Feature Scope Description for SAP SuccessFactors Employee Central

SAP

Content

1 About This Document

This document describes the features that are available in SAP SuccessFactors Employee Central. The availability of some of the features may depend on your license agreement with SAP.

To illustrate integration with other SAP offerings, the product documentation on SAP Help Portal might include references to features that are not included with SAP SuccessFactors Employee Central. Features that are not included in this feature scope description might require a separate license.

> **i** Note
>
> This document does not include any information about:
>
> - Packages and pricing available for SAP SuccessFactors Employee Central. For more information, see SAP Discovery Center.

2 Features

This specifications document describes key features and functionalities of SAP SuccessFactors Employee Central, as of the 1H 2024 Release.

Key Features and Functionalities

- HR Transactions including changes and transfers

- New Hires

- Contingent Workforce Support

- Position Management

- Global Benefits

- Apprentice Management

- Time Off

- Reporting, Compliance and Auditing

- Infoporter Migration Tool

- Integration & Extensibility

- Mobile

HR Transactions including Changes and Transfers

Key Feature	Description
Effective-Dated Transactions	Process future-dated and /or retroactive HR transactions, report using effective dates and predefined periods in time, and provide effective-dated transactions with full history for employee records and valid table values.
Self-Service	Users can access and update information for which they have permissions. They can update personal data, dependent data, update bank information, and access pre-integrated payroll and benefits portals. Managers can initiate and execute many types of changes for anyone on their team: promotion, relocation, termination, bonus, salary change, and so on.

Key Feature	Description
Mobile ESS	Allows each user the control to update personal information and public profile after accepting applicable mobile terms and conditions. Android does not support the editing of the v12 Profile.
Mobile MSS	Tools to empower managers to make changes to their employees' job information, initiate workflows and reward their teams with bonuses. Requires People Profile v3 (PP3). Supports iPhone and Android. iPad is not yet supported.
Track Employee Status	Track whether employees are active, on leave, or terminated.
Track Employee Transfer Information	Track employee transfer information, including reason for transfer, transfer date, transfer to and from departments, transfer from one company to another, and transfer supervisor.
Track Specific Changes	For each employee, track dates of hire, rehire, seniority, adjusted service, anniversary, effectiveness of union code, transfer, termination, retirement, and promotion.
Leave of Absence	Track dates and information pertaining to employee leave of absence and return. (Managed via Time off).
Global Expatriate Assignments	Support assignment to foreign countries. Includes the ability to have different employee assignments for the same employee in multiple countries.
Multiple Employment	Employee Central supports concurrently employed employees. This means that employees with one main employment can have one or more secondary employments in addition in the same company. All employments point to the same person, and they can start and end independently of each other.
Promotions and Demotions	Track and maintain data pertaining to promotions

Key Feature	Description
	and demotions, including grade change, title change, transfer, responsibility change, cost center change, and step progression.
Terminations	Initiate termination in the system, and track all relevant data, including termination dates (termination effective date, last day worked, pay through date, next pay date, etc.) termination reasons, rehire eligibility status, severance, and customizable term checklists.
Mass Changes	Change job information and/or job relationships for any user-defined selection of employees to efficiently execute organizational changes or manager reassignments affecting large numbers of employees. You can also set this to cascade down to existing employees.
Basic Organizational Chart	HR professionals, managers and employees can use a basic org chart to understand reporting relationships. You can find people in your organization and discover more about them using the employee quickcard. You can also view information about a person's alternate managers, either direct or matrix.
	In addition, the position organization chart provides a graphical representation of positions in your organization, who occupies them, and how they relate to other positions, whether those are higher-level positions, lower-level positions, or peer positions. You can also create positions and position requisitions there.
Company Structure Overview	Customer can visualize one or more of its organizational structures (business unit, division, department, cost center, and so on) and their relationships to one another.
Workflow Automation	Automate workflows and track transactions through the lifecycle from initiation to execution, including triggering, routing, and historical tracking. You can create and manage as many levels of approvals as needed for selected transactions. You can set permissions to allow for automated or manual delegation of workflows and have stalled workflows escalated. Workflows can be sorted, filtered, and mass approvals are supported.

Key Feature	Description
Alerts & Notifications	Set up To-Do alerts and email notifications to be sent when a certain period approaches its end to remind the user to take action. For example, you can define that the HR Admin is notified 10 days before an employee's contract ends.
Document Management	Employee Central supports the upload of document attachments directly to the screen where it is required. This is important since most countries require attachments of certain documents, for example, work permit, birth certificate, work contract, tax ID, and so on.
Data Retention Management	Data Retention Management tools enable you to purge inactive Users from your system. For occasions where employees don't appear on their hire date (no shows), you can use this tool to delete those employees completely from the system. You can also use this tool in test systems to clean up the system from unwanted test data. The deletion relies on an approval process that implements a four-eye-principle.
Country-specific Information	For those countries supported by Employee Central, country-specific information is included for all employees.
Joule in SuccessFactors	Employee and manager self-services AI Spec Sheet
Assisted People Insights	Compensation Insights for people managers AI Spec Sheet

New Hires

Key Feature	Description
Recruiting and Onboarding Integration	Pull new hire information directly from SAP SuccessFactors Recruiting Management and Onboarding, removing the need to re-enter data between employment stages.
Basic Worker Information	Track work demographics such as: position/job info, supervisor/manager,

Key Feature	Description
	function, location, business unit and division, department, work location/mailstop, legal entity, cost center/ general ledger code, gender, nationality/ethnicity (where legally permitted) marital status, date of birth, National ID number, Social Security number, allowances, emergency contacts, province, and so on.
Employee Type	Capture and update employee type: regular, full-time, part-time, contractor, consultant, contingent, co-op or student hire.
Immigration and Citizenship Information	Capture information like visa/green card expiration dates, nationalities, passport number/place of issue and languages spoken.
Capture & Validate SSN or Other Unique Identifier (SIN)	Capture and validate social security numbers (SSN) or other unique identifier to help ensure that there are no duplicates.

Contingent Workforce Support

Key Feature	Description
Inclusion and Visibility	SAP's solution for managing contingent workers - including the entire lifecycle, work order creation, termination etc. - is SAP Fieldglass. The presence of contingent workers in Employee Central merely serves the purpose of enabling certain HR and organizational processes to take place as part of an integrated total workforce management. Allows separate configuration of external workers. Provides UI Wizard for adding external workers. Allows visualization in OrgChart and Search. Provides notification services for external

Key Feature	Description
	workers and workflow.
	Allows external workers access to Employee Central and then to SAP SuccessFactors Learning using Single Sign-On (SSO) access.
Integration	Supports integration of master and transactional data with SAP Fieldglass.
	Prepackaged integration with SAP S/4HANA available.
Optimization	Provides standard reports.

Position Management

Key Feature	Description
Position-Driven Succession Management	Succession Management*, if used by the Customer, offers different options for planning successors for employees. If you want to plan successors based on positions, then succession allows the use of the same position object and hierarchy as Employee Central.
Position-Driven Recruiting	Customers using Recruiting Management** may integrate and then create a requisition from the Position in the Position OrgChart. Customers can use the Rules Engine to derive the job requisition template to be used for the new requisition and furthermore to define field mapping between the position and the new requisition. Details of the requisition can then be viewed in position side panel in Position Org Chart. Candidates are automatically assigned from the requisition in "Pending Hires" to the position linked to that requisition.
Create Positions, Store and Sync Related Information to Employee Job Information	By using the Rule Engine, it is possible to define default values for positions to be created. Maintain position data to be stored and define the fields to be

Key Feature	Description
	synchronized via business rules to incumbents (for example, job title, job classification, cost center account, department, division, business units and so on).
Maintain Position Hierarchy	Maintain a position-based organizational structure visualized in Position OrgChart. Set supervisor automatically based on position hierarchy if this is the leading one as recommended. Ability to synchronize position matrix relationships with the employee's job relations when assigning an employee to a position or changing/adding matrix relationship on the position.
Position Vacancy Tracking	Track and maintain open positions and vacancies easily in the position-based organizational structure.
Positions 'to be hired'	Ability to specify that the 'To Be Hired' status is automatically updated for the position whenever an employee is assigned to the position or unassigned from the position. Option to specify that the position 'To Be Hired' status is automatically set or reset if the position Target FTE or employee's FTE is changed.

* Please note: Succession Management is sold separately as part of the SAP SuccessFactors Succession and Career Development product.

** Please note: Recruiting Management is sold separately as part of the SAP SuccessFactors Recruiting Management product.

Global Benefits

Key Feature	Description
Supported Benefit Types	Managers and employees can enroll and manage reimbursements/claims/insurance plans, determine deductibles for a variety of benefit types globally. Benefit types supported: allowances, insurance plans, pensions/retirement/saving plans, and reimbursements.

Key Feature	Description
Benefit Eligibility Rules	Benefit eligibility rules can be defined for employees based on their job, personal information parameters, or dependent data and can also be based on other plans they are enrolled in.
Life and Work Events	Customers can define automatic enrollments and eligibility related to work events such as hire, transfer, and termination, or user-declared life events such as marriage, new dependent, or loss of spousal coverage.
Integration with 3rd Party Providers	There are a few choices to support the Customer in building integrations to 3rd party providers (subject to applicable license terms): • HCI standard integration templates • SAP Integration Center • Flat file exports using ODS reports
Reporting	Customers can generate standard ODS reports, pension enrollments, reimbursement costs, claims history, insurance enrollments, and cost analysis. Run them on the fly or on any predefined schedule and generate them in local languages, as available.
Notifications	Customers can send email notifications after enrollment identifying the plan enrolled in, effective date, nominee details, and a link for further plan information.
Workflows	Automate workflows to support auto enrollment using jobs and eligibility rules.
Enrollment Self-Service	Employees can use a self-service to support enrollment, as well as edits during enrollment period including deduction allocation from different accounts. There is also an auto enrollment feature in insurance plans. The open enrollment process in the U.S. is supported.

Key Feature	Description
Integration to SAP and Employee Central	Integrated to Employee Central deductions and payments. Integrated to Employee Central Payroll and SAP ERP Payroll (Infotype 0014 and Infotype 0015).
Carrier Integration	The EDI 834 file template is available to support carrier integration using the EC Integration Center.
Calculations	The system calculates premiums and salary deductions including rounding for the benefits chosen.
Country-Specific Benefits	Benefit types required for various countries can be configured using the Global Benefits framework. Configuration of some of the country-specific benefits are provided in the implementation guide.
US Benefit Types Supported	Employee Central supports the following US benefit types: • Medical (HDHP, CDHP), Dental, Vision Insurance • Life Insurance– Basic, Supplemental, Spouse, Dependent Life • HSA, FSA, DCRA, LFSA • AD&D, LTD and STD
Mobile Capabilities	Ability to submit claims, attach photos for documentation, and view previous claims in a native application. All benefit screens can also be accessed via the web on a mobile device

Apprentice Management

Key Feature	Description
Efficient Planning	Efficiently plan and manage apprenticeships. You can maintain school periods, plan internal training events, and

Key Feature	Description
	distribute apprentices to the required departments for on-the-job training.
Share Apprentice Plans	Apprentice Management serves the needs of the apprentices, the supervisors in the various departments, and the apprentice supervisors, as they all have access to the apprentice schedules.

Time Off

Key Feature	Description
Holiday Calendar and Work Schedules	Ability to define the days and times employees will work, including the ability to maintain temporary changes (e.g. in case of substitutions or shift work).
Absence Management	Allows employees to request different types of absences by using their mobile device or desktop. Ability to define time types for absences such as vacation and sick leave, but also for long-term absences such as maternity leave, which might cause an employee status change. Ability to implement validation rules to carry out specific checks while absence requests are being entered by the employee. Custom fields can be configured if additional information should be entered as part of an absence request.
Linking absences	For various countries it is possible to link multiple absences if there are two or more absences for the same illness. Each of these absences can then be taken into account when calculating the sick pay entitlement in payroll.
Concurrent absences	Ability to record multiple absences in concurrence for the same employee. This is required in many countries where employee need to record e.g.

Key Feature	Description
	paid and unpaid leave simultaneously.
Time Accounts	Ability to track absences against balances on time accounts. Create new entitlements or regular accruals based on rules for time accounts and make them available to employees. Ability to define period end processing rules to close time accounts and carry over balances. Enables HR Administrators to view employee time account balances to make changes or request absences on behalf of others.
Time Account Purchase and Payout	Self-Service scenarios which provide the ability for employees to purchase additional leave days, and to request a Payout for specific Time Accounts (e.g. Overtime, Time Of in Lieu, remaining Annual leaves, etc.)
Holiday Work Pattern and deviating work schedules	Holiday Work Patterns allows to define if employees are supposed to work on Public Holidays or not. In case regular work is planned, then a deviating work schedule can be defined for that day. This helps to support scenarios, such as in hospitality, retail, and healthcare where work on Public Holidays is common.
Team Absence Calendar	Ability for employees to look at the time off of their peers, and for managers to look at employees who report to them.
Time Forms	Allows admins and employees to generate forms using templates based on absence data stored in the system.
Workflows	Ability to use notifications to inform an employee if someone has entered an absence request on their behalf. Alerts can be configured to inform managers or HR professionals about an employee leaving or returning from leave.

Key Feature	Description
Reporting	Enables standard reports to gain information on employee absences, time account balances, and planned working time.
Mobile	Ability to request time off for vacation and other time off.
Joule	Various scenarios which can be covered via SAP Joule, such as viewing time off recordings, the holiday calendar, leave balances. And the ability to navigate to the Time Off page, to the Team Absence Calendar and to check of Time Off instructions. Also, the ability to approve time off related workflow requests.

Reporting, Compliance and Auditing

Key Feature	Description
Standard Reports	Allows Customer to generate any number of standard reports (for example, data audit, out-of-the-box HR reports, turnover reports, executive dashboards, and so on). The Customer may run them on the fly or on a predefined schedule, and generate them in local languages, if generally available.
Online Report Designer	All fields in SAP SuccessFactors Employee Central can be reported on. Customer mays use the online report designer to build customized reports.
Shareable Reports	Ability to publish reports to any number of constituents based on security access rights.
As-of-Date Reporting	Allows Customer to run reports based on data beginning on a specified date.
Date Range Reporting	Allows Customer to run reports based on

Key Feature	Description
	data within a specified date range.
Audit Reports	Allows Customer to run various audit reports including, audits of inactive Users, audits of unauthorized User attempts, and security reports of Users' capabilities by function.
Audit Compliance	Includes audit tracking and reporting to support audit standards, Sarbanes-Oxley compliance, and compliance with other government regulations.
Audit Trails	Ability to view audit trails of current changes being made in a comprehensive report, including when data is updated as a result of interface/integration with another application.
Compliance	Supports statutory and regulatory compliance through localization by delivering generally available country-specific functionality.
Report Center	The Report Center helps to simplify the creation, management, and execution of reports within the SAP SuccessFactors HCM suite.

Infoporter Migration Tool

Key Feature	Description
Infoporter Migration Tool	Allows Customer to move existing SAP on Premise ERP solution to the new cloud-based Employee Central HCM solution using the Infoporter Migration Tool.

Customers can use the Infoporter tool to migrate core HR data from an on-premise SAP ERP HCM system to SAP SuccessFactors Employee Central. Once configured, Customers will be able to migrate both employee master data and organizational data from SAP ERP HCM to |

Key Feature	Description
	SAP SuccessFactors Employee Central. Customers can choose to run a one-time data replication or just run a replication of the delta of employee data and organizational data.
	Organizational data includes information about organizational units, jobs, positions, and relationships between these objects. After Customers have performed the data migration using the tool, they can either target to use the "full Cloud", "core hybrid" or "side by side" integration scenario.

Integration & Extensibility

Key Feature	Description
Payroll Integrations	SAP develops, supports, and maintains prebuilt, configurable end-to-end integration processes for SAP SuccessFactors Employee Central Payroll. These integrations are point-to-point and require no additional middleware. Some effort may be required to tailor the processes of a specific Customer.
	See implementation handbooks for detailed scope description: http:// help.sap.com/hr_ecpayroll.
Prepackaged SAP ERP Integrations	SAP develops, supports, and maintains prebuilt, configurable end-to-end integration processes for SAP ERP HCM and SAP ERP FIN. These integrations comprise add-ons for SAP ERP and middleware content for SAP Integration Suite and Boomi (operated by SAP). Some effort may be required to tailor the processes of a specific customer. See implementation handbooks for detailed scope description: http:// help.sap.com/hr_ecintegration.
Prepackaged Templates	Provides template connectors for 3rd party benefits, time, payroll, finance, and

Key Feature	Description
	travel, applications. Encapsulates HR-XML standards and best practice knowledge of integration patterns in each of these categories. Helps expedite implementation. Prepackaged template integrations have to be maintained by Customer.
APIs	Ability to use APIs to build custom integrations and custom extensions, e.g., on SAP Business Technology Platform (BTP) technology, subject to the applicable Supplemental Terms and Conditions available at https://www.sap.com/about/agreements/cloud-services.html?tag=language:english&search=Supplement&sort=latest_asc. Custom integrations and extensions have to be maintained by the Customer.
Metadata Framework	Allows Customers to create custom objects and functionality in SAP SuccessFactors Employee Central as required. Ability to define objects, fields, behavior, and the look and feel of the application through a web-based user interface, without coding. Enables to create business rules to implement custom logic.
Extension Center	The Extension Center allows Customers to create and manage extensions to the system. An extension is a custom application, which is configured to process employee-centric business needs. For example, an Admin can create applications to manage different HR programs, such as company car requests, employee wellness programs, tuition reimbursement request, pension plan programs, and so on.
Rules Engine	The Rules Engine is based on the Metadata Framework (MDF) and is a tool that allows Customers to create customer-specific rules. Customers can configure business rules that cover legal regulations, company policies, or other requirements. These rules are then executed by the system based on the criteria given in the rule configuration.

3 Service Availability

This section describes the service availability aspects.

Availability Aspect	Description
Regions	See SAP Discovery Center
Infrastructure Regions	We run on several underlying Infrastructure-as-a-Service technologies and regions. Some are owned by SAP, and some are owned by our partner infrastructure providers, including Microsoft Azure, Google Cloud Platform, and Converged Cloud (SAP)
Availability	Service Availability is a customer contractual commit that is pegged at 99.7% This would imply that our services / product will be available for the customer to use with an uptime of our Core Product for ≥ 99.7% of the times SAP Trust Center is the trusted document reference for SLA which is also visible to the customers SERVICE LEVEL AGREEMENT FOR CLOUD SERVICES
Environments	Cloud Foundry environment.
Languages	The web-based administration user interface is available in the following languages: • Arabic • Bulgarian • Catalan • Chinese (China - simplified) • Chinese (Taiwan) • Croatian • Czech • Danish • Dutch • English (Great Britain) • English (United States of America) • Estonian • Finnish • French (France) • French (Canada) • German (Germany) • German (Switzerland) • Greek • Hebrew • Hindi • Hungarian • Indonesian

- Italian

- Italian (Switzerland)

- Japanese

- Korean

- Latvian

- Lithuanian

- Malay

- Norwegian

- Polish

- Portuguese (Brazil)

- Portuguese (Portugal)

- Romanian

- Russian

- Serbian (Latin)

- Slovak

- Slovenian

- Spanish (Spain)

- Spanish (Mexico)

- Swedish

- Thai

- Turkish

- Ukrainian

- Vietnamese

- Welsh

The SAP SuccessFactors documentation on SAP Help Portal is available in the following languages:

- English

Accessibility	SAP SuccessFactors' design and development guidelines for its software cover the Web Content Accessibility Guidelines 2.1 Level A and AA, US Section 508, and the EN 301 549 Chapter 9, 10 and 11. Additional accessibility information can be found in our Customer Success Accessibility Hub.

4 Security, Privacy and Compliance

SAP fosters trust through responsible actions in the context of security, privacy, compliance, and transparency. We build secure-by-design solutions, help you meet regulatory and compliance requirements, collect and process personal data lawfully. SAP SuccessFactors ensures cloud compliance, security, and privacy at multiple levels.

Security

SAP protects businesses' applications and data by building, running, and maintaining more-secure operations.

See our security measures to help protect your data's integrity, availability, and confidentiality and explore security products and services from SAP here.

SAP is committed to delivering trustworthy products and cloud services. Secure configuration is essential to ensuring secure operations and data integrity. We have therefore documented security recommendations that are consolidated in this one place to help you configure the best in security for your SAP portfolio. You can access the SAP SuccessFactors HCM Suite Security Recommendations here.

Privacy

SAP SuccessFactors follows SAP's global Data Protection and Privacy (DPP) guidelines. You can find more information on the guidelines here.

SAP constantly improves upon Technical and organizational measures (TOMs) for Cloud Services to protect the data we process on behalf of customers against unauthorized access, change, or deletions.

Furthermore, you can access the Data Processing Agreement for Cloud Services (DPA) for your region here.

You can also access our Data Transfer Fact Sheets and Sub-processor lists here.

Additionally, you can learn about data protection and privacy capabilities available in the SAP SuccessFactors HCM Suite here.

Compliance

At SAP, we keep our finger on the pulse of ever-increasing security challenges by building a security foundation based on industry standards and compliance and regulatory requirements. View SAP's latest security compliance offerings and reports.

To access our Certificates, Reports, and Attestations, please visit our SAP Compliance Offerings.

Visit My Trust Center

My Trust Center, an area within SAP Support Portal for SAP Trust Center, extends the public offering by granting access to additional documentation available only to SAP customers and partners with a valid SAP user ID. You can access My Trust Center here.

5 Browser Support

Overview of the browser support.

For the UIs of the service, the following browsers are supported on Microsoft Windows PCs and, where mentioned below, on macOS:

Browser	Versions
Google Chrome	Latest version
Mozilla Firefox	Latest version
Microsoft Edge	Latest version

> **i Note**
> Internet Explorer 11 or lower versions are not supported.

Browser	Versions
Safari	Latest version (for macOS only)

For additional information, please view our Desktop Browsers and Browser Configuration Requirements support page.

For mobile browsers:

Browser	Versions
Google Chrome for Android	Latest version
Google Android default browser	Latest version
Safari for iOS	Latest version (for macOS only)

For additional information, please view our Mobile Browser support page.

Important Disclaimers and Legal Information

Hyperlinks

Some links are classified by an icon and/or a mouseover text. These links provide additional information.

About the icons:

- Links with the icon ⬈ : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:

    - The content of the linked-to site is not SAP documentation. You may not infer any product claims against SAP based on this information.

    - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.

- Links with the icon ⬈ : You are leaving the documentation for that particular SAP product or service and are entering an SAP-hosted Web site. By using such links, you agree that (unless expressly stated otherwise in your agreements with SAP) you may not infer any product claims against SAP based on this information.

Videos Hosted on External Platforms

Some videos may point to third-party video hosting platforms. SAP cannot guarantee the future availability of videos stored on these platforms. Furthermore, any advertisements or other content hosted on these platforms (for example, suggested videos or by navigating to other videos hosted on the same site), are not within the control or responsibility of SAP.

Beta and Other Experimental Features

Experimental features are not part of the officially delivered scope that SAP guarantees for future releases. This means that experimental features may be changed by SAP at any time for any reason without notice. Experimental features are not for productive use. You may not demonstrate, test, examine, evaluate or otherwise use the experimental features in a live operating environment or with data that has not been sufficiently backed up.

The purpose of experimental features is to get feedback early on, allowing customers and partners to influence the future product accordingly. By providing your feedback (e.g. in the SAP Community), you accept that intellectual property rights of the contributions or derivative works shall remain the exclusive property of SAP.

Example Code

Any software coding and/or code snippets are examples. They are not for productive use. The example code is only intended to better explain and visualize the syntax and phrasing rules. SAP does not warrant the correctness and completeness of the example code. SAP shall not be liable for errors or damages caused by the use of example code unless damages have been caused by SAP's gross negligence or willful misconduct.

Bias-Free Language

SAP supports a culture of diversity and inclusion. Whenever possible, we use unbiased language in our documentation to refer to people of all cultures, ethnicities, genders, and abilities.