

TalenTeam

# **Service Definition Document for G-Cloud 14**

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# 1. TalenTeam Company Overview

## 1.1 About TalenTeam

TalenTeam stands as a leading workforce management and HR technology consultancy, dedicated to transforming organizations through innovative solutions that harness the power of their workforce. TalenTeam's core strength lies in our deep SAP SuccessFactors expertise, adeptness in comprehending our customers business needs, and an unwavering commitment to ensuring customer success.

TalenTeam is a **SAP Gold Partner** and Value-Added Reseller of SAP SuccessFactors. TalenTeam's experience is unparalleled, and with a pure focus on SuccessFactors, TalenTeam can be considered specialists not generalists. TalenTeam's experience dates to the origins of the solution, and act as a **trusted advisor** to **some of SAP SuccessFactors' largest customers**.

As an SAP Gold Partner, TalenTeam have helped over 100 organisations in all sectors across geographies ranging from 200 to 300,000+ users to deliver remarkable digital solutions that simplify HR and transform the employee experience. Backed by a demonstrated history of success, TalenTeam specialise in delivering tailored workforce management tools, HR technology solutions, and strategic consulting services to drive operational excellence and sustainable growth. Consequently, TalenTeam stand as one of the few EMEA partners to have been recognised with the prestigious **"SAP recognised expertise"** accolade in the SuccessFactors suite. This exclusive accolade is granted solely to SuccessFactors partners following a rigorous validation procedure, affirming their successful implementations with customers annually.

TalenTeam's award-winning apps and extensions are fully digital SAP Business Technology Platform solutions that not only elevate the SAP SuccessFactors ecosystem but can also position client perpetually ahead of the competition. What truly sets TalenTeam apart from other partners is our enduring and unwavering commitment to SAP SuccessFactors. With a laser-focused approach, TalenTeam persist as specialists, which empowers us to offer a comprehensive spectrum of interrelated products and services. From seamless implementation and enriched post-go-live support to streamlined integrations and tailored custom extensions that align with your unique business requirements, TalenTeam's dedication remains resolute.

TalenTeam are the ~**Number 1" Implementation and Support Partner\*** - listed by Raven Intel, globally; TalenTeam's service, quality, consultant experience and delivery place us at the **top of Customer Recommendations globally**. TalenTeam recently won the customer project success award sponsored by Raven Intel at SAP SuccessConnect in Las Vegas.

Furthermore, **TalenTeam** has the **highest level of partner certification awarded by SAP** which is '**Recognised Expertise**'.

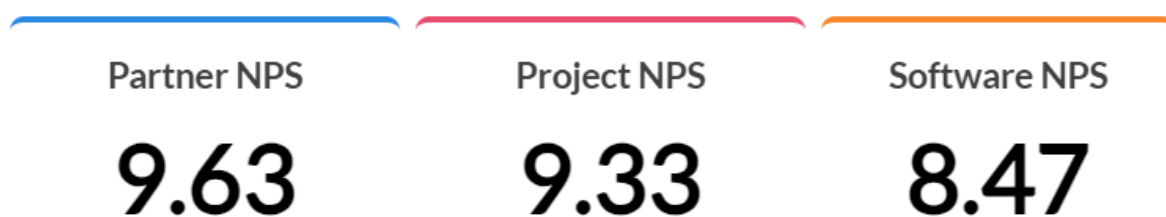
TalenTeam's in-house team of consultants are professionally certified, the highest level of individual certification awarded to consultants. They have **worked on the largest and most complex HR projects around the globe**.

TalenTeam offers the full spectrum of services around the SuccessFactors suite, from implementing all modules, support, training, integration, and functional extensions.

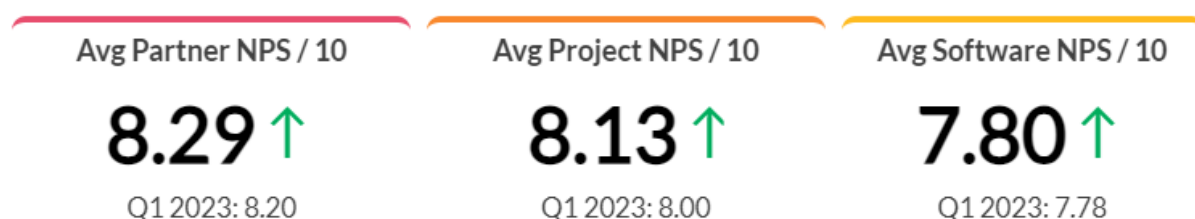


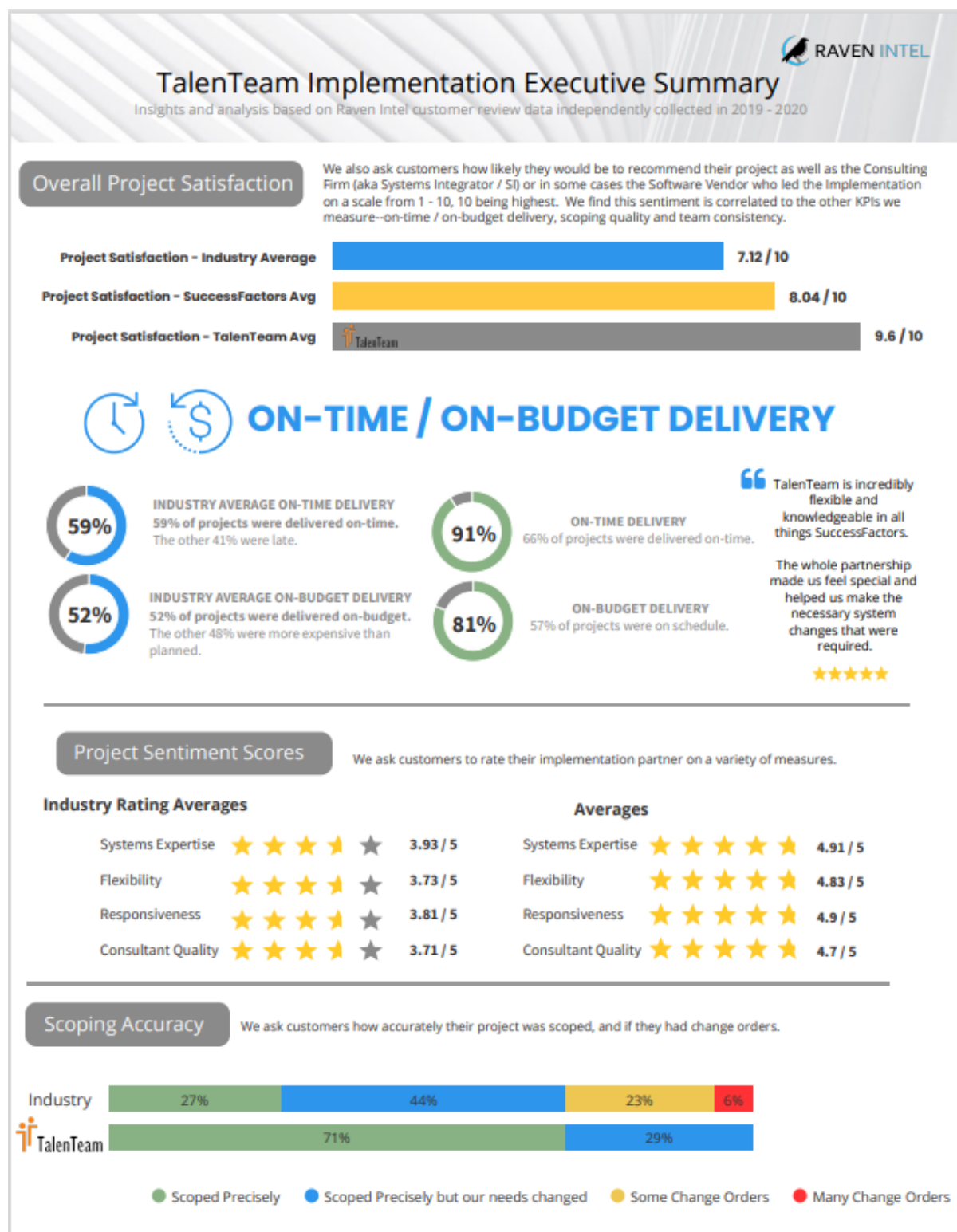
Raven also provides a Net Promoter Score (NPS). This is a customer loyalty and satisfaction measurement taken from asking customers how likely they are to recommend a product or service to others on a scale of 0-10. The first two diagrams below taken from the Raven website show that TalenTeam score a higher NPS (Net Promoter Score) for partner, project and software than the industry averages.

TalenTeam:



Rest of Industry:





## 1.2 TalenTeam Experience, Qualifications & Awards

With over 10 years as a SAP SuccessFactors implementation partner, TalenTeam has built a strong foundation where we pride ourselves in the service, quality and expertise we provide our customers.

- **25+ SAP SuccessFactors Professionals** with local and global experience.
- **Over 100+ SAP SuccessFactors implementations across the globe.**
- **Dedicated staff** within **UK, UAE, and INDIA** allow TalenTeam to cater to regional and global implementation requirements.
- Listed as the **Top SuccessFactors Implementation Partner** by customers across the globe. ([Raven Intel](#)).
- SAP Recognised Expertise Partner in the Field along with other accolades
- **BLEND LXP** has won a Gold & Silver **Learning Technology Award**, and multiple **Brandon Hall Awards**
- **Customer Project Success Award** at SAP SuccessConnect **2023**

## 1.3 TalenTeam Customers



## 1.4 The full spectrum of products and services

Regarding SAP SuccessFactors, client will not find a more experienced and capable partner than TalenTeam. With a 100% focus on SAP SuccessFactors, TalenTeam are specialists, not generalists, and we cover the entire spectrum of SAP SuccessFactors products and services.



### Implementations

Full Suite SuccessFactors Implementations focused on customer enablement



### Support Services

Provide personalized expert support for customers in tandem with SAP Support



### Extensions

Extend the use of SuccessFactors through custom add-ons



### Integrations

Provide an integrated user journey



### Subscriptions

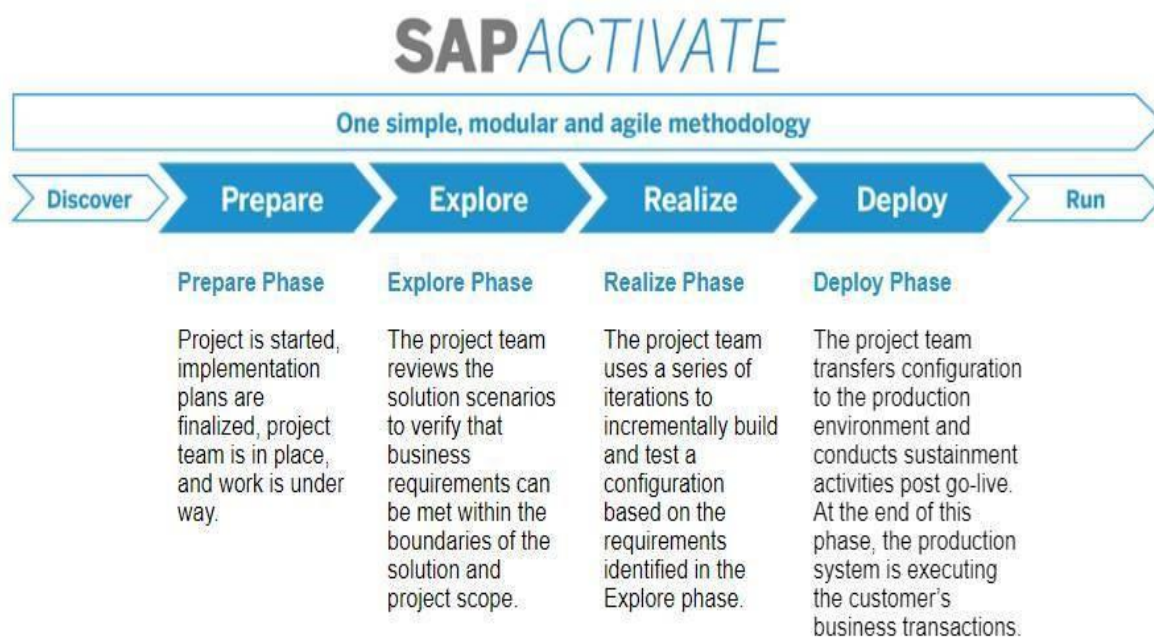
Authorised reseller of SAP SuccessFactors solutions

## 1.5 Key Differentiators

1. **SuccessFactors is TalenTeam's business** – whether it is one module or several modules to implement as a part of your journey. TalenTeam have you covered by providing global and regional experience, best practices and tailored solutions to fit any business need.
2. **Get it right, first time, every time** – TalenTeam's service follows a simple rule "check twice and cut once" This is achieved by ensuring understanding of client's HR requirements, scoping the project accordingly and delivering a quality product.
3. **Unmatched expertise** – dedicated points of contact to ensure continuity with direct access to TalenTeam's entire talent pool.
4. **#1 Implementation and Support Partner** - listed by Raven Intel, TalenTeam's service, quality, consultant experience and delivery place us at the top of Customer Recommendations globally.
5. **Scope for Success and cost-conscious** – This has been proven by combining our experience with a deep understanding of customer requirements; we scope with the intent not to surprise the customer with additional change requests to complete the project successfully.

## 2. Implementation Methodology

TalenTeam implementation methodology utilises the SAP Activate Methodology, which provides a guided work procedure for Project team members, and deliverables for project managers.



The key stages of **ACTIVATE** are as follows:

- **Prepare.** - The team initiates and plans a project that includes risk and quality management plans. The environment is built and includes best practices for ready-to-run approaches.
- **Explore** - The customer team will generally explore SAP solutions while the system integrator analyses the customer's business. Combined, they utilise fit/gap analysis to identify extensions and configurations to meet the customer's requirements.
- **Realise** - The project team extends and configures the system, using the prioritised requirements defined within the Explore phase. Build, and configuration occurs in shorter cycles, ensuring validation and feedback from the customer. Data migration and structured testing ensure high quality.
- **Deploy** - Final preparation ensures the users, system, and data are prepared for the transition to productive utilisation. This transition includes set up and launch support that leads to turning operations over to the business managing the environment.

| Prepare   | Explore  | Realise   |  |   |   | Deploy  |
|---|--|---|--|---|---|---|
| Assemble  | Design Solutioning   | Iteration Testing<br>(2 rounds)   | Integration Testing  | Training  | UAT   | Go-live   |
| <ul style="list-style-type: none"><li>• Assemble project team members</li><li>• Project Plan</li><li>• Kickoff deck</li></ul> | <ul style="list-style-type: none"><li>• Design Workshop</li><li>• Design Workbook Sign Off</li><li>• Provide Standard SAP Test Script Preparation</li><li>• Provide Standard SAP Training material</li></ul> | <ul style="list-style-type: none"><li>• System Walkthrough</li><li>• Feedback Consolidation</li><li>• Update Design Workbook Update</li><li>• IT 1/2 Sign Off</li></ul> | <ul style="list-style-type: none"><li>• End-to-End Integration Testing</li><li>• Issue Fixes</li><li>• Issue Retest</li><li>• Integration Testing Sign Off</li></ul> | <ul style="list-style-type: none"><li>• Admin Facilitators guide</li><li>• Admin Training</li></ul> | <ul style="list-style-type: none"><li>• Customer customised Test Script Preparation</li><li>• User Acceptance Testing</li><li>• Issue Fixes</li><li>• Retest Issues</li><li>• UAT Sign Off</li><li>• Production Cutover Checklist</li></ul> | <ul style="list-style-type: none"><li>• Production Migration</li><li>• Production Verification</li><li>• Technical Go Live</li><li>• Business Go Live</li></ul> |
|   |  |   |  |   |   |   |

### 3. Optima by TalenTeam

**BETTER:** Cut costs, reduce admin time and free HR to be more strategic with TalenTeam's Optima. This software-and-services package provides a fast, simple and predictable route to transforming an organisation's HR function.

**SMARTER:** This cloud-based HCM suite combines industry best practices with SAP SuccessFactors. Optima modules cover the whole employee lifecycle - from hire to retire - so you can start with what you most need and add functionality as your business grows.

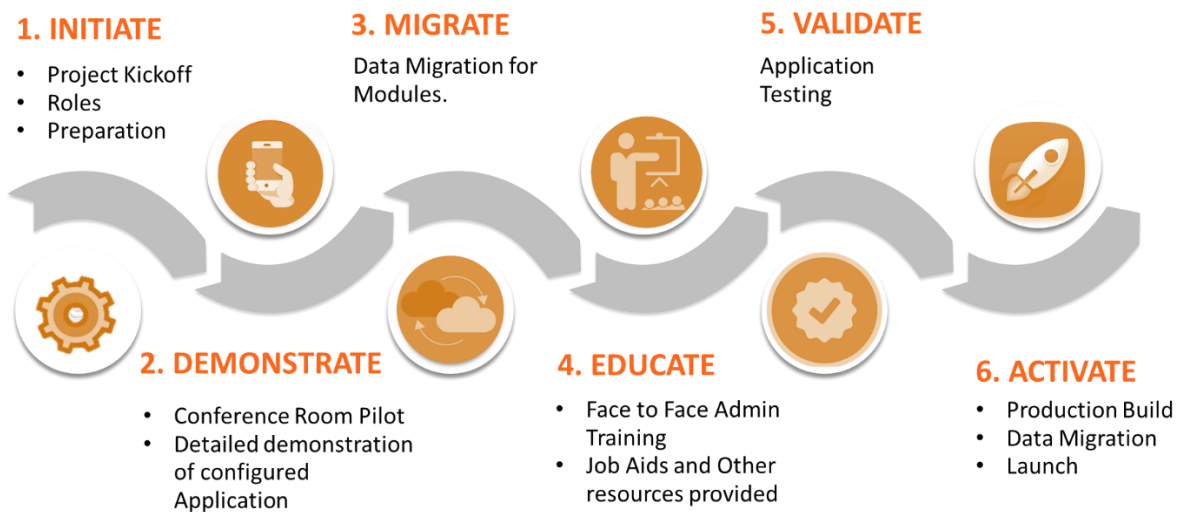
**FASTER:** Implementation takes around 12 weeks.

Optima by TalenTeam takes a unique and pre-packaged, cost-effective approach to SuccessFactors implementation. Optima's process is designed to best practices based on TalenTeam's experience, leveraging customer resources and empowering them through effective knowledge transfer.



The Optima implementation methodology consists of a set of tools, templates and processes to support the customer. The methodology is flexible to accommodate all SAP SuccessFactors modules:





## 4. BLEND LXP

BLEND LXP is a smart, powerful, and all-encompassing Learning Experience Platform (LXP) specifically designed for SAP SuccessFactors customers like client. By saving valuable time, BLEND LXP's heavily personalised recommendation engine captivates client's learners, creating a vibrant Netflix-like experience. Providing highly engaging, flexible, fresh, and shareable content that will keep client's learners passionate, fulfilled and eager for more.

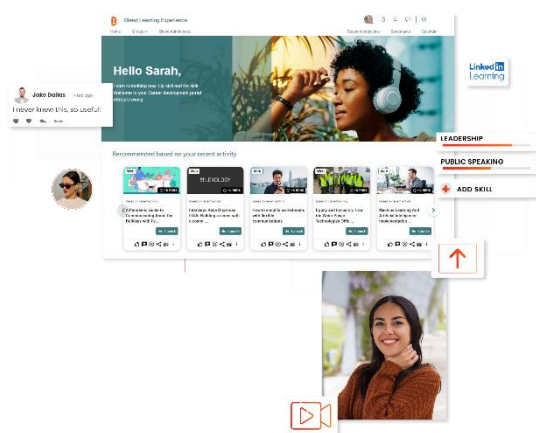
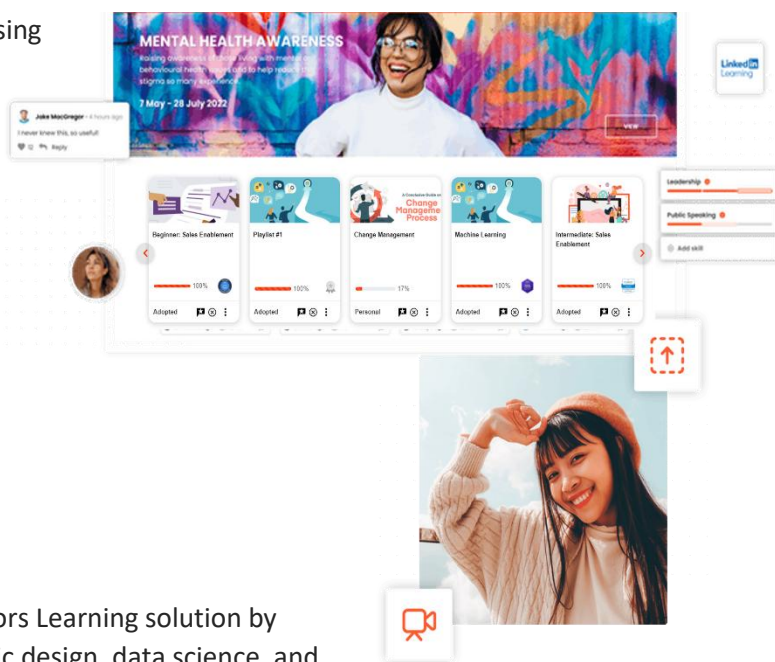
### WHY BLEND LXP?

BLEND LXP will transform client's SAP SuccessFactors Learning solution by combining leading technologies with people-centric design, data science, and native integration capabilities. BLEND LXP becomes a complete learning ecosystem that serves client and ensures its employees experience the power of a platform that motivates the workforce, fuels its passions, and drives growth for the organization.

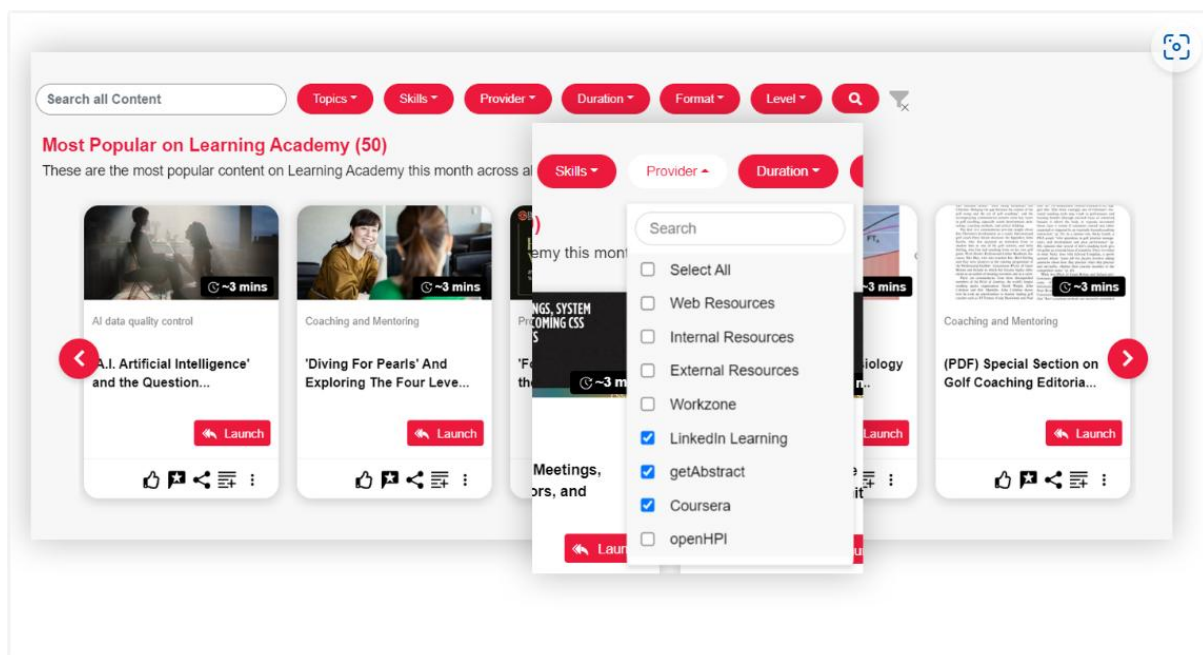
BLEND LXP provides a powerful recommendation engine which creates a vibrant Netflix-like experience for employees. It will deliver the right content to client's people for their unique learning needs. Every time an employee logs in, BLEND LXP will present them with fresh, personalised content based on their competencies, skills, learning history and the most trending content.

BLEND LXP makes content curation easy and automated and can integrate with any third-party content provider and bring all that content into a single platform.

BLEND LXP comes with Anders Pink, an AI-powered content curation tool to allow dynamic content aggregation from millions of sources around the web. It will

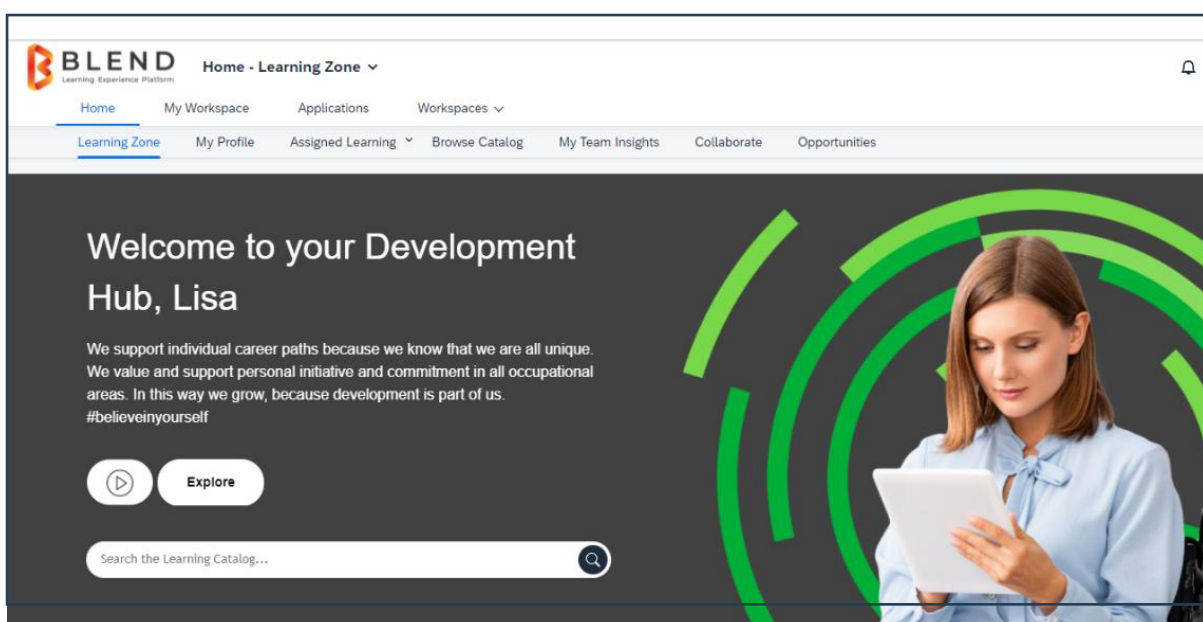


allow Inchcape to train it's employee learners with podcasts, videos, books, articles, videos, and more.

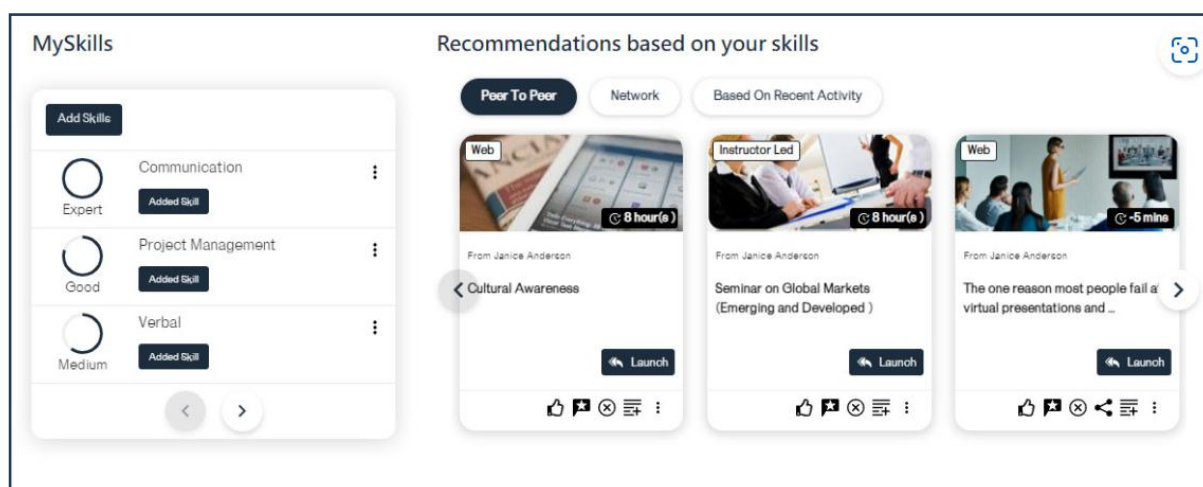


BLEND will allow client to design a learning experience that drives its business forward.

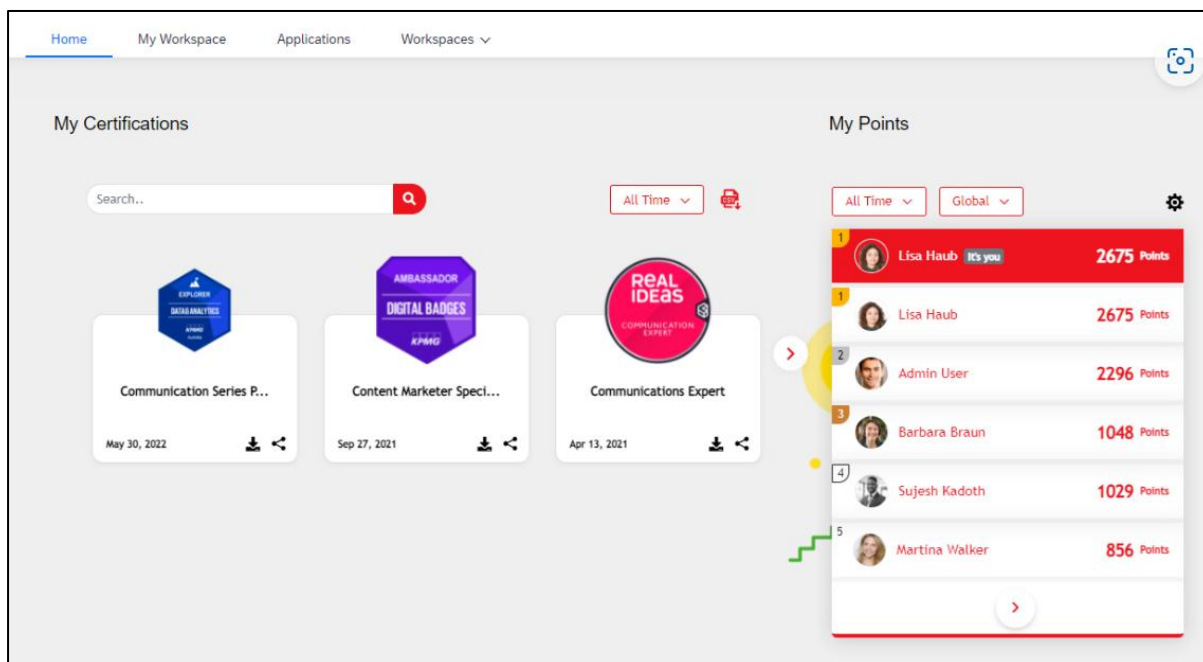
client will be able to customise and design a unique learning platform. Including change to page layouts, content positioning and much more to suit client and it's employees' needs.



BLEND LXP will allow client to shape its workforce for the future by understanding the skills its employees lacking right now. In addition, it will allow client to track, measure and develop the skills needed to suit the development of the business. Using BLEND LXP, client will be able to manage skills easily as the Skills framework works directly with SAP SuccessFactors Talent Intelligence Hub or using external engines.



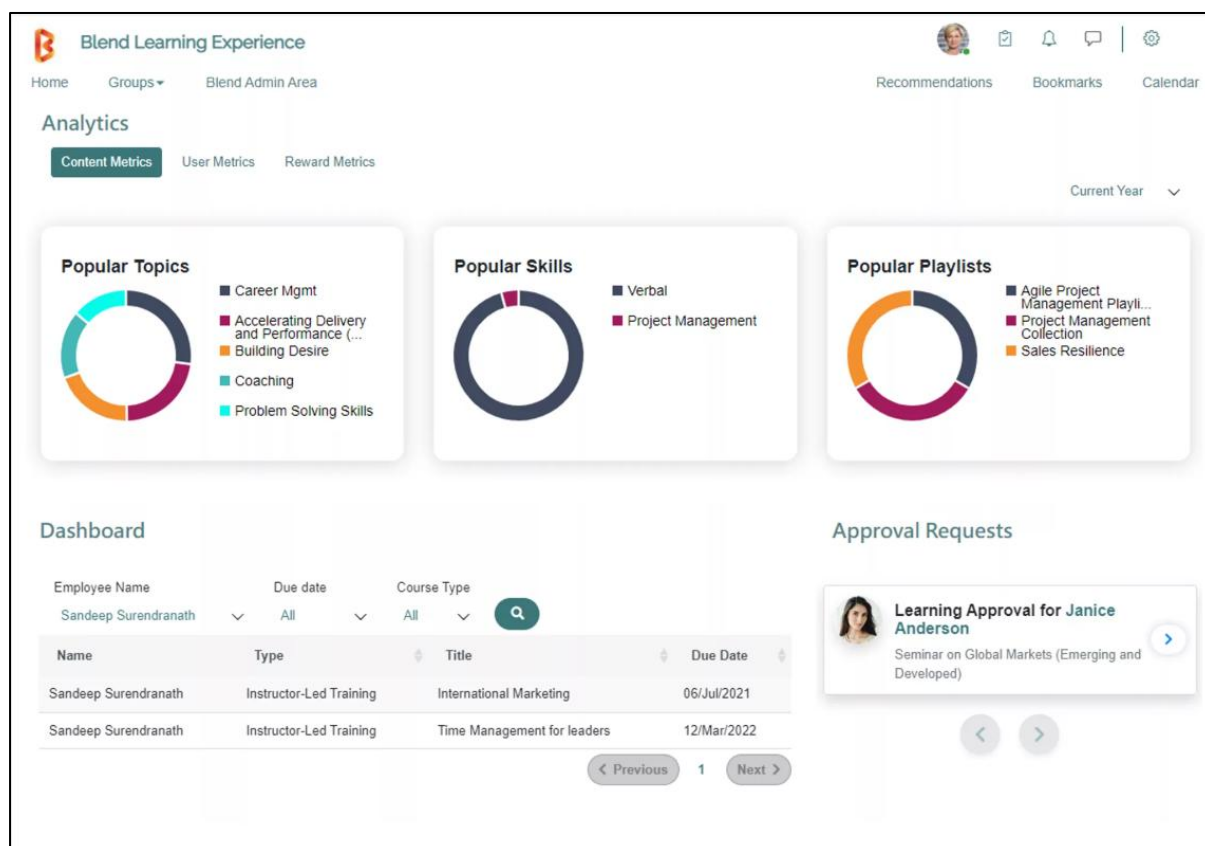
Using BLEND LXP, client will genuinely be in a position to excite its learners and increase engagement by rewarding learning behaviours as BLEND LXP's gamification capabilities, including badges, points, missions, leaderboards and rewards promote fun and informal learning that will keep employees engaged and returning to the system to enhance their learning.



Badges and Rewards - Enable the player to 'level up' when a certain number of points have been earned. Create badges that are rewarded for actions that occur within and across courses.

Leaderboards - Competition is often a healthy additional motivator, and BLEND LXP has multiple leaderboard options for an array of learning behaviours.


Learners at client will be able to stay on top of learning and will be motivated by their ongoing progress. Administrators will have access to analytics to help them plan and improve ongoing learning and development strategies including pinpointing the most popular content. In addition, learners will be able to analyse user activity on an individual and group basis and track compliance and learning statistics. Managers will have a complete and holistic overview of their employees' progress, including training status and badges earned. Managers can also approve and deny learning requests directly from the platform.



BLEND LXP is fully integrated with SAP SuccessFactors Learning and Talent which will allow client employees to stay on track and know where they are at with their learning right from their BLEND LXP platform where they will also have access to learning plans and upcoming events. BLEND LXP also connects to various SAP SuccessFactors Talent modules within the platform which allows employees and managers to view performance and goals, record a Continuous Performance Activity, connect to SAP SuccessFactors Talent Intelligence Hub and Opportunity Marketplace.

The platform's reporting capabilities are equally impressive, providing organizations with invaluable insights into the effectiveness of their learning initiatives. BLEND LXP offers a comprehensive array of reporting features, including real-time tracking of user progress, course completion rates, and assessment scores. The platform's analytics delve deeper, offering insights into learner engagement patterns, content popularity, and knowledge gaps. These reporting tools empower organizations to make data-driven decisions, refine their training strategies, and optimise content to better align with their learners' needs. Ultimately, BLEND LXP stands out not only for its dynamic learning experiences but also for its robust reporting mechanisms that enable organizations to continuously enhance their learning programs.


# My Profile



**Paul Braun**

[Edit](#)


**Summary Of Topics**



- Java
- HTML and CSS
- Blockchain-enabled d...
- Blockchain technical...
- Circular Economy

|  |  |   |  |
|--|--|---|--|
| <p>Total Time Spent</p> <p>&lt; <b>49h 0m</b></p> <p>Learning in Last 12 Mo...</p> | <p>Mandatory Courses</p> <p><b>7</b></p> <p>Courses Left</p> | <p>Recent History</p> <p><b>10</b></p> <p>Courses completed</p> | <p>Take Courses</p> <p><b>14</b></p> <p>Courses Left</p> |
|--|--|---|--|

**My Development goals**




**Increase team collaboration**

Completed

Start Date: 01/04/2021  
End Date: 31/03/2022

[Find related Learning](#)




**Performance Goal**

Completed

Start Date: 01/04/2021  
End Date: 31/03/2022

[Find related Learning](#)



**Business Analysis**

Completed

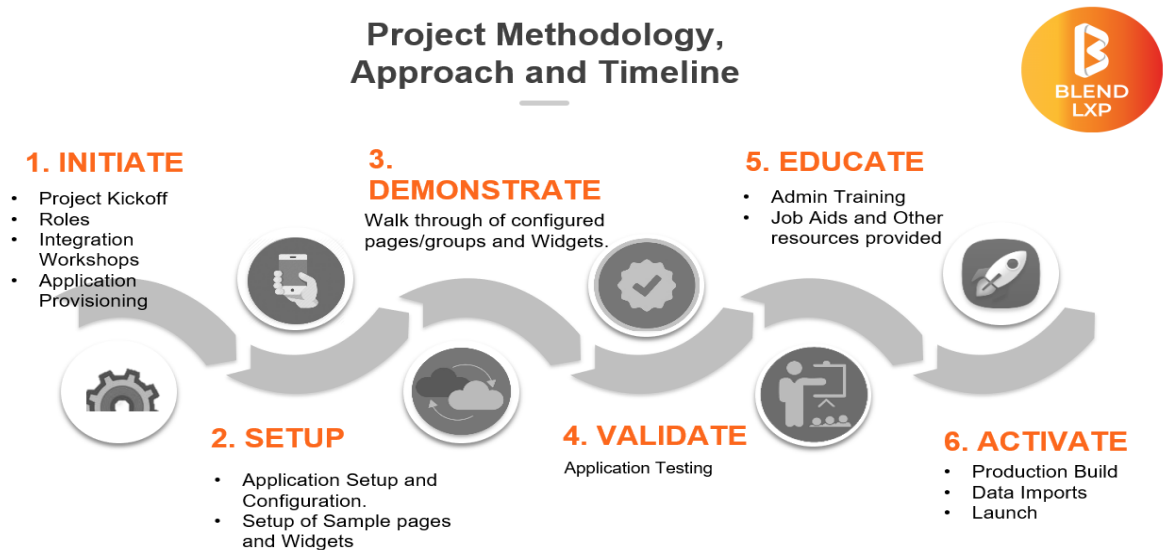
Start Date: 01/04/2021  
End Date: 31/03/2022

[Find related Learning](#)

## 5. BLEND LXP Implementation Methodology

TalenTeam's implementation methodology for BLEND LXP is based on the SAP Activate Methodology and modified to suit BLEND LXP and **SAP Work Zone/MS SharePoint**.

Blend LXP now includes Easy Generator which is also available separately.



## 6. TalentBox



### 6.1 About TalentBox

TalentBox is an advanced microservices and utilities platform that specialises in automating tasks within SAP SuccessFactors. This platform enhances efficiency, optimises resource utilization, and streamlines administrative processes. TalentBox offers a collection of versatile utilities, allowing organizations to tailor their experience by licensing the solutions most suited to their needs. As an agile platform, TalentBox can also support creation of bespoke services that align perfectly with your unique requirements.



TalenTeam envision a world where talent management is seamless, data-driven, and always aligned with your organization's strategic goals. TalentBox is our answer to this vision, designed to bring innovation, efficiency, and effectiveness to every facet of talent management. The TalentBox platform is not just about features; it's about empowering you to elevate your talent strategy and excel in today's competitive landscape.

#### **Seamless automation and efficiency enhancement:**

In today's fast-paced business environment, automation is the key to staying competitive. TalentBox understands the critical need to eliminate manual, time-consuming tasks and streamline complex processes. Our platform is engineered to seamlessly integrate with your existing systems, filling gaps in SuccessFactors, and reducing administrative overhead. By automating repetitive tasks, we free up your team's valuable time, allowing them to focus on strategic initiatives that drive growth.

#### **Bridging the Gaps in SuccessFactors:**

SuccessFactors is a powerful tool, but it's not without its limitations. TalentBox steps in to bridge these gaps, offering solutions that enhance your SuccessFactors experience. Whether it's merging duplicate user profiles, mapping skills to job profiles, or simplifying content management, TalentBox complements SuccessFactors by providing the missing pieces of the talent management puzzle.

#### **Streamlined Processes for Maximum Efficiency:**

TalenTeam understand that efficient talent management requires more than just software; it demands a thoughtful approach to streamline every aspect of the talent lifecycle. TalentBox equips you with the tools and insights needed to make data-driven decisions, reduce costs, and foster a culture of continuous learning and development. Our solutions are designed to deliver unparalleled efficiency, eliminating redundancy, minimizing errors, and optimizing your talent management processes.

#### **Empower Your team:**

When your team no longer has to grapple with manual data entry, data discrepancies, or cumbersome processes, they can channel their energy into more strategic endeavors. TalentBox empowers your HR and talent management professionals to focus on what they do best – shaping a skilled, engaged, and thriving workforce that propels your organization to new heights.

TalentBox is more than a platform; it's your catalyst for a brighter, more efficient future of talent management. Our commitment to simplifying complex processes, automating tasks, and enhancing SuccessFactors makes us the ideal partner on your journey to a more streamlined and data-driven

approach to talent management. Welcome to TalentBox, where innovation meets efficiency, and where your talent management dreams become a reality.

## 6.2 TalentBox Key Utilities

### **Blind Recruiting:**

TalentBox introduces the Blind Recruiting tool, a game-changer in unbiased recruitment. This tool ensures fairness by anonymizing sensitive data in incoming job applications, effectively removing biases during the initial screening process. By eliminating information like gender, ethnicity, and age, recruiters can objectively evaluate applicants based on qualifications and skills. As candidates progress, the tool seamlessly restores anonymised data, enabling recruiters to schedule interviews and advance the recruitment process with equity and inclusivity at the forefront.

### **Multiple Employment Solution for Learning:**

Revolutionise your learning experiences within SuccessFactors with our groundbreaking solution. Addressing the complexities of global assignments and concurrent employments, our service streamlines learning management, providing seamless journeys for employees. Challenges such as distinct user profiles, varied training requirements, and fragmented learning histories are tackled head-on. By automating processes, consolidating profiles, and providing holistic data insights, administrators can focus on talent development.

### **External User License Management:**

Meet the User Inactivation app, a potent enhancement for SAP SuccessFactors Learning. Extending learning capabilities to external partners introduces challenges of visibility and license utilization. Our app offers a swift solution, ensuring that dormant learners don't consume valuable licenses. With configurable rules, enhanced visibility, and quick reactivation processes, you'll optimise license usage and reduce administrative overhead.

### **Learning Content Manager:**

Introducing the Content Manager, an ingenious solution to simplify content management in SuccessFactors Learning. For organizations using Open Content Network Integrations, manual mapping and administrative tasks are a challenge. Our Content Manager connects seamlessly with content sources, intelligently mapping content to specific libraries, topics, and skills taxonomies. This automation ensures a seamless user experience and eliminates administrative burdens.

### **Learning Skills Tagger:**

Introducing the Learning Skills Tagger, a powerful tool within TalentBox that revolutionises learning content management. This tool intelligently reviews all learning content and seamlessly tags them with relevant skills from your established skill library. As a result, courses are accurately aligned with skills, enriching the learning experience for employees. The system generates a file in a compatible format for SF Learning, facilitating the linkage of courses to skills data, thereby optimizing talent development efforts.

### **Learning Admin Toolkit:**

Experience enhanced learning management efficiency with the Learning Admin Toolkit, a pivotal module within TalentBox. This toolkit automates critical tasks, including importing external learning completions for courses not in SuccessFactors Learning, streamlining data integration, and enabling user merge through a simplified CSV input, eliminating duplicate user profiles seamlessly.

### **Learning Class Management:**

Unlock advanced learning class management capabilities through the Learning Class Management module in TalentBox. Seamlessly transfer users between classes for optimal learning organization, simplify attendance tracking with segment-level attendance import, and effortlessly mark course completion based on percentage of attendance, streamlining administrative processes and fostering a more effective talent development journey.

## 7. Talent Intelligence Hub

### 7.1 Starter Pack

TalenTeam's Talent Intelligence Hub Starter Pack empowers your organisation to take control of talent management with ease and efficiency. Our Starter Pack includes a range of services and support to ensure a smooth and successful implementation. From seamless setup and configuration to migration and consulting support, our expert team will guide

you through every step of the journey. We will help you unlock the full potential of your workforce, make data-driven decisions, and drive organisational growth!

#### | Set up and Configuration:

Our expert team will work closely with your organisation to set up and configure Talent Intelligence Hub according to your unique requirements. We ensure a seamless implementation, minimising disruptions and maximising efficiency.

#### | Customisation Support:

Every organisation is unique, and we understand the importance of tailoring Talent Intelligence Hub to your specific needs. Our team provides support in setting up customer-specific attribute types and proficiency scales, ensuring that the platform aligns perfectly with your talent management processes.

#### | Migration Support:

If you are currently using SAP's Job Description Manager and Job Profile Builder, we provide guidance and assistance with migrating your existing data to Talent Intelligence Hub. Our expert consultants will ensure a smooth transition, preserving your valuable talent-related information.

#### | Microsoft Graph Integration for Skills Inference:

Unlock the true potential of skills inference with the integration of Microsoft Graph. Our experts will guide you through the configuration and setup process, enabling you to leverage Microsoft Graph's powerful capabilities for accurate skills identification and analysis.

#### | Streamlined Organisation and Collaboration:

Say goodbye to outdated libraries and groups. Our starter pack includes support for the setup of 'Tags,' a powerful feature that simplifies organisation and collaboration within Talent Intelligence Hub. Experience enhanced efficiency and seamless teamwork across your talent management initiatives.

#### | Language Support and Data Retention Management:

Our starter pack includes assistance with any required translations to make the Talent Intelligence Hub accessible to your global workforce. Additionally, we provide guidance on data retention management, ensuring compliance with relevant data protection regulations.

#### | Talent Intelligence and Growth Portfolio Enablement:

We enable the full capabilities of Talent Intelligence Hub, allowing you to access comprehensive insights into your talent pool. Leverage the Growth Portfolio functionality to identify high-potential employees, nurture talent, and drive organisational success.

#### | Role-Based Permission Configuration:

We understand the importance of maintaining data security and privacy. Our team will assist you in configuring role-based permissions, ensuring that access to talent-related information is appropriately managed across your organisation.

#### | Seamless Integration:

Integrate Talent Intelligence Hub with Learning and Talent modules. Automate and use the attribute types across available modules. Our experts will guide you through the integration process, enabling you to leverage the power of these platforms in synergy.

### 7.2 Accelerator Pack

Leverage data-driven insights for effective talent management with the Talent Intelligence Hub Accelerator Pack. This pack automates essential talent management processes, allowing organizations to harness talent intelligence and stay competitive. With machine learning analyzing attributes, personalised recommendations, and skill-to-job profile associations, your talent management initiatives will flourish.

Talent Intelligence Hub Accelerator Pack by TalenTeam, a comprehensive solution designed to streamline and automate essential talent management processes. This pack includes services such as job library analysis for tailored skills, finalizing customer skill libraries, automated imports into SuccessFactors, aligning job profiles and attributes, and skill tagging for learning content.

#### **1. Job Library Review and Analysis:**

Our experts will conduct a thorough review and analysis of your organization's job library. This process enables us to identify a skill library specific to your organization's needs, providing a solid foundation for talent management. Additionally, we'll establish a job-to-skills framework that aligns with your unique requirements.

#### **2. Finalization of Customer Skill Library:**

Working closely with your organization, we will finalise the customer skill library. Our experts will ensure that the library accurately reflects your organization's specific skill requirements and aligns seamlessly with the Talent Intelligence Hub. This step sets the stage for effective talent management leveraging the platform's capabilities.

#### **3. Bulk Import of Customer Skill Library into SuccessFactors:**

To streamline the process, our team will support the bulk import of your finalised customer skill library into SuccessFactors, the platform powering the Talent Intelligence Hub. This automation eliminates manual effort and expedites the implementation of your skill library, saving valuable time and resources.

#### **4. Bulk Upload of Attributes to Job Mapping:**

Our experts will assist you in the bulk upload of attributes to job mapping within SuccessFactors. This ensures a seamless connection between job profiles and the associated attributes, enabling accurate talent assessments and streamlined talent management processes.

#### **5. Learning Content Review and Automated Skills Tagging:**

We understand the importance of aligning learning content with skills data. TalenTeam will review your Learning content and utilise advanced scanning techniques to automatically tag courses with relevant skills. This automation accelerates the process of aligning learning resources with your talent management goals.

## 8. Work Zone

### 8.1 What is Work Zone?

SAP Work Zone is a cloud-based digital workplace solution that integrates applications, content, and collaboration tools into a personalised and seamless user experience.

SAP Work Zone enables employees, customers, and partners to access relevant information, applications, and processes from any device and location. SAP Work Zone leverages SAP Cloud Platform and SAP Business Technology Platform to connect and extend SAP and third-party applications, as well as custom-built solutions.

### 8.2 What are the benefits of Work Zone?

SAP Work Zone improves employee productivity and engagement by providing a single point of access to all the resources they need to perform their tasks and collaborate with others.

SAP Work Zone enhances customer and partner satisfaction by delivering personalised and contextualised experiences that meet their specific needs and preferences. SAP Work Zone also helps reduce IT complexity and costs by simplifying the integration and management of multiple applications and content sources.

### 8.3 HR Portal

SAP Work Zone provides a set of standardised integration with SAP SuccessFactors which can be used out of the box to create an HR Self Service Portal or an HR Experience for the employees

#### **Talent**

- Continuous Performance Activities : A list of your prioritised Continuous Performance Management activities with their names, last update dates, and statuses.
- Development Goals: A list of your development goals with name, due date, and status.

- **Performance Goals:** A list of your performance goals with name, due date, and status.

## Learning

- **Curricula Status:** The overall status of the learning curricula assigned to you. While the Learning Plan card shows the course-level information of your learning assignments, the Curricula Status card provides an overview of your assignment completion status at curricula level.
- **Learning Approval:** Learning requests that are pending your approval.
- **Learning History:** A list of the courses that you have completed in SAP SuccessFactors Learning.
- **Learning Plan:** A list of the courses that are assigned to you or you've signed up for in SAP SuccessFactors Learning. The courses are ordered by required date given in SAP SuccessFactors Learning.
- **My Learning Calendar:** Your scheduled learning classes and time-offs in a calendar view.
- **Required Learning:** A list of mandatory learning items from SAP SuccessFactors Learning.

## Core HR

- **My Profile:** A basic overview of your job, organization, and company information, including job title, manager ID, HR contact, and cost center ID.
- **My Team:** A list of your direct reports with basic information, such as email and time zone. If you don't have any direct report, your peers are displayed on the list. This card is previously titled Org Chart.
- **Pay Statement:** Navigation to your pay statement for the latest pay period.
- **Spot Award:** Your redeemable balance and a list of your received spot awards. If you haven't received any point-based award, the balance and the redeem feature are not available.
- **Time Off:** Review your available time off balance and the nearest time off. This card displays the time off balances of your top three favourite time types.
- **Working Time Account Balance:** This card, also referred to as the Flextime Dashboard, shows the manager at your company the working time account balance for their direct reports in one dashboard.

Additionally, some guided experiences (wizard like experiences) are also available to support onboarding or Spot Awards if these modules are enabled within SuccessFactors.

All of the above cards need the underlying SuccessFactors module to be enabled.

## 8.4 Custom Card Development

SAP Work Zone allows customers to create custom cards with integration into other third party systems and help create unified experiences within Work Zone, simplifying the experience for the employees while speeding up decision making.

SAP also offer pre-built connectivity into over 150+ providers through the Cloud Connectors which can be integrated into SAP Work Zone.

## 8.5 Workflow Engine

SAP Work Zone also includes an embedded work flow engine which can be used to create new work flow process or integrate into work flow processes from other systems (SAP and third party systems) This will require custom development to create the work flow processes.

## 8.6 Targeted persona based experiences

With the deep integration into SuccessFactors, Work Zone can ingest employee data from SAP SuccessFactors to drive personalisation within the platform. Curated Experiences can be targeted at pre-defined personas providing an experience that's truly personalised for the individual. E.g. A field based employee could have an experience that's targeted towards a mobile experience compared to a desk based worker. Similarly, employees in technology may be provided a different experience to colleagues in marketing.

## 8.7 TalenTeam cards

Customers that implement Work Zone with TalenTeam also get access to additional cards (at no further cost) that have been created by TalenTeam. This includes cards like URL Playlist, New Colleagues, Birthday Greetings amongst others.

## 8.8 Why SAP Work Zone for client?



For a forward-thinking and dynamic enterprise like client, SAP Work Zone is not just a digital solution but a transformative experience. With its vast array of integrative capabilities and customizable features, this platform aligns seamlessly with the company's ethos of innovation, efficiency, and customer-centricity. By adopting SAP Work Zone, client will be reinforcing its commitment to its invaluable employees, partners, and customers, offering them a unified workspace that enhances productivity and collaboration. Furthermore, with the platform's unique ability to craft persona-driven experiences, we'll be ensuring that each member of the client family, from field agents to desk workers, feels seen, heard, and empowered. Choosing SAP Work Zone is choosing a future of streamlined operations, tailored experiences, and sustained growth for client.

## 9. Health Check

How do you know if your SuccessFactors implementation is evolving in alignment with your business objectives? As you change your structure, processes and priorities, has your software and configurations kept the pace? Just as we need to keep a pulse on the business, it is important to keep tabs on the health of your SuccessFactors implementation.

You made an investment with the intention of enabling your HR team and customers. While you may have had SuccessFactors for a long time and it may be working well for you, you still want to ensure that your investment is reaping returns leading to effective business practices, automated processes and insights into key metrics.

TalenTeam Health Check for SuccessFactors is a complete service delivered by TalenTeam's expert consultants to help align and optimise your environment with your organizations latest strategies and processes. This service provides a comprehensive current state report card and recommendations for improving your organizations use of SuccessFactors Applications to help maximise your investment and support your Human Resource teams for future change.

Delivered by TalenTeam's experts, Health Check for SuccessFactors helps to:

- Recognise how SAP SuccessFactors functionality supports your business objectives
- See areas of alignment and areas of improvement within current system configuration to optimise your solution and address current challenges
- Identify best practices, resources, and investments necessary to optimise your SAP SuccessFactors solution
- Create a roadmap to prioritise and move forward on recommendations

Key features:

- Identify New Product Capabilities
- Address Critical Business Needs
- Uncover Unused and Hidden Capabilities
- Find better ways of doing things or workarounds
- Reduce dependency on customizations

Key benefits:

- Roadmap with prioritised concerns and resolutions

- Extensive Health check report card delivered by TalenTeam Experts to executive team
- Improved Productivity
- Better IT Efficiency
- Align application platform with current and future business needs
- Alignment with SuccessFactors future roadmap strategy

## 10. TalenTeam Support

### **Bronze Support Package:**

TalenTeam's Bronze Support Package is an ideal starting point for organizations looking to maximise their HR operations on the SuccessFactors HR Platform. With a focus on affordability and essential support services, this package provides a solid foundation for your HR needs. Benefit from a dedicated support manager who will guide you throughout the duration of one year, ensuring your queries and concerns are promptly addressed. Additionally, you'll have access to periodic account review meetings to assess progress and identify areas for improvement. Our Bronze Support Package also includes incident/case management, process enhancement, end user support, and comprehensive support for all SuccessFactors modules. With customer admin enablement/training and access to our knowledge base, you can empower your HR team to make the most of the platform. Stay informed with monthly reporting on the status of your tickets, and gain access to release management call support to effectively manage platform updates. With our Bronze Support Package, you can expect reliable and dedicated assistance to optimise your HR processes.

### **Silver Support Package:**

For organizations seeking a more comprehensive support experience, our Silver Support Package offers an enhanced level of assistance and extended benefits. With a multi-year duration, this package allows for a more long-term approach to your HR support needs. Enjoy the expertise of a dedicated account manager who will provide personalised guidance and support. With the Silver Support Package, you'll have the advantage of carryover of unused support hours upon renewal, ensuring that you can make the most of your allocated resources. Additionally, patch and upgrade support will keep your SuccessFactors HR Platform up to date, ensuring you have access to the latest features and enhancements. Benefit from our integrated ticket management system, Fresh Desk, which allows for efficient and streamlined handling of your support requests. Our Silver Support Package also includes annual reviews to assess progress, identify opportunities for improvement, and ensure that your HR processes continue to align with your organizational goals, you can expect reliable and dedicated assistance to optimise your HR processes.

### **Gold Support Package:**

Our Gold Support Package is designed to provide organizations with comprehensive and proactive support to optimise their HR operations. With a focus on building a strong partnership, this package offers a multi-year duration to foster long-term success. Enjoy the expertise of a dedicated relationship manager who will work closely with your organization to understand your unique HR needs and provide tailored guidance. Our Gold Support Package goes beyond incident-based support, offering proactive services such as health checks, performance analysis, and recommendations to continuously improve your HR processes. Benefit from strategic advisory services to align your HR strategies with your overall business goals, ensuring maximum impact.

With release management advice, including impact assessment, you can navigate platform updates and changes smoothly. As part of our commitment to comprehensive support, our Gold Support Package also includes access to Fresh Desk for efficient ticket management and a quarterly review and advisory session to ensure ongoing success.

### Platinum Support Package:

For organizations with extensive HR operations and specific support requirements, our Platinum Support Package offer tailored solutions to meet your unique needs. With an emphasis on flexibility and customization, Platinum provides a multi-year support package that can be customised based on your support hour requirements. Enjoy extra services, such as custom development and operational support, to address your organization's specific HR challenges. Benefit from our integrated ticket management system, Fresh Desk, for efficient handling of support requests. Our Platinum Support Package also includes release management advice, quarterly reviews, and a partnership level of support, including consultancy services. With Platinum Support Package, you can expect a highly personalised support experience that caters to the unique demands of your organization.

| PACKAGES                | BRONZE   | SILVER  | GOLD   | PLATINUM  |
|-------------------------|--|---|--|---|
| Support Hours           | 100-200 P.A.   | 200-300 P.A.  | 300+ P.A.  | 500+ P.A.   |
| Duration                | 1 year   | Multi-Year  | Multi-Year   | Multi-Year  |
| Includes                | <ul style="list-style-type: none"> <li>Dedicated Support manager</li> <li>Periodic Account Review Meeting</li> <li>Monthly reporting on the status of the tickets</li> <li>Incident/Case Management</li> <li>Process Enhancement</li> <li>Support for all SAP SuccessFactors modules</li> <li>Customer Admin Enablement/Training</li> <li>Admin User Support</li> <li>Access to Knowledge Base</li> <li>Release Management call access</li> <li>Robust Ticket Management process and solution</li> </ul> | <ul style="list-style-type: none"> <li>As Bronze, plus</li> <li>Carryover of unused hours on renewal</li> <li>Dedicated Account Manager</li> <li>Patch and Upgrade Support</li> </ul> | <ul style="list-style-type: none"> <li>As Silver, plus</li> <li>Relationship Management</li> <li>Proactive services (e.g., Audits, performance analysis, and recommendations)</li> <li>Strategic Advisory Services</li> <li>Release Management Advice (Impact Assessment)</li> </ul> | <ul style="list-style-type: none"> <li>Customized package including extra services</li> <li>Release Management</li> <li>Advice (Impact Assessment)</li> </ul> |
| Invoicing               | Upfront on signature   | Annually  | Quarterly  | Quarterly   |
| Carry Over (If Renewed) | N/A  | 25% Annual  | 25% Annual   | 25% Annual  |
| Management Level        | Ticket Management*   | Account Management*   | Relationship Management*   | Partnership*  |
|                         | * Incident Management & adherence to Service Level Agreement. End of contract review   | * Account Management with quarterly review  | * Relationship Management with monthly review and advisory   | * Partnership-level support, including consultancy services   |

## 11. Information Security

To demonstrate TalenTeam's commitment to cyber security and keeping our customers, partners, and products safe when it comes to information security, TalenTeam have obtained Cyber Essentials Certification.



Relating to the software itself SAP hold a large variety of certification including ISO 27001/9001. For full details please visit <https://www.sap.com/uk/about/trust-center/certification-compliance.iso-bs-certificates.html>