched global support, and an extensible foundation

- SAP SuccessFactors is '**Changing Work for Good**' with tools to enable an Empowered Workforce and Organizational Agility

- Our **investments in core technology** are driving ROI of existing solutions and additional value via innovations across the HXM suite

- SAP SuccessFactors is **leveraging SAP technology** to elevate the strategic value of HR in the Intelligent Enterprise

SAP SuccessFactors ♡

Thank you.

Contact information:

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(415) 605-2447

THE BEST RUN **SAP**