

SAP Human Experience Management (HXM) Solution

Overview

SAP Human Experience Management Suite of product to help organization to improve the employee experience and automate all the Human Resources processes. HXM helps organizations understand what your people need, how they work, and what motivates them to keep them happy and engaged.

The software required to automate the Human Resources Management function has changed over the time. Everything about work is changing. Traditional human capital management is no longer enough. With SAP SuccessFactors Human Experience Management (HXM) Suite, you can put your people at the center of everything – creating experiences that drive real competitive advantage.

SAP HXM Suite is a powerful cloud HR software that empowers individuals to reach their full potential at work while strengthening the connection of HR across the business.

SAP HUMAN EXPERIENCE MANAGEMENT (HXM) SUITE COMPONENTS:

The list of SAP products (modules or solutions) that conform to SAP Human Experience Management (HXM) Suite are:

- SAP Qualtrics 360 Development
- SAP Qualtrics Candidate Experience
- SAP Qualtrics Employee Benefits Optimizer
- SAP Qualtrics Employee Engagement
- SAP Qualtrics Employee Lifecycle
- SAP Qualtrics Employee Technology Experience
- SAP Agent Connection
- SAP Agent Lifecycle Management
- SAP Agent Performance Management Enterprise
- SAP Commissions
- SAP Territory and Quota
- SAP Integration Suite for SAP SuccessFactors solutions
- SAP Analytics Cloud
- SAP Analytics Cloud for planning
- SAP Core Human Capital Management Cloud, private edition
- SAP Payroll Processing, private cloud edition
- SAP Time Tracking Cloud, private edition
- SAP SuccessFactors Employee Central Payroll
- SAP SuccessFactors Employee Central Service Center
- SAP SuccessFactors Employee Central, core HR
- SAP SuccessFactors Time Tracking
- SAP SuccessFactors Work Zone
- SAP SuccessFactors Workforce Analytics
- SAP SuccessFactors Compensation
- SAP SuccessFactors Learning
- SAP SuccessFactors Onboarding
- SAP SuccessFactors Opportunity Marketplace
- SAP SuccessFactors Performance & Goals
- SAP SuccessFactors Recruiting
- SAP SuccessFactors Succession & Development
- SAP Absence and Leave Management by WorkForce Software
- SAP Signature Management by DocuSign
- SAP SuccessFactors Document Management Core by OpenText
- SAP Time and Attendance Management by WorkForce Software
- SAP U.S. Benefits Administration by Benefitfocus
- SAP U.S. Payroll Tax Calculation by BSI
- SAP Workforce Forecasting and Scheduling by WorkForce Software
- SAP Content Stream by Skillsoft

QUALTRICS MODULES / PRODUCTS:

- SAP Qualtrics 360 Development
- SAP Qualtrics Candidate Experience
- SAP Qualtrics Employee Benefits Optimizer
- SAP Qualtrics Employee Engagement
- SAP Qualtrics Employee Lifecycle
- SAP Qualtrics Employee Technology Experience

SUCCESSFACTORS MODULES OR PRODUCTS:

- SAP SuccessFactors Employee Central Payroll
- SAP SuccessFactors Employee Central Service Center
- SAP SuccessFactors Employee Central, core HR
- SAP SuccessFactors Time Tracking
- SAP SuccessFactors Work Zone
- SAP SuccessFactors Workforce Analytics
- SAP SuccessFactors Compensation
- SAP SuccessFactors Learning
- SAP SuccessFactors Onboarding
- SAP SuccessFactors Opportunity Marketplace
- SAP SuccessFactors Performance & Goals
- SAP SuccessFactors Recruiting
- SAP SuccessFactors Succession & Development

SALES PERFORMANCE MANAGEMENT MODULES /PRODUCTS:

- SAP Agent Connection
- SAP Agent Lifecycle Management
- SAP Agent Performance Management Enterprise
- SAP Commissions
- SAP Territory and Quota

SAP S/4HANA HUMAN EXPERIENCE MANAGEMENT COMPONENTS:

- SAP Core Human Capital Management Cloud, private edition
- SAP Payroll Processing, private cloud edition
- SAP Time Tracking Cloud, private edition

SAP BUSINESS TECHNOLOGY PLATFORM (BTP) PRODUCTS APPLICABLE TO HXM:

- SAP Integration Suite for SAP SuccessFactors solutions
- SAP Analytics Cloud
- SAP Analytics Cloud for planning

SOLUTION EXTENSION (SOLEX) PRODUCTS:

- SAP Absence and Leave Management by WorkForce Software
- SAP Signature Management by DocuSign
- SAP SuccessFactors Document Management Core by OpenText
- SAP Time and Attendance Management by WorkForce Software
- SAP U.S. Benefits Administration by Benefitfocus
- SAP U.S. Payroll Tax Calculation by BSI
- SAP Workforce Forecasting and Scheduling by WorkForce Software
- SAP Content Stream by Skillsoft

PRODUCTS CATEGORIZED AS TALENT MANAGEMENT:

- SAP SuccessFactors Compensation
- SAP SuccessFactors Learning
- SAP SuccessFactors Onboarding
- SAP SuccessFactors Opportunity Marketplace
- SAP SuccessFactors Performance & Goals
- SAP SuccessFactors Recruiting
- SAP SuccessFactors Succession & Development

PRODUCTS CATEGORIZED AS CORE & PAYROLL

- SAP SuccessFactors Employee Central Payroll
- SAP SuccessFactors Employee Central Service Center
- SAP SuccessFactors Employee Central, core HR
- SAP SuccessFactors Time Tracking

SAP SuccessFactors Employee Central

SAP SuccessFactors Employee Central addresses human capital management as a strategic goal. It provides valuable insights for informed decision making, workforce management, productivity, and employee engagement; it also ensures compliance with legal regulations and efficient service delivery to employees. The next-generation HR system is designed for the global enterprise workforce and delivered safely via the SAP SuccessFactors cloud.

Localization is at the heart of our offering

- SAP SuccessFactors Employee Central is **available in 75 countries**.
 - SAP SuccessFactors Employee Central **manages processes in 177 countries**.
 - SAP SuccessFactors Employee Central **supports country-specific fields, local regulatory requirements, and business rules**.
 - Content and documentation are available in **41 languages**.
 - Some **500 product experts** work closely with local governments to comply with regional and national regulations.
 - More than **2300 legal changes were introduced in RR. in the last four years**.
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Business Challenges

Res. HH is no longer mostly transactional and is becoming an integral part of workforce management on behalf of the company. In an agile and diverse environment, RR. HR needs to add value for tactical, operational, and strategic stakeholders at all levels. These new challenges drive the need for new processes and new enablement.

However, for RR. It's not easy to overcome these challenges. The RR systems. Old HRs are typically local specific solutions with fragmented processes and rigid structures. Disparate systems with incompatible data cannot provide useful information and transparency. The result is less engagement and staff adoption.

Business Benefits

SAP SuccessFactors Employee Central is a RR system. Comprehensive global HR that provides a single, holistic view of the organization's workforce, and enables global workforce management and informed, intelligent decision-making. Today, HR solutions. HR must be flexible and extensible, and must be compatible with local and global regulations.

With SAP SuccessFactors Employee Central, INGENIO SAN DIEGO can:

- Execute talent-driven strategies for workforce planning through thorough and integrated reporting and analysis
- focus on value-added activities supporting their business strategies and objectives;
- consolidate and optimize HR operations and processes HR in the cloud to increase ROI.

Features and Functions

SAP SuccessFactors Employee Central offers INGENIO SAN DIEGO the following features:

- **One global system of records** – Our platform is effective dated for a variety of geographic locations, cost centers, legal entities, and employee types.
- **Global processes and local best practices** – Global standardization of business processes in one instance.
- **Res. Enterprise HR for the consumer:** Intuitive, simple interface that can be accessed anytime, anywhere, securely.
- **Flexible architecture** – Configurable, expandable, and modular architecture to support your unique business needs.
- **Improved decision making:** Real-time workforce data to improve the business impact of RR. TZ
- **Powerful analytics** – Workforce data correlated with finance, CRM, and others for actionable, actionable insights.
- **Social collaboration:** higher staff productivity and faster innovation.
- **Seamless integration** – Easy connection to on-premise and cloud applications such as ERP, time and support, and benefits.
- **Continuous innovation** – Enhancements delivered in the cloud four times per year, at no additional cost or disruption.

Key Features for HR Transactions

- **Organizational charts** – You can navigate the entire organization, understand relationships with your managers, and start any type of transaction.
- **Effective dated transactions:** RR transactions can be processed. TZ with earlier or later dates. Reporting with predefined effective dates and deadlines is also supported.
- **Employee self-service:** Personal data (address, name, emergency contacts, marital status, etc.) and direct deposit information are allowed to be maintained. Pre-integrated payroll and benefits portals can also be accessed to make or change selections of benefits, contributions, and withholding taxes.
- **Manager Self-Service:** Access to employee information is permitted based on security rights. It is possible to view personal information, employment history, salary history, training history, educational information, professional awards, languages and specializations, and external work history. Any type of change can be initiated and executed for any member of your team: promotion, termination, incentive, salary change, etc. The mobile app supports all manager self-service functionality.
- **Workflow automation** – Automate workflows and track a transaction from initiation to execution, such as approvals, routing, and historical tracking. You can create and manage as many levels of approvals as you need for the selected transactions. Workflows can be enabled on mobile devices.
- **Notifications:** Automated notification of status changes, new hires, and terminations.
- **Mass Changes:** Changes (e.g. job information or job relationships) can be processed for any user-defined selection of employees. You can also make organizational changes or reassignments that affect many employees.

Key Features for New Hires and Onboarding

- **Recruiting integration** – Information on new hires can be extracted from recruiting, without the need to re-enter data between employment stages, for example, when a person transitions from candidate to hire.
- **Basic worker information:** It is possible to track worker demographics, job/job information, supervisor/manager, function, location, business unit and division, department, job location, legal entity, cost center/ledger code, gender, nationality/ethnicity (where legally permitted), marital status, date of birth, disability, Social Security Number, allowances, emergency contact, province, etc.
- **Type of employee:** it will be possible to capture and update what type of employee is a given worker: common, full-time, part-time, contractor, casual consultant, cooperator, student
- **Immigration and Citizenship Information:** Information such as visa, green card, expiration dates, passport/place of issue number, and languages spoken may be included.
- **Social Security numbers and other unique identifications:** Social security numbers and other unique identifications can be captured and validated at the time of data entry to avoid duplication.
- **Employee History** – Ability to check employee history, including company, industry, and skills/experience.
- **Country-specific information:** Country-specific information for all employees is listed and includes the country of residence and the country where your work is located, if they are not the same.

Key Features for Changes and Transfers

- **Employee Status** – You can control whether the employee is active, on leave, or terminated.
- **Employee Transfer Information:** Employee transfer information can be reviewed. This includes the reason and date of the transfer, which department and to which department it was transferred, whether it moved from one company to another, or who was the supervisor of the transfer.
- **Specific changes or dates:** For each employee, hire and rehire dates, seniority, anniversary, service acknowledgement, transfers, employment termination, retirement, and promotion can be reviewed.
- **Licensing** – Track dates and information related to an employee's leave of absence and returns.
- **Global expatriate assignments:** it is possible to accompany transfers between countries as well as to impatriates and expatriates. Expatriate data can be tracked and maintained in the country of origin and destination (personal and employment information, company data, and eligibility for benefits/salaries).
- **Promotions and demotions** – Data linked to an employee's promotions and demotions can be tracked and maintained, including level change, position change, transfer, responsibility change, cost center change, and step progression.
- **Terminations:** You can initiate a termination and track all relevant data, such as termination dates (effective date, last day worked, settlement payment date, next payment date, etc.), reasons, rehire eligibility status, and customizable term lists.

Key Features of Workplace Management

- **Position-based succession management** – The relationship between current employees and their successors can be managed through a position hierarchy that supports planning for the succession of a vacant position, as well as nominating a person as a successor in a current position.

- **Job creation:** One or more positions can be created in line with appropriate controls. It is permitted to store and review related information, such as category (normal, part-time, season, internship, confidential), job description, job title, level, business unit, division, department, supervisor name, previous employee name in that position, and the name of the employee who will replace it.
- **Track Hierarchy Relationships by Work Center:** You can control and maintain an organizational chart based on work centers. It is possible to manage how one type of position reports to another, and easily reclassify positions and hierarchical relationships to control tables.
- **Position vacancy tracking:** Open positions and vacancies can be easily tracked and updated in the position based org chart.
- **Monitoring of events or statuses:** It is possible to review the statuses and events linked to a position.
- **Job Code Validation and Description:** You can verify that jobs are associated with valid job descriptions and job codes.

Key Features of Time Management:

- **Holiday and Work Calendar** – You can leverage holiday and work calendars to define the days an employee works and does not work.
- **Time accounts:** accounts for vacation, sick leave, and paid leave.
- **Mobile leave requests** – Provides full support for leave requests from employees via mobile devices; has history of absences, calculation of time not worked, team members absent for required time, and ability to add comments.
- **Mobile approval workflows** – Ability to receive requests with information about other team members absent at the same time, related comments, and appropriate balances of the employee's time off. Requests can be approved or rejected.
- **Forecast:** a projected balance is displayed based on future accruals and planned absences.

Key features for reporting, compliance, and auditing

- **Trend analysis on performance issues:** More than 2000 built-in metrics and benchmarks can be leveraged for trend analysis and drill-down.
- **Standard reports** – Any number of standard reports (data audit, RR reports) can be generated. ready-to-use HR, turnover reports, executive dashboards, etc.), run them on the fly or on a predefined schedule, and generate them in local languages.
- **Shareable reports** – You can publish reports to any number of participants based on security access rights.
- **Reports as of a date** – You can run reports based on data as of a certain date.
- **Reports with a date range:** You can run reports within a specific date range.
- **Audit reports** – Multiple audit reports can be produced, including audits of inactive users, audits of unauthorized user access attempts, and security reports on user capabilities by role.
- **Audit compliance** – Leverage compliant audit reviews and reports, the Sarbanes-Oxley Act, and other government regulations.
- **Audit trails:** It is possible to view audit trails of current changes that are occurring in a full report, even when data is updated as a result of using one interface or integrating with another application.

SAP SuccessFactors Recruiting

Talent acquisition is one of the HR processes. HR with the biggest impact on a business, and bringing the right people into the organization has a measurable impact on business performance. SAP SuccessFactors Recruiting provides the tools and insights Ingenio San Diego needs to deliver a pleasant experience to every candidate. Our cloud-based solution combines applicant tracking, job distribution, and candidate relationship management – it's not a single solution to eliminate the complexities and poor experiences offered by siloed processes. This results in significant efficiency improvements for your recruiting teams and improved experiences for your candidates.

In 2021, SAP was positioned as a **leader in Gartner's Magic Quadrant for Cloud HCM Suites** for companies with more than 1,000 employees. The report recognized SAP for its completeness of vision and ability to execute. SAP has been **positioned as a leader in this report since its inception in 2016**.

In 2021, SAP was also named a **leader in the IDC MarketScape: Worldwide Integrated Talent Management 2021 Vendor Assessment report**. This is the **ninth consecutive time** SAP has received this distinction.

Figure1 . SAP SuccessFactors Recruiting

SAP SuccessFactors Recruiting is a simple, comprehensive solution that helps recruiters and managers identify, attract, and hire top talent quickly.



Exhaustiva

Gestione todos los aspectos del ciclo de vida del reclutamiento.



El candidato como prioridad

Brinde experiencias orientadas al consumidor que prioricen a los candidatos.



Eficaz

Automatice procesos para reducir el tiempo invertido y aumentar la precisión.



Inteligencia incorporada

Comprenda los salarios del mercado, elimine los prejuicios y garantice habilidades precisas.



Mejora continua

Aproveche las analíticas para obtener información estratégica detallada a fin de mejorar la selección de personal.



Extensible

Aproveche rápidamente y con facilidad las innovaciones más recientes con un sólido ecosistema de socios.

Business Challenges

Today, the difficulties and costs involved in hiring the wrong employee are greater than ever. The talent shortage reached a critical mass, with several companies unable to fill positions for beginners or find specialized talent. This shortage means that the average time to fill positions is also increasing. And when companies hire someone, they often hire the wrong people and experience high turnover during the first year.

Research shows that effective recruiting leads to a real business impact, including lower average time to fill positions, higher employee engagement, and a higher employee retention rate. However, many companies ignore this and face the following challenges:

- **Different tools for marketing and recruitment management**, leading to gaps in information and reporting
- **inability to effectively communicate employer brand and precarious sourcing methodologies**, leading to inefficient talent pools;
- **lack of adequate means to connect with candidates** in global and emerging markets;
- **Lack of integration with other talent management processes**, leading to gaps in business goals and recruitment strategy
- **reactive recruitment practices and talent shortages**, which are a disadvantage for companies.

Business Benefits

SAP SuccessFactors Recruiting is a comprehensive recruiting solution that can help Ingenio San Diego attract and hire the best talent, select and hire the best candidates, and measure business outcomes. Unlike other solutions that focus primarily on talent selection, SAP SuccessFactors Recruiting combines a complete recruiting marketing solution (attraction and hiring) with a complete recruitment management solution, constituting the prescription for better recruitment.

- **Seek the talent according to your needs** – SAP SuccessFactors' patented methodology ensures that your jobs are crossed with the candidate who has the right message at the right time.
- **Attract easily and effectively** – Apply marketing best practices to cultivate strong candidates so you have a pipeline that saves recruiters time and generates results.
- **Improve selection**: Our social, mobile, and competency-based approach to evaluating candidates speeds up the hiring process by keeping it fast and fair.
- **Integrate new hires seamlessly – Accelerate** new hire and impact with automated forms, and expand your access to people and resources in the employee social network.
- **Have visible results**: Improve return on investment in recruiting and demonstrate how your recruiting strategy is driving business outcomes.

Features and Functions

SAP SuccessFactors Recruiting provides a comprehensive, strategic solution that provides outcome-oriented recruiting practices to help you source the necessary talent, including:

- Dynamic Talent Pools
- Job Analyzer powered by machine learning
- Automated job advertisements
- Mobile Job Site
- Digital signatures with SAP Signature Management by DocuSign

Global talent acquisition is based on an AI-enabled framework that can be learned, customized, and optimized based on company-specific talent requirements to improve the productivity and effectiveness of procurement and recruiting.

- Search for past applicants and candidates in constantly updated applicant pools and train passive candidates by the time it's right.
- Access thousands of job boards, schools, universities, and social recruiting networks with smart postings to minimize work and time to post.
- Define rules to automatically post to the recruiting sources where the best candidates are located.
- Gain insights into recruiting initiatives with drill-down by source, job, or period to see performance in more detail.

Candidate engagement tools enable you to attract active and passive talent to distinguish your brand from the competition and increase your talent pipeline.

- Deliver a personalized experience on any device in over 40 languages.
- Collect relevant candidate data during the application process or use quick apply capabilities for campus or large-scale recruitment cases.
- Embed social interactions or candidate feedback anywhere on your job site to create a dynamic and enjoyable experience.

Comprehensive relationship management features offer a proactive recruiting experience to train passive candidates for critical, hard-to-fill roles.

- Run email marketing campaigns with relevant messages and content, and gain insights into performance through campaign analytics.
- Provide specific jobs or content, create an engaging campus recruiting page, or run ad campaigns for a unique experience.
- Capture new candidates with data collection forms and determine their profiles for more timely conversion rates that are beneficial, as well as to increase data quality.

Optimizing applicant management helps reduce repetitive manual management tasks to focus more on candidates.

- Forget about spending time creating job applications, analyzing or rejecting candidates, and embedding intelligent features into the offers to ensure fair hiring.
- Enable recruiters to send and receive personal messages, and allow interviewers to instantly send feedback to recruiting staff and hiring managers.

- Contact candidates and recruiters in over 40 languages and comply with international data privacy laws through data privacy controls.

SAP SuccessFactors Onboarding

The workforce is increasingly decentralised, travelling, temporary and always active. Many employers incorporate highly specialized talent to meet their specific needs. Finally, regulatory and compliance needs continue to change and intensify. These changes mean that onboarding needs organizational change and increasingly complex growth over time. SAP SuccessFactors recognizes these changes and provides effective onboarding tools, which are:

- **Ongoing:** Use onboarding principles across the employee lifecycle, including cross-boarding and offboarding.
- **Intelligent** – Leverage our solution to digitize manual processes, track and eliminate bottle necks in the onboarding process.
- **Connected** – Align with other SAP SuccessFactors solutions to adopt an employee development approach to onboarding.

In 2017, **Gartner's Magic Quadrant "Talent Management Suites"** recognized SAP SuccessFactors as a Leader for the fourth consecutive year.

Figure2 . SAP SuccessFactors Onboarding

SAP SuccessFactors Onboarding improves first-year retention and reduces startup time by focusing on three key areas: people, process, and productivity.



Personas

Cree un **ambiente acogedor para empleados nuevos y transferencias internas** al conectarlos con la información correcta en el momento correcto y ayudarlos a construir sus redes formales e informales con el fin de establecer las relaciones que necesitarán para tener éxito.



Proceso

Aproveche las capacidades modernas de integración de empleados nuevos mediante **mejores prácticas, capacidades móviles y procesos digitales**, que brindan a los empleados nuevos una experiencia positiva con su organización desde el comienzo.



Productividad

Alinee sin problemas con **otros procesos de gestión de talentos como aprendizaje y establecimiento de objetivos** para proporcionar a los empleados nuevos los recursos y el enfoque que necesitan para ser productivos rápidamente.

Business Challenges

Research shows that effective onboarding leads to real business impact, including better time to productivity, higher employee engagement, and a higher retention rate. However, many companies ignore this and face the following challenges:

- **complexity and number of systems and processes** involved in onboarding (Human Resources, Payroll, Information Technology, Facilities, etc.);
- perception of onboarding **as a first day activity only**;
- **inadequate training and development** for personalized new employee productivity;
- **Lack of alignment** between new hires, managers, and company goals
- **no ability to measure** onboarding effectiveness and time to productivity;
- **lack of commitment from the manager to spend time** on effective onboarding.

Business Benefits

Many companies focus on tactical aspects, such as legal and form compliance, when it comes to onboarding. SAP SuccessFactors Onboarding offers a strategic and comprehensive approach to onboarding new hires and internal transfers by accelerating people, processes, and productivity. Helps INGENIO SAN DIEGO to consistently and efficiently turn new hires into employees with commitment, power of action and productivity, by:

- **guide HR departments in a meaningful way. HR, hiring managers, and new hires** in the onboarding process steps, improving efficiency and compliance
- **Connect new hires to the right people and relevant content** even before they start, increasing employee retention and engagement
- **develop new hires quickly** to turn them into productive employees and enable them to start contributing in record time.

Features and Functions

SAP SuccessFactors Onboarding provides a comprehensive strategic solution that includes:

- **New Employee Paperwork Mobile Assistant** – Allows new hires to complete, sign, and submit all paperwork from the convenience of their mobile device.
- **Pre-integration** – Engages new employees through their mobile devices to provide information on what to expect on their first day, such as office location, required documents, dress code, etc.
- **Hiring Manager Checklist**: Lists all actions that a hiring manager must complete to properly onboard new employees, for example, place the team order and assign a new employee's buddy.
- **Onboarding Portal**: Guides new employees through all available resources to prepare them for transition, including welcome videos, training content, benefits information, policies and procedures, corporate values, mission statement, and corporate goals. New employees can also initiate online conversations with human resources, the payroll department, or their designated mentor.
- **Internal workforce integration** – Provides a quick and efficient way to merge transfers, newly promoted employees, or acquired employees into the onboarding process.

- **Offboarding** – Helps collect all termination-related information and initiate time-sensitive tasks, such as conducting exit interviews and notifying payroll systems and benefits partners.

SAP SuccessFactors Onboarding can be purchased as a standalone product or as functionality within the Talent package. Embedded integration eliminates the need to manage solutions separately and provides greater strategic value to the onboarding process. For example, you can:

- easily transfer data from SAP SuccessFactors Recruiting to SAP SuccessFactors Onboarding;
- Assign personalized learning content to new employees using Employee Profile so that new employees have the material they need to be successful from the start.
- Create 30-day, 60-day, or 90-day goals to keep new hires focused, enabling early wins and boosting trust. The data in this form can populate the SAP SuccessFactors Performance & Goals template for long-term goals.

SAP SuccessFactors Learning

SAP SuccessFactors Learning is a comprehensive cloud learning solution that includes the following:

- A learning management system (LMS) that supports instructor-led training, online learning, exams/assessments, reporting, and dashboards
- Mobile learning through an intuitive app
- Analytics that help you understand how, where, and to whom the training is delivered

As an undisputed leader in the Talent and Learning¹ Management category, SuccessFactors helps talent professionals reduce risk and achieve compliance, improve employee performance, and better engage external audiences.

SAP SuccessFactors Learning is fully integrated into the SAP SuccessFactors HCM suite. It provides an objective and competency-based approach to learning. This makes learning part of broader talent management and a business execution process.

Figure3 . SAP SuccessFactors Learning Solution Components



SAP SuccessFactors Learning is transforming the way people learn by combining formal, informal, social, and extended learning along with innovative content management, reporting, analytics, and mobile capabilities that deliver a powerful, elegant user experience. As a result, learning is achieved that fosters business execution and offers a verifiable return on investment (ROI).

¹ 2016 IDC MarketScape's Worldwide Integrated Talent Management Vendor Assessment and 2017 Gartner Magic Quadrant for Talent Management Suites

- **Better manage learning** – Learning activities in one place reduce costs and create greater visibility.
- **Improve compliance reporting** – With the Learning Management System (LMS) it is possible to verify, train, and automate required certification assignments.
- **Combine formal with social to increase ROI** – Accelerate performance and increase learning retention by SuccessFactors Work Zone as part of your learning processes.
- **Extend learning easily** – Your partners and customers learn with an extended business solution that includes e-commerce capabilities.
- **Make your administration more powerful and intuitive:** Wizard-based processes and assignment profiles offer unprecedented automation for your administrators.
- **Improve content delivery** – Reduce costs, increase efficiency, and ensure e-learning exceeds business outcomes with our content service.

Business Challenges

Learning is critical to any company's success, as it improves business outcomes, increases productivity, and increases business competitiveness. Learning helps produce positive business outcomes in core areas and at key moments in a company's development, such as during mergers and acquisitions, restructurings, and product launches.

When deploying a new enterprise learning system, the company typically searches for:

- Empower learners and support different learning styles
- Integrate talent development, performance management, and learning systems
- Promoting social and informal learning
- Reduce training and travel costs
- Measure training effectiveness and track key learning metrics

Business Benefits

To improve your competitive advantage and business outcomes, it's important to instill a culture of learning. SAP SuccessFactors Learning puts your employees at the center of the learning experience. This helps improve skills, develop leaders, reduce compliance risks, and interact with people effectively.

Benefits of a strong

learning culture Companies with a strong learning culture often see benefits in the following areas:

- **Innovation:** they are more likely to be first in the market.
 - **Productivity** – They have higher employee productivity.
 - **Time to market** – They respond better to the needs of their customers.
 - **Quality:** They have a better ability to deliver quality products and services.
 - **Skills for the future:** they are more prepared to deal with the demand of the future.
 - **Profitability:** they are more likely to be leaders in market share.
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SAP SuccessFactors Learning can help INGENIO SAN DIEGO:

- **Improve workforce skills and employee productivity** – Develop leaders and close performance gaps by engaging with your employees. Studies show that the employees you interact with are better prepared to achieve your and company's goals and are more motivated and productive.
- **Reduce risks and help ensure compliance** – Meet compliance goals determined by law, such as OSHA, FDA, or HIPAA standards and internal codes of conduct.
- **Extend learning to external audiences** – Create unique "extended enterprise" environments for your partners, customers, franchises, and other external audiences. This results in improved branch/franchise performance, as well as customer and partner development and retention. Our learning solution includes e-Commerce- capabilities that can increase your return on investment.

Features and Functions

Key Features of the Learning Management System (LMS)

The SAP SuccessFactors Learning Management System (LMS) enables you to develop, implement, and manage a comprehensive learning program. With features such as automated assignment profiles, structured programs, and multi-part e-signature support, SAP SuccessFactors Learning offers a powerful and flexible LMS system.

- **Create courses and curricula** – Create web-based content that supports performance goals, career and succession plans, business development, and compliance goals.
- **Track the progress of your employees** – Implement a learning strategy that includes exams, assessments, and certifications.
- **Gain key insights with analytics** – Use comprehensive metrics to measure the effectiveness and value of your training and make better decisions based on these metrics.
- **Offer course recommendations and ratings** – Help users identify which courses fit their development plans and display course ratings to encourage feedback and improve course offerings.

- **Reduce time spent on administrative tasks** – Take advantage of automated assignment profiles, structured programs, and support of multipart e-signatures in SAP SuccessFactors Learning.
- **Ensure compliance:** Choose validated SaaS for the LMS option if you work in a highly regulated industry and have rigorous training requirements.

Key Features for Social Learning

Adding the ability to learn in social and informal environments creates comprehensive, blended learning that accelerates both employee and business performance. SAP SuccessFactors provides informal and social learning powered by SuccessFactors Work Zone. It allows employees to:

- Find social communities and relevant content through a global learning search
- Capture and share information in social learning communities
- Collaborate with subject matter experts

Key Features of Content as a Service

Most companies strive to manage their learning content assets. With SAP SuccessFactors Learning and our Content as a Service (CaaS) approach, we take care of overhead and infrastructure management and let you focus on the effectiveness of your training so that your company has substantial savings.

- **Improve the effectiveness of compliance learning** – Ensure content is technically correct and quality assured. Our Premium Content Management Services ensure that proven and validated online learning is delivered that reports and tracks exam completion and scores.
- **Enjoy faster, more reliable content delivery** – Deliver learning content through Akamai's fast, efficient, and reliable Content Distribution Network (CDN).
- **Provide a single content portal for administrators:** manage their content in one central location.
- **Leverage Open Content Network partners** – Give your employees the ability to access content in Massive Open Online Courses (MOOCs):
 - **Formalize MOOC offerings:** Your employees may be taking these courses on their own, but they will now be formalized in the LMS and will be available in catalogs, as part of programs or curricula, as well as directly assigned to their employees by administrators or supervisors.
 - **Enable MOOC catalogs in your LMS:** offer courses from SAP SuccessFactors Learning Open Content Network partners lynda.com, Coursera, Udacity, OpenSesame, Harvard Business Publishing (Harvard ManageMentor) and OpenHPI.

Key Features of Learning Extended Enterprise

Extended Enterprise helps you deliver training outside your company to improve the customer experience and increase productivity and engagement. In addition, e-commerce capabilities enable you to generate additional revenue and offer training to your entire extended network.

- **Strengthen partnerships** – Certify your partners, suppliers, and customers and improve efficiency and recognition.

- **Educate your customers** – Provide product training so your customers get maximum value from your products and services.
- **Increase revenue** – Sell your existing courses and certification programs to recoup the costs of developing training.
- **Add e-commerce** – Offer course payment portals that can accept multiple currencies and provide partial or full refunds.
- **Get real-time course cost data** – Make cost presentations for each course and manage price changes using the Pricing Wizard.
- **Track financial data** – Measure all financial data and integrate it directly into your financial system.

Key Talent Development Features

SAP SuccessFactors puts its employees at the center of the learning experience; it makes them teachers and students. The employees you interact with develop new skills, share ideas, and gain key insights, which motivates and makes them more productive. They can make connections instantly, easily obtain and share information across social learning communities.

- **Provide a comprehensive blended learning strategy:** offer competency-based learning/skills/skills as well as continuous learning.
- **Remediate employee performance gaps** – Provide steps to act on to help develop employees.
- **Embed social learning** – Improve learning outcomes and overall performance by embedding social learning through SAP SuccessFactors Work Zone.
- **Measure and evaluate effectiveness** – Implement a learning strategy that includes exams, assessments, and certifications to track employee progress.
- **Create adaptive training programs** – Adapt training programs with support for online learning, virtual instructor-led training (ILT) and rooms, task-based on-the-job training (OJT), oversight, experimental OJT, and networking and collaboration with subject matter experts.

Key Features for Compliance

Some companies need to regulate, qualify, and certify their employees. SAP SuccessFactors Learning allows them to automate and ensure compliance training.

- **Comply with government reporting requirements** – Reduce risk and ensure you have records, reports, and key information to meet compliance requirements for industry-specific and government-specific regulations.
- **Validate SaaS for LMS option:** Select this option if you work in a highly regulated industry and have rigorous training requirements.
 - **Premium multi-tenant SaaS with annual upgrades** – Upgrades are done once a year and customers have six months to review and prepare for the upgrade.
 - **Validated environment, with IQ audit reports and validation toolkit:** IQ audit reports provide documented evidence of installation of updates according to SAP SuccessFactors and customer specifications.

Learning Analytics Key Features

Companies must measure the effectiveness of internal and external training resources and the overall impact of learning experiences on employees. Beyond course completion, learning must test the outcomes that matter to the business, using Kirkpatrick's Business Training Assessment Levels, or other internally assigned metrics.

SAP SuccessFactors Learning provides intuitive reports, dashboards, and analytics that help provide key insights and direction to executive management:

- **Operational reporting** with over 100 pre-built LMS reports, compliance, and business dashboards.
- **Workforce planning and analytical reporting** supporting Kirkpatrick's four Learning Levels.

SAP SuccessFactors Performance & Goals

Effective performance management is critical to the success of any business and is proven to lead to better business outcomes. SAP SuccessFactors Performance & Goals is a cloud-based, easy-to-use solution that covers traditional performance management processes and employee performance development and coaching. It can help INGENIO SAN DIEGO meet specific business and RR needs. HR via:

- **fast goal setting**, aligning individual, team, and business goals;
- **continuous visibility** into who is working on what, top employee priorities, and progress towards goals;
- **continuous bilateral dialogue** and routine informal checks between managers and employees;
- **frequent, real-time feedback, guidance, and recognition** from managers and colleagues;
- **meaningful advice** to encourage employee development and correct their course if necessary (before the employee goes the wrong way);
- **Automated, intelligent approaches** that guide smarter talent management decision-making and make formal assessments easier
- **intuitive, simple, and engaging user experiences** for everyone (employees, managers, and HR professionals) TZ).

In 2017, **Gartner's Magic Quadrant "Talent Management Suites"** recognized SAP SuccessFactors as a Leader for the fourth consecutive year.

Figure4 . SAP SuccessFactors Performance & Goals

SAP SuccessFactors Performance & Goals helps your organization ensure strategy and goal alignment, continuously improve workforce performance through ongoing feedback and coaching, and accurately recognize and evaluate top talent.



Gestión de objetivos

Alinear el desempeño de los empleados con los objetivos de su organización

Comprometer a los empleados mediante trabajo significativo y satisfactorio.

Adaptar rápidamente los requisitos de objetivo a las prioridades cambiantes de negocio



Gestión de desempeño continua

Asegurar que el trabajo del empleado esté siempre alineado con los objetivos planteados

Mejorar el desempeño de los empleados mediante comentarios, retroalimentaciones y asesoramientos enriquecedores

Reconocer y desarrollar individuos y equipos



Evaluaciones de desempeño

Obtener información del desempeño integral de su fuerza de trabajo

Evaluar el desempeño con precisión y objetividad

Identificar y reconocer a los mejores trabajadores en toda su organización

Business Challenges

Effective performance management can significantly improve employee engagement and lead to better business outcomes. However, several performance management initiatives do not meet expectations. There are several reasons why these programs fail:

- **Retrospective focus:** Often, you spend a lot of time evaluating past performance with an excessive focus on ratings. Not enough future-focused time is invested to ensure that goals are achieved and success is achieved, and that programs go as planned.
- **Rigid approach:** Typically, a unique approach is used to design the process. This leaves many organizations trapped in a large bureaucracy and approach to hierarchical goals that do not fully meet the needs of their workforce.
- **Reactive process** – The process is designed based on compensation cycles, not business events. Performance management activities occur when the process dictates it, and not when there is a need to address a specific issue that may affect performance.

Business Benefits

SAP SuccessFactors Performance & Goals improves workforce performance by providing employees with ongoing feedback on their performance and the coaching they need to succeed. It also assesses its performance through accurate assessments that reduce legal risks and make the most of limited resources when making workforce management decisions.

With SAP SuccessFactors Performance & Goals, INGENIO SAN DIEGO can:

- **Enable managers to** communicate clearly and align goals.
- **Assess workforce performance** objectively and accurately.
- **Provide valuable insight into organizational performance** through powerful analytics.
- **Engage in meaningful and ongoing dialogue** that has a positive impact on business needs and strategies.

Features and Functions

SAP SuccessFactors Performance & Goals covers the following areas:

- **Goal management** to keep your workforce constantly focused on the right business goals.
 - **Develop goals instantly.** The goal library supports your managers with more than 500 SMART goals (specific, measurable, achievable, realistic, and timely).
 - **Bring goals to the entire organization.** Define strategic goals and deploy them across teams and individuals to achieve better company performance.
 - **Gain visibility into goal status.** Monitor performance, goal status, and results with intuitive dashboards and focus.
 - **Improve accountability.** Gain greater visibility to strengthen performance and engagement, and proactively address issues.
 - **Assess goals continuously.** Make frequent updates as they become available, measure chances of success, and provide detailed feedback on goals.
- **Continuous performance management** to help employees perform at their best and succeed given continuous feedback, feedback, and advice.
 - **Facilitate more structured face-to-face meetings.** Help employees track their activities and achievements to guide performance conversations with managers.
 - **Ensure day-to-day alignment of work with objectives.** Encourage employees to consider their goals when planning and prioritizing their work.
 - **Provide timely feedback to employees.** Give employees the information they need about their performance to take meaningful action and become more efficient.
 - **Advise employees to reach their full potential.** Develop employee strengths and competencies that are relevant to the context of your daily work.
 - **Simplify performance reviews.** Capture achievements over the course of the year to prepare for the formal year-end evaluation.

- **Conduct performance reviews on the go.** Provide managers with anytime access to an annual to date summary of all their employee achievements.
- **Performance assessments** to measure the value and impact of your employees and to identify and reward top performers.
 - **Simplify the review process.** Easily review with writing assistants, configurable review rides, and email integration to send reminders and lead times.
 - **Develop comprehensive feedback.** Incorporate self-ratings, peer review, and upward assessments to get feedback from all levels.
 - **Identify hidden strengths and weaknesses.** Identify skills, competency gaps, reward drivers, and other performance trends.
 - **Identify the ones that really stand out.** Identify those who excel most and least across the company through an objective calibration process.
 - **Assess performance objectively.** Compare and analyze performance across teams and geographies.
 - **Relate performance to rewards.** Calibrate employee performance with SAP SuccessFactors Compensation to instill a culture of performance reward.
- **Reporting** to answer HR questions HR and business with access to real-time data and fast workforce reporting.
 - **Access HR management data. HR and talent** with operational and compliance reporting, ad hoc reporting, and embedded intelligence into processes and transactions.
 - **Present data** to stakeholders in a visual and intuitive format.
 - **Generate Talent Management and HR Reports HR in a simple way.**
 - **Create, access, and share reports,** dashboards, and tiles.
 - **Customize reports** to suit internal practices and user needs.

SAP SuccessFactors Succession & Development

Successful business execution requires having the right people in the right places, which will have the maximum impact across your organization. SAP SuccessFactors Succession & Development helps you identify, develop, and retain talent at every level of your business, keeping your workforce accountable and flexible. With a dynamic, complete, and objective view of your workforce, you can recognize and bridge talent gaps in your organization.

Business Benefits

SAP SuccessFactors Succession & Development can give INGENIO SAN DIEGO the visibility needed to identify, anticipate, and address talent gaps in the organization. With support for individual, role, and position succession models and development plans, SAP SuccessFactors Succession & Development can help INGENIO SAN DIEGO:

- **Identify key positions:** Succession management enables you to resolve current and potential talent gaps to reduce the risk of decreased business execution.
- **Deliver talent continuity** – Proactively identify and develop your future employees for upcoming job opportunities
- **Gain insight into your workforce:** Have visibility into your employees' experience, expertise, performance, and aspirations
- **Understand employee history:** Record every movement of staff within the company and see the experience gained by the employee
- **Improve career planning:** Bridging talent gaps, hiring employees, and accelerating learning with development plans for specific audiences
- **Calibrate ratings** – Help ensure objective and accurate ratings across groups and departments using competency-based criteria

Features and Functions

SAP SuccessFactors Succession & Development helps organizations proactively plan for change by providing visibility into existing talent pools and potential talent gaps, and providing intuitive tools, reports, and search capabilities to identify quality successors.

Key capabilities include:

- **Succession Org Chart** – Provides a visual, dynamic, and easy-to-read overview of potential and existing leadership gaps.
- **Talent Search** – Ability to search for successors at the company level using comprehensive search criteria.
- **Performance Potential Matrix** – Positions employees in an easy-to-read chart that clearly identifies top and bottom performers.
- **Direct comparison:** facilitates the comparison of candidates by dimensions such as education, experience, among others.

- **Employee Dashboard** – Provides key parameters for each employee in a single baseball card capture.
- **Instant nominations**: Instantly search for successors and nominate them on the fly.
- **Succession data lineage chart** – provides insight into the "domino effect" that can be realized by putting a high-level succession plan into action.
- **Career development plans** – Provides a vast competency library of approximately 100 competencies that include behavioral descriptions, so managers and employees can create useful plans that address competency gaps and career development goals.
- **Calibration** – Provides a highly interactive visual way to identify top performers for succession plans and ensure accurate scoring across teams, geographies, and the business.
- **Talent Pools** – Includes dates, custom fields, and more detailed permissions for succession planners to have more control over group-based planning. Enhanced user experience features include a Talent Pools home page and dynamic view of talent pool membership.

SAP SuccessFactors Compensation

SAP SuccessFactors Compensation helps business leaders, compensation managers, and HR professionals significantly improve budget accuracy, reduce risk, and tie their largest expense, employee pay, to today's business results.

Unlike personal productivity tools such as Excel or other solutions that simply "reinterpret" Excel spreadsheets, SAP SuccessFactors Compensation streamlines and simplifies compensation planning, provides visibility and value information for total compensation management, and enables a unique culture of performance reward.

Business Benefits

Employee compensation is a huge expense – the largest for many companies. With SAP SuccessFactors Compensation, INGENIO SAN DIEGO can allocate those funds to retain your top performers and avoid overpaying underachievers. In addition to rewarding good performance, INGENIO SAN DIEGO can optimize budgets, improve compliance, and reduce manual errors, improving business direction and results.

- **Easily manage compensation** – Intuitive, configurable processes for base and variable pay have simple, accurate, and streamlined workflows.
- **Eliminate manager bias:** Performance-based rating across the enterprise improves retention and fairness.
- **Increase insight with metrics** – Dashboards and reports can be combined with other business data for total employee compensation analysis.
- **Improve compliance with regulations and budget** – Automated monitoring and embedded reporting keeps payments aligned with budgets and regulations.
- **Ensure data integrity** – Automatically store data saves time, reduces risk, and improves audit compliance.

Key Features

Key Feature	Description
Configurable worksheets, workflows, and approval rules	Configurable workflows and worksheets replace email and spreadsheets, reducing errors and speeding up the process. The process is simplified by automating routing with optional hierarchy-based approval.
Record Storage	Compensation worksheet data is stored until purged by clients, greatly reducing the burden for compensation administrators.

Key Feature	Description
Support for multiple compensation components	Including salary, incentives, and stock rewards. Employees can participate in more than one plan. That's why rewards can be tied to company, group, or individual performance, as well as prorated.
Support for complex increase conditions	Support for such conditions and for multiple merit increases, adjustments, promotions, mass sums, annual incentives, and other long-term ones, such as stock purchase options for employees with certain legal restrictions, stock units, and options.
Self-Calculated Increases	Ability to self-calculate increases and rewards by incorporating multiple elements (e.g. performance rating, job level, salary level, penetration, comparative relationship, etc.) as well as individual, team and company level guidelines or customer defined calculations.
Target tracking for incentive payments	It verifies financial and company goals, and compares target measurements with actual results to determine payments (using scale models or linear interpolation). It is also integrated into performance management to achieve individual and team goals, and perform payout calculations based on guidelines and results.
Pro-rated incentive calculations	Prorates incentives for employees who have a change in their participation in the incentive plan, in goal assignments, or whose incentive objectives change during the applicable period.
Variable Pay Forecast	Allows administrators to project and model different incentive payments. Included are calculations and considerations for minimum limits, allowances and incentive guarantees.
Reports and Validation Steps	Reporting and validation checks on data and calculations performed during the configuration process enable administrators to detect and correct errors as they occur.
Flexible budget calculations	Calculations from top to bottom or from bottom to top are supported.

Key Feature	Description
Reports and Dashboards	Includes more than 20 prepackaged reports, covering: pay for performance, exceptions, discrimination and legal compliance, employee details, etc.
Support for multiple currencies and languages	Worksheets support multiple currencies and compensation forms that can be configured to appear in the manager's language of choice.
Total Rewards Statement	Employees are informed about compensation shares with details about what the stock is about and why it happened.

SAP SuccessFactors Employee Central Payroll

SAP SuccessFactors Employee Central Payroll enables organizations to manage payroll in-house through a cloud solution. It offers the same features and benefits as the on-premise payroll management solution from SAP, but is provided with the security, scale, and flexibility of the SuccessFactors cloud. It enables you to achieve true global harmonisation and simplification and maintain flexibility.

SAP SuccessFactors Employee Central Payroll is available as an option for SAP SuccessFactors Employee Central customers only.

Localization is at the heart of our offering

- SAP SuccessFactors Employee Central Payroll is **available in 33 countries**.
 - SAP SuccessFactors Employee Central Payroll **supports country-specific fields, local regulatory requirements, and business rules**.
 - Content and documentation are available in **41 languages**.
-

Business Challenges

Global expansion, mergers and acquisitions have put pressure on RR, HR and IT to achieve increasing payroll complexity with lower costs. Many companies use disparate payroll systems that are more prone to errors and missed deadlines. For them, it is difficult to reconcile payroll information with accounting and penalties for tax reports that are not presented or not compliant with the regulations. They do not have localized standard solutions that support local requirements.

SAP SuccessFactors Employee Central Payroll helps payroll management professionals improve business results by simplifying the following tasks:

- Improve payroll efficiency and accuracy
- Reduce the financial consequences of non-compliance.
- Integrate data evenly into financials to enable fast period-end closing.
- Manage global processes and local best practices by standardizing business processes in a single database.

Business Benefits

SAP SuccessFactors Employee Central Payroll ensures accurate and timely payroll, third-party payments, tax reporting, and accounting data for all supported countries and regions. Consolidates payroll processes on a single, localized platform, enabling integration with finance and connection to regional outsourced partners, as needed.

With SAP SuccessFactors Employee Central Payroll, INGENIO SAN DIEGO can:

- consolidate core payroll and HR operations. HR without disrupting business and HR operations HH.;
- manage payroll internally with the security, scalability, flexibility, and simplicity you expect from the cloud;
- ensure that employees receive their wages accurately and on time, even in foreign markets.

Features and Functions

SAP SuccessFactors Employee Central Payroll offers INGENIO SAN DIEGO the following features:

- **One global system of records** – Our platform is effective dated for a variety of geographic locations, cost centers, legal entities, and employee types.
- **Global processes and local best practices** – Global standardization of business processes in one instance.
- **Consolidated platform:** support for all payroll types: hourly, wage, regular, special and even simulations.
- **Real-time insight into the payroll process** – Monitoring and alerting through a payroll dashboard focused on exception management.
- **Comprehensive workforce data** – Combined payroll, HR, and talent data that provides a richer, more complete employee profile.
- **Powerful analytics** – Workforce data correlated with finance, CRM, and others for actionable, actionable insights.
- **Social collaboration:** higher staff productivity and faster innovation.
- **Continuous innovation** – Enhancements delivered in the cloud four times per year, at no additional cost or disruption.

Key Features of Employee Central Payroll

- **Payroll process automation** – Payroll managers can automate process steps and delegate the resolution of validation alerts.
- **Real-time view of workload and progress:** It is possible to manage the workload efficiently by distributing work packages and monitoring the workload and progress.
- **Automation of root cause analysis and corrections:** It is possible to trigger alerts for payroll users so that payroll users can focus on exception management and find a resolution for them.
- **Information on employee hours, commissions, and expenses:** Key data required to calculate gross pay that varies by payroll cycle is received.
- **Gross pay calculation** – Gross pay can be calculated based on the number of hours worked, rate, and other data, such as commissions, overtime, and other one-time payments and cancellations.
- **Deduction Interfaces** – it is possible to receive deductions from benefits and other providers.
- **Collection and processing of garnishments:** any deduction ordered by justice may be recorded and administered.
- **Calculation of net payments:** the amount that employees will receive after taxes and garnishments can be calculated.
- **Bank Transfers** – Deposits are made to employees' bank accounts, once net payment is calculated.
- **Off-cycle payment processing** – Any special one-time payments, such as incentive payments or settlements, can be processed.

- **Retroactive pay calculation:** Changes that took effect in a previous pay period can be processed automatically.
- **Entries in the general ledger:** it is possible to transfer and post the results to the financial system, after the payroll operations have been completed.
- **Tax and remittance processing:** Taxes, deductions, and garnishments are remitted to recipients within the stipulated timeframe.
- **Year-end processing** – Documents are drawn up and delivered to employees and application authorities at the end of the year.
- **Regulatory reporting** – Any legally required document can be drawn up and submitted.

Key features for reporting, compliance, and auditing

- **Standard reports** – Generate any number of standard reports (data auditing, payroll reports, out-of-the-box, etc.), run on the fly or on a predefined schedule, and generate in local languages.
- **Shareable reports** – You can publish reports to any number of participants based on security access rights.
- **Reports as of a date** – You can run reports based on data as of a certain date.
- **Reports with a date range:** You can run reports within a specific date range.
- **Audit reports** – Multiple audit reports can be produced, including audits of inactive users, audits of unauthorized user access attempts, and security reports on user capabilities by role.
- **Audit compliance** – Leverage compliant audit reviews and reports, the Sarbanes-Oxley Act, and other government regulations.
- **Audit trails:** It is possible to view audit trails of current changes that are occurring in a full report, even when data is updated as a result of using one interface or integrating with another application.

SAP SuccessFactors Commissions

SAP® Commissions is a comprehensive and comprehensive solution for incentive compensation management, planning, distribution, and approval. SAP Commissions streamlines incentive compensation processes by facilitating the creation of compensation plans to support strategic sales goals across any number of complex roles or hierarchies. SAP Commissions enables administrators to create, refine, and distribute compensation plans, providing transparency and acting as a central repository for collaboration, review, and management. SAP Commissions helps organizations reduce clearing disputes and overpayments, while empowering business users with comprehensive transparency into compensation payments.

Key Capabilities

- SaaS Delivery Model
- Unlimited Number of Roles and Relationships
- Support for SPIFF, bonds, divisions, accelerators and more
- Security, permissions, and role-based dashboards,
- Fully responsive on devices with an optional mobile app
- Create, model, optimize, and distribute compensation plans
- Single-click traceability
- Online Credit Management
- Integration with other business applications

SAP SuccessFactors Time Tracking

Modern self-service processes for tracking hours worked and attendance can empower your workforce with accuracy, flexibility, and transparency. Our comprehensive labor tracking solution can help manage the work and attendance needs of all types of employees, while controlling labor costs and improving workforce productivity. Enable your entire workforce to record working hours quickly and easily, so they can be paid accurately and on time.



- Intuitive, personalized user experience across multiple devices
- Integration with external clock terminals and a digital work clock on the web or mobile devices
- Real-time evaluation of inputs based on employee profile
- Configuration options to meet business needs, collective agreements, and local regulations
- Single platform for all your working time and payroll needs

SAP Integration Suite for SAP SuccessFactors solutions

SAP® Integration Suite enables business agility by empowering professionals beyond core IT to connect people, processes, data, and devices anywhere. Organizations can use this suite of capabilities to help create a culture of innovation and self-service by defining the “safeguards” that transform users and business developers into citizen integrators. As a result, line-of-business stakeholders can unify and personalize user experiences; adapt to changing market conditions and customer demand; accelerate innovation starting with integration and APIs; and leverage diverse synergistic integration approaches, intuitive tools, self-service capabilities, and prepackaged content for rapid success.

Objectives

- Respond quickly to business needs
- Reduce integration project costs while facilitating flexibility, security, and scalability
- Harmonize data usage and processes across IT landscapes
- Unlock data and processes for new innovations
- Overcoming barriers posed by old integration strategies and systems

Solution

- Comprehensive set of capabilities to meet evolving integration needs
- An API-first approach to building software across cloud and on-premise environments
- Preconfigured and managed integration flows, business events, and APIs
- Extensive catalog of APIs and third-party integration packages
- Intuitive Web tools and integration powered by artificial intelligence
- Enterprise-class governance, security, and scalability
- Cloud-based technology that saves time and money

Benefits

- Increased business agility with connected processes, applications, and data
- Increased efficiency to optimize business processes across hybrid landscapes
- Intuitive reuse of APIs and integrations using a repeatable, module-based approach
- Improved competitive advantage with data-driven insights

SAP Qualtrics Employee Engagement

Understand the key drivers of employee engagement to improve the employee experience.

Gain real-time insights with employee engagement surveys and feedback

Reduce unwanted employee attrition, retain and develop top performers, improve employee engagement, and increase the productivity of your workforce. Manage employee experiences effectively by continuously talking to employees to capture feedback and use those insights to drive continuous improvement with the SAP Qualtrics Employee Engagement solution.

- Cloud Deployment
- Intelligent analytics for employee engagement
- Preconfigured employee engagement expertise

Key Benefits



Improve employee engagement across the organization

Determine the drivers of experience, engagement, and productivity so you can act in real time to create a world-class culture.



See how your actions impact productivity and KPIs

Enable leaders and managers with custom dashboards that are mapped to the organizational hierarchy.



Empower managers with data and guided action planning

Identify actions needed to improve the employee experience and support managers with built-in guided action planning.

Key Features

Text iQ

- Uncover root causes and respond in real time to trending issues

- Analyze and understand the “why” behind employee engagement, feedback, and sentiment
- Automate previously time-consuming processes with minimal resource demand

Accessible Panels

- Use role-based dashboards that are set by hierarchy and permission and updated in real time
- Determine access levels for multiple user groups, while maintaining the anonymity threshold set

Guided Action Planning

- Give managers personalized actions to take in each focus area to drive improvements in their teams
- Leverage your leadership and development content, or use content developed by our I/O psychologists
- Empower HR administrators. HR to see progress and completion of action plans to hold managers accountable

SAP Jam Sunset and SAP Build Work Zone

SAP has made the strategic decision to exit the standalone collaboration space with SAP Jam and focus on the digital experience market with the forward-looking, and industry-leading solutions, SAP SuccessFactors Work Zone and SAP Build Work Zone. To align with this strategy, SAP Jam Collaboration is no longer available for purchase (as of January 2021) and is now in maintenance mode, with the plan to sunset SAP Jam Collaboration in January 2027. This includes all Jam editions: Basic, Advanced, Advanced Plus, and Enterprise. SAP SuccessFactors Work Zone is our go-forward digital workplace experience solution that supports many common collaboration-related use cases within the solution. SAP Build Work Zone and SAP SuccessFactors Work Zone have the same core platform capabilities, SAP SuccessFactors Work Zone also includes a content package designed and maintained by SAP SuccessFactors and covering special HR scenarios.