Microsoft

# SAP SuccessFactors bidirectional sync with Azure Active Directory
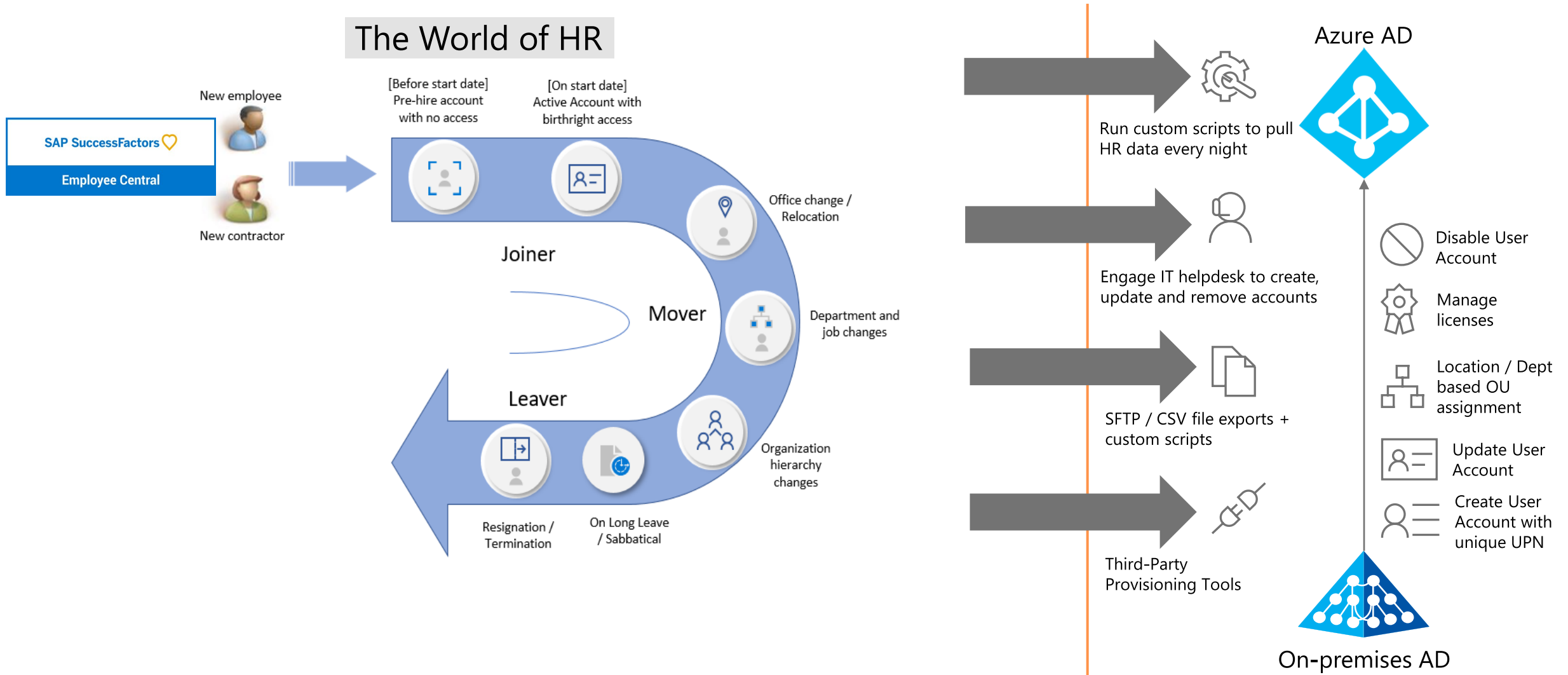
Chetan Desai

# Agenda

- SuccessFactors and Azure AD Sync – Feature overview
- About the Implementation Design Principle (IDP) doc
- Solution architecture and landscape discussion
- Integration scenarios covered in the IDP doc
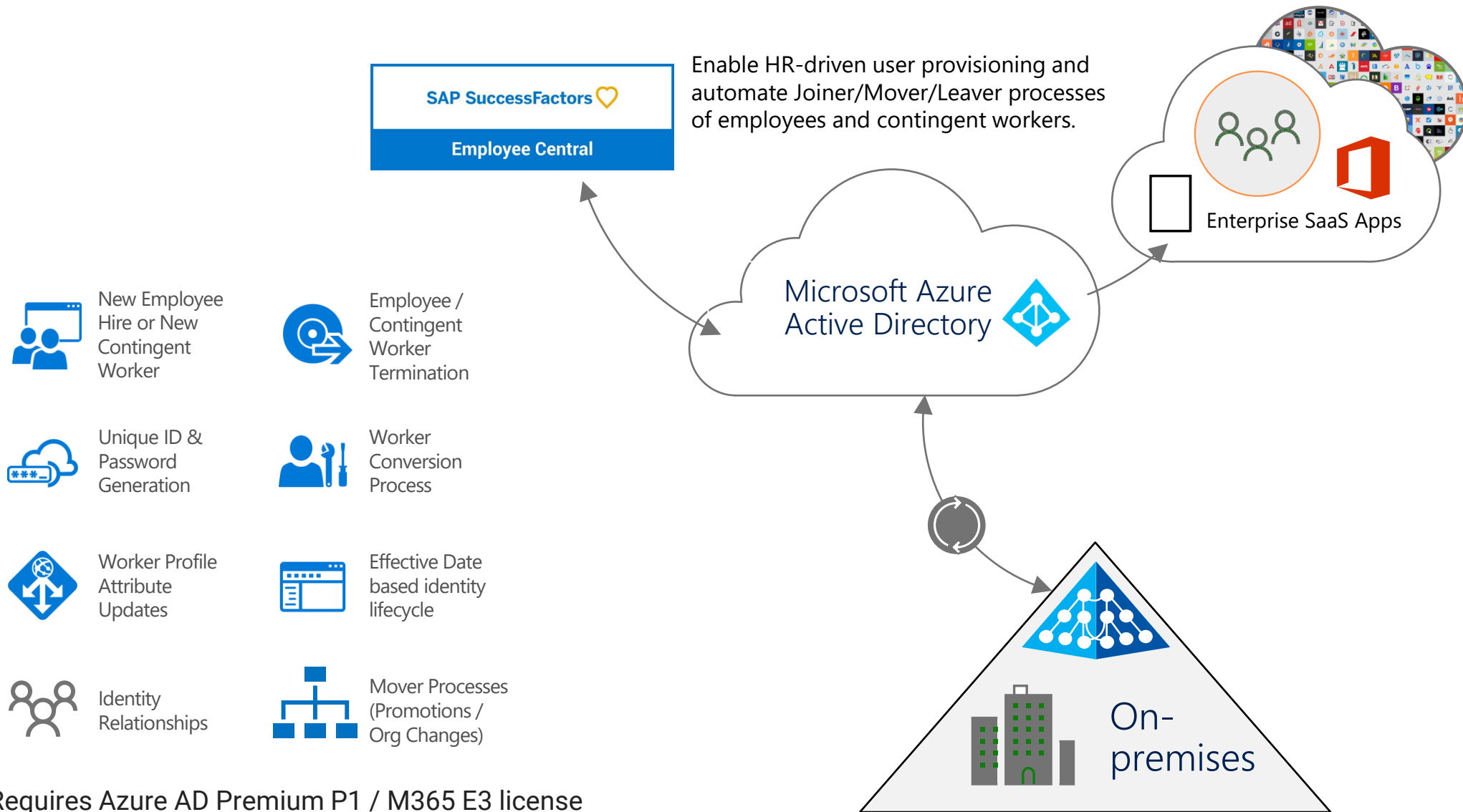- Demo and call-to-action

# Feature overview

# SuccessFactors and Azure AD integration
## Traditional integration approaches

# Modern approach for integrating with Cloud HR

Enable HR-driven user provisioning and automate Joiner/Mover/Leaver processes of employees and contingent workers.

**SAP SuccessFactors**

**Employee Central**

Microsoft Azure Active Directory

Enterprise SaaS Apps

On-premises

New Employee Hire or New Contingent Worker

Employee / Contingent Worker Termination

Unique ID & Password Generation

Worker Conversion Process

Worker Profile Attribute Updates

Effective Date based identity lifecycle

Identity Relationships

Mover Processes (Promotions / Org Changes)

Requires Azure AD Premium P1 / M365 E3 license

https://azure.microsoft.com/en-us/pricing/details/active-directory

# SAP SuccessFactors + Azure AD Provisioning Case Study



BEKAERT DESLEE
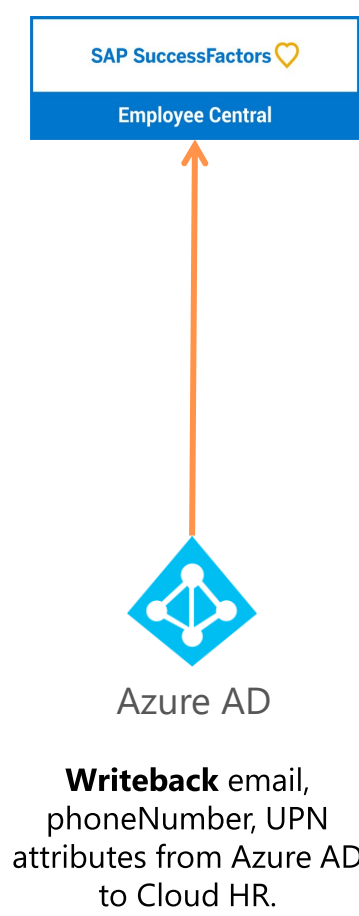Close to you

https://aka.ms/BekaertDesleeCaseStudy

"There's a feeling of relief that automating onboarding with Azure Active Directory was quite easy and that we unburdened HR and IT people. In some ways, that's a wow moment. Are HR and IT now friendlier? Yes."
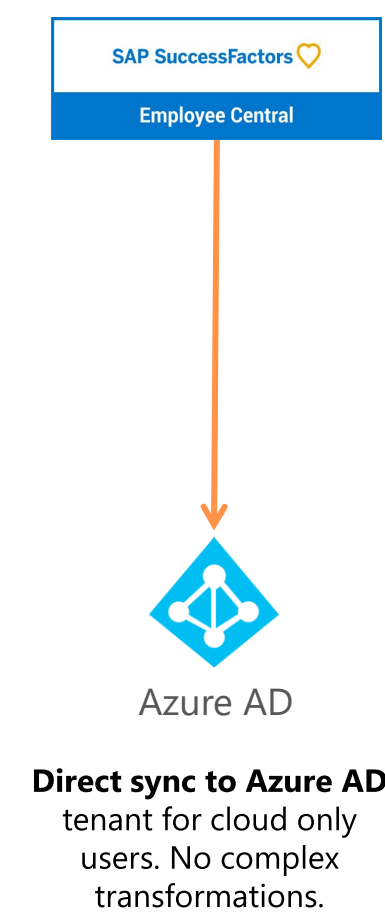
—Rik Holvoet: CIO
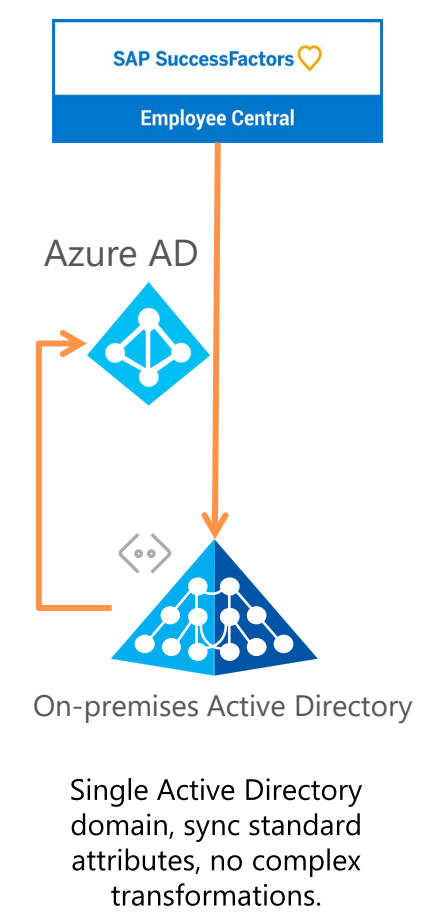BekaertDeslee

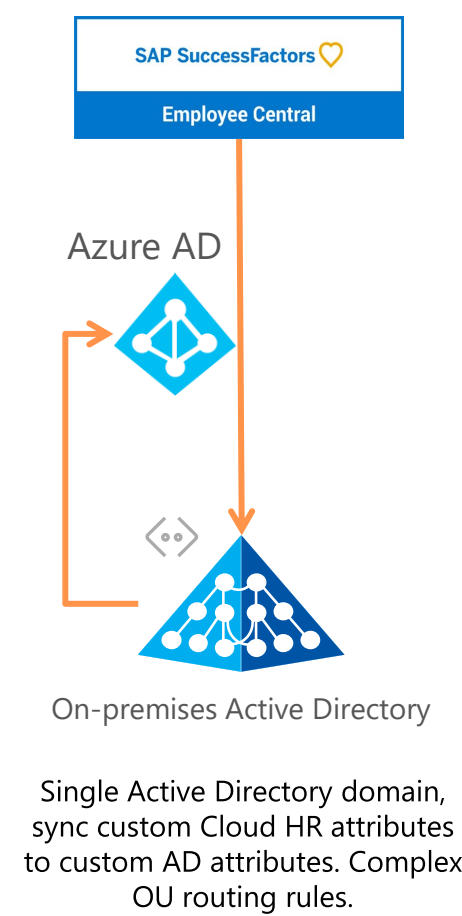# Customer integration scenarios

| Simple (variant 1) | Simple (variant 2) | Simple (variant 3) | Medium | Complex |
|---|---|---|---|---|

**SAP SuccessFactors** ♡
**Employee Central**

Azure AD

**Writeback** email, phoneNumber, UPN attributes from Azure AD to Cloud HR.

**Direct sync to Azure AD** tenant for cloud only users. No complex transformations.

Azure AD

On-premises Active Directory

Single Active Directory domain, sync standard attributes, no complex transformations.

Azure AD

On-premises Active Directory

Single Active Directory domain, sync custom Cloud HR attributes to custom AD attributes. Complex OU routing rules.

Azure AD

On-premises Active Directory

Multiple Active Directory forests and domains managed by different business units. Single or multiple Azure AD tenants.

Note: In hybrid scenarios, on-premises AD to Azure AD sync is managed by AAD Connect Sync or Cloud Sync

<°°> AAD Connect Provisioning Agent

# Using SAP Implementation Design Principle (IDP) docs



https://blogs.sap.com/2019/04/15/implementation-design-principles-idp-for-successfactors/

https://aka.ms/SuccessFactorsAADSync

# SuccessFactors Azure AD Bidirectional Sync

**IDP Contributors**

# An opportunity to modernize your SAP SuccessFactors <-> Azure Active Directory integration

## Limitations ☆

Limitations of SAP Cloud Platform Integration with Active Directory

Only the new hire and termination scenarios are supported in the current release.

Rehire, transfer, and data changes are out of scope. Activating an inactive account in Active Directory is not supported. The distinguished name (that is, the key in Active Directory to uniquely identify the user) is not stored in the middleware. This means that whenever a user needs to be created or disabled, the distinguished name is built in the middleware based on the configuration. We therefore strongly recommend not changing the formatting option once initially decided or set. The common name formatting settings must be the same for both create and disable user account processes.

### SAP SuccessFactors Employee Central Integration with Microsoft Active Directory

Creating / Disabling a user in Microsoft Active Directory is triggered only when an employee is hired or terminated in SAP SuccessFactors Employee Central.

Overview | **Integration Flow** | Value Mapping | Documents

🔍 Find

**Integration Flow**

Packaged Integration SF EC to Microsoft Active Directory Create User Account

Transfers the new hire's from SuccessFactors Employee Central to Microsoft Active Directory

Version 1.0.5

**Integration Flow**

Packaged Integration SF EC to Microsoft Active Directory Disable User Account

Transfers the terminated employee details from SuccessFactors Employee Central to Microsoft Active Directory.

Version 1.0.5

---

Microsoft Azure    🔍 Search resources, services, and docs (G+/)

Home > Enterprise applications >

**Browse Azure AD Gallery** ...

+ Create your own application   ⓘ Request new gallery app   ⧉ Got feedback?

ⓘ You're in the new and improved app gallery experience. Click here to switch back to the legacy app gallery experience.

🔍 SuccessFactors ✕

Single Sign-on : All    User Account Management : **Automated Provisioning**    Categories : All

⊙ Federated SSO    ⊙ Provisioning

**Showing 3 of 3 results**

**SuccessFactors Writeback**
Microsoft

**SuccessFactors to Azure AD User Provisioning**
Microsoft

**SuccessFactors to Active Directory User Provisioning**
Microsoft

---

Due to the availability of the new Microsoft Active Directory integration the following integration guides are not recommended anymore to be implemented and are mentioned here just for reference/completeness in case of legacy implementations:

- [Not recommended anymore] - Integrating SAP SuccessFactors Employee Central with Microsoft Active Directory (SAP Cloud Platform Integration)
  https://help.sap.com/viewer/259cedce8d2c4c53bbfad2dfe548f619/LATEST/en-US/c12160ec3b474cb19df199b914e2ccd3.html

- [Not recommended anymore] - Integrating SAP SuccessFactors Employee Central with Microsoft Active Directory (Dell Boomi) https://help.sap.com/viewer/b50b10247e034133a62240b2be2fdeb0/LATEST/en-US/52740009c9b54576b47ed85d9e474a7a.html

- [Not recommended anymore] SAP SuccessFactors Employee Central Integration with Microsoft Active Directory on API Business Hub:
  https://api.sap.com/package/SuccessfactorsEmployeeCentraltoActiveDirectory?section=Overview

---

SAP    **Identity Provisioning Service Administration**

🏠 Home
⊙ Source Systems
⇥ Target Systems
📋 Job Logs
🛡 Security    ⌄
Authorizations
OAuth

↗ 1    Source Systems    Manage source systems

⇥ 1    Target Systems    Manage target systems

# High level integration overview

Identity integration components in a typical hybrid landscape (SAP and Microsoft products)

# Enabling hybrid scenarios with SAP and Azure AD
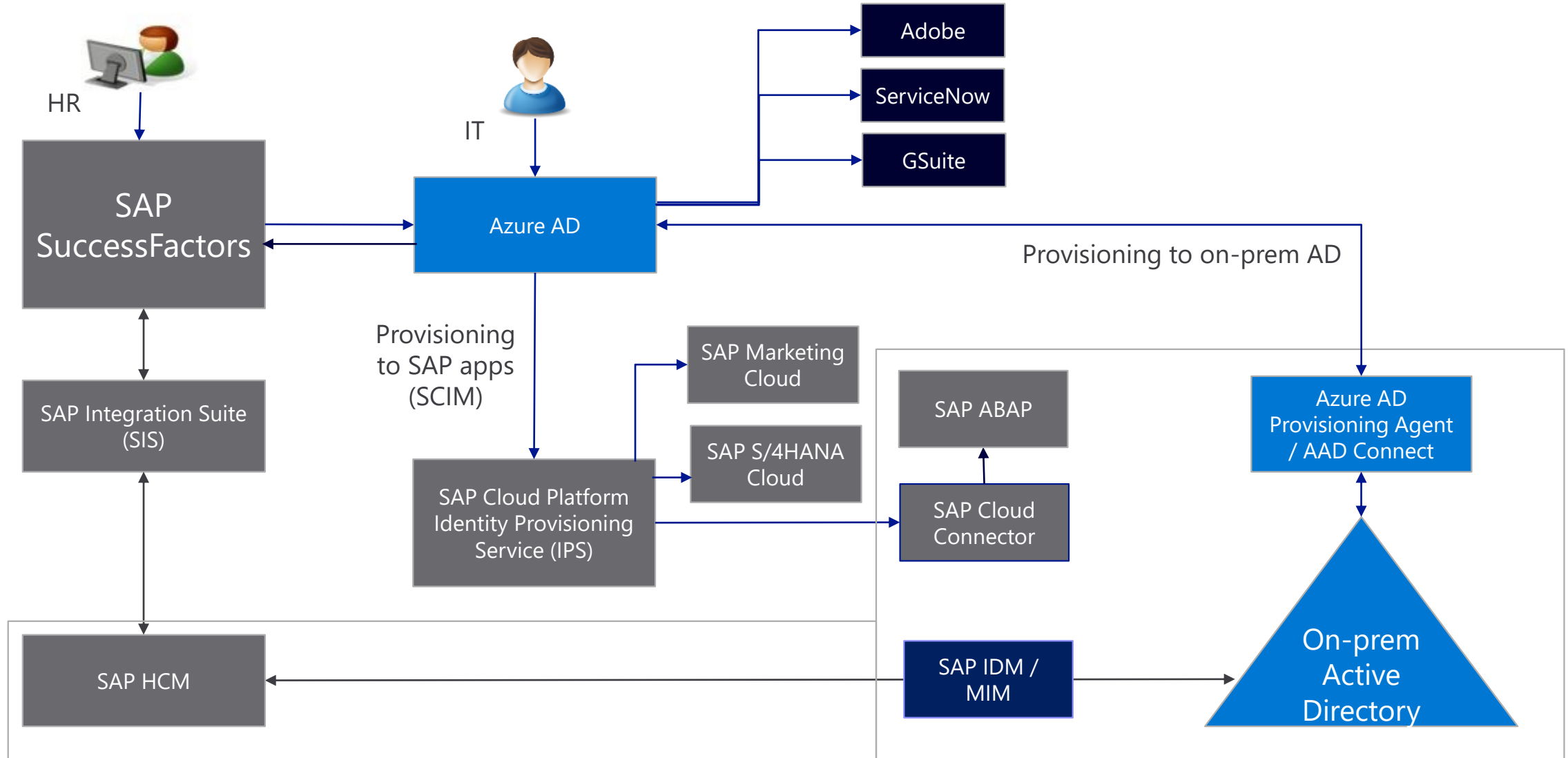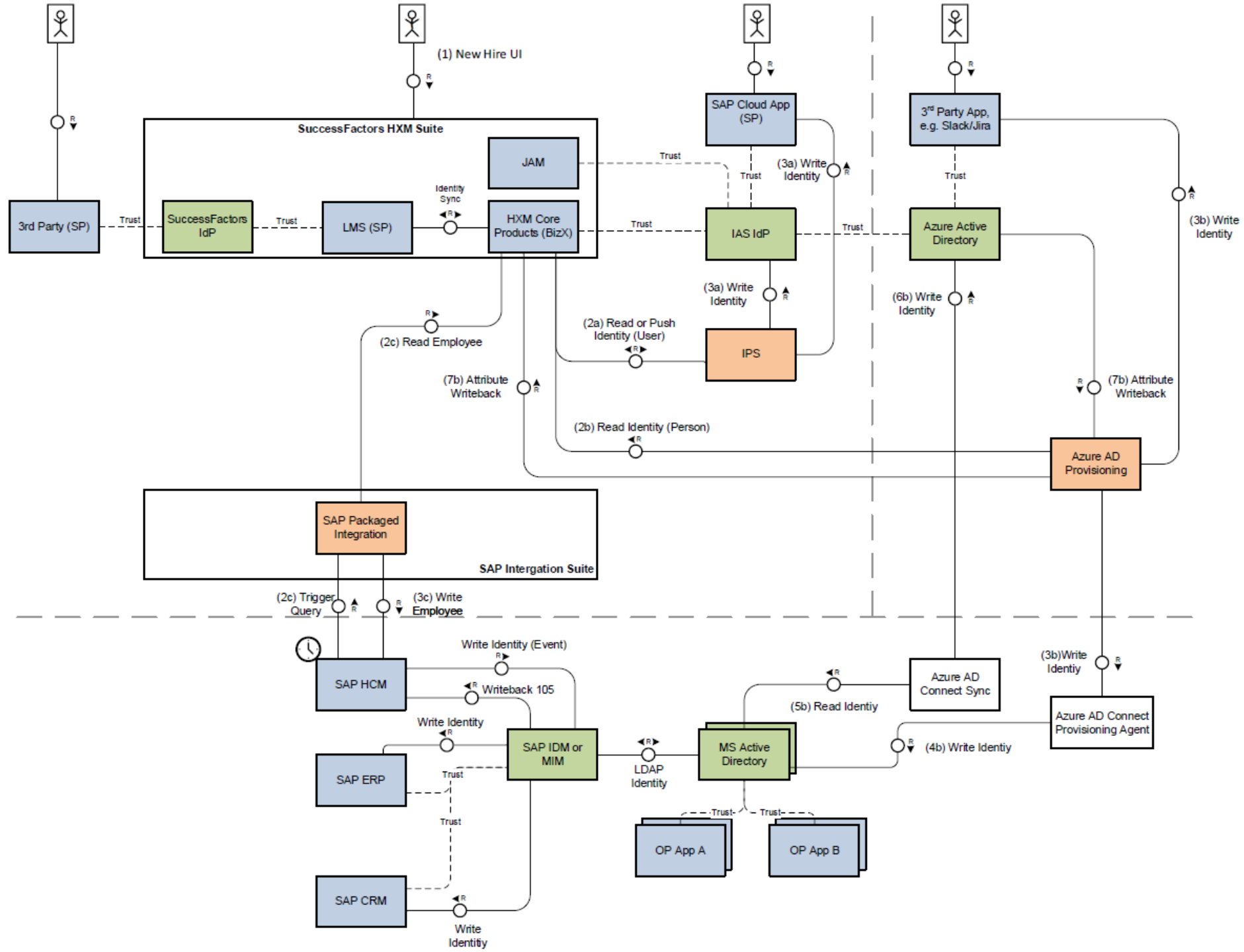
**1** Use SAP IAS and IPS for integrating SAP SuccessFactors with SAP Cloud applications

(1) New Hire UI

SuccessFactors HXM Suite

JAM

SuccessFactors IdP

Trust

LMS (SP)

Identity Sync

HXM Core Products (BizX)

Trust

SAP Cloud App (SP)

Trust

Trust

(3a) Write Identity

IAS IdP

Trust

(3a) Write Identity

(2a) Read or Push Identity (User)

IPS

(2c) Read Employee

(7b) Attribute Writeback

(2b) Read Identity (Person)

**JAM**

**HXM Core Products (BizX)**

**3rd Party App, e.g. Slack/Jira**

Trust

**Azure Active Directory**

Trust

(2a) Read or Pull Identity (User)

(6b) Write Identity

(7b) Attribute Writeback

(3b) Write Identity

tribute back

(2b) Read Identity (Person)

**Azure AD Provisioning**

**SAP Intergation Suite**

te Identity (Event)

Writeback 105

(3b)Write Identiy

**Azure AD Connect Sync**

(5b) Read Identiy

**SAP IDM or MIM**

LDAP Identity

**MS Active Directory**

(4b) Write Identiy

**Azure AD Connect Provisioning Agent**

**2**

*Use Azure AD provisioning service to read SuccessFactors HR data and provision 3rd Party Apps and MS Active Directory*

**SuccessFactors HXM Suite**

JAM

SuccessFactors IdP — Trust — LMS (SP) — Identity Sync — HXM Core Products (BizX)

(2c) Read Employee
(2a) Read Identity
(7b) Attribute Writeback
(2b) Read

**SAP Integration Suite**

SAP Packaged Integration

(2c) Trigger Query
(3c) Write Employee

SAP HCM — Write Identity (Event) — Writeback 105

Write Identity

SAP ERP — Trust

SAP IDM or MIM

Trust

SAP CRM — Write
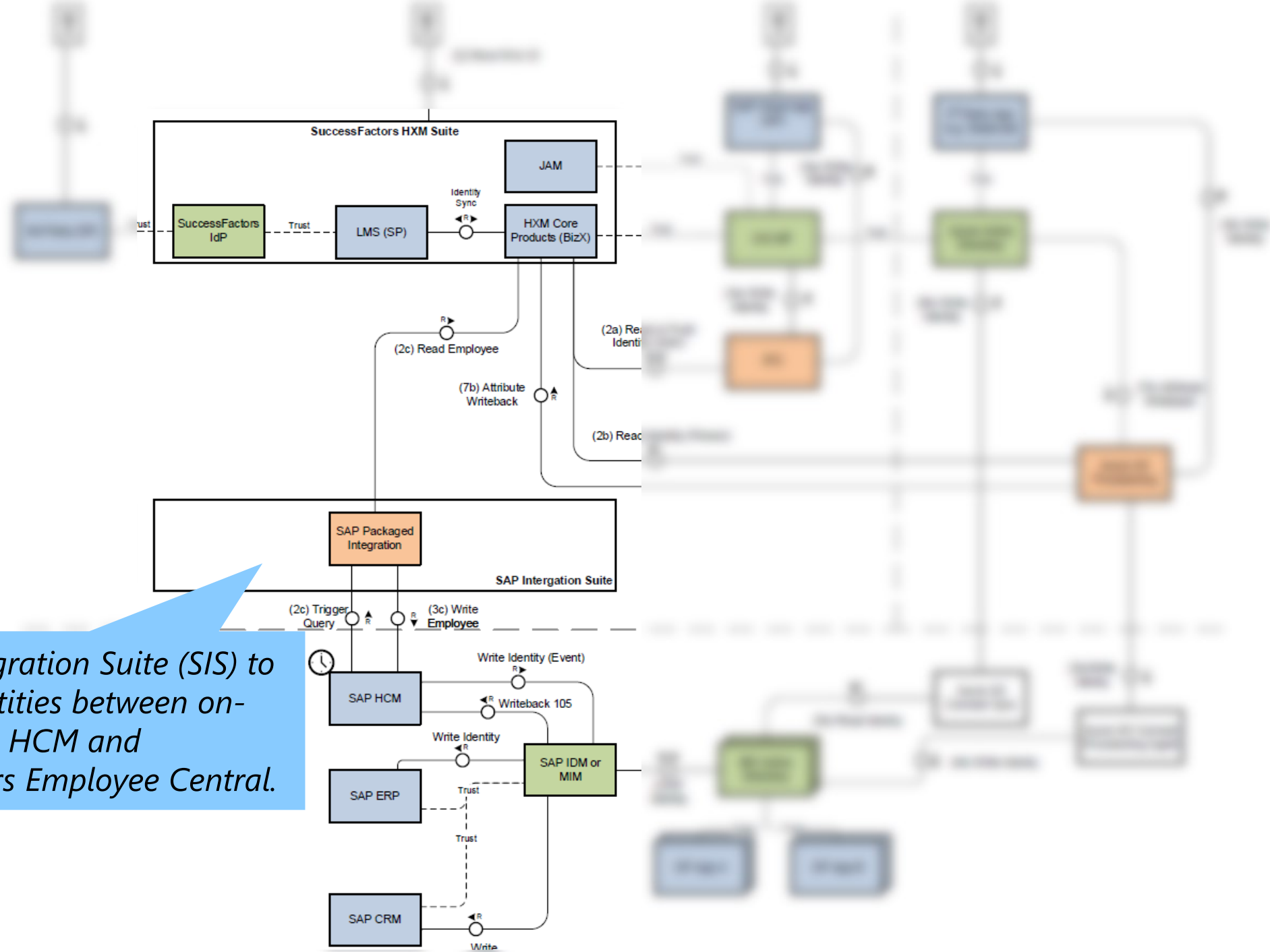
**3**

*Use SAP Integration Suite (SIS) to manage identities between on-premises SAP HCM and SuccessFactors Employee Central.*

# Deep Dive

Advanced scenarios covered in the Implementation Design Principle document

# SAP SuccessFactors <-> Azure AD Bidirectional Sync

**Implementation scenarios covered by IDP doc** https://aka.ms/SuccessFactorsAADSync

1. Azure AD as master: Identity flow to SAP SF (Basic User profile)

2. Extending Azure AD provisioning

   a) Exporting Azure AD Provisioning Logs to SuccessFactors Execution Manager

   b) Photo transfer from SuccessFactors to Azure AD

3. Moving from on-prem SAP HCM to SAP SuccessFactors

4. Handling global assignment and concurrent employment

5. SuccessFactors position-based provisioning

6. Securing SuccessFactors API end-points

7. SAP SuccessFactors API usage best practices

# SAP SuccessFactors <-> Azure AD Bidirectional Sync

**Implementation scenarios covered by IDP doc**

| # | Topic | IDP doc sections for reference | | |
|---|---|---|---|---|
| | | Requirements | Solution Overview | Solution Details |
| 1 | Azure AD as master – identity flow to SAP SF | 4.1 | 5.1 | 6.1 |
| 2 | Provisioning logs and photo transfer | 4.2 | 5.2 | 6.2 |
| 3 | Identity flows as you move from on-prem SAP HCM to SuccessFactors Employee Central | 4.3 | 5.3 | 6.3 |
| 4 | Global assignments and concurrent employment | 4.4 | 5.4 | 6.4 |
| 5 | Position-based provisioning | 4.5 | 5.5 | 6.5 |
| 6 | Securing SuccessFactors API endpoints | 4.6 | 5.6 | 6.6 |
| 7 | SuccessFactors API usage best practices | 4.7 | 5.7 | 6.7 |

# Demo scenarios
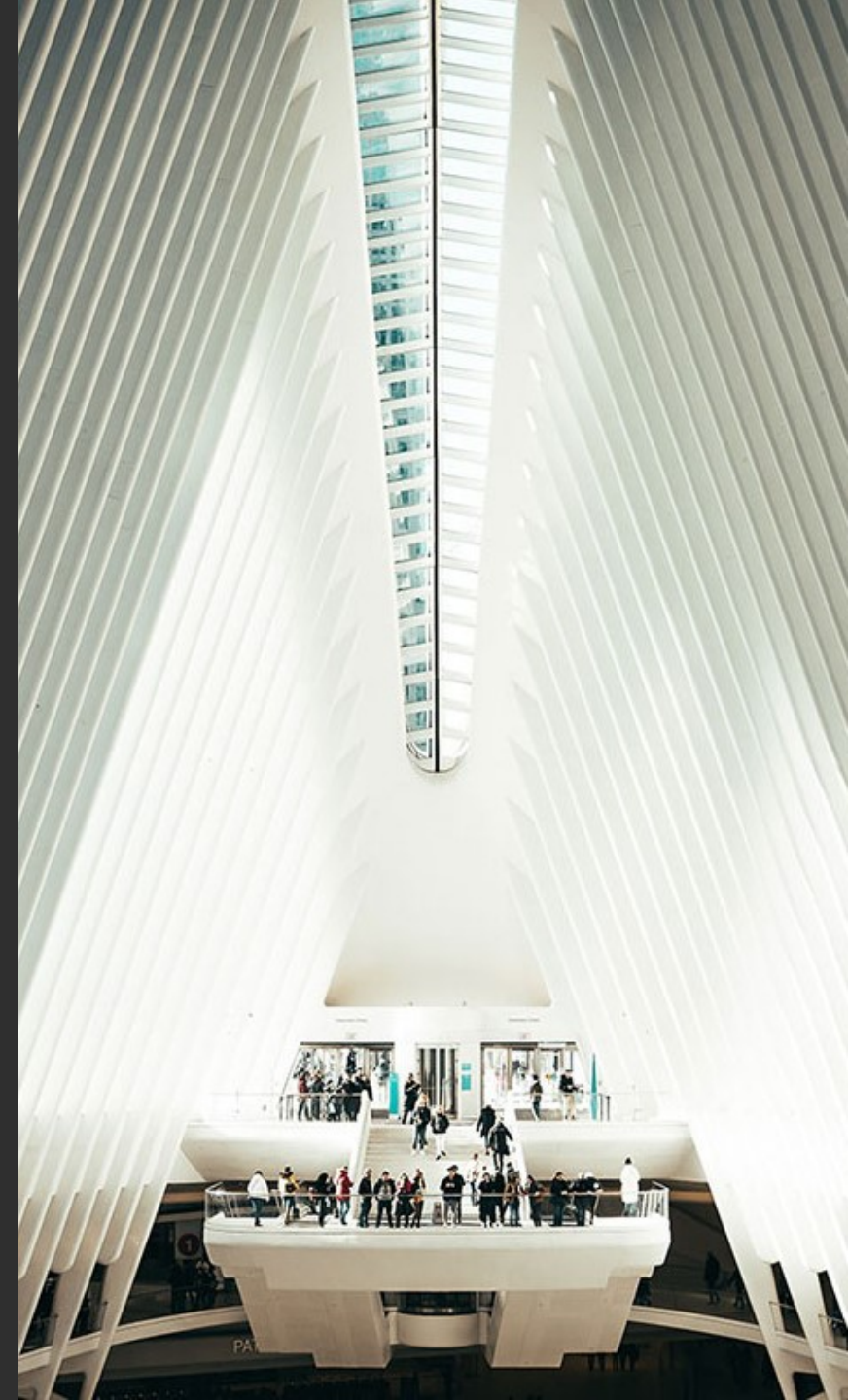
# Joiner-Mover-Leaver Demo Scenarios

Watch [Episode 11 of SAP on Azure](#) Podcast

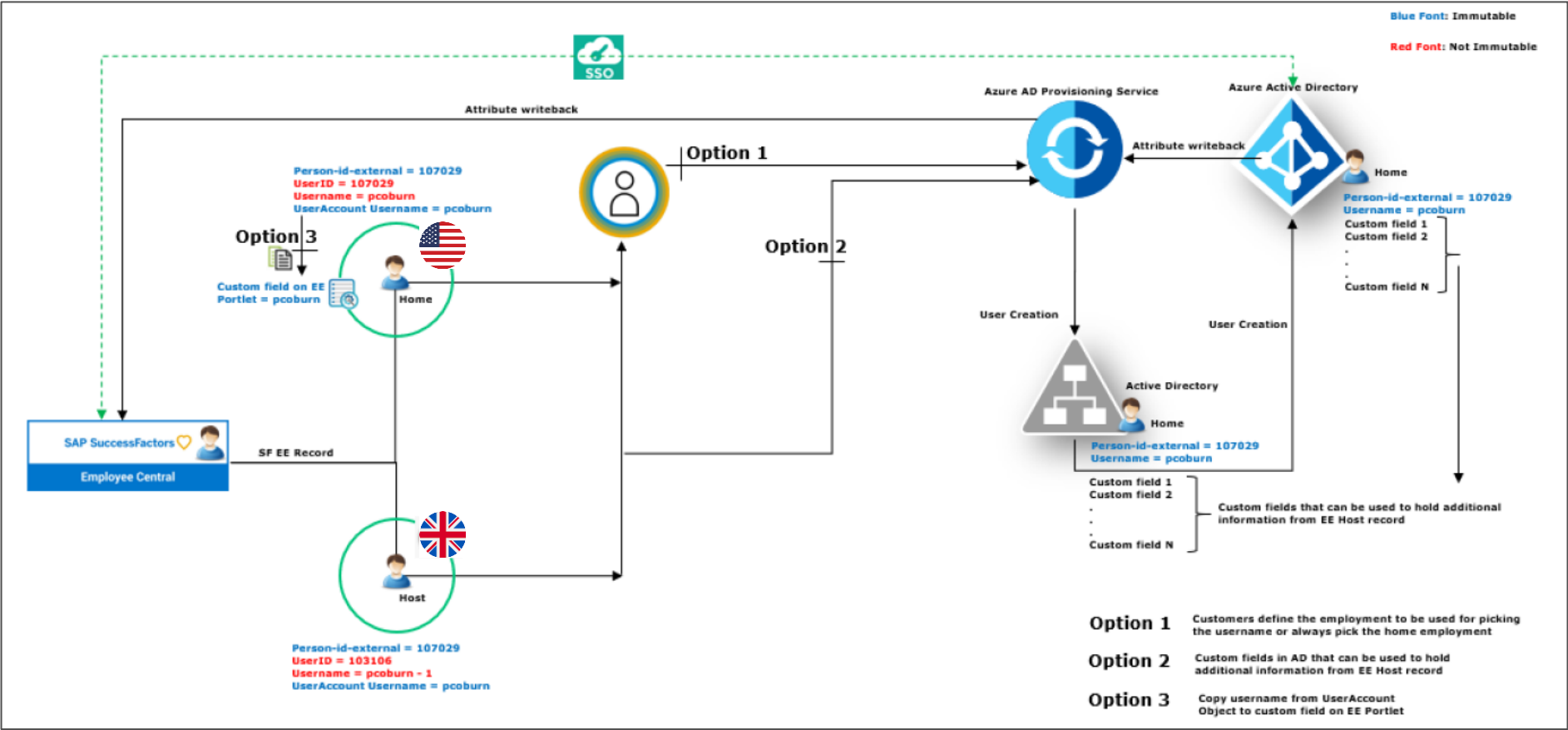| Scenario | User Name | Organizational Data | Processing Remarks |
|----------|-----------|---------------------|--------------------|
| New Hire | Henry Blake | Hired in Shared Services Department as Customer Service Agent | Create AD user in "Shared Services" OU<br>Auto generate unique UPN<br>Populate AD attributes based on HR data<br>Resolve manager reference |

| Scenario | User Name | Organizational Data | Processing Remarks |
|----------|-----------|---------------------|--------------------|
| Department Change | Martin Snow | Moves from "Shared Services" to "Information Technology" department | Update user OU<br>Update user attributes<br>Update manager |

| Scenario | User Name | Organizational Data | Processing Remarks |
|----------|-----------|---------------------|--------------------|
| Employee separation | Judy Baker | Judy retires from the Retail Forecasting department | Disable Judy's AD account |

# Global assignment scenario demo



| Scenario | User Name | Organizational Data | Processing Remarks |
|---|---|---|---|
| Global Assignment (GA) / International Assignment | Henry Blake | Short-term deputation from US to UK. Job Title changed to Production Tester. | Update user attributes (department, division, jobTitle, country) to reflect GA details Manager unchanged. |

# SuccessFactors to AD user provisioning - Global Assignment scenario demo

SuccessFactors Writeback demo

# Learning resources

- SAP SuccessFactors and Azure AD Bidirectional sync IDP doc
- https://aka.ms/SuccessFactorsAADSync
- Documentation for configuring SuccessFactors HR provisioning to on-prem AD
  https://docs.microsoft.com/azure/active-directory/saas-apps/sap-successfactors-inbound-provisioning-tutorial
- SuccessFactors integration reference
- https://docs.microsoft.com/en-us/azure/active-directory/app-provisioning/sap-successfactors-integration-reference
- Using functions for Provisioning Attribute Mappings and Transformations
  https://docs.microsoft.com/azure/active-directory/manage-apps/functions-for-customizing-application-data
- Cloud HR Deployment Plan
  https://docs.microsoft.com/azure/active-directory/manage-apps/plan-cloud-hr-provision

# Call-to-action



- Read through the SAP SuccessFactors and Azure AD IDP doc - https://aka.ms/SuccessFactorsAADSync

- Plan migration from legacy SuccessFactors integration methods to Azure AD provisioning

- Pick your starting configuration: SuccessFactors Writeback, SuccessFactors to AD, SuccessFactors to Azure AD

- Build, test and rollout your SuccessFactors integration with Azure AD provisioning

**Microsoft**

# Thank you!