

SuccessFactors Rapid Deployment Solutions Portfolio

Next Generation RDS Packaging – Partner Overview

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June 16, 2015

Internal



Agenda

SAP SuccessFactors Rapid Deployment Solutions – Big Picture Package Overview

- SuccessFactors Align & Perform Rapid Deployment Solution
- SuccessFactors Compensation Rapid Deployment Solution
- SuccessFactors Recruiting Rapid Deployment Solution

Service Overview

Call to Action

Appendix



SuccessFactors Rapid Deployment Solutions

Big Picture

SuccessFactors Adoption Made Simple

... what does that mean?

I wish I could quickly do a proof of concept in a readily available cloud environment

How can I jump-start my SuccessFactors project?

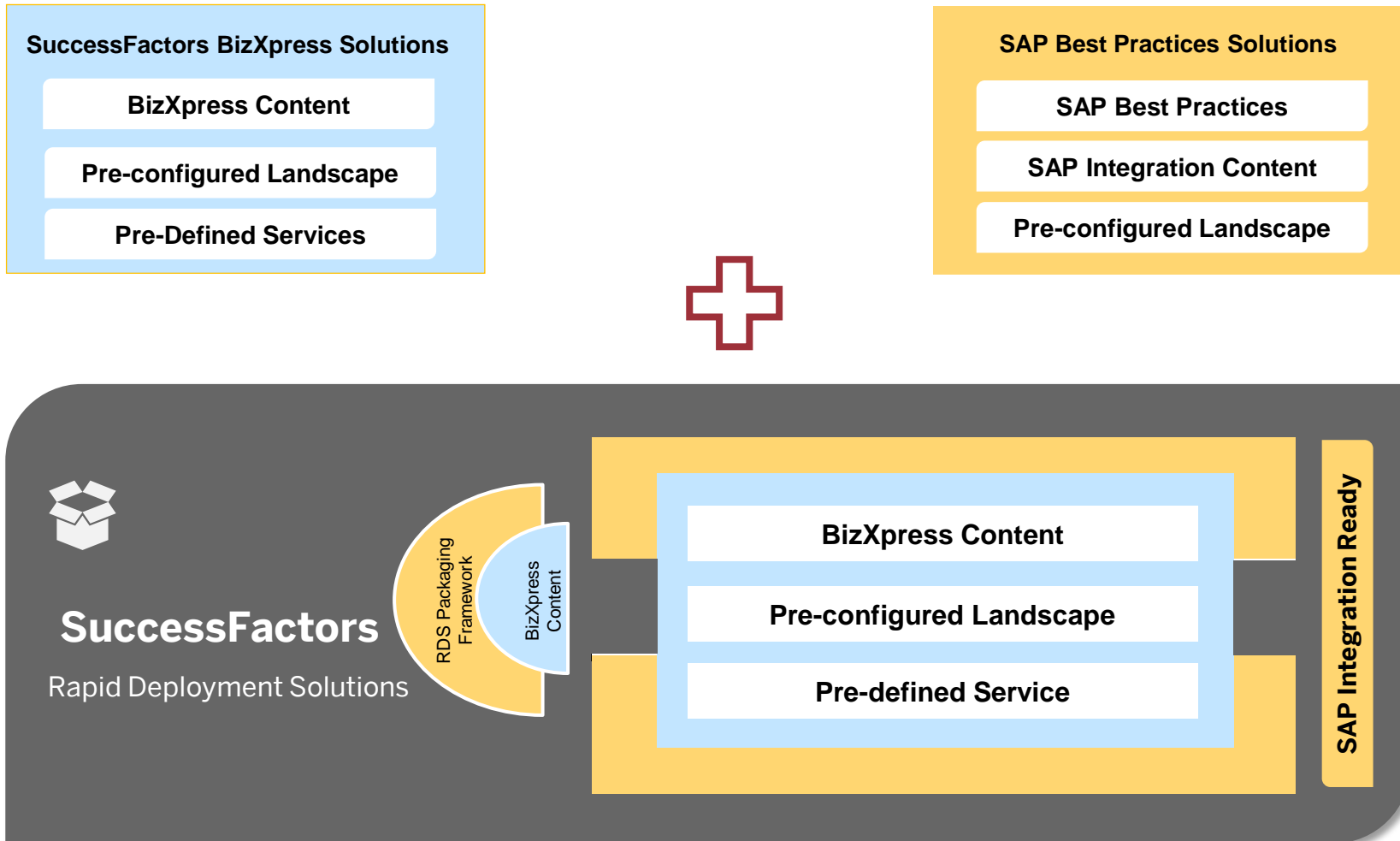
How can I get support for the best of both worlds, hybrid and cloud solutions?

How can I demo an end-to-end cloud scenario?



SuccessFactors Rapid Deployment Solutions

Combining the best of breed from BizXpress and SAP Best Practices



- Non-disruptive and “Best of Breed” content from SuccessFactors BizXpress and SAP Best Practices
- “Pure Cloud” offerings with SAP HCM integration ready content
- Fixed Service Price – Fixed Solution Scope offerings for predictable and fast cloud implementations

Big Picture

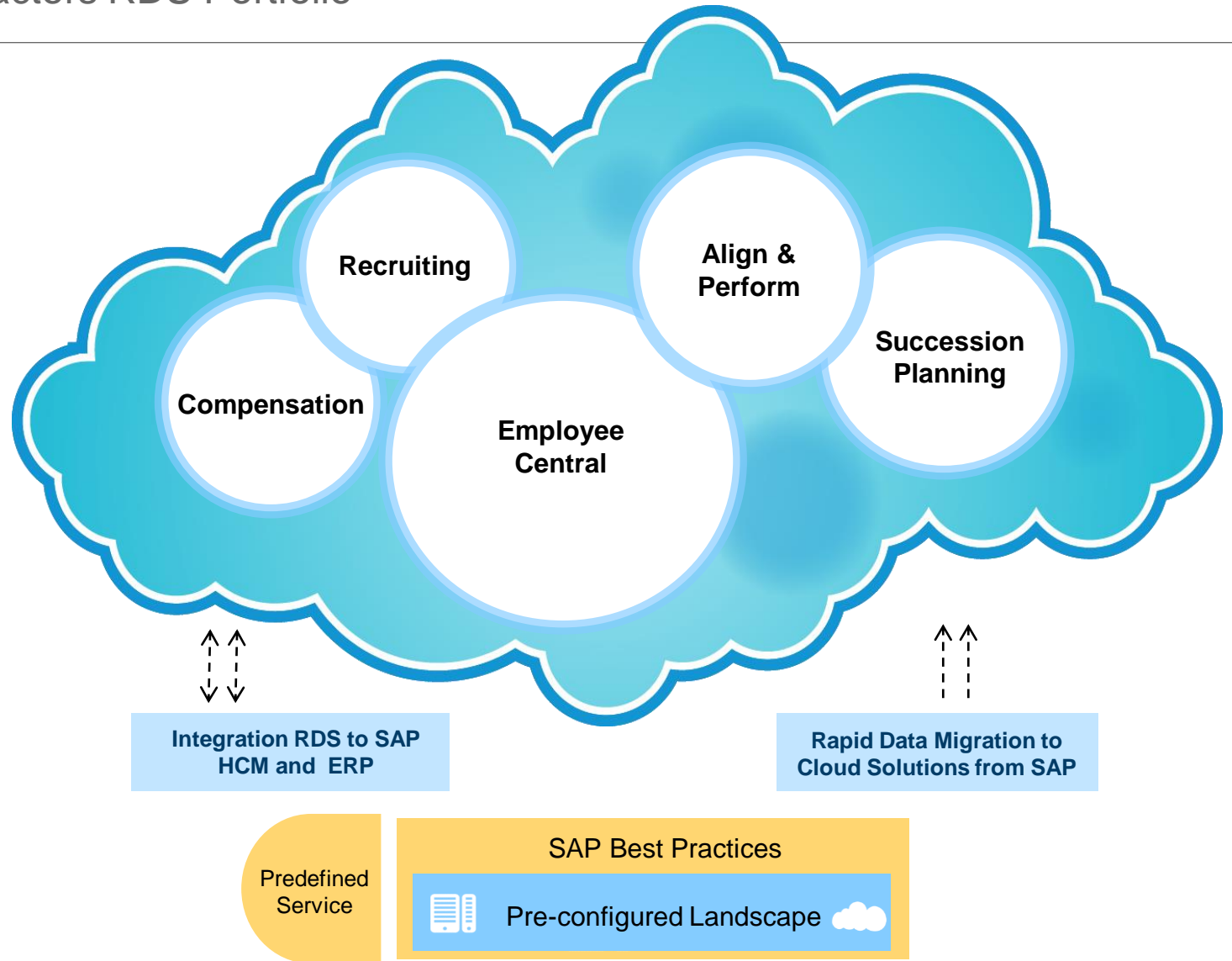
Extensive coverage delivered by SuccessFactors RDS Portfolio

SAP Best Practice configuration and integration content delivered on pre-configured cloud tenant

Focus on your most relevant HR needs through SAP Best Practices

Transition faster into the Cloud leveraging data-migration and data-integration RDS

Pre-defined service for predictable outcomes



Our leading edge service offerings for implementing **SuccessFactors** provides unique value for our customers

Cloud Onboarding RDS

Move faster to the cloud with preconfigured cloud tenant enriched with SAP Best Practices



SAP Payroll Integration

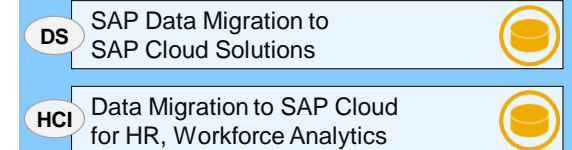
Real-time focus on master data monitoring for the pre-payroll process and reconciliation rules for post-payroll processing.

SAP Payroll Processing control center rapid deployment solution
Q3 2015: POC for Payroll US



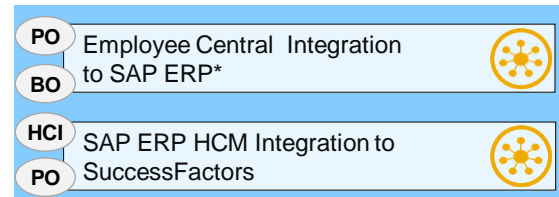
Data Migration

Accelerate your data migration with pre-built content for critical master and transactional data objects



SAP ERP/HCM Integration

Preserve your on-premise investments and integrate with SAP ERP/ HCM



SAP ERP/ HCM

Best Practices Packages

BO: Boomi

HCI: HANA Cloud Integration

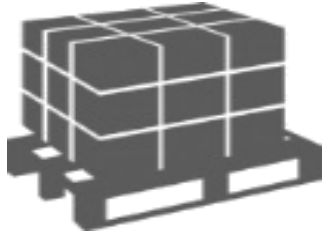
PO: SAP NetWeaver Process Orchestration

DS: SAP Data Services



SuccessFactors Align & Perform RDS

SuccessFactors Align & Perform rapid-deployment solution



SuccessFactors Align & Perform rapid-deployment solution enables you to implement Performance and Goal Management quickly and easily.

Solution Highlights

- Produce clear and concise performance and goal plans.
- Comprehensive performance and goal management module with SuccessFactors' best practices included.
- The SuccessFactors Align & Perform RDS is a specialized 6 week approach to implementation that accelerates the process of HCM value execution
- An eleven step framework quickly identifies the best set of pre-packaged capabilities and functionality and drives to a Go-Live state fast

Key Benefits

- Maturity Assessment defines starting point
- Speed to value
- Fixed Fee with lower TCI
- Most Common/Best Practice Processes
- Start with foundation and expand over time
- Weeks to deploy
- A non-disruptive approach to cloud adoption

Goal Management

In the system

Key functionality

- Objective Management
- Writing SMART Objectives
- Adding Objectives to Objective Plan
- Cascading and Linking
- Track Objective Progress
- Objective Execution

The screenshot shows the 'Objectives' section of the SuccessFactors system for user Brooke Brown. The interface includes a navigation bar with 'Objective Plan', 'Status Report', 'Execution Map', and 'Meeting Agenda'. The main content area is titled '2012 Objective Plan - Transformed for Brooke Brown' and includes a 'Switch Plan' dropdown. Below this, there are instructions and buttons for 'Cascade Selected...', 'Delete Selected', and 'Add Goal to Plan'. An 'Employee Hierarchy' section lists users: Alex Anderson, Brooke Brown (selected), Ely Elsley, and Felicia Ford. A 'Display Options' section allows filtering by various criteria like 'Aligned Up', 'Alerts', 'Metric/Target', etc. The main table displays 1-3 of 3 objectives, categorized by Customer, Financial, Learning and Growth, and Internal Business Processes. Each objective row includes columns for Goal Name, Metric/Target, Weight, Status, Complete, Start, Due, and Action. For example, under Customer, goal 1.1 is 'Increase customer satisfaction with customer support services 25% by end of Q3' with a weight of 40.0% and status 'On Target'. Under Financial, goal 2.1 is 'Provide quarterly reporting of inventory to appropriate managers' with a weight of 30.0% and status 'On Target'. Under Learning and Growth, goal 3.1 is 'Attend a training in performance management soft skills by year end' with a weight of 30.0% and status 'On Target'. A 'Milestones' table is also present, showing target dates and milestones for each objective.

SuccessFactors: 2012 Objective Plan - Transformed for Brooke Brown - Windows Internet Explorer

Objectives ▾ Brooke Brown ? Q People successfactors™ An SAP Company

Objective Plan Status Report Execution Map Meeting Agenda

2012 Objective Plan - Transformed for Brooke Brown Switch Plan: 2012 Objective Plan - Transformed

Use this worksheet to create or edit goals. To quickly create a new goal, click the Create New Goal button, or browse the Employee Hierarchy section to find an existing goal to add to your plan.

Cascade Selected... Delete Selected Add Goal to Plan

Employee Hierarchy

Alex Anderson Find user: Go Advanced search

Brooke Brown Ely Elsley Felicia Ford

Display Options

Aligned Up Aligned Down Alerts Last Modified Metric/Target Weight Status Complete Start Due Tasks Milestones Update

Displaying 1-3 of 3 Objectives

Customer

#	Goal Name	Metric/Target	Weight	Status	Complete	Start	Due	Action
1.1	Increase customer satisfaction with customer support services 25% by end of Q3.	Customer satisfaction surveys	40.0%	On Target	20.0%	01/01/2012	09/30/2012	

Milestones:

Target Date	Milestone	Actual Date
06/30/2012	Increase support services 15% by end of Q2.	

Financial

#	Goal Name	Metric/Target	Weight	Status	Complete	Start	Due	Action
2.1	Provide quarterly reporting of inventory to appropriate managers	Quarterly inventory reports distributed	30.0%	On Target	15.0%	01/01/2012	12/31/2012	

Learning and Growth

#	Goal Name	Metric/Target	Weight	Status	Complete	Start	Due	Action
3.1	Attend a training in performance management soft skills by year end.	Training attended	30.0%	On Target	35.0%	01/01/2012	12/31/2012	

Task Description

Task Description	Due Date	Complete
Participate in weekly team meetings	12/31/2012	30.0%

Internal Business Processes

Performance Management

In the system

Key functionality

- Performance Planning
- Mid-Year Review
- Year-End Review
- Stack Ranker
- Calibration Session
- Performance Discussion
- Completing

https://salesdemo4.successfactors.com/?_s_crb=%252f%252b6%252bzoMEBIN7uDyn1ovuLkPLREc%253d#focu - Windows Internet Explorer

Performance ▾ Ely Eisley ▾ ? People ▾ successfactors™ An SAP Company

Back to: [Inbox](#)

2012 Performance and Development Plan - Transformed for Ely Eisley

Goal Setting → Mid-Year Review → Calibration → Year-End Review → Manager Signature → Completed

[Send To Brooke Brown](#)

Employee Information
First Name: Ely Last Name: Eisley Manager: Brooke Brown Department: N/A Division: N/A Location: N/A Title: Director Sales

Review Information
Originator: PS Admin Review Period: 01/01/2012 - 12/31/2012 Due Date: 01/14/2013

Performance Goals			
Use this section to evaluate each business goal established for this review period. For each goal, describe performance expectations, how results were measured, and the results that were achieved, using the comment area.			
1.1 Increase customer satisfaction with customer support services 25% by end of Q3. less detail more detail			
Goal Name: Increase customer satisfaction with customer support services 25% by end of Q3.	Metric/Target: Customer satisfaction surveys	Weight: 40.0%	
Status: On Target	Start: 01/01/2012	Due: 09/30/2012	Complete: 20.0%
1.2 Develop and track customer service and performance metrics by end of Q4. less detail more detail			
Goal Name: Develop and track customer service and performance metrics by end of Q4.	Metric/Target: Metrics developed and tracked	Weight: 30.0%	
Status: On Target	Start: 01/01/2012	Due: 12/31/2012	Complete: 25.0%
3.1 Demonstrate successful event planning and communication less detail more detail			
Goal Name: Demonstrate successful event planning and communication	Metric/Target: (#) of event attendees	Weight: 30.0%	
Status: On Target	Start: 01/01/2012	Due: 12/31/2012	Complete: 20.0%
Add New Objective			
Competencies			



SuccessFactors Compensation RDS

SAP Best Practices for SuccessFactors Compensation

Value Proposition

The **SuccessFactors Rapid Deployment Solution** provides comprehensive compensation management processes for base compensation and compensation calibration, variable compensation and equity.

Pre-configured, best practice based solution that delivers a clear and refined package of functionalities and capabilities which eliminate gray areas and mitigates risk

Types of Compensation covered:

- **Monetary** based compensation planning such as Merit, Adjustment, Promotion, Lump Sum payments
- **Equity** based compensation such as Promotion, Lump Sum payment, Options, Stock, RSUs
- **Variable** based compensation administration of complex variable pay programs that include quantitative business performance and employee performance measures



Compensation Planning in SuccessFactors

Key functionality

- Prepare compensation template
- Compensation planning for employees (Merit, Adjustment, Promotion, Lump Sum)
- Multilevel review and approval workflow
- View compensation statement
- Options:
 - Job selector
 - Calibration
 - Budget based on salary or attributes

My Forms: 2012 Compensation Plan - Integrated for Brooke Brown

Manager Completes Planning → 2nd Level Planning Review & Approval → 3rd Level Planning Review & Approval → Compensation Administration Final Review → Complete

Send to Next Step

Please enter your salary recommendations below. Merit increase guidelines are provided based on an employee's Overall Performance Rating.

Display Options

Date Range: 07/12/2012 to 07/12/2012 Currency View: Planner Currency (USD)

	Merit	Adjustment	Merit + Adjustment	Promotion	Total Increase	Lump Sum
Budget	\$4,039.03	\$5,578.06	\$9,617.10	\$7,117.10	\$16,734.19	\$10,195.16
Total	\$4,680.69	\$2,000.00	\$6,680.69	\$7,000.00	\$13,680.69	\$2,144.55
Unallocated	-\$841.66	\$3,578.06	\$2,936.41	\$117.10	\$3,053.50	\$8,050.61

Metrics

Items per page: 50 Showing 1-2 of 2 Full View

Current Employee Information							Current Pay Information					
Employee	Job Title	Key 1	Key 2	Overall Performance Rating	Date of Hire/Rehire	Proration	Pay Type	Units per Year	Local Currency Code	Current Pay Rate	Current Salary	Pay Grade
Ely Easley	Director Sales	United States	Exempt	3 - Meets Expectations	10/04/2007	100.0%	Annual	1.0	USD	\$100,000.00	\$100,000.00	6
Felicia Ford	Director Sales	Canada		4 - Exceeds Expectations	07/01/2012	50.27%	Annual	1.0	CAD	\$107,227.45	\$107,227.45	7
Group Total:										\$207,227.45		

Equity Planning in SuccessFactors

Key functionality

- Prepare compensation template
- Equity planning for employees (Options, Stock, RSUs)
- Multilevel review and approval workflow
- Options:
 - Regular manager hierarchy or certain users in the hierarchy
 - Individual elements or stock units as editable elements

My Forms: 2012 Equity Plan (Individual Elements and Comp Planner) - Integrated
Brown

Manager Completes Planning → 2nd Level Planning Review & Approval → 3rd Level Planning Review & Approval → Compensation Administration Final Review

Send to Next Step

Equity
Reports

Use this grid to allocate equity for your group. A proposed allocation is suggested by the system, based on company guidelines. Enter
Date Range: 07/12/2012 to 07/12/2012

Items per page: 50 Showing 1-6 of 6

Employee	Job Level	Overall Performance Rating	Guideline			Recommendation		R
			Options	Stock	Restricted Stock Units (RSUs)	Options	Stock	
Ely Eisley	Director	3 - Meets Expectations	10,000-15,000	10,000-15,000	20,000-30,000	12,500	12,500	
Felicia Ford	Director	4 - Exceeds Expectations	10,000-15,000	10,000-15,000	20,000-30,000	0	0	
Karl King	Individual Contributor	3 - Meets Expectations	0-0	0-0	4,000-6,000	0	0	
Linda Lewis	Individual Contributor	4 - Exceeds Expectations	0-0	0-0	4,000-6,000	0	0	
Mike Miller	Individual Contributor	3 - Meets Expectations	0-0	0-0	4,000-6,000	0	0	

Variable Pay Planning in SuccessFactors

Key functionality

- Prepare compensation template
- Calculating bonus payout
- Variable pay planning for employees
- Multilevel review and approval workflow
- View variable pay statement
- Options:
 - Business goals or business goals and individual performance as rating source
 - Adjustable bonus payouts
 - Different bonus calculation equations

My Forms: 2012 Incentive Plan-Business Goals times Individual Performance for Brooke Brown (bbbb)

Workflow steps: Incentive-Manager Completes Planning → Incentive-2nd Level Planning Review & Approval → Incentive-3rd Level Planning Review & Approval → Incentive-Compensation Administration Review

Buttons: Send to Next Step, Variable Pay

Incentive calculations for your team are shown below. Review the "Recommended Individual Performance Multiplier" for each employee recommendation, if different. You will be required to enter an explanation if you recommend a multiplier that is outside of guidelines.

Click on the "Plan Details" icon in the "Action" column for more details about each employee's incentive award calculation.

Budget (Based on Recommended Individual Performance Multiplier)		
	Value	Percent
Budget	47,408.22	100.00
Allocated	50,729.08	107.0048
Unallocated	-3,320.86	-7.0048

Items per page: 50 Showing 1-2 of 2

Currency View

Organization Performance		Individual Performance	
Total Prorated		Individual	Recommend



SuccessFactors Recruiting RDS

At a glance: SuccessFactors Recruiting rapid-deployment solution

Innovation adoption made simple with SAP Best Practices and SAP Rapid Deployment Solutions

Business Requirement

What is my pain?

- Time consuming and costly recruiting process
- Difficulties getting the best talent that will drive business results
- Lack of alignment between recruiting program and business goals
- Missing insight to hiring efficiency and its impact to business results

What are my needs?

- Fast and fair candidate selection process
- Objective and collaborative recruiting process
- Simplified user experience for all involved parties
- Ability to analyze hiring effectiveness

Solution Value Proposition

Value Proposition

- **SuccessFactors Recruiting Management** solution optimizing workforce performance by getting the **right people into the right roles – faster**
- Recruiting reporting providing **actionable insight** at every stage
- Accelerated **implementation service** with fixed timeline and best practice scope ensuring **low total cost of implementation (TCI)** and **fast time to value**

In scope

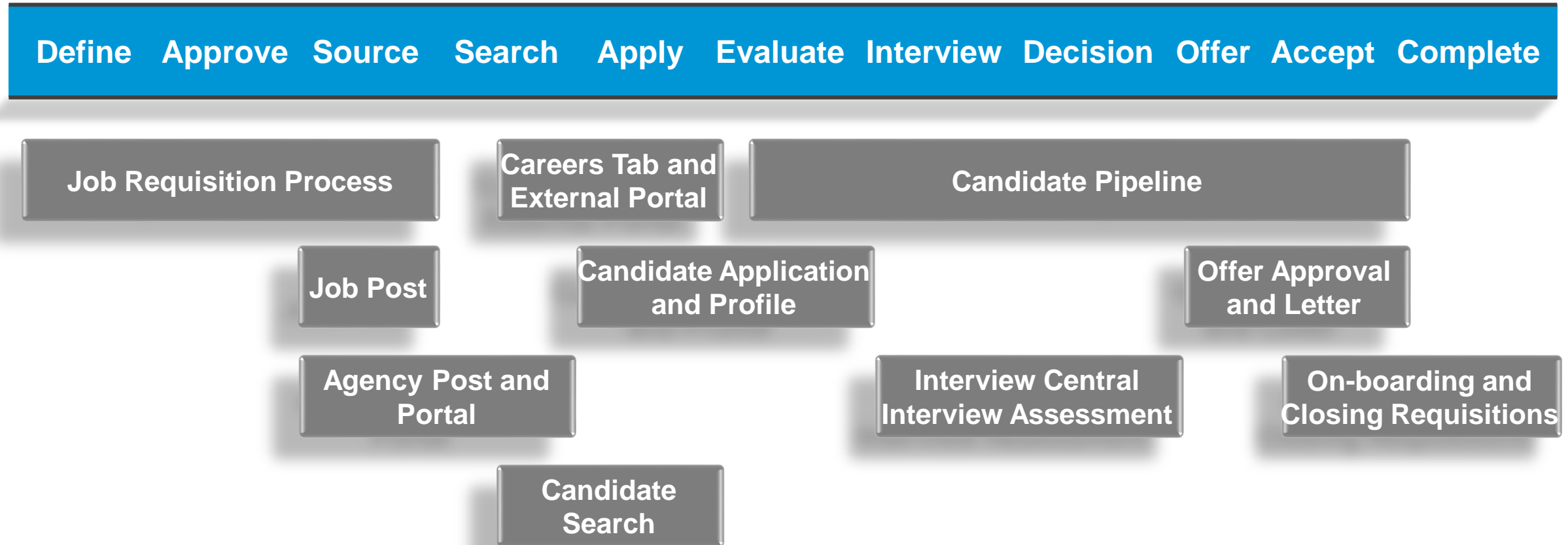
- Collaborative Recruiting Management solution streamlined through requisitions management, candidate management, interview and offer management, plus search, reporting, compliance, and competency based ratings with an intuitive and modern user experience

[Learn more](#)

> SuccessFactors Recruiting rapid-deployment solution

Recruiting Management

From creating a job requisition to hiring a candidate



Recruiting – Select Better

In the system

Key functionality

- Job requisition creation and approval
- Job posting
- Job search
- Candidate profile (internal and external candidates)
- Candidate application
- Candidate evaluation
- Interview and Assessment
- Candidate selection
- Candidate Offer
- Close Job requisition

The screenshot displays the SuccessFactors Recruiting interface within a Windows Internet Explorer browser window. The page title is "Recruiting" and the user is logged in as Darlene Sharp. The main heading is "Job Requisition: Marketing Manager" with details: Req Id: 123, Hiring Manager: Carla Grant, Status: Open, Age: 0d, and Job Postings: (2). A "Talent Pipeline" bar shows stages: Forwarded (0), Invited To Apply (0), Applied (2), Recruiter Review (0), Hiring Manager Review (0), Interview (0), Background Check Request (0), and Contingent Offer (0). A "Candidates: View all candidates (2)" sidebar lists Gloria Wilson and John Doe. The main content area shows the "INTERNAL CANDIDATE" profile for Gloria Wilson, with application details: Application ID: 64, Application Date: 10/15/2012, Status: Applied, Rejected Reason: No Selection, Phone Screen Date: 10/15/2012, and Supporting Documents: MM/DD/YYYY. The "Application Details" section includes fields for LinkedIn Profile URL, How did you hear about this job? (Website), Referral Details, What is your desired position type? (No Selection), What are your salary requirements? (52,000), and Are you willing to? (Yes). The right sidebar contains sections for Comments, Correspondence, Offer Letter, Application Status Audit Trail (10/15/2012 System System), and Tags. At the bottom, there are buttons for "Close From Consideration", "Move Candidate", and "Return to List".

Candidate application form

Package Details

Packaged Content

SAP Best Practices Packaged Content

What does a customer get ?

1. Pre-Configured Cloud Instance

SAP Best Practices
preconfigured in
SuccessFactors cloud

2. Set Up and Access Information

SAP Note

Instructions for requesting
preconfigured instance
Updated documentation

3. SAP Best Practices Content

Specification of software
requirements for this
solution

Technical documentation
including prerequisites
matrix and configuration
guides

Business processes
descriptions including scope
overviews, process flows
and test cases

Pre-sales presentation

Service Details

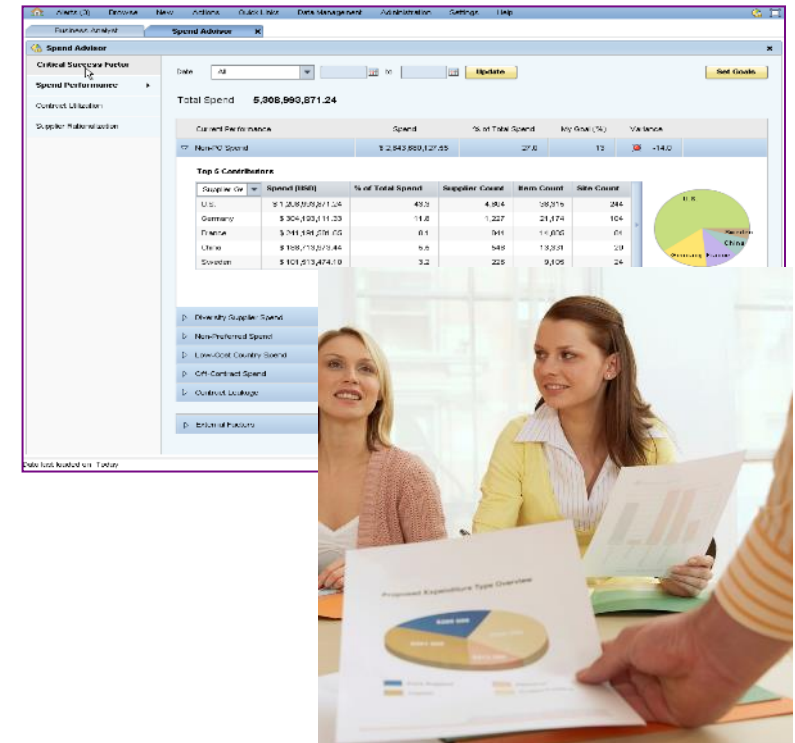
Delivery Approach

Rapid deployment of SuccessFactors

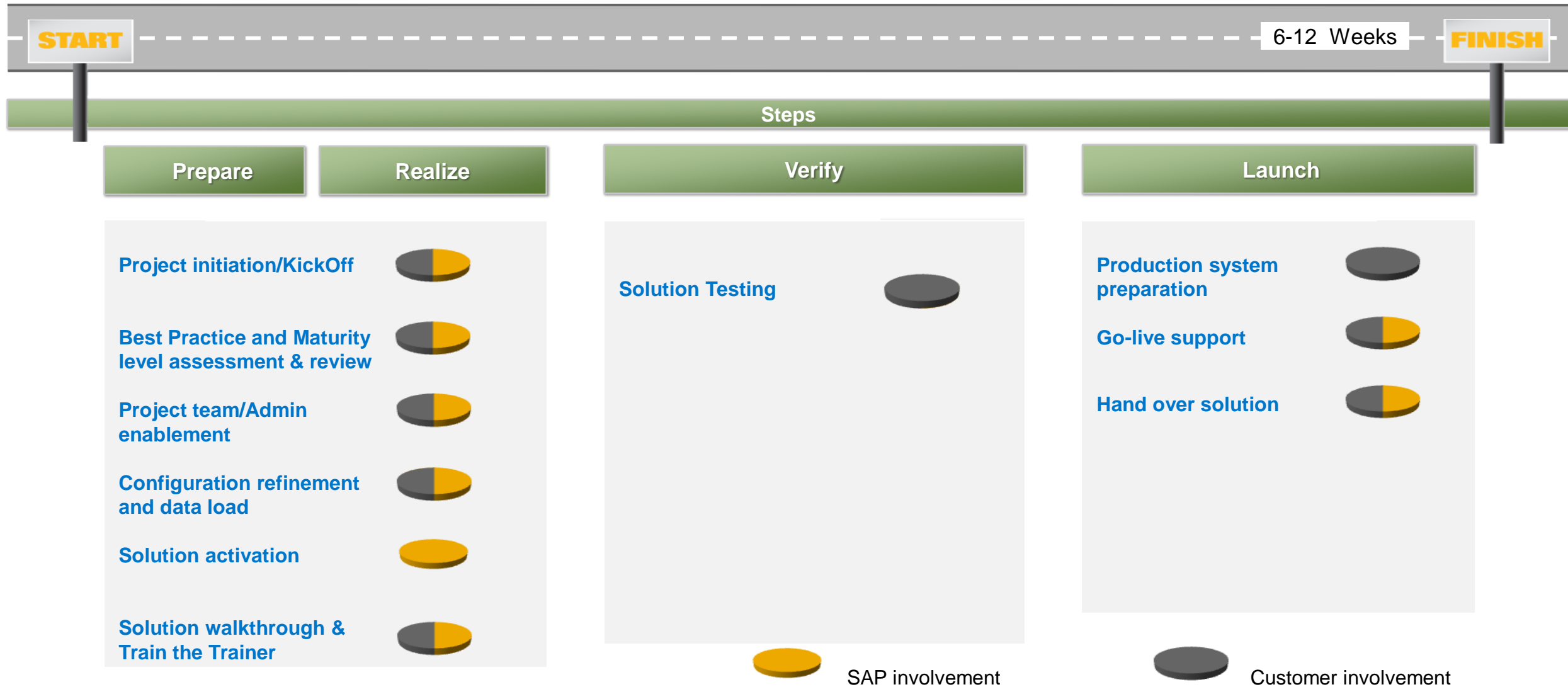
What's included – Service scope

- **Maturity Assessment** – to identify the appropriate application, prioritization and refinement of the best practice functionality
- **Product Demonstration Presentations** - to demonstrate the best practice configurations and opportunities for refinement
- **One-time Data Migration Process** - Instructions and templates to migrate data from legacy systems
- **Administrator and User Training** - Interactive presentations and Quick Reference Guides
- **Fully Configured Instance** - in scope products up and ready
- **Formal handoff to SAP/SuccessFactors Customer Success**

Partner's scope of service may vary.

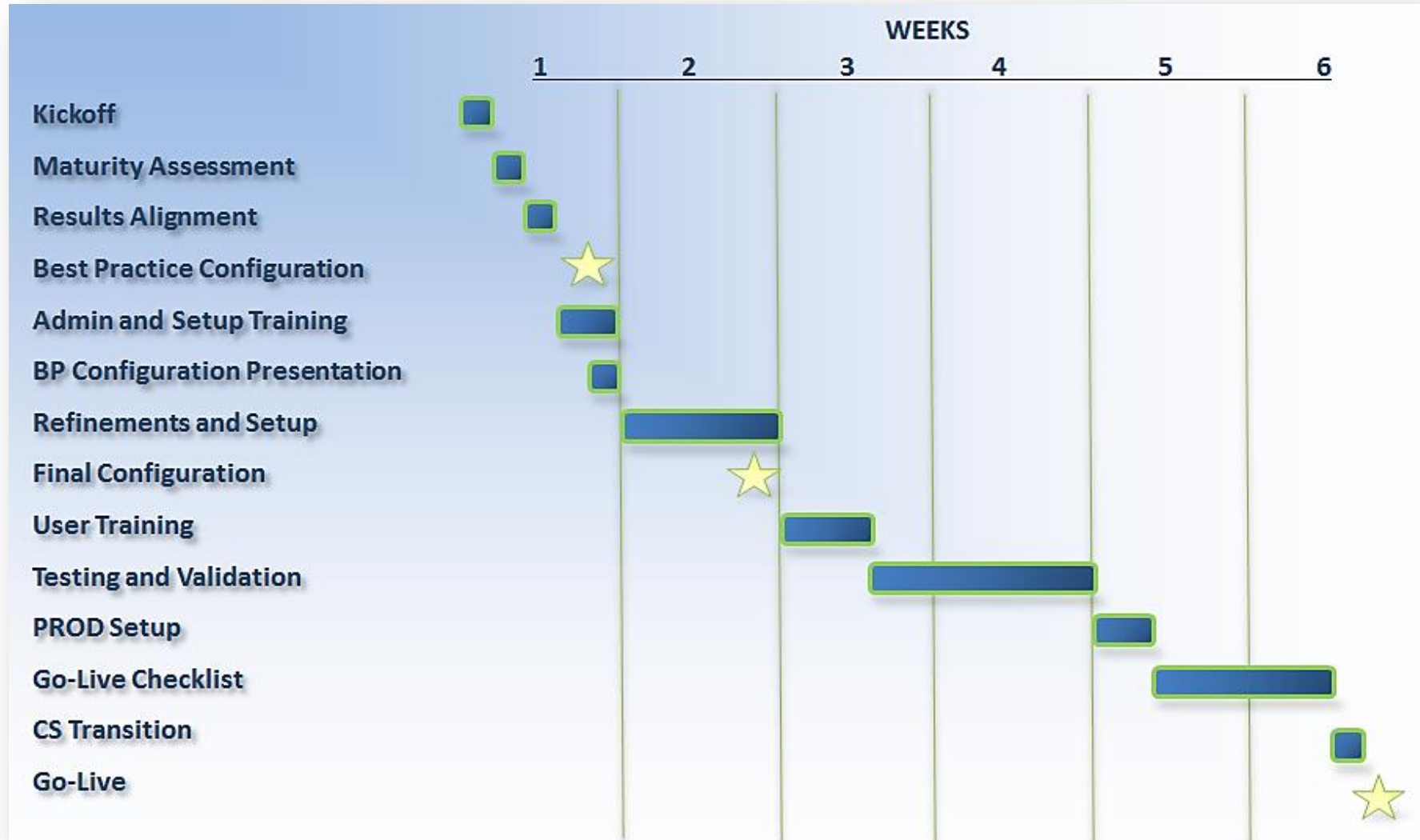


Project Approach- SuccessFactors RDS

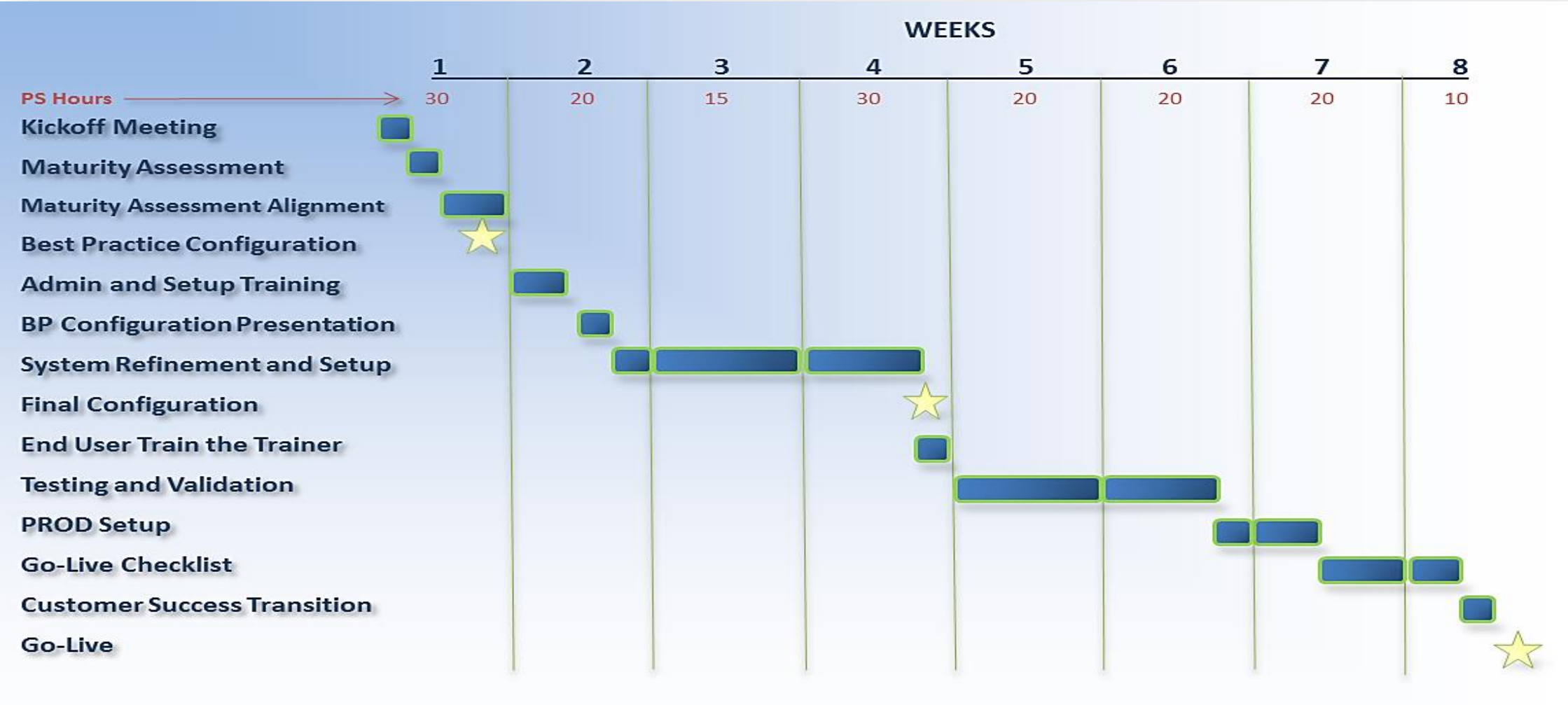


SuccessFactors RDS – Align & Perform

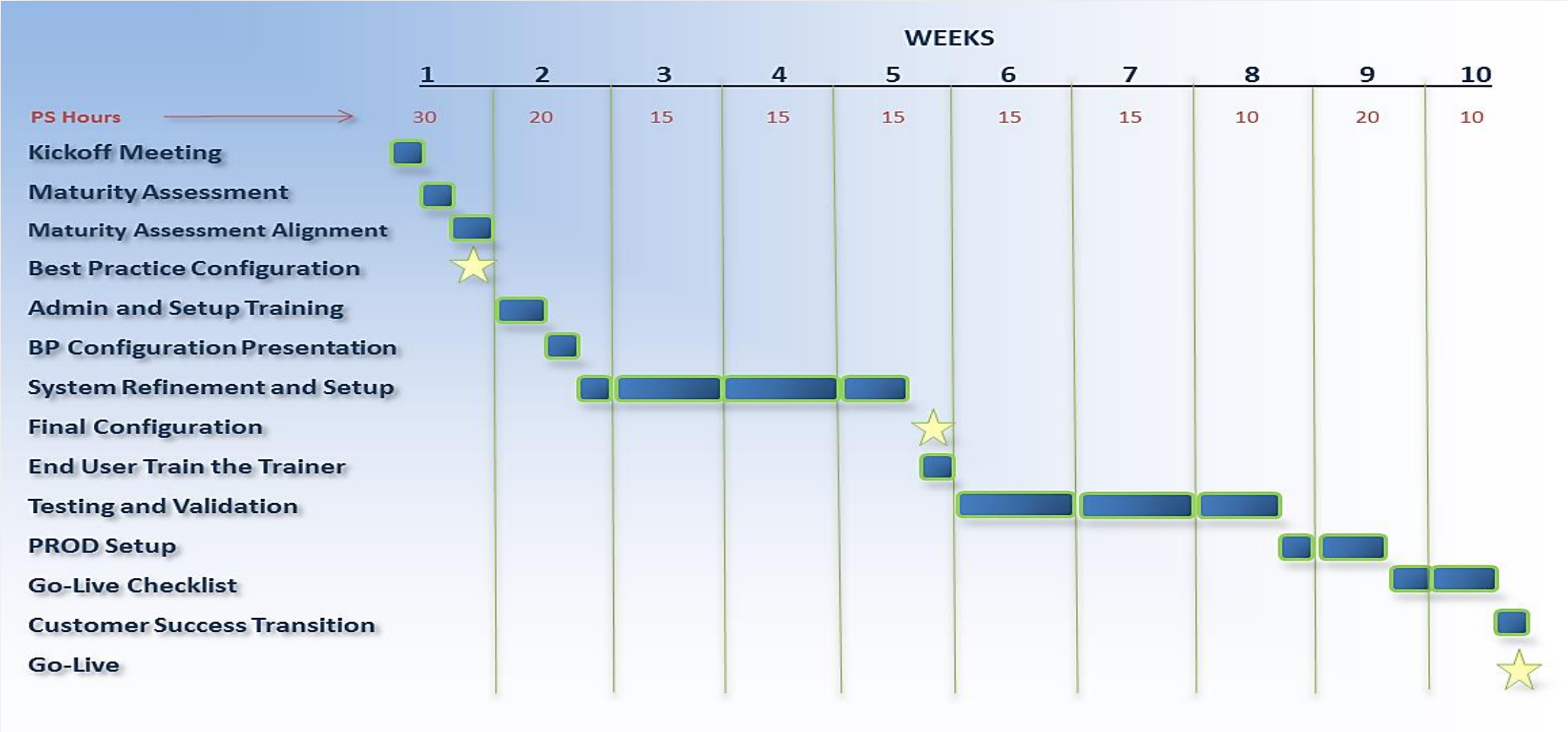
6 Week Implementation Timeline



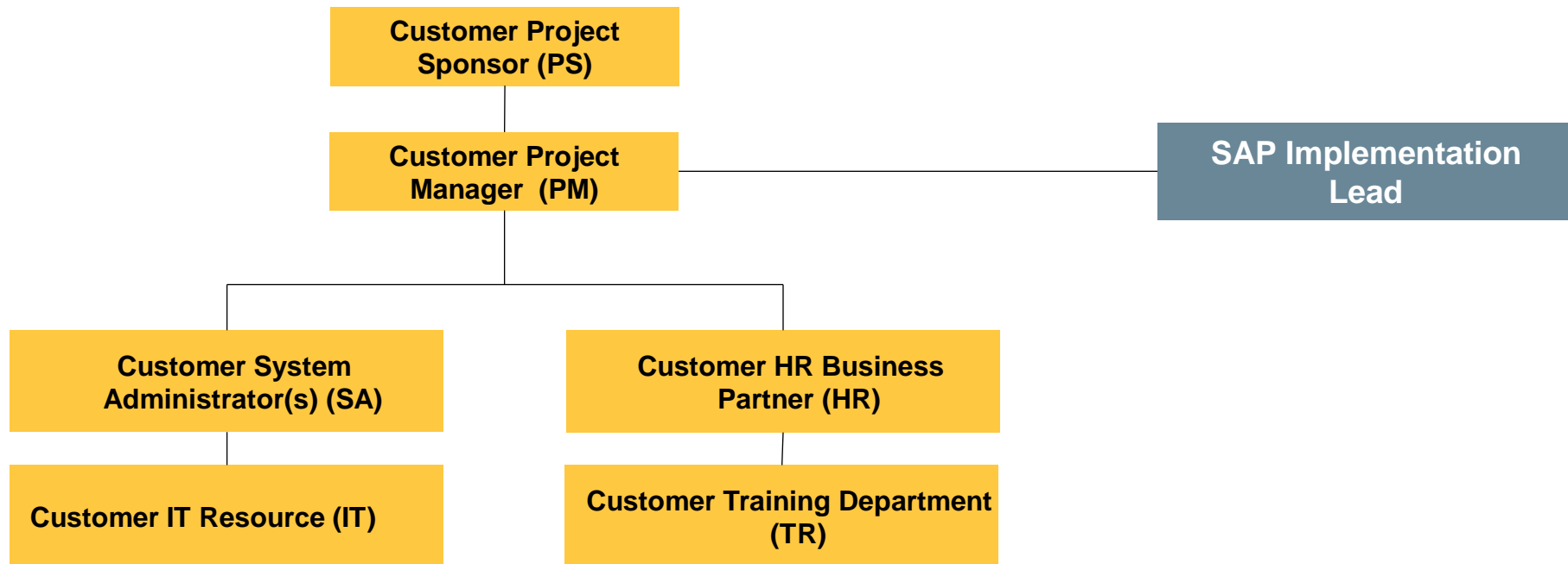
Timeline – 8 Weeks w/ SAP Consulting Effort in Hours (Compensation)



Timeline – 10 Weeks w/ SAP Consulting Effort in Hours (Recruiting Management)



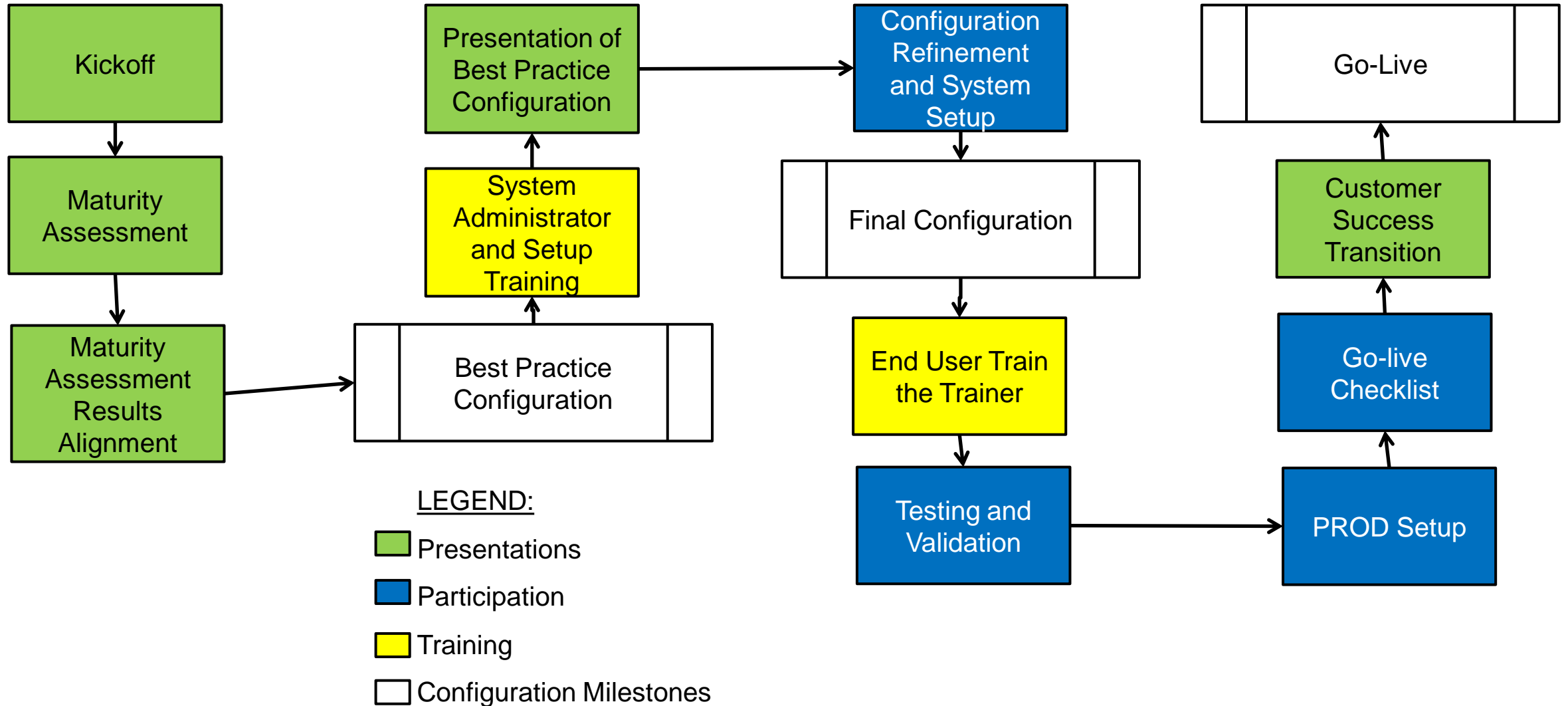
Project Organization



Customer Roles and Responsibilities

Project Sponsor (PS)	<ul style="list-style-type: none">■ Participate in Maturity Assessment activities■ Ensure resource participation■ Formally approve go-live milestone
Project Manager (PM)	<ul style="list-style-type: none">■ Own and manage project plan and activities scheduling■ Ensure timely task completion■ Execute project logistics (set up meetings, etc.)■ Manage completion of Go-Live checklist
System Administrator (SA)	<ul style="list-style-type: none">■ Learn System Administration■ Facilitate refinement decisions■ Execute refinements and system setup■ Participate in sandbox testing
HR Business Partners (HR)	<ul style="list-style-type: none">■ Participate in Maturity Assessment activities■ Attend and master end user training■ Participate in refinement decisions■ Participate in sandbox testing
IT Resource (IT)	<ul style="list-style-type: none">■ Assist in preparation of data setup template and revisions
Training Department (Tr)	<ul style="list-style-type: none">■ Organize and Facilitate Train-the-Trainer program for end user population

RDS Implementation Process Overview



Managing The Solution Post Go-Live

Self Serve

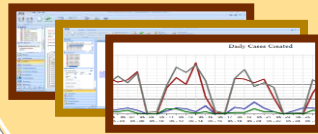
Customer's
Primary
Administrators

(Issue Resolution,
Change Management,
Process & Policy Inquiry)

Collaborate

SAP Customer
Success Advocate

(Issue Resolution,
Change Management,
Process & Policy
Inquiry)



SAP Customer Success
Team

Engage

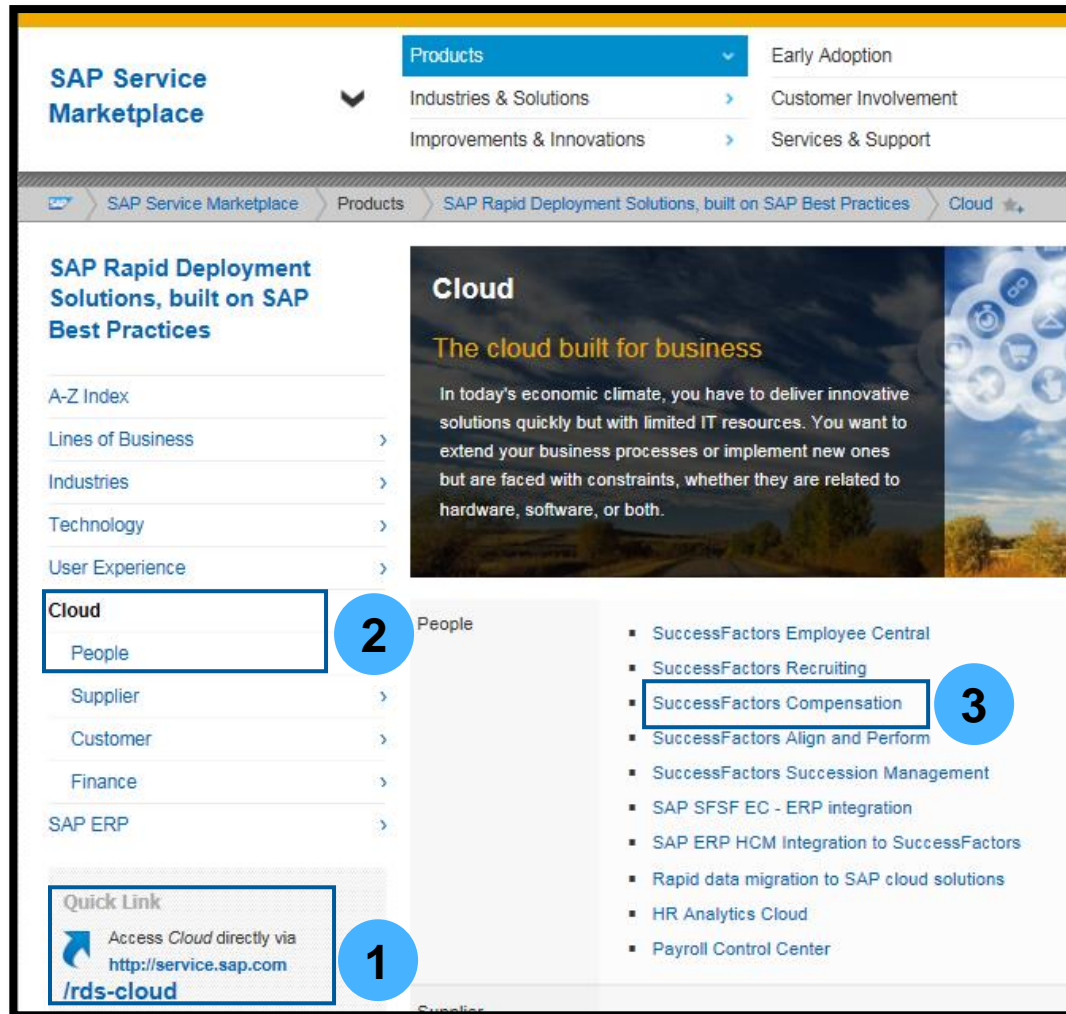
Partner or SAP
Professional
Services



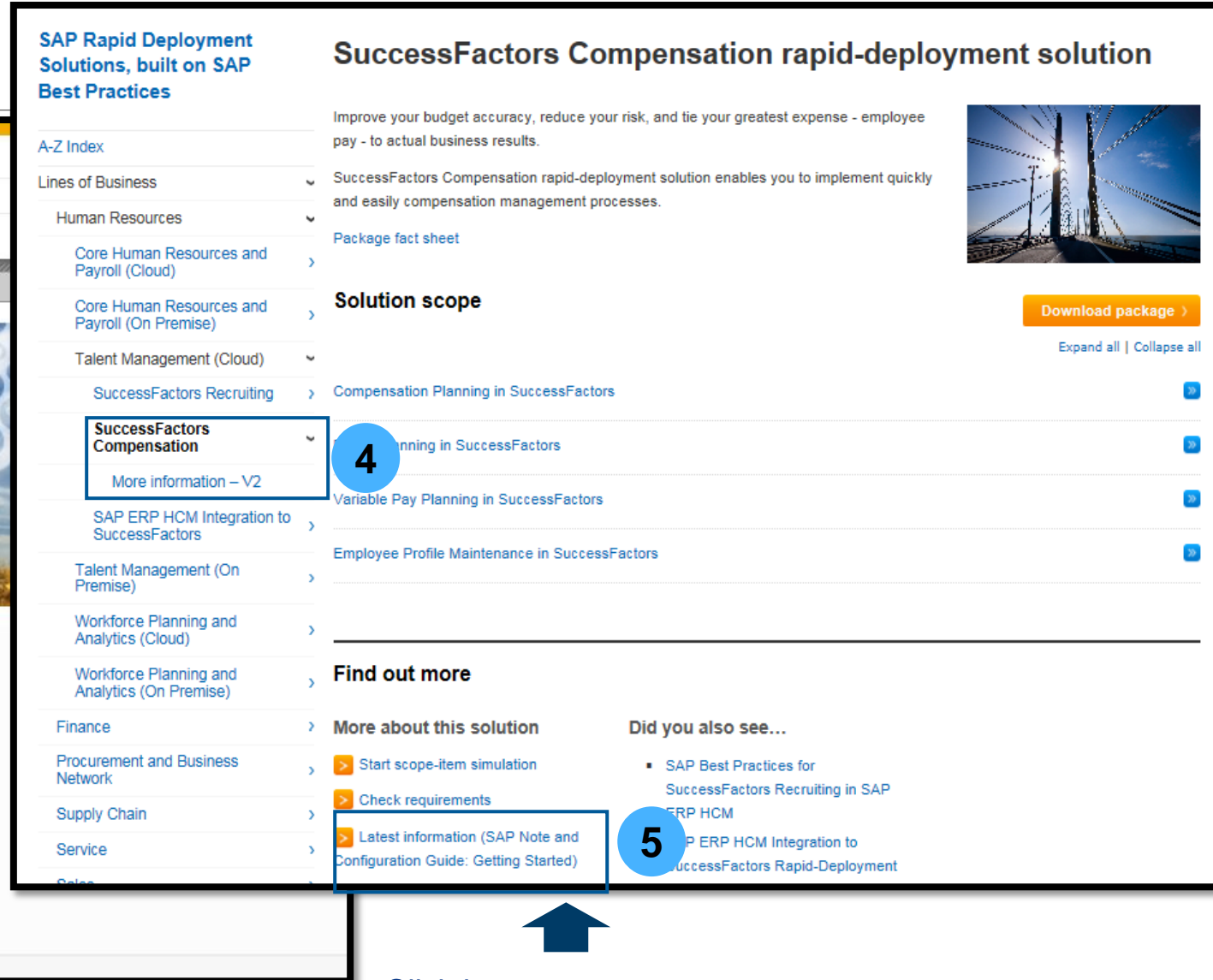
Call to Action

Call To Action

 Learn more at: service.sap.com/rds-cloud



The screenshot shows the SAP Service Marketplace homepage. The 'SAP Rapid Deployment Solutions, built on SAP Best Practices' section is highlighted. A blue box labeled '1' points to the 'Quick Link' section at the bottom left, which contains the text 'Access Cloud directly via http://service.sap.com/rds-cloud'. A blue box labeled '2' points to the 'Cloud' category in the left sidebar. A blue box labeled '3' points to the 'SuccessFactors Compensation' link in the 'People' category list.



The screenshot shows the 'SuccessFactors Compensation rapid-deployment solution' page. The 'SAP Rapid Deployment Solutions, built on SAP Best Practices' section is highlighted. A blue box labeled '4' points to the 'SuccessFactors Compensation' link in the 'Lines of Business' section. A blue box labeled '5' points to the 'Latest information (SAP Note and Configuration Guide: Getting Started)' link in the 'Find out more' section. The page also features a 'Download package' button and a 'Did you also see...' section.

Click here to request your copy of the RDS instance



Thank You for Your Support!

Contact information:

Bill McKinlay – SuccessFactors Product Package Owner william.mckinlay@sap.com

Josh Steele – SuccessFactors Product Build Owner joshua.steele@sap.com

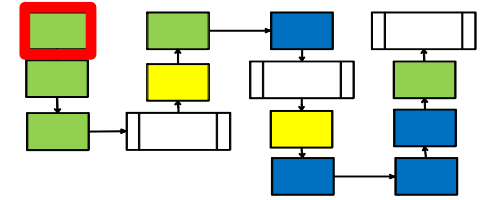
Sapna Subramaniam – SuccessFactors RDS Go To Market sapna.subramaniam@sap.com

The SuccessFactors RDS Support Team – SAP_RDS_SuccessFactors@sap.com

Appendix: Service Details

Delivery Approach Step by Step Breakdown

Align Team and Prepare & Perform Kickoff Meeting



The first step in the RDS journey involves getting the customer familiar with the RDS process, understanding the roles and activities they will be responsible for and creating a schedule for the implementation. We will also give them an overview of Business Execution and insight into the Maturity Model.

Purpose

- To introduce the customer team to Business Execution and the RDS process.
- To confirm customer project team roles
- To agree on a specific schedule for project activities

Process (Agenda)

1. Business Execution Intro Presentation
2. Customer Team ID and Introductions
3. Process Overview
4. Project Plan Template Review
5. Data Mapping Status / Q & A
6. Train-the-Trainer Discussion
7. Distribute Maturity Assessment Guidebook

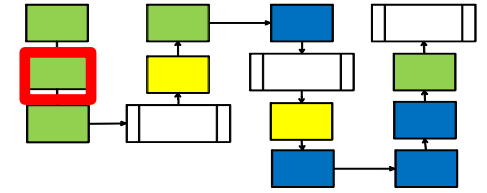
People

- Customer PM
- Customer Sponsor
- Customer System Admin(s)
- Customer HR Business Partner(s)
- Customer IT Representative
- Customer Training Representative
- SF Implementation Lead

Tools

- Business Execution Deck
- Kickoff Presentation
- Project Plan Template
- Maturity Assessment Guidebook

Maturity Assessment



Next the customer will complete the Maturity Assessment that will allow us to identify the right starting point for the Recruiting function and processes.

Purpose

- To enable customer team to successfully complete the Maturity Assessment.
- The Recruiting Assessment results will determine which what areas of the best practice configuration should receive priority and added focus.

Process

1. Maturity Assessment Guidebook Q and A
2. Execute Maturity Assessment

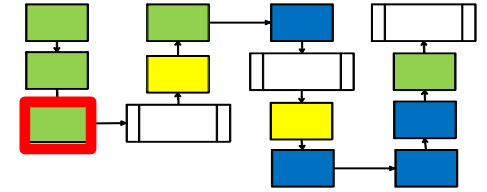
People

- Customer PM
- Customer Sponsor
- Customer System Admin(s)
- Customer HR Business Partner(s)
- SF Implementation Lead

Tools

- Maturity Assessment Guidebook
- Maturity Assessment Questions

Maturity Assessment and Results Alignment



Once the Maturity Assessment is completed, the SF Project Lead, will review the results with the customer team. If desired, the results can be reviewed and mapped to the assessment answers that most influence the scoring.

Purpose

- Ensure customer team understands the details of the foundational Recruiting maturity level
- Ensure full understanding of Maturity Assessment results by customer
- Ensure Maturity Assessment results alignment with customer's expectations

Process

1. Review Maturity Assessment scoring with customer team
2. Align customer expectation of go-live maturity level with Maturity Assessment results
3. Introduce Demo Presentation for appropriate configuration based Maturity Assessment results

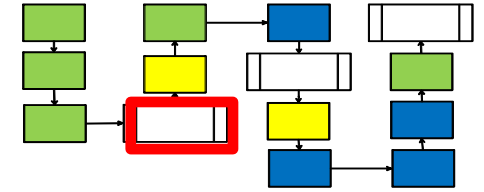
People

- Customer PM
- Customer Sponsor
- Customer System Admin(s)
- Customer HR Business Partner(s)
- SF Implementation Lead

Tools

- Maturity Assessment Questions and Responses
- Maturity Assessment Alignment Presentation
- SuccessFactors Best Practice Configuration Presentation

Best Practice Configuration



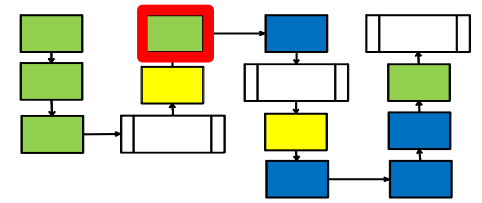
The Maturity Assessment for Recruiting provides the basis of prioritization and focus for deploying a fully functional “Best Practice Configuration” that is aligned with your desired state at go-live. The resulting Best Practice Configuration:

Is based on SuccessFactors’ 10+ years of experience and expertise

Will be generated based on the inputs to the Maturity Assessment (TEST instance only)

Becomes the baseline for configuration refinements to be made later in the process

Presentation of Best Practice Configuration



Our next step is to present and walk through the customer specific “Best Practice Configuration”. Through a live demo, question and answer session and a self-paced presentation of the customer configuration, the customer team will gain an initial familiarization with the baseline configuration and can also be used as a reference guide post

Purpose

- Give customer team an opportunity to explore the best practice configuration
- Provides detailed reference materials for users and administrators

People

- Customer PM
- Customer Sponsor
- Customer System Admin(s)
- Customer HR Business Partner(s)
- SF Implementation Lead

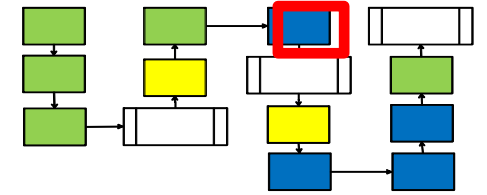
Process

1. Provide Best Practice (BP) Configuration Presentation for self-paced review

Tools

- Best Practice Configuration Presentation (Link)

System Refinement and System Setup



Next SAP and the customer team, specifically the System Admins, will work together to complete any configuration refinements that are permitted within the scope of RDS. SAP will also leverage the data setup mapping and training to setup the **CUSTOMER TEST** environment.

Purpose

- Make configuration refinements to allow customer to inject their culture and semantics where permitted
- Load employee data into TEST environment to enable testing and validation

Process

1. SF Implementation lead works with customer system admin to execute desired refinement
2. SF Implementation lead works with customer IT resource to load required data into TEST environment

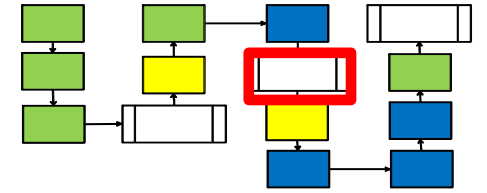
People

- Customer System Admin(s)
- Customer IT resource
- SF Implementation Lead

Tools

- Refinement Decisions Worksheet
- Data Setup Mapping Template(s)

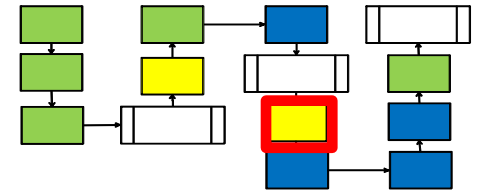
Final Configuration



The execution of configuration refinements will result in the customer “Final Configuration” which is what the customer will use as their go live with the SFSF application suite. The final configuration:

- Is frozen to allow for user training and data setup activities to take place
- Will be the configuration implemented for initial go-live of the SuccessFactors products
- Is ready to be used

End User Train-the-Trainer



End user enablement is accomplished through a “Train-the-Trainer” approach.

Purpose

- Enable key users and system administrators to successfully use the application
- Enable customer to train all end users post go-live

Process

1. Deliver End User Training
2. Introduce Quick Reference Guides (QRG's)
3. Q and A

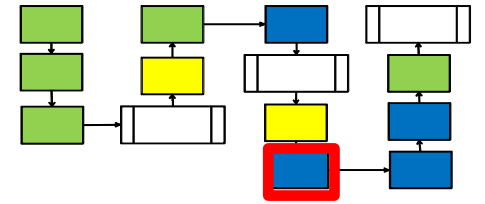
People

- Customer PM
- Customer System Admin(s)
- Customer HR Business Partner(s)
- SF Implementation Lead
- Customer Training Organization

Tools

- End User Training Materials
- Quick Reference Guides (QRG's)

Testing and Validation



Now we will unleash the customer trained users and administrators on their TEST instance to practice what they've learned. Scripts will be provided that help users organize their practice time and facilitate data validation. SAP will be available by email during this period to answer any questions and provide general support.

Purpose

- Give customer personnel time to become familiar with their application and configuration
- Reinforce training
- Validate data setup
- Validate refinements made

Process

1. Provide scripts and access to TEST environment
2. SA's and users execute scripts to reinforce training and validate data
3. SAP implementation lead provides ad hoc email support with optional pre-scheduled daily meetings
4. Tweak data setup and refinements if necessary, based on testing results
5. Customer Sponsor signs off that TEST instance configuration is ready to be migrated to PROD

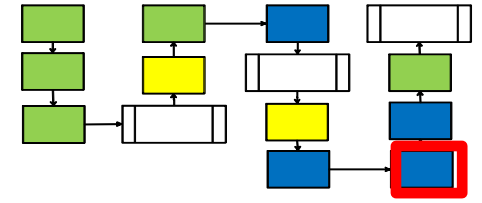
People

- Customer PM
- Customer System Admin(s)
- Customer HR Business Partner(s)
- SF Implementation Lead
- Customer IT resource

Tools

- Testing and Validation Scripts
- Quick Reference Guides (QRG's)
- Data Setup Mapping Template
- Refinement Decisions Worksheet
- Test Environment Signoff Document

PROD Setup



Now that we have validated the customer configuration and data setup in TEST we can set up the customer PROD instance and begin to prepare for Go-Live.

Purpose

- Set up PROD environment in alignment with validated version of TEST

People

- Customer PM
- Customer System Admin(s)
- SF Implementation Lead
- Customer IT resource

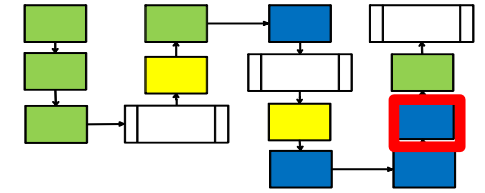
Process

1. Re-execute configuration in PROD
2. Load setup data to PROD
3. Re-execute refinements in PROD

Tools

- Data Setup Template
- Refinement Decisions Worksheet
- PROD Setup Instructions

Go-Live Checklist



The final step includes completing the go-live checklist. Once completed, the checklist activities will enable a smooth and successful system go-live in the customer's PROD environment.

Purpose

- To setup the Customer's PROD environment for go-live
- To ensure that all steps necessary for a smooth and effective go-live are taken
- To procure formal signoff for PROD go-live

People

- Customer PM
- Customer Sponsor
- Customer System Admin(s)
- Customer HR Business Partner(s)
- SF Implementation Lead
- Customer IT resource

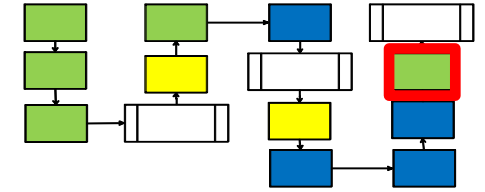
Process

1. Complete all checklist items
2. Customer Sponsor signs off that PROD instance is ready for go-live

Tools

- Go-live checklist
- Formal signoff document

Customer Success Transition



In preparation for go-live we will present processes and procedures for interacting with our SF Customer Success organization.

Purpose

- To allow a smooth transition from the implementation to post go-live support
- To educate customer personnel on the proper processes for interacting with SF Customer Success

People

- Customer PM
- Customer System Admin(s)
- Customer HR Business Partner(s)
- SF Implementation Lead
- SF CS Representative

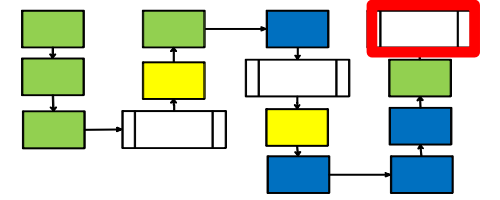
Process

1. Validate Transitional Document
2. Complete CS Checklist
3. Q and A with SF CS representatives

Tools

- Transitional Document
- CS Go-Live Checklist

Go-Live!



They've made it! After completing these easy steps the customer has gone live with their SuccessFactors application suite. Now they can manage their HCM functions and use the application to mature those functions over time.

Key concept for successful deployment of all SuccessFactors RDS

All SAP RDS for SuccessFactors solutions are fixed scope and pre-configured. There is no configuration work or changes to a configuration during a SAP RDS for SuccessFactors project.

However, specific refinements to a system can be made to allow for personalization and modifications based on organizational requirements.

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