



SAP SuccessFactors Recruiting & Talent Acquisition

Service Definition

MAY 2022

G-Cloud 13

Introduction

Talent acquisition is one of HR's most impactful processes at a business and **getting the right people in the organisation** has a dramatic, measurable impact on business performance.

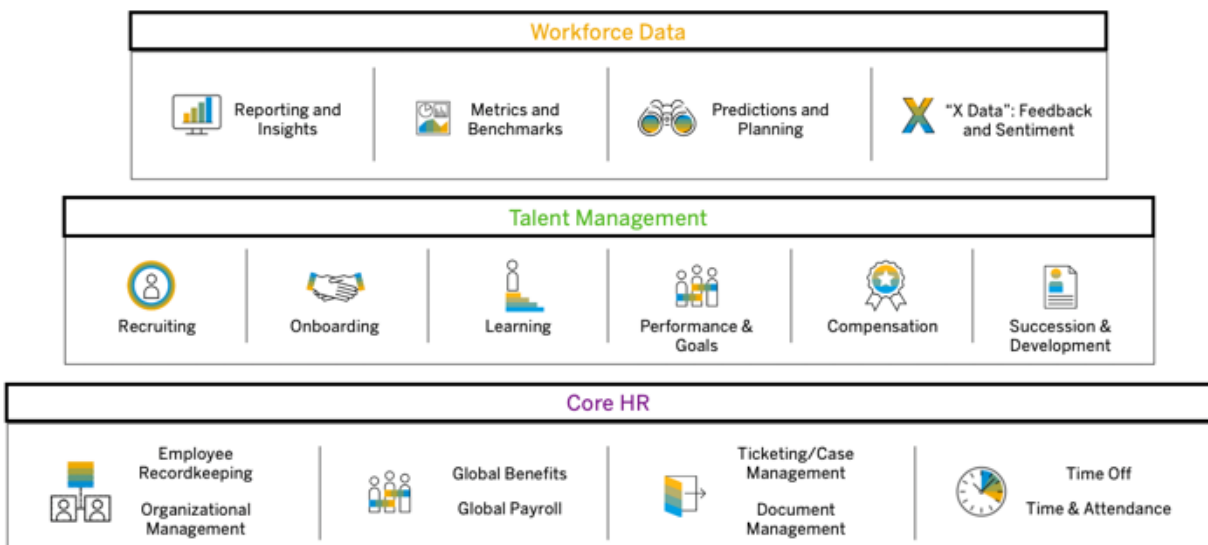
The SAP SuccessFactors Recruiting solution, helps you source, engage, and hire the world's best talent. Unlike other approaches, we focus on delivering meaningful experiences for candidates, recruiters, sourcers, and hiring managers.

SAP SuccessFactors Solution Overview

Part of the SuccessFactors HXM Suite

SAP SuccessFactors is a global, industry-leading HR suite, delivered in the cloud. Organisations of all sizes around the world rely on it to attract, develop and retain the best people – tapping into their full potential and meaningfully connecting them to the organisations purpose and mission.

In 2019, we introduced a new category to the market; Human Experience Management or HXM. With HXM, we completely changed the prevailing paradigm which views people as resources or capital to be managed and instead place your people at the heart of everything you do. Valuing people every day so that they power your organisation is hard work for managers, HR teams, and senior leaders alike. Our commitment with HXM is to make this easier and natural.



SAP SuccessFactors HXM Suite

SAP SuccessFactors Recruiting & Talent Acquisition

Recruiting and Talent acquisition is one of the most impactful HR processes to a business and getting the right people in the organisation has a measurable impact on business performance. SAP SuccessFactors Recruiting can help optimise the recruiting process, enabling recruiters and hiring managers to interview and collaborate more efficiently. Unlike other approaches, we provide a comprehensive, yet simple solution that provides guidance to everyone, at every step.

Business Challenges

Today, the difficulties and costs of hiring the wrong employees is greater than ever. Talent shortage reaches a critical mass with many companies unable to fill entry-level positions or find specialised talent. This shortage means that the average time to fill is also increasing. And when companies do make hires, they often hire the wrong persons and experience a high turnover in the first year.

Research shows that effective recruiting leads to real business impact, including lower average time to fill positions, better employee engagement, and higher employee retention rate. However, it is often overlooked by many companies that face the following challenges:

- **Disparate tools for recruiting marketing and management**, leaving gaps in insight and reporting
- **Inability to effectively convey employer brand and poor sourcing methodologies**, leading to ineffective talent pools
- **Lack of adequate means of connecting with candidates** in global and emerging markets
- **Lack of integration with other talent processes**, leaving gaps in business objectives and recruiting strategy
- **Reactive recruiting practices and talent shortages** putting companies at a disadvantage

Business Benefits

SAP SuccessFactors Recruiting is a comprehensive recruiting solution that can help attract and engage top talent, select and hire the best-fit candidates, and measure the business results. Unlike other solutions that focus primarily on talent selection, SAP SuccessFactors Recruiting combines a complete recruiting marketing solution (attraction and engagement) with a complete recruiting management (selection) solution – forming the prescription for better hiring.

- **Target the talent you need** – SAP SuccessFactors' patented methodology ensures that your jobs get in front of the right candidate with the right message at the right time.
- **Engage easily and effectively** – Apply marketing best practices to cultivate strong candidates so you have a pipeline that will save recruiters time and get results.
- **Improve selection** – Our social, mobile and competency-based approach to evaluating candidates speeds up the hiring process but keeps it fast and fair.
- **Onboard seamlessly** – Accelerate new-hire engagement and impact with automated forms and broaden your access to people and resources in the employee social network.
- **Get results you can see** – Improve return on your recruiting spend and demonstrate how your recruiting strategy is driving business results.

Features and Functions

SAP SuccessFactors Recruiting provides a strategic, comprehensive solution that includes:

- **Global Talent Sourcing** – Post jobs to more than 4,000 sources – including job boards, colleges and universities, and social networks – in over 80 countries. Access global job distribution and sourcing analytics, optimise your career site for search engines, increase candidate flow, and stay on budget.
 - ✓ Access detailed analytics by job, source, or campaign
 - ✓ Reach your target market on the right channels
 - ✓ Manage mobile and e-recruiting activities
 - ✓ Analyse recruitment strategies and campaigns
 - ✓ Improve search ranking for your career site
 - ✓ Optimise recruiting budgets and spend
- **Candidate Engagement Self-service tools** – Develop a responsive career site using self-service tools and modern best practices. Offer pleasant candidate experiences on any device. Engage active and passive talent with embedded candidate relationship management tools and grow your talent pipeline.
 - ✓ Create and maintain a responsive career site
 - ✓ Welcome candidates with recruitment campaigns
 - ✓ Communicate in up to 46 languages
 - ✓ Build talent pipelines to cut hiring time and costs
 - ✓ Establish targeted candidate pools and communities
- **Comprehensive Applicant Management** – Fill positions faster with a streamlined hiring process from mobile job applications to online offer management. Manage and track high volumes of applicants, use data-driven candidate ranking to schedule interviews, easily generate offers, and create detailed candidate management reports.
 - ✓ Use mobile tools to streamline the hiring process
 - ✓ Get at the best-fit candidates quickly
 - ✓ Improve interviewing – from scheduling to feedback
 - ✓ Fast-track offers and acceptance through e-signatures

Onboarding and Offboarding

Getting Set Up

Customer community for SAP SuccessFactors solutions

The online customer community is your gateway to the SAP SuccessFactors ecosystem. Once you have access, you will find a wealth of information and resources related to your new solution. In addition, the community connects customers, implementation partners and SAP SuccessFactors solutions product managers, support analysts, and subject-matter experts through interactive forums, where questions are answered, and knowledge is shared. To navigate the forums and information in the customer community, we recommend starting with the Centre

System access

Once we provision your solution, we will send you at least two e-mails containing access data. The first contains the URL (the link to your systems) with your usernames and system IDs. The second e-mail contains your passwords and will be sent only to the person named as "Contact Person IT" in your SAP SuccessFactors solution contract.

Your digital transformation to optimize business value

The world is changing at an unprecedented pace, and many chief HR Officers are seeing a dramatic shift in HR from delivering transactional excellence to architecting digital transformation. With SAP SuccessFactors solutions, you are now better equipped to optimise value from your most important resource, your talent.

The process library for SAP SuccessFactors solutions

An essential part of a digital transformation journey is evaluating and standardizing your current HR processes – or even introducing new HR processes into your company – based on the industry-leading SAP SuccessFactors solutions. To support you, SAP has developed leading-practice recommendations in the form of process descriptions and process flows to define your HR processes and implement SAP SuccessFactors solutions. The material is regularly updated, enhanced, and published in the online customer community to help you achieve fast, standardized adoption of SAP SuccessFactors solutions. This will also help you get the most value out of your solutions.

Planning Your Implementation Journey

Clearly defining your organisational objectives and aligning your team will contribute to your implementation success and HR digital transformation. When you are ready to implement, a comprehensive range of resources and services are available to guide your implementation through to a successful launch.

Implementation preparation

To help prepare for implementation we recommend reviewing our Plan for Success documentation in the Customer Community Empowerment Centre to learn how to optimise your implementation, find certified Partner Consultants and understand which SAP Consulting Services may be right for you

Resource planning

Effective resource planning is crucial to the success of your project. The right employees, consultants, and experts need to be in the right place at the right time. To make this task easier for our customers, we have provided system administration guidelines and considerations to help you plan resources for your project, ongoing system administration and support.

Roles and Responsibilities

As your organisation start its journey with SAP SuccessFactors solutions, key team roles and responsibilities are necessary for you to succeed with your new solution. They are described here.

SAP

- Provides the technological platform as specified in the contract
- Provides oversight and guidance to develop strategic road maps that accelerate business outcomes, help ensure business continuity, and assure value from the technology investment

Implementation services partner

- Supports the design, planning, and implementation of the functional and technical aspects of the project and recommends actions to mitigate risks
- Transfers technical, functional, and methodology knowledge
- Evaluates and recommends best practices that correspond to the business requirements of the project

Customer

- Provides appropriate qualified resources to execute the relevant project tasks
- Understands and adopts technical and functional recommendations of the solution provider
- Builds an internal project team to keep the project on track with stakeholders from HR, finance, IT, administrators for the SAP SuccessFactors solutions, executive sponsors, plus other relevant lines of business
- Develops a well-conceived change management plan, including engaged change champions and communication schedules
- Gains commitment from all project team members to take advantage of free, 24x7, on-demand product training to increase knowledge and help ensure decisions are well informed

Selecting the Right Implementation Partner

Choosing the right implementation partner is crucial to the success of your project. Whether you select the SAP Digital Business Services organization or one of our many partners worldwide, your partner will play a critical role. The partner will help you build, implement, extend, configure, and enrich our technology platform and software for innovative and tailored solutions that meet your exact needs.

SAP Digital Business Services and our partner ecosystem are committed to helping you succeed by providing guidance at every stage of your HR transformation journey.

Getting professional certification for SAP SuccessFactors solutions is the highest level of achievement in our cloud certification program. It testifies to practical and technical implementation expertise for an SAP SuccessFactors solution. Using consultants that hold and maintain a professional certification helps ensure projects are delivered with the highest quality.

Follow these tips for selecting and working with your partner:

- Look for a partner with specialized expertise in your selected products and industry
- Evaluate your corporate culture and align the delivery model accordingly
- Provide a clear understanding of deliverables, expectations, timelines and your HR transformation vision
- Agree to terms that are fair, including mutually fair pay structures based on key deliverables
- Build a true partnership based on honesty, transparency, and mutual respect

For further considerations on how to select and work with your HR Transformation partner please use the online Partner Certification Search and review the Factors to Consider During your Partner Selection.

Tips for Project Success

When you are ready to implement, SAP offers a comprehensive range of resources and services to accelerate your efforts. Here are a few tips to help you get the best out of your implementation and operation of SAP SuccessFactors solutions.

Setting up a governance model

will make it easier to establish a clear structure and define responsibilities.

Change management

must start early in the project to ensure collaboration of stakeholders and users and to mitigate fear of change.

Executive buy-in

must be visible, or the project will not have the appropriate priority to meet deadlines.

Project management status and tracking

must focus on timelines and ensure quality.

Lines of business and IT

(as applicable) should be represented on all teams, bringing their unique skills, expertise, and knowledge to foster synergy and collaboration on the project.

Industry-specific requirements,

such as regulatory reporting requirements or processes should be identified up front so that you can work together with SAP and your consultants to address them in your project.

Training

is a critical component of a successful project. As part of your subscription to SAP SuccessFactors, you have prepaid access to the SAP SuccessFactors Admin Learning Center: on demand training resources for every role.

Ending your service

At the end of the contract customers are offered the opportunity to extend their commitment, should they decide not to continue with the service, they must ensure that all data is extracted before the access to the service is terminated on the contract end date. SAP support will be able to provide advice and guidance on this process.

You can export your data at any time during the subscription term. Data can be retrieved in a readily readable, structured and documented format, such as CSV. This is a self-service feature that allows you to download data from the system at any time, without any special request to us. Customers may also request that our support services provide them with a full data extract.

Implementation Plan

Clients have a choice of Implementation approaches which can be delivered by either SAP or via our extensive ecosystem of partners referred to later in this section. Each project will have unique characteristics but generally incorporate a set of common characteristics outlined below. Implementations are uniquely priced per project

The SAP Digital Business Services

organisation helps our customers run at their best. We empower customer success with SAP solutions through business insights developed from 46 years of SAP delivery experience working across 25 industries. Earning the trust of more than 425,000 customers, our services, support, and tools guide, simplify, and accelerate our customer's journey with SAP's digital platform, intelligent suite, and intelligent technologies. We deliver our services under one organisation for simplicity and accountability, or we provide them complementary to the services of system integrators.

Our commitment to success spans the full scope of innovation and transformation. This commitment is backed by a range of expert services, including:

- **Advisory and innovation services** to discover, create, and achieve new possibilities
- **Project success services** to realise solution benefits faster and safer
- **Continuous customer success and support delivery** to drive enablement, adoption, and business continuity
- **SAP MaxAttention** for holistic strategic engagements personalised to our customers' needs with SAP board and executive management attention
- **Intelligent tools** that apply best practices to guide, simplify, and accelerate each customer's journey

"SAP Services can play a range of roles but is best suited as a deeply expert, highly specialised complement to ecosystem partners for large-scale digital transformation work."

The Forrester Wave™: Services Providers For Next-Generation SAP Products, Q2 2018

SAP Activate Methodology for Cloud Implementations

The SAP Activate methodology is our agile methodology for the implementation and/or upgrade of SAP solutions. Built on our experience from tens of thousands of projects, the SAP Activate methodology provides pre-built implementation content, accelerators, tools, and best practices that help consultants deliver consistent and successful results across industries and customer environments. The SAP Activate methodology can be run for distinct projects or as a component within an SAP Premium Engagement.

The SAP Activate methodology for cloud implementations provides an implementation framework to support subscription-based software where the system installation and management occur outside of the project ("Software-as-a-Service" or SaaS). It is less intensive than a traditional project methodology making it ideal for smaller project teams. This methodology is easily integrated with larger, on-premise projects to create a hybrid implementation approach with a single agile methodology.

The SAP Activate methodology is structured around the following key principles and approaches that have been proven to significantly **accelerate project delivery**, **improve business engagement**, and **lower the cost of implementation and ownership**.

- **It reuses knowledge assets and pre-built content**, leveraging model company, rapid-deployment solutions, **best practices**, and other pre-build solution that fits the customer scope.
- **It includes a pre-build cloud environment** to accelerate solution validation activities.
- **It is built on Agile** and uses iterative build of capabilities, prototyping and frequent validation of the results with the customer.
- **It includes formal risk and quality management** with pre-defined quality gates and structured management plans.

The SAP Implementation Methodology for Cloud Implementations

The methodology is structured into six project phases, each containing a list of deliverables and supporting tasks. Within the project phases hierarchy project teams can find accelerators like project plans, templates, and examples to support their SAP implementation projects.

The six phases of SAP Activate provide support throughout the project lifecycle of SAP solutions. Underlying these phases is a series of value delivery and quality checks to ensure that the solution, as implemented, delivers the expected value.

1	2	3	4	5	6
Discover	Prepare	Explore	Realize	Deploy	Run
<p>Preliminary project assessment of solution options.</p> <p>Understand solution and begin the trial of the solution.</p>	<p>Initial planning and preparation for the project. In this phase, the project is started, plans are finalized, project teams are assigned, and work is under way to start the project optimally.</p>	<p>Perform a fit-to-standard analysis to validate the solution functionality included in the project scope and to confirm the business requirements can be satisfied.</p> <p>Identified gaps and configuration values are added to the backlog for use in the next phase.</p>	<p>Use a series of iterations to incrementally build and test an integrated business and system environment that is based on the business scenarios and process requirements identified in the previous phase.</p> <p>During this phase, data is loaded, adoption activities occur, and operations are planned.</p>	<p>Setup to production system, confirm customer organization readiness, and switch business operations to the new system.</p>	<p>Run the new system and apply SAP operation standards to optimize system operation.</p>

Ensure the delivery of value through the solution life cycle (“value delivery”)

Build Smart, Run Simple

SAP implementations and change projects require a disciplined approach to project management. The SAP Activate methodology aligns with SAP Best Practices recommended by the Project Management Institute (PMI)¹, making it possible to minimise risk, streamline and accelerate the implementation project, and reduce the total cost of implementation or upgrade.

The SAP Activate methodology incorporates a standardised work breakdown structure (WBS) that helps project managers define and manage project work in a deliverable-oriented, outcome-focused manner. It is structured around these key project work streams:

- Technical architecture and infrastructure
- Project management
- Application: customer team enablement
- Application: integration
- Application: design and configuration
- Application: solution adoption
- System and data migration
- Application: testing
- Custom code extensions
- Transition to operations

During each phase, the project team produces a prescribed set of deliverables that serve as inputs to subsequent phases. The SAP Activate methodology provides examples of key project deliverables, including procedure descriptions explaining how to prepare and complete the deliverables. It also provides accelerators for each phase, work stream, deliverable, and task. Accelerators include templates, questionnaires, checklists, guidebooks, and other tools that facilitate the efficient, consistent, and repeatable delivery of SAP implementations and upgrades.

Stay in Step with Updates in Solution Technology

SAP continually invests in updates to the SAP Activate methodology. These updates help us keep in step with developments in solution technologies, providing the tools needed to get the software up and running quickly, and to keep it operating at peak levels. SAP has enhanced the most recent version of the SAP Activate methodology to:

- Help customers integrate their business processes and objectives with their IT solution(s).
- Reduce the total cost of implementation by starting implementation with SAP Best Practices or SAP Rapid-Deployment Solutions.
- Provide SAP Best Practices for business process management, including streamlined solution validation and solution design.

Promote the Delivery of Value throughout the Solution Lifecycle

SAP provides customers with industry-leading solutions and methodology for project implementations to ensure success and change the way a customer's business runs to remain competitive. SAP understands this and has enhanced the SAP Activate Methodology to maintain the transparency of value delivery throughout the lifecycle of the SAP solution. The methodology defines a consistent process that keeps the focus on value delivery in every phase of the project. This process:

- Identifies and quantifies business value objectives.
- Establishes project tracking and reporting mechanisms for value delivery.
- Tracks and reports the effectiveness of value delivery in the project.
- Continues to track and report value delivery throughout the solution's lifecycle.

The value delivery process keeps the project focused on delivering a solution that adds value to the business and helps SAP customers to achieve their business objectives.

SAP Partner Ecosystem

To manage rapidly changing business and IT needs, organisations seek tailored solutions, supported and delivered by an “ecosystem of the best.” The SAP ecosystem is an innovation-driven business network made up of software and hardware partners and providers of outsourcing, content, hosting, education, support, and travel services. This network also includes developers, industry specialists, and users of SAP software. Among them are well-known companies as well as thousands of smaller vendors. Serving as a cornerstone of our strategy and value proposition, our partner ecosystem promotes customer choice by providing a rich array of complementary hardware, software, and service solutions. As an open, collaborative, and interactive community, the SAP ecosystem helps customers to access products and services that expand and augment the SAP portfolio with offerings based on their unique business needs.

At SAP, we rely on our ecosystem of more than 17,000 partners to make our solutions more relevant and attainable to companies just like yours. To find a partner to help you identify, build, implement, support, and run the SAP solutions that best fit your needs, visit [Find an SAP Partner](#).

Service Levels

SAP SuccessFactors offer two levels of support which are detailed further in the after sales support section of this document.

Details of the most current service levels for products can be found in the [SAP Trust Centre](#)

Service-level Agreement – SAP Enterprise Support

Service-level agreements stipulate quick times for initial reactions and corrective action plans to solve incidents fast and effectively and minimize costly system downtime. In emergencies, YOU can be sure of the continuity of its business processes and enjoy greater security during project planning.

Priority	Description	SAP Enterprise Support, cloud edition		
		Initial Response Time	Ongoing Communication (unless otherwise communicated by SAP Support)	Resolution Target ²
Very High (P1)	Production system shutdown, system shutdown, or severe restrictions in a production system that prevent productive work	1 hour	Once every hour	4 hours
High (P2)	Severe loss of functionality in a production system, significant restrictions in a production system	4 hours	Once every 6 hours	—
Medium (P3)	Individual function not performing properly in a production or test system	1 business day	Once every 3 business days for non-defect issues and 10 business days for product defect issues	—
Low (P4)	Production or test system design, or documentation problem	2 business days	Once every week	—

Service-level Agreement – SAP Preferred Success

Service-level agreements stipulate quick times for initial reactions and corrective action plans to solve incidents fast and effectively and minimize costly system downtime. In emergencies, CCS can be sure of the continuity of its business processes and enjoy greater security during project planning.

Priority	Description	SAP Preferred Success		
		Initial Response Time	Ongoing Communication (unless otherwise communicated by SAP Support)	Resolution Target ³
Very High (P1)	Production system shutdown, system shutdown, or severe restrictions in a production system that prevent productive work	1 hour	Once every hour	4 hours
High (P2)	Severe loss of functionality in a production system, significant restrictions in a production system	2 hours	Once every 6 hours	3 business days
Medium (P3)	Individual function not performing properly in a production or test system	4 business hours	Once every 3 business days for non-defect issues and 10 business days for product defect issues	—
Low (P4)	Production or test system design, or documentation problem	1 business day	Once every week	—

Ordering and Invoicing

To order this service, please send an email with your requirements to Vision2Value@sap.com. We will prepare a quotation and agree that quotation with you, including any volume discounts that may be applicable. Once agreed, we will issue you with the necessary documentation (as required by the G-Cloud framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, we will configure the services to your requirements of provide access to a self-configuration portal for you to configure the services depending on the options you have chosen. We will issue you with an invoice for the services you have procured.

On a monthly basis, we will complete the necessary Management Information returns for Government Procurement.

After Sales Support

SAP Enterprise Support, Cloud Edition

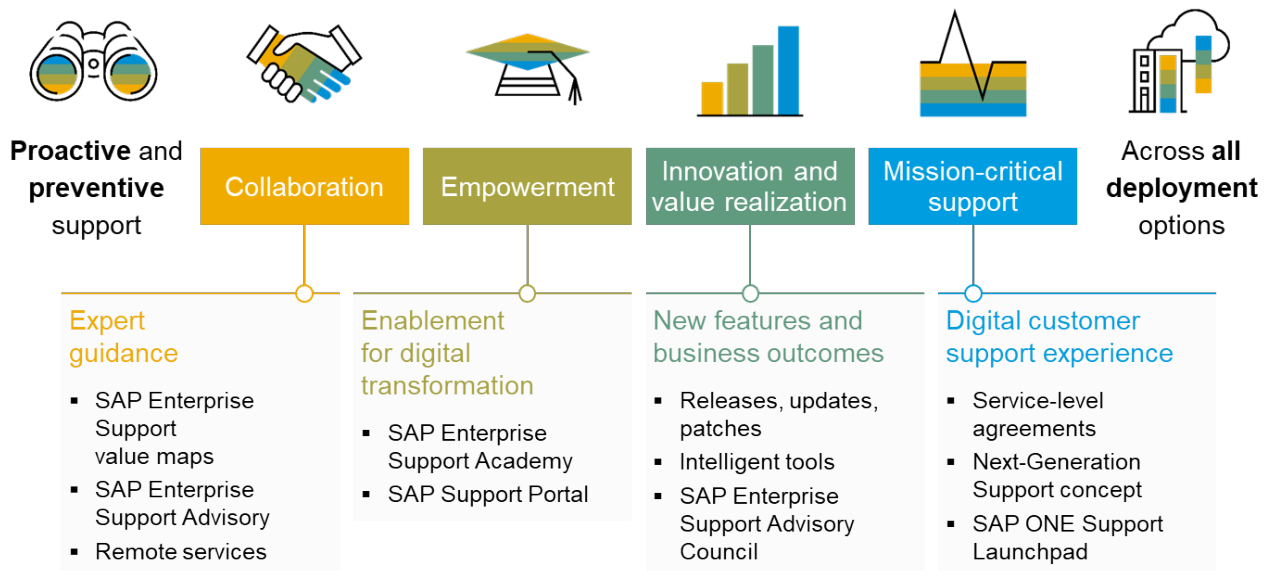
SAP Enterprise Support is SAP's foundational support offering for customer success. Its focus is safeguarding mission-critical processes, optimizing hybrid landscapes, and driving innovation and business outcomes. SAP Enterprise Support delivers proactive, predictive and preventive support for customers across all deployment scenarios. SAP Enterprise Support, cloud edition is included in your cloud subscription fees.

SAP Enterprise Support can help across four pillars of value:

- Provide easy **collaboration** with SAP experts through SAP Enterprise Support Advisory and Next-Generation Support tools such as Expert Chat or Schedule an Expert.
- **Empower** personnel to build the necessary skills through the SAP Enterprise Support Academy program and through customer journey guidance with SAP Enterprise Support Value Maps and best practices.
- Drive **innovation and value realization** by identifying business and IT improvement potential through business KPI benchmarking and smart tools such as SAP Innovation and Optimization Pathfinder.
- Protect business continuity with **mission-critical support** for incident management, including service-level agreements.

Enterprise Support

SAP Enterprise Support builds on collaboration, empowerment, innovation and value realization, and mission-critical support to help you implement, operate, innovate better, and integrate better for driving value in hybrid environments. It also helps you to leverage your cloud solutions better by providing cloud business users a higher satisfaction.



Key Benefits

With SAP Enterprise Support, YOU can expect these core benefits:

- More consistent and meaningful support experience across deployment options
- Smoother integration of cloud solutions and end-to-end supportability of hybrid landscapes
- Simplified and reliable operations
- Faster time to value and accelerated adoption of innovations with minimal business disruption

Key Deliverables

The **collaboration** section focuses on expert guidance. Through close collaboration with YOU, our goal is to help increase efficiency, drive down costs, and speed innovation. You benefit from a proactive engagement plan, jointly developed with our support advisors. You can also leverage [SAP Enterprise Support Value Maps](#) for a guided access to the knowledge, skills and services needed to address your business challenges. Remote services and several social communities are available for you to collaborate with experts and industry peers.

The **empowerment** section focuses on enablement. YOU can get support, best practices, and training through the [SAP Enterprise Support Academy](#) program. The SAP Learning Hub platform also provides learning content and services to help you build competency and expand skills.

The **innovation and value realization** section focuses on new features and business outcomes. As part of maintenance, we provide releases, updates, patches, and targeted analyses and reports for you to better understand your current landscape and gain recommendations for improvement. Furthermore, SAP Enterprise Support Advisory Council can provide YOU with opportunities to co-innovate with SAP.

The **mission-critical support** section focuses on customer support. We provide service-level agreements to accelerate problem resolution for productive system incidents and critical projects, minimize business disruption and reduction of unforeseen downtime, and reduce financial impact of support issues. YOU can connect and interact with our experts 24x7 via the [SAP ONE Support Launchpad](#). You can also enjoy Next-Generation Support features such as Schedule an Expert and Expert Chat.

All support deliverables are backed up by SAP Solution Manager, which is a key toolset covered by your maintenance agreement to better manage your solutions.

SAP Preferred Success

To succeed in the cloud, CCS requires deep user adoption. The SAP Preferred Success plan can help ensure that your employees use their cloud solution to its fullest capabilities in their daily work. It combines insight-driven recommendations, a continuous learning strategy, and change management guidance. It provides a smooth customer experience and best-in-class support to anticipate risks and address critical issues. With expertise delivered through a combination of Customer Success Managers and automated delivery, SAP Preferred Success includes:

- **Success resources for higher feature adoption:** tracking of cloud consumption, usage-based planning, success checks, collaborative release planning
- **Exclusive learning resources for increased effectiveness and reduced learning costs:** access to the SAP Learning Hub community of experts, tailored training opportunities, support on the execution of the adoption road map
- **Advanced support to prevent issues and significantly accelerate resolution:** enhanced service levels, incident trending, additional support channels, access to customer success teams for critical business events

SAP Preferred Success enables a prescriptive approach to achieving significant business outcomes by focusing on end-user adoption, deepening product knowledge, optimizing processes, and enhancing issue resolution.

SAP Preferred Success is an add-on to SAP Enterprise Support, cloud editions. It is available for SAP SuccessFactors solutions, SAP S/4HANA Cloud, SAP C/4HANA, and SAP Cloud Platform.

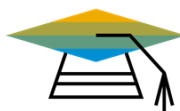
SAP Preferred Success

SAP Preferred Success is our recommended success plan for public cloud solutions from SAP. It bundles prescriptive resources that we know from experience are what our customers need to be successful in the cloud.



Success Resources

- Increase feature adoption with:
- Cloud consumption Tracking
 - Usage-based planning
 - Success checks
 - Collaborative release planning



Learning Resources

- Increase effectiveness and reduce learning costs with:
- Access to the SAP Learning Hub community of experts
 - Tailored training opportunities
 - Support on the execution of the road map adoption



Advanced Support

- Prevent issues and accelerate resolution with:
- Enhanced service levels
 - Incident trending
 - Additional support channels
 - Access to customer success teams for critical business events

Key Features

SAP Preferred Success can provide CCS with detailed guidance at each stage of the solution lifecycle:

- Prepare for a successful deployment
 - Enhanced alignment between SAP support and project delivery teams with success planning
 - Advanced support to minimize risk and potential pitfalls that may lead to project delay
 - Project assurance on partner-led projects
 - Project readiness with support from SAP
- Onboard your team to set the stage for successful adoption of your cloud solutions
 - Tailored enablement around SAP's vast support network, solutions, and content
 - Expertise on cloud mindset and establishing governance rules
 - Introduction to the SAP Preferred Success portfolio
 - Best-practice guidance in optimizing employee engagement
 - On-demand education with access to resources such as SAP Learning Hub, solution editions
- Run and optimize your cloud solution
 - Recommendations for increasing solution adoption and consumption of specific features
 - Enhanced response time and escalation paths for mission-critical incidents
 - Release planning guidance to increase awareness of innovative new features and help ensure an optimal fit with business goals
 - Ongoing learning support through best-practice webinars on activation of key features and SAP Learning Hub, solution editions
- Increase your return on investment
 - Business reviews to discuss metrics in cloud usage, consumption, and value
 - Invitations and access to exclusive webinars for peak-time planning
 - Proactive alerts when solutions and features are underutilized
 - Tailored learning journeys based on your administrator and key user needs
- Identify opportunities to expand your cloud solution
 - Long-term, strategic success planning
 - Guidance on making solutions more intuitive for users, such as using the SAP Fiori user experience (UX)
 - Advocacy of new features with product management teams at SAP
 - Expertise on use cases with SAP Cloud Platform

Pricing Overview

Pricing is an annual recurring subscription and based upon the number of required users and the scope of solution required; prices are exclusive of applicable taxes.

The pricing outlined below is for the module on a stand-alone basis, additional discounts are available for multi module purchases. We are able to provide a detailed quotation upon request.

SAP SuccessFactors Recruiting	
Annual subscription pricing is based on scope and the volume of users. Subscription prices are per user per year (PUPY)	
From £57 PUPY	To £21 PUPY

Business Continuity

Business continuity management provides security that business can respond and adapt rapidly to threats posed against SAP's workforce, business, and reputation. Business continuity management is a holistic management system that identifies potential threats to an organization and their impact on business operations. It provides a framework for building operational resilience with the ability to respond effectively if those threats are realized. This helps safeguard the interests of an organization's key stakeholders and its reputation, brand, and value-creating activities.

SAP has implemented business continuity management aligned to ISO 22301 as part of SAP's management framework for business continuity and operational resilience, of which corporate continuity, IT service continuity management and Cloud continuity are parts.

The governing principles for corporate continuity and IT service continuity management as well as interfaces to Cloud continuity are centrally managed. This continued central governance ensures and documents common principles and requirements providing guidance on implementation of respective procedures. Implementing procedures according to central governance is performed by all units at SAP as necessary and upon existence of critical products and services.

Cloud continuity covers disaster recovery for specific scenarios, like the total loss of a Data Center, which could seriously impact the availability of the Cloud infrastructure, as bundled in service models and delivered as-a-service. It enables SAP to meet Customer demands for higher operational resilience of on-demand products and services with respective offerings and commitments

Termination

Termination is as provided in the

- G-Cloud Terms and Conditions;
- any specific terms agreed in the Call Off contract; and
- the SAP Terms and conditions for this specific service.

www.sap.com/contactsap

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.