



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP SuccessFactors Human Capital Management (HCM)

27 January 2026 | Document Version 1.00

NTT DATA Business Solutions is a Global Value-Added Reseller of SAP and provides all SAP products in the same form as if they had been purchased directly from SAP.

NTT DATA Business Solutions

We Transform. SAP® Solutions into Value

We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation - from advisory and implementation, to managed services and beyond, we continuously improve SAP solutions and technology to make them work for companies - and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for SAP solutions: As your passionate partner, we connect your business opportunities with the latest technologies – and offer you a unique approach to get the job done as smoothly as possible. Our close ties to SAP and other partners give you access to innovative solutions and developments. Being part of the global NTT DATA group enables us to master any scope of project.

With operations in more than 30 countries, we have enabled thousands of companies become more efficient and effective during the last three decades. Our more than 14,000 experts around the world will also accompany you on your journey toward a truly intelligent enterprise – wherever you want to start! We have specialised in making SAP solutions work for companies – and for their people: We Transform. SAP® solutions into Value.

We are proud to be consistently recognised within the SAP ecosystem, having won multiple SAP accolades over the years. We are also delighted to announce our recent achievement of four SAP Pinnacle Awards in the categories of GROW with SAP, SAP Business AI Customer Adoption, Business Transformation Management, and Cross-Portfolio Success. These awards celebrate the exceptional performance of the world's foremost SAP partners, underscoring our commitment to excellence and innovation. With four wins and five finalist positions, we stood out as the leading winner in 2025. Additionally, our greatest asset and our most significant differentiator is our people. In 2025, the NTT DATA Group was named a Global Top Employer in 33 countries by the Top Employers Institute. This award highlights our dedication to creating a thriving work environment and confirms our status as a choice destination for IT professionals.

Service

Overview of Our SAP SuccessFactors Human Capital Management Suite

SAP SuccessFactors is a comprehensive, cloud-based Human Capital Management (HCM) software suite. It is designed to manage the entire employee lifecycle, from initial recruitment to retirement, and focuses on putting people at the centre of business processes to improve engagement, productivity, and overall business performance.

Business Benefits

Cloud-Based Agility: As a Software as a Service (SaaS) solution, it offers scalability, accessibility from any device, and regular, automatic updates that include the latest technologies and regulatory changes.

Enhanced Employee Experience: By offering intuitive user interfaces, self-service tools, and embedded AI, it empowers employees and managers to take ownership of HR tasks and development, leading to increased engagement and productivity.

Integrated Processes: The unified platform breaks down silos between HR functions, ensuring consistent data and streamlined, end-to-end workflows.

Data-Driven Insights: Robust analytics provide a comprehensive view of the workforce, allowing leaders to make informed decisions about hiring, retention, and development.

With HCM, companies can move beyond facilitating transactions and supporting HR-driven processes, to focus on creating a human-centred approach. This means listening to businesses' people needs and providing the tools and information for people to be productive and generate real business impact. Our HCM suite helps companies redefine employee experiences – making people feel connected, empowered, and supported throughout the employee journey. HCM also supports companies to develop an agile and future-ready workforce suitable for today's rapidly changing workplace. Transformations have evolved into increasingly complex and more urgent initiatives. Organisations must accelerate talent development at scale. SAP's HCM suite helps businesses equip themselves to respond to workforce opportunities before they arise – a fundamental part of successfully becoming future-ready.

Analyst Feedback on our HCM Suite:

Gartner reports consistently over the past number of years, the position of SAP SuccessFactors as a Leader in Cloud HCM Suites, highlighting its comprehensive talent management (TM) depth, strong performance, recruiting, and succession planning, user-friendly interface, and its excellent employee experience. Recent Gartner reviews (2025) praise its AI, data security, learning modules, and mobile apps.

SAP SuccessFactors consistently earns "Leader" status in IDC MarketScape reports for Talent Acquisition, Talent Intelligence, and Integrated Talent Management, praised for its rich, AI-driven features (like skills-based recommendations, automated screening) that speed up hiring, provide deep workforce insights, and align talent with organisational needs, despite market complexity. Key strengths highlighted are its unified user experience, strong partner ecosystem, and focus on future trends like skills-based strategies and embedded AI, enabling faster, smarter talent management for recruiters and HR teams.

Constellation Research, continually analyses SAP SuccessFactors, and its role in Human Capital Management (HCM) suites, particularly its shift towards continuous performance management and integration of AI, often featuring insights from analysts like Holger Mueller and R. "Ray" Wang on its value, innovation (like continuous feedback), and competitive standing against other vendors in the HCM market.

Our HCM suite offers unique foundational elements to help businesses remain compliant and to fully support data privacy regulations. We deliver our solutions with legal local compliance and best practices for over 100 countries, including payroll support for over 50 countries. Companies can also extend their HR capabilities with over 300 partner apps and build their own apps to connect HR to the broader organisation. Our solutions offer guided workflows and robust integrations to other systems. Powerful analytics provide insight making it easy to identify opportunities, risks, and trends and turn intelligence into action.

The SAP SuccessFactors HCM Suite provides cloud-based solutions includes a human resources management system (HRMS) for core HR and payroll, talent management, employee experience management, and people intelligence. This suite is designed around what people need, how they work, and what motivates them to do their best. It helps organisations make continuous improvements by embedding insights and action planning directly into HR systems and processes. In turn, this leads employees to deliver more, build a positive culture, and advocate for their company.

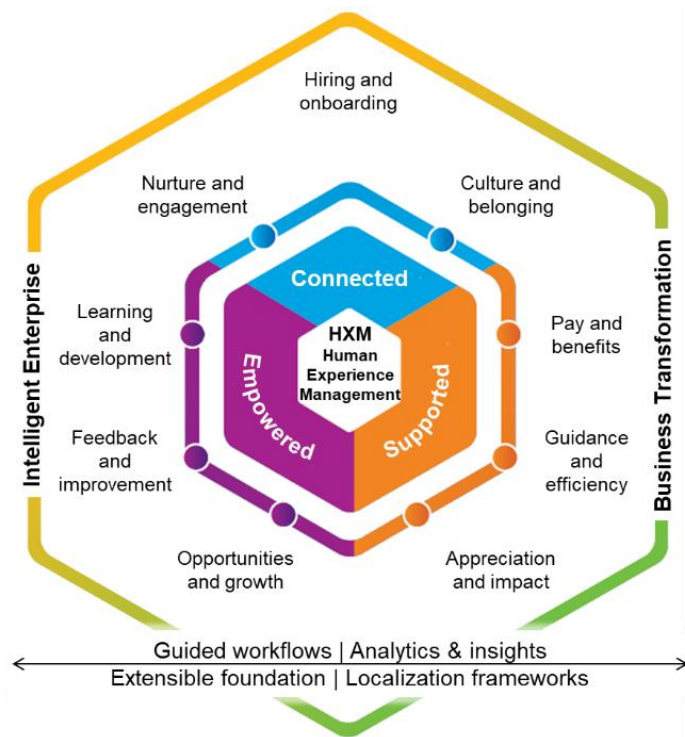


Figure 1: SAP SuccessFactors HCM Suite

Our HCM Suite Solutions

We provide a suite platform and innovative technology to meet businesses' specific needs.

Our extensible solutions for core HR and payroll help manage global benefits and payroll, improve employee self-service, automate HR processes, and strengthen compliance. They can also make it easier to define and execute successful people strategies and to provide information and services that improve the employee experience and add value to a business. Solutions include:

- SAP SuccessFactors Employee Central
- SAP SuccessFactors Employee Central Payroll
- SAP SuccessFactors Time Tracking
- SAP SuccessFactors Time Management
- SAP SuccessFactors Document Management Core by OpenText
- SAP SuccessFactors Work Zone
- SAP Enterprise Service Management (ESM)

In addition, our employee experience management solutions can be tightly integrated into the core HR processes to help managers and HR leaders capture candidate/employee feedback along the employee journey and take insight-based actions to improve employee experience and engagement. These capabilities seamlessly integrate with SAP SuccessFactors HCM Suite to automatically trigger feedback assessments and act within the flow of work. Solutions include:

- SAP Qualtrics Employee Engagement
- SAP Qualtrics Employee Technology Experience

- SAP Qualtrics Employee Lifecycle
- SAP Qualtrics 360 Development
- SAP Qualtrics Employee Benefits Optimiser
- SAP Qualtrics Candidate Experience

Our talent management software helps companies develop a comprehensive and data-driven strategy that spans the entire employee lifecycle, from hiring the best candidates, engaging employees, developing their skills, and rewarding and valuing every employee. Solutions include:

- SAP SuccessFactors Recruiting
- SmartRecruiters for SAP SuccessFactors
- SAP SuccessFactors Onboarding
- SAP Signature Management by DocuSign
- SAP SuccessFactors Performance & Goals
- SAP SuccessFactors Compensation
- SAP SuccessFactors Learning
- SAP SuccessFactors Succession & Development
- SAP SuccessFactors Opportunity Marketplace
- SAP SuccessFactors Career and Talent Development

Our HR Reporting solutions deliver data-driven insight into all HR processes, helping to increase the effectiveness and visibility of HR while improving business decisions about hiring, diversity, turnover. Solutions include:

- SAP SuccessFactors People Intelligence

The SAP SuccessFactors HCM solution includes the following areas:

- SAP Fieldglass Contingent Workforce Management
- Ingentis Org.Manager

SAP Business Technology Platform (BTP) for HCM

SAP HCM customers can leverage SAP BTP to connect to - and make sense of - today's complex and challenging technology landscapes. With BTP, companies can create innovative new applications to accommodate when, where, and how employees work. They can also extend SAP SuccessFactors solutions, or integrate with and across existing solutions, such as finance, travel, and procurement, to improve business agility. Application extensions built on SAP BTP are natively integrated to improve productivity, increase connectivity within and across organisations, and differentiate an HR organisation to gain competitive advantage.

SAP SuccessFactors Employee Central

Managing organisations through uncertainty presents challenges but also creates opportunities for technological innovation to improve the overall employee experience. The SAP SuccessFactors Employee Central solution provides flexible, global, core HR functionality to help meet both the expectations of people and the needs of a business. Core HR systems are no longer systems of record, but agile platforms where an organisation comes together to build value-based relationships with the workforce. Using one core hub, HR can move beyond automating processes, reducing costs, and driving compliance. It evolves into agile engagement of permanent and external workers so they can collaborate using consumer-style tools and social HR.

As part of the extensive functionality, SAP has deepened the platform's AI capabilities through Joule, a conversational assistant embedded in SuccessFactors. Joule enables natural-language navigation allowing users to type commands like "Show me the org chart" or "Promote an employee," and Joule guides them through each step. It supports automated HR actions, such as creating cost centers or updating job information, reducing reliance on technical know-how. Joule also leverages document grounding, allowing users to query internal policies or benefit documents and receive precise, context-based answers drawn from SharePoint or other repositories.

SAP SuccessFactors Employee Central helps companies design, plan, and implement better business strategies for better business results. A comprehensive, cloud-based core HR solution based on best practices, it is designed with these guiding principles in mind:

- Enabling and engaging all users to participate in, and contribute to, HR and business processes.
- Focusing on the needs of all people in an organisation, not just payroll employees.
- Acting as the intuitive centre for all people data, HR processes, and HR-related questions.
- Facilitating global governance together with local design and compliance for all the countries our customers operate in.

SAP SuccessFactors Employee Central helps HR organisations define and execute better people strategies, provide actionable insight, and focus on value-add activities that support the business.



Figure 2: SAP SuccessFactors Employee Central

Localisation is at the centre of our solution:

SAP SuccessFactors Employee Central is localised in over 100 countries, with country-specific fields, local regulatory requirements and business rules, and 100+ reports.

- Content and documentation in 45 languages and used in 200+ countries.
- Unmatched country and regional compliance - Over 1,000 HR regulatory changes introduced annually to support customer country and regional compliance.
- A 200+ strong globalisation team analyse and prioritise legal requirements compliance requirements.
- More than 300 product developers review, evaluate, prioritise, develop, and implement statutory and legal changes into our solutions.

Business Challenges

The digital revolution and the associated shift in technology impacts the way we work. Users now expect business processes to work seamlessly. Companies need a core HR system that meets the needs of the business and engages the workforce.

However, several challenges can hinder companies' success:

- Keeping updated on the latest compliance requirements at both the global and local level in today's fast-changing business and regulatory climate.
- Meeting the workforce's expectations for consumer grade business software with a meaningful user experience and opportunities to provide feedback - just like employees are used to using at home.
- Delivering training on demand to meet the unique needs of any employee.
- Increasing workforce productivity using a landscape of fragmented, complex tools that are hard to use.
- Managing effective approaches for recruiting, succession planning, learning strategies, and workforce planning with existing solutions that don't support holistic people strategy or align with business goals.

- Responding agilely to meet the benefit management demands of a globally diverse workforce.
- Effective management of global workforces' time and attendance to support compliance with corporate policies, collective agreements, and local legislation.
- Obtaining holistic insights based on consolidated workforce data to support better, data-driven decision-making, and their over-arching people strategy.
- Accommodating integration of the numerous non-HR processes driven by HR data that depend on integration with other SAP solutions or third-party products - payroll, benefits, time and attendance, and document management.

Business Benefits

For today's global workforce, HR solutions must be flexible, extensible, and support local and global compliance. SAP SuccessFactors Employee Central is a comprehensive global HR system that provides a holistic view of the organisation's workforce, allowing for global workforce management and insightful, intelligent decision-making.

With SAP SuccessFactors Employee Central, organisations can:

- Improve employee engagement by providing simplified access to data and the tools to answer HR-related questions quickly.
- use a range of AI features, including the generative AI copilot SAP Joule, machine learning for insights, and automation, to streamline HR processes, enhance decision-making, and improve the employee experience.
- Increase data quality by empowering people to keep their HR information updated and provide consistent use of common data across the organisation.
- Optimise efficiency based on powerful business rules, e.g., automating pay scale progression or international transfers.
- Improve organisational effectiveness by running end-to-end processes across the HCM domain, e.g., exchange salary information for compensation reviews automatically, or automate bonus payout calculations.

Using the solution in conjunction with other SAP SuccessFactors solutions from the core HR and payroll category offers organisations additional benefits:

- **SAP SuccessFactors Employee Central Payroll:** Simplify and accelerate payroll processing. Embedded localisation for 45+ countries, centralised insight, and compliance with complex laws and regulations. Payroll process automation, and integration with core HR, time management, and global benefits capabilities supported by SAP SuccessFactors Employee Central.
- **SAP SuccessFactors Enterprise Service Management (ESM)** Align HR service delivery with employee expectations with powerful HR ticketing software to provide accessible, personalised HR policy information contact channels including tickets, calls, or email.

SAP was positioned as a Leader in the 2022 Gartner Magic Quadrant for Cloud HCM Suites for 1,000+ Employee Enterprises for Seventh Consecutive Year.

Features and Functions

SAP SuccessFactors Employee Central offers the following features:

- A consumer-grade employee experience with live insights to support data-driven decisions.
- A single, global, core HR solution, with consistent and standardised HR processes focused on the workforce (including dedicated support for contingent labour and apprentices).
- True self-service to support automation, improve data quality, and elevate HR service delivery with efficient, real-time processes.
- Deploy AI functionality as part of the core solution, taking advantage of more streamlined and efficient processes, reducing costs and risks for HCM teams and users of the solution.
- A solution used in 200+ countries globally, with deep localisation delivered and maintained for more than 100 countries.
- Prebuilt integrations with other solutions from both SAP and leading partners to accelerate and simplify processes.
- A proactive approach to worldwide regulatory compliance.
- Connected HR processes so organisations can attract, develop, and retain employees using modern technologies.

With a combination of real-time data insights and integrated software capabilities, companies can manage people profiles, organisational charts, employee benefits, time and attendance, and HR compliance with more confidence. SAP SuccessFactors Employee Central includes the following functionality:

People and Transactions – Provide global governance for people data and HR processes.

- Best-practice processes supporting all relevant work events (transfer, promotion, termination, concurrent employment, etc.).
- Single repository for employees and contingent labour to view and maintain all relevant HR data.
- Embedded localisation to drive global compliance.
- Record keeping for financial contractual obligations (gross salaries), in line with your collective labour agreements.
- Built-in letter generation capabilities.

Apprentice Management and Total Workforce Management – Get one holistic employee view across the complete workforce.

- Apprentice Management – Maintain students' school periods, plan internal training events, assign apprentices to their on-the-job training. Give apprentices visibility into their schedules and enable ownership and clarity over their work experience.
- Total Workforce Management – Support concurrent employment to manage multiple personnel assignments and leverage dedicated contingent worker profile.

Organisational Structures – By using modelling tools and embedded analytics, managers can visualise organisational structures to improve recruiting, succession, learning, and workforce planning.

- Organisational modelling to visualise organisational structures with drag and drop capabilities before making changes.

- Centralised workforce data provides comprehensive information at a glance on contingent workers, global assignments, and remote workers.
- Integrated planning identifies critical positions and supports quick workforce adjustments to address gaps.

Position Management – Define the needs of the business, communicate expectations, and match people with opportunities:

- Facilitate operational workforce planning and open new requisitions for employees or contingent labour.
- Identify critical positions for the organisation and assess development needs for employees.
- Provide administrative efficiency based on inheritance concepts.
- Support concurrent employment and global assignments with an end-to-end process.

Employee Benefits – Leverage a flexible, powerful, and scalable global benefits framework localised for currency, date, address, personal field for job/employment, working time directive, teachers' pension, national insurance number.

- One platform increases process efficiency and data accuracy by managing master data and benefits processes within SAP SuccessFactors Employee Central.
- Open enrolment aligns benefits enrolment periods and practices with country-specific requirements and guide employees through the process with step-by-step instructions.
- Simplified administration increases the efficiency of benefits administration by processing changes automatically based on data updates and passive events that impact eligibility.
- Employee communications notify employees immediately when benefit actions are available and provide a personalised statement of their benefit enrolment elections.

SAP SuccessFactors Employee Central Payroll

For many employers, the cost of human capital, or payroll, is their single largest expense. Payroll is also frequently the only regular, guaranteed touch point between an employer and their employees. A timely and efficient payroll process that minimises potential errors, offers regulatory compliance, and avoids employee satisfaction issues is required. SAP SuccessFactors Employee Central Payroll helps organisations manage payroll in-house with a cloud-based solution. It comes with a simple, modern user experience that pushes all necessary information to users when user interaction is required. It is fully integrated with the other SAP SuccessFactors solutions, eliminating double data entry and supporting accuracy.

SAP SuccessFactors Employee Central Payroll offers a proven global payroll engine to support accurate pay for employees based on their time recorded and their contractual obligations in the core HR system.

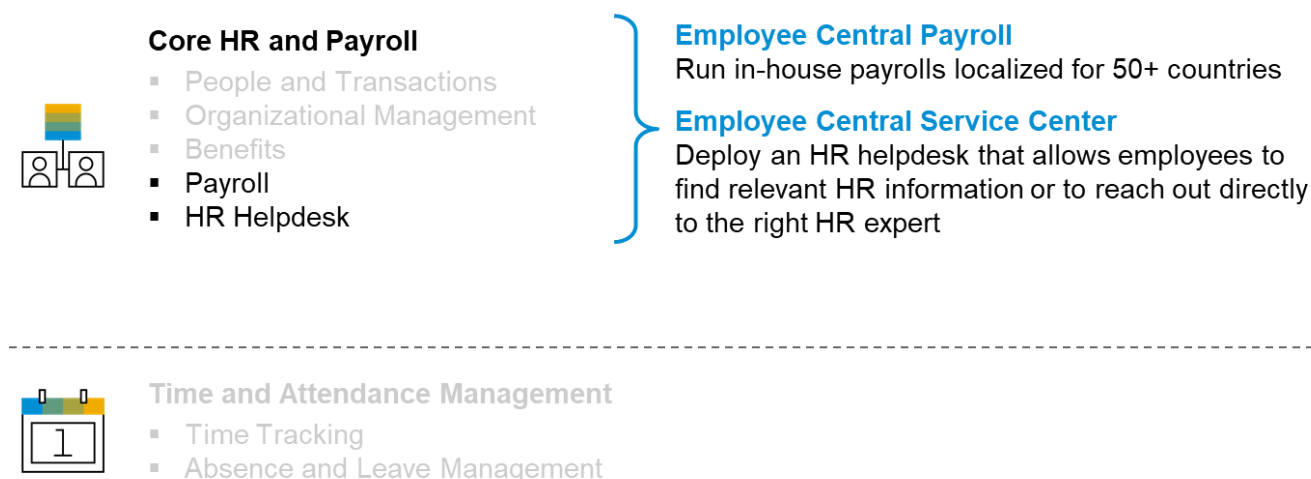


Figure 3: SAP SuccessFactors Employee Central Payroll

Localisation is at the centre of the solution:

SAP SuccessFactors Employee Central Payroll is localised for 50+ countries, with support for country-specific fields, and local regulatory requirements and business rules. Content and documentation are available in 34 languages and over 170 currencies.

Business Challenges

Global expansion, mergers, and acquisitions increase pressure on HR and IT to deliver ever-increasing payroll complexity at lower costs. However, several challenges can prevent companies from being more successful:

- Fragmented payroll model resulting in high operational complexity, poor customer experience, high cost, and increased error rates.
- Manual, cumbersome, and time-consuming payroll data verification and reconciliation without full confidence of accuracy.
- Lack of insight into policy deviations, overtime, or excessive pay resulting in potential legal issues, expensive manual corrections, and employee frustration.
- Employee dissatisfaction with the inability to update data such as bank account or view pay conveniently.

Business Benefits

SAP SuccessFactors Payroll offers major business benefits like reduced costs via automation, enhanced compliance with real-time updates, higher accuracy, better employee experience through self-service and transparency, and strategic data insights for smarter decisions, all within a unified HR ecosystem that integrates payroll with core HR and time data, scaling from small to global enterprises.

SAP SuccessFactors Employee Central Payroll helps organisations deliver accurate, on-time payrolls, third-party payments, tax reporting, and accounting data for all supported countries and regions. It consolidates all payroll processes in a single, localised platform with integration to finance and connectivity with regional outsourcing partners as needed.

The solution can help payroll professionals improve business results by:

- Improving payroll accuracy and efficiency.

- Reducing the financial consequences of non-compliance.
- Smoothing data integration to financials to facilitate rapid period-end closing.
- Standardising business processes on a single database to manage global processes and local best practices.
- Automating more payroll processes to operate as efficiently as possible.
- Providing full transparency to employees with self-service options and mobile access to payroll data.

Features and Functions

SAP SuccessFactors Payroll offers automated, global payroll processing with deep localization, real-time insights via its Payroll Control Centre (PCC), seamless integration with HR/Finance, employee self-service (ESS) for payslips/data changes, automated compliance & tax handling, advanced analytics, and mobile access, all built on a scalable, secure cloud platform for modern HR management.

SAP SuccessFactors Employee Central Payroll (ECP) leverages AI to embed intelligent features within the core payroll processes and the broader HR suite, focusing on efficiency, compliance, and enhanced user experience.

SAP SuccessFactors Employee Central Payroll provides the following features:

- Payroll Control Center – Monitor payroll exceptions and push relevant items, including root cause details, to administrators for action before payday.
- "Explain My Pay" Feature: This generative AI tool, powered by the SAP AI copilot Joule, clarifies complex payslip data for employees. It provides personalized explanations in real-time, helping employees understand their pay and reducing HR support requests.
- Payroll process automation – Enable payroll managers to automate the process steps and delegate the resolution of validation alerts.
- Real-time overview of workload and progress – Manage workload efficiently by distributing work packages and monitoring workload and progress.
- Automated root cause analysis and corrections – Push alerts to payroll users, enabling them to focus on exception handling and guiding them to a resolution.
- Employee time, commission, expense data – Receive key inputs required to calculate gross pay that vary by payroll cycle, including allowances, shift premiums, and on-call premiums.
- Gross pay calculation – Calculate gross pay based on the number of hours worked, pay rate and other inputs such as commission, overtime pay and other one-time payments and overrides.
- Deduction interfaces – Receive deductions from benefits and other suppliers.
- Garnishment collection and processing – Record and administer any court-ordered deductions.
- Net pay calculation. Calculate the amount that employees will receive after deducting tax, deductions, and garnishments.
- Bank transfers – After net pay is calculated, deposit amounts into the employees' bank accounts.
- Off-cycle pay processing – Process any special one-time pay such as bonus payments or termination payout.
- Retroactive pay calculation – Process changes that take effect from a prior pay period automatically.
- General ledger posting – After the payroll run, transfer, and post the results to the financial system.

- Tax and remittance processing – Remit taxes, deductions, and garnishments to the recipients within the specified time.
- Year-end processing – Produce documents to be provided to employees and regulatory authorities at the end of the year.
- Regulatory reporting – Produce and file any documents that are required by law.
- Legal change dashboard - Stay on top of legal updates, upcoming changes, and company compliance status.

SAP SuccessFactors Enterprise Service Management (ESM) is an optional solution that can help improve workforce experience.

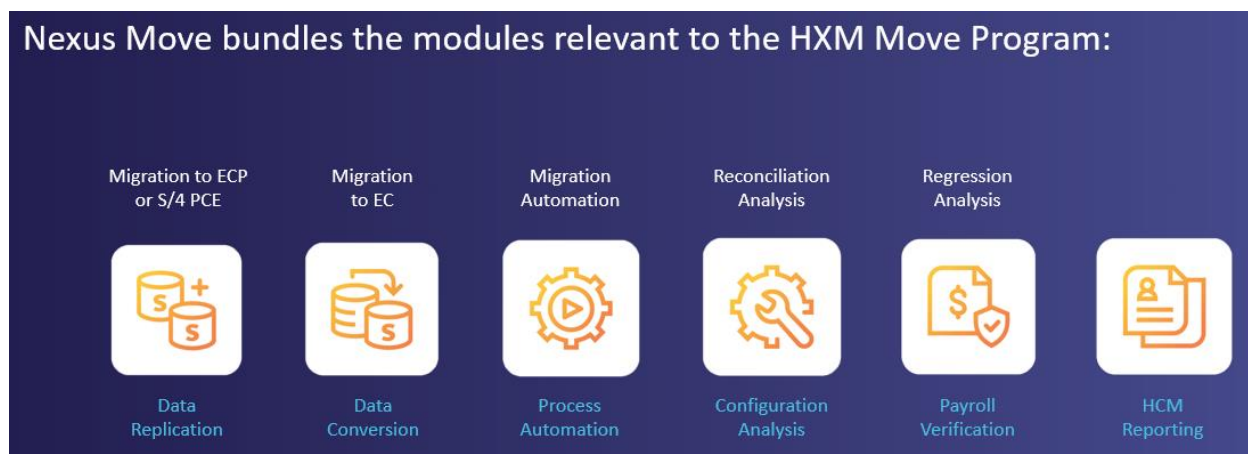
- HR Helpdesk to provide employees with personalised and relevant HR policy information.
- Multiple options for employees to contact HR by chat, phone, mail or by opening a ticket.
- Connecting the Helpdesk solution to the HR service organisation to automatically route requests and standardise HR processes.

TIK Nexus Suite of Data Conversion and Payroll Migration Tools

At NTT DATA Business Solutions we have an existing partnership agreement with TIK Nexus who provide solutions to migrate customers current ECC on-premise HR data and payroll configuration over to SAP SuccessFactors Employee Central and Employee Central Payroll respectively. This is an option for customers to accelerate the deployment of the new Employee Central Payroll, by reusing the current payroll configuration including all of the rules, schemas etc.

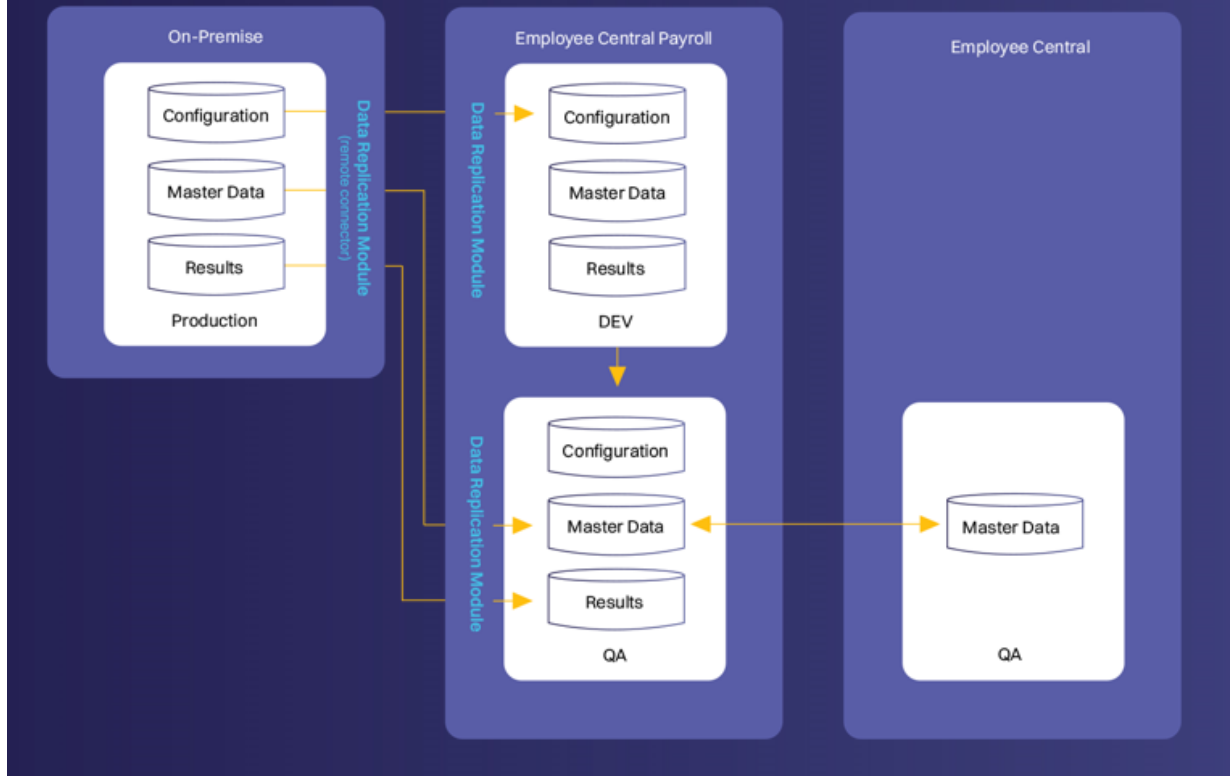
The Nexus Suite provides an incredibly fast, secure and cost-effective solution for SAP migrations from SAP ECC on-premise to SAP SuccessFactors, no matter what version or Enhancement Pack level your on-premise ECC system is on. With the Nexus Suite, businesses will do in days what would normally take a full team months to complete. The Nexus Suite provides built in audit and reconciliation reporting, resulting in unparalleled accuracy, while accelerating processes and eliminating risk.

The software provides extensive functionality including automated and detailed reporting modules, training environments and data configuration and transformation. Using the Nexus Suite solution and tools, customers can feel confident that their configuration and data have been transformed efficiently and quickly and that both the config and data are fully reconciled, up to date and auditable.



Technical Details of the Transformation from SAP ECC on-premise to SAP SuccessFactors Employee Central and Employee Central Payroll.

Migration of Configuration & Master Data to Employee Central Payroll:



Details of the Nexus Suite products and solutions.

Nexus Move

The solution offers a seamless HR transformation journey from SAP ECC to Employee Central and Employee Central Payroll.

Nexus Move forms part of the comprehensive set of services and tools that are available within the SAP Customer Evolution for HCM Program to help make each digital HR transformation journey smooth and low risk. With a proven track record, customers can be rest assured that the migration, payroll verification and the easily extendable reporting options available, will not only de-risk your implementation but make the ongoing support of your Employee Central Payroll and Employee Central a lot easier.

Rather than having to reconfigure SAP On-Premise HCM / Payroll Configuration within either ECP or S/4 PCE (which on average would take a SAP HCM / Payroll consultant 6 – 9 months to reconfigure the entire SAP On-Premise system within EC Payroll such as the Payroll Schema's, Rules, Enterprise Structure, Pay Scale Structures, Work Schedules etc.) the Nexus Suite is able to achieve this in a matter of hours.

Payroll Verification

The Nexus Suite Payroll Verification Module allows comparisons between SAP systems (regardless of their version), and also between non-SAP and SAP systems. Everything from result comparison to difference analysis is catered for, with an unprecedented reporting capability, ensuring that every aspect of the verification is accessible, and can be targeted at the required audience.

The Nexus Payroll Verification Module provides a simple way to protect the integrity of your SAP Payroll implementation. Whether it's S/4 HANA, Employee Central Payroll (ECP), or an existing SAP ERP Central Component (SAP ECC) system, using the Payroll Verification Module is so simple that even a novice can be running your verification processes within a matter of hours.

HCM Reporting

Report on all forms of employee data in minutes with unprecedented levels of data interrogation and accessing data combinations that wouldn't be available using other reporting mechanisms.

Easily access employee master data, payroll result data or leave result data, employee audit data and appraisal reporting. Reports can be created in minutes, providing unprecedented levels of data interrogation, and providing general, reconciliation and people intelligence reporting that is simply not available via standard SAP reporting mechanisms.

Data Replication

Quickly and easily replicate data throughout the different instances and clients of your SAP landscape (either S/4 HANA, Employee Central Payroll or SAP On-Premise). Replication of data provides a powerful tool for payroll issue resolution, allowing solutions to be tested against the very data the solution is built for, without compromising the original data.

Test subsets of data, based on business needs and by defining your replication scenarios. Master data may also be scrambled during replication to protect sensitive information (like names, addresses, phone numbers, Tax Registration Number, bank account, etc.).

Data Conversion

The Nexus Suite Data Conversion Module allows customers to move HRIS and Payroll data into SAP Employee Central Payroll (ECP) and Employee Central (EC) from SAP On-Premise systems with minimal effort, maximum efficiency and unprecedented visibility. Every step of the conversion process is reportable, auditable and repeatable without the need for any other tools or for the need to ECP or EC client refreshing between trial conversions.

Using the Nexus Data Conversion Module, your Data Conversion project becomes a simple manageable process – no manual data manipulation, no custom developments, and no full time Data Conversion Team. All of the Data Conversion related cutover activities can be fully automated with comprehensive statistics, analysis and error reports being produced and processed (via emails, workflow etc).

Further information can be found here: www.tiknexus.com

SAP SuccessFactors Recruiting (including SmartRecruiters)

SAP's Recruiting solution streamlines talent acquisition by helping companies source, engage, and hire top talent efficiently, featuring an integrated Applicant Tracking System (ATS), AI for smarter hiring, custom career sites, candidate relationship management, and advanced analytics to improve the entire recruitment lifecycle from job creation to onboarding, all within a single, user-friendly platform.

As 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 Recruiting gives organisations the tools and insights they need to deliver winning experiences for each candidate.

Only our cloud-based solution combines applicant tracking (ATS), job distribution, and candidate relationship management into a single solution, eliminating the complexities and poor experiences created by siloed processes. Our solution creates significant efficiency gains for recruitment teams and improved experiences for candidates. Our source-to-hire solution will also help maximise a company's short- and long-term recruiting return on investment (ROI).

SAP Recruiting is a comprehensive and simple solution that helps recruiters and managers source, engage, and hire the best talent quickly.

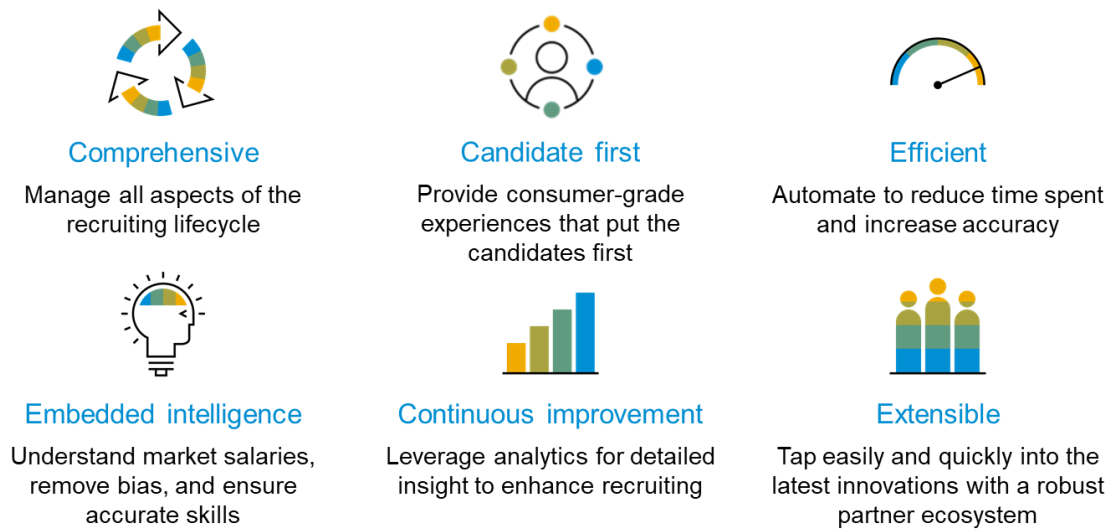


Figure 4: SAP SuccessFactors Recruiting

Business Challenges

Today, the difficulties and costs of hiring the wrong employees are greater than ever. Talent shortages have reached critical mass. Many companies can't fill entry-level positions or find specialised talent. The average time to fill is also increasing. And when companies do make hires, they often hire the wrong person and experience high turnover in the first year.

It is an acknowledged fact 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 challenging for many companies because they 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.
- Manual processes that leave little time for engagement and optimisation, causing the candidate experience to fall short.

Business Benefits

SAP Recruiting is a comprehensive recruiting solution that can help companies 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 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 gets jobs 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 to gain a pipeline that will save recruiters time and get results.
- Data-Driven Decisions – AI-powered insights for smarter hiring.
- 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 access to people and resources in the employee social network.
- Get results you can see – Improve return on recruiting dollars and demonstrate how the recruiting strategy is driving business results.

Features and Functions

SAP Recruiting provides a strategic, comprehensive solution that delivers results-oriented recruiting practices to help companies secure the right talent, including:

- Single solution for ATS, Job Posting, and CRM
- Single instance, global use (localisation for 101 countries)
- AI & Automation: Uses artificial intelligence to surface top talent, streamline workflows, and reduce time-to-hire.
- 4,000+ global sourcing channels across 80 countries
- Job Analyser powered by machine learning
- Electronic signatures with SAP Signature Management by DocuSign
- Unified experiences for recruiters and managers
- End-to-end candidate experience
- Self-service career site (multi-brand)
- Line-of-sight analytics and embedded intelligence
- Stand-alone solution or part of the HCM suite
- Mobile career site
- Automated job advertising
- Dynamic talent pools

Global talent sourcing is built on an AI-based framework that can learn, personalise, and optimise for company-specific talent requirements to improve sourcing and recruiting effectiveness and productivity.

- Dynamic talent pools find past applicants and candidates with constantly updated applicant pools and nurture passive candidates for when the time is right.
- Global job distribution accesses thousands of job boards, schools, universities, and social recruiting networks with smart posting to minimise work and time to post.
- Automated job advertising sets rules to automate posting to the right recruitment sources that produce the best candidates.

- Line-of-site sourcing analytics provide recruitment initiatives insights with drilldowns by source, job, or time-frame dimensions for in-depth performance views.

Comprehensive candidate relationship management features offer a proactive recruiting experience to nurture passive candidates for hard-to-fill and critical roles.

- Candidate nurturing runs email marketing campaigns with relevant content and messaging, so companies can gain insights into performance through campaign analytics.
- Targeted landing pages deliver targeted content or jobs, engaging campus recruiting pages, or advertising campaigns for a unique experience.
- Progressive profiling captures new candidates with data capture forms and profiles them for targeted nurturing, increased conversion rates, and improved data quality.

Candidate experience tools set a business apart from the competition with a next-level employer brand backed by an engaging candidate experience.

- Process automation eliminates time spent creating job requisitions, progressing or disposition candidates, or add intelligence to offers to drive equitable hiring.
- Mobile collaboration tools allow recruiters to send and receive one-to-one messages and enable interviewers to instantly submit feedback to recruiters and hiring managers.
- Global support reaches candidates and recruiters in 46 languages and adheres to global data privacy laws with data privacy controls.
- Extensive ecosystem that accesses 70+ integration partners or comprehensive APIs for nearly unlimited opportunities to extend your global recruiting management solution.

Powerful Applicant Tracking System (ATS) to reduce repetitive, highly manual management tasks to focus more on candidates.

- Messaging and feedback functionality allows recruiters to send and receive one-to-one messages and enable interviewers to instantly submit feedback to recruiters and hiring managers.
- Reach candidates and recruiters in 40+ languages and adhere to global data privacy laws with data privacy controls.
- Access more than 80 trusted apps to extend your global recruiting solution.
- Extend the application capability with SAP Signature Management by DocuSign automation to drive compliance and faster time to talent hire.

The SAP Signature Management by DocuSign option for SuccessFactors extends application management capabilities by supporting digital offer letters and electronic signatures.

- Digital signature management that securely automates workflows, collects information, and obtains legally binding signatures for documents worldwide.
- Accelerate and improve recruitment by streamlining processes, reducing costs, improving compliance, presenting a positive company image, and providing a convenient and consistent candidate and employee experience.
- Automate the entire online offer letter process for recruiters and manage HR documents that contain critical or sensitive information securely

Recruit Intelligently with the SAP Human Capital Management (HCM) Suite

SAP Recruiting plays a critical role in supporting the challenges and evolving dynamics in the Talent area. When the solution is used with SAP SuccessFactors Employee Central and SAP SuccessFactors Onboarding, companies gain access to intelligent, individualised experiences for each candidate, recruiter, and hiring manager, including:

- Common skills-framework across talent management.
- Shared data objects (Position Data) to pre-populate job requisitions.
- Initiation of Onboarding from Recruiting, pre-populating new hire forms.
- Full visibility of employee profiles to support internal mobility.
- Automated transition from candidate to new hire to employee.
- Suite-wide analytics to measure performance and impacts.

Unified workflows between Recruiting and the SAP SuccessFactors Human Capital Management (HCM) Suite, other SAP solutions, and SAP's extensive partner ecosystem provide organisations with further benefits, including help to streamline and automate complex processes.

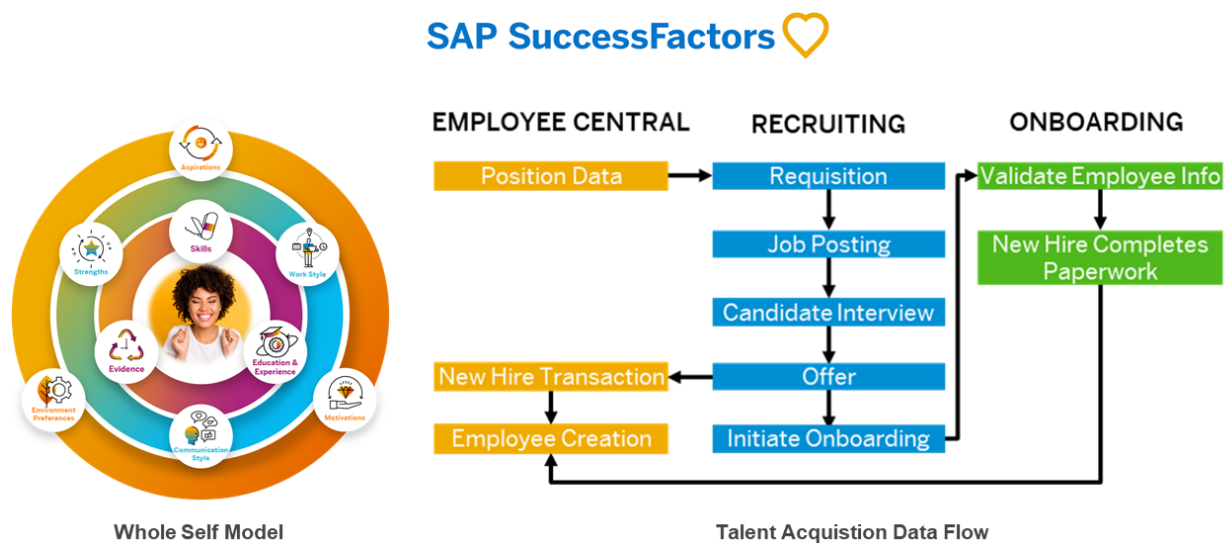


Figure 5: Intelligent recruitment with the SAP SuccessFactors Suite

Some examples include:

- SAP SuccessFactors Employee Central: Replicate Position Data, initiate job requisition from position org chart.
- SAP SuccessFactors Onboarding: Initiate onboarding, pre-populate forms with key data.
- SAP Signature Management by DocuSign: e-Signature offers.
- SAP SuccessFactors People Intelligence: Automatically combine recruiting and other SAP SuccessFactors solution data to measure both short- and long-term effects of recruiting efforts.
- Qualtrics Candidate Experience: Automated surveys / insights across the candidate journey.
- SAP Store: More than 80 partner apps with pre-built integrations for recruiting.

Extending Technology to Benefit from Digitalised Recruitment Operations

But achieving HCM and an intelligent way of working is not just about leveraging the benefits from interlinking SAP SuccessFactors solutions. Today's fast-growing enterprises need to transform the human capital and digitalise HR operations. Manual HR processes – while tried-and-tested - are repetitive, inefficient and can prolong results. Companies working with manual processes may experience extended time-to-hire to find the best talent to fill a position. This not only creates a larger impact on the business, but on cost too.

Enterprises can reshape existing business models and organisational culture by onboarding technology into their HR processes. This approach empowers HR teams to focus on employee-centric initiatives and business-critical functions.

SAP's Intelligent Technologies - process automation that combines Intelligent Robotic Process Automation (SAP Intelligent RPA), SAP Conversational AI (CAI), and SAP AI Business services via its Business and Technology Platform (BTP) - can automate end-to-end processes across SAP SuccessFactors and other legacy or non-ERP applications.

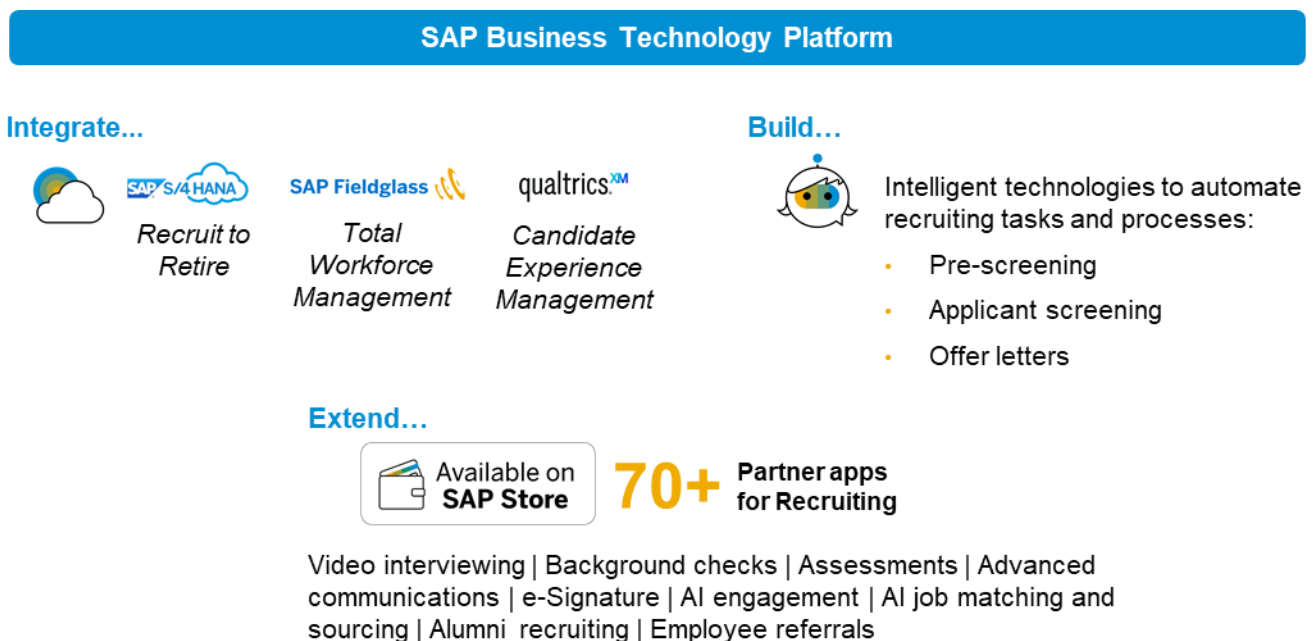


Figure 6: SAP Intelligent Technologies for Recruitment

Companies will benefit from:

- Enhanced process accuracy and consistency, leading to better hiring decisions.
- Empowered and productive workforces that are freed from the burden of managing manual, mundane, time-consuming tasks.
- Increased innovation and stronger focus on workforce-centric transformation initiatives.
- Creating a superior recruitment experience that enhances business value and increases stakeholder buy-in.

Why SAP Recruiting?

Only SAP SuccessFactors Recruitment provides the following benefits:

- Unparalleled depth and breadth of coverage from our single solution for all recruiting needs – Applicant Tracking, Job Posting, and Candidate Relationship Management - in a single instance for global use (supporting 101 countries with localisation).
- A solution built to scale and adapt, supporting organisations' growth and changing needs, and provides a strong (ROI) as shown by our customers' proven recruiting results and business outcomes when using the solution.
- Implementation of our recruiting solution in your way, at your pace – either as a stand-alone option, or part of a wider Talent Management or HCM Suite of software to best meet the enterprise's needs
- Deep commitment to HCM and the experience as evidenced by our continued and collaborative innovation to bring together the what, the why and the how for our customers – 70+ app partners for enhancing and extending the solution, 4000+ global sourcing channels in 80 countries, localised support for 101 countries, inter-suite integration, and extensibility options via SAP Intelligent Technologies and Business Technology Platform.
- Working in partnership with a recognised leader in recruitment solutions, to leverage our proven experience and enjoy the same success as thousands of customers across all industries, sizes, and geographies.

Solutions from Mevitaë

For any customer considering recruiting in SAP, we recommend considering the solutions offered by Mevitaë, with whom we worked with on a number of customer proposals.

Mevitaë have solutions covering the following areas which work well with the SuccessFactors modules:

- Anonymized Recruiting
- Talent Screening
- Resume Parsing
- Resume Formatting
- Video Interviewing

Further information can be found here: www.mevitaë.com

SmartRecruiters for SAP SuccessFactors

SAP (SuccessFactors) acquired SmartRecruiters in late 2025 to significantly upgrade its talent acquisition capabilities, integrating SmartRecruiters' AI-driven platform into the SuccessFactors HCM suite to offer end-to-end hiring, better candidate experiences, and advanced analytics, while SmartRecruiters will also continue as a standalone option for existing users. This strategic move means SmartRecruiters' technology will eventually replace the current SAP SuccessFactors Recruiting module over the next few years, enhancing AI, sourcing, and overall hiring efficiency within the broader SAP ecosystem.

Key Benefits for Users

- Improved Efficiency: SmartRecruiters reports measurable outcomes like a 95% reduction in manual scheduling and a 75% reduction in manual screening via Winston automation.
- Candidate Experience: The platform focuses on high-volume and corporate recruiting with a modern, user-friendly interface that typically scores higher for ease of use than the legacy SuccessFactors module.
- Enhanced Analytics: Integration provides deeper insights into talent pools and hiring bottlenecks by harmonizing data across the recruitment and broader HCM lifecycle.

Specific pricing has been included in the G Cloud 15 listings for SmartRecruiters for SuccessFactors.

SAP SuccessFactors Onboarding

Onboarding is one of the most critical, yet complex HR processes. A successful new hire experience can increase employee's time to productivity, job satisfaction, performance, and career effectiveness while an unsuccessful experience can lead to significant stress, reduced productivity, and even turnover. We recognise these challenges and provide effective onboarding tools that can help organisations inform and connect new hires with the information, the people, and the content they need to feel welcome and get productive quickly. Our solution supports unified workflows with several SAP SuccessFactors HCM suite and SAP solutions. This helps extend the business value, while providing consistent and positive experiences throughout critical employee transitions.

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



Figure 7: SAP SuccessFactors Onboarding

Business Challenges

Research shows that effective onboarding leads to real business impact, including faster time to productivity, better employee engagement, and higher retention rates. However, it is often overlooked by many companies that face the following challenges:

- Complexity and number of systems and processes involved in onboarding (Human Resources, Payroll, Information Technology, Facilities, etc.).
- Perception of onboarding as a Day-1 activity only.
- Improper learning and development of personalised new hire productivity.
- Lack of alignment between new hires, managers, and company goals.
- No ability to measure onboarding efficiency and time to productivity.
- Lack of hiring manager time engagement to effective onboarding.

Business Benefits

Most companies focus on the tactical aspects like forms and legal compliance when it comes to onboarding. SAP SuccessFactors Onboarding offers a strategic, comprehensive approach to onboarding new hires and internal transfers by accelerating people, processes, and productivity. It can help enterprises consistently and efficiently convert new hires into engaged, empowered, productive employees by:

- Guiding HR departments, hiring managers, and new hires in a meaningful way through the steps of the onboarding process, improving efficiencies and compliance.
- Connecting new hires with the right people and relevant content even before they start, increasing employee engagement and retention.
- Developing new hires quickly, turning them into productive employees and enabling them to begin contributing earlier and faster.

Features and Functions

SAP SuccessFactors Onboarding offers a comprehensive set of capabilities that companies can leverage across onboarding, offboarding, and cross-boarding, including:

- New employee onboarding dashboard.
- 30-60-day goals.
- Step-by-step wizards.
- Electronic forms.
- Intelligent workflows and insights powered by the SAP SuccessFactors platform.
- Localisation for over 100 countries and country-specific compliance support.
- Unified workflows with SAP SuccessFactors HCM suite.
- Multiple e-Signature options, including SAP Signature Management by DocuSign.

New hire onboarding experience helps improve new hire orientation, engage hiring managers, and give HR staff powerful onboarding administration and monitoring tools.

- New employee onboarding portal gives new hires a personalised experience, help them connect with peers, and offer access to new-employee orientation resources.
- Step-by-step wizards guide managers as they create new hire welcome messages; recommend peers or mentors; and assign meetings, goals, or equipment.
- Onboarding dashboard to monitor onboarding status and quickly identify bottlenecks to help new hire orientation go smoothly.

Digital onboarding and new hire paperwork supports convenient completion of new hire paperwork, including electronic signatures, on any device.

- Electronic forms maintain data privacy and HR compliance standards with custom-configured new employee forms.
- Electronic signatures with SAP Signature Management by DocuSign guide new hires through all necessary paperwork in a convenient way by using e documents and e signatures on any device.

Cross-boarding and offboarding supports all employee movements, like internal transfers and employees leaving, in a streamlined and efficient way.

- Cross-boarding management helps staff succeed in new roles by setting goals (30, 60, and 90 days), offering personalised employee training, and supporting tax compliance.
- Structured, simplified offboarding processes make it easy to follow up on tasks, processors, due dates, or workflows with actionable tasks and process oversight for managers and offboardees.
- Knowledge transfer management captures, store, and share critical knowledge within the organisation as part of the offboarding process.

Real time People Insights with cross HCM suite analytics based on live transactional data across the SAP SuccessFactors HCM suite with reporting, insights, and dashboards.

- Tell visually oriented stories with people data. Easily add and edit pages, sections, and elements then share it to provide others with the people-insights they need to support decision-making.
- Actionable insights in presentation-style reports with charts, visualisations, text, images, and pictograms that turn data into actionable insights.

Automated workflows and insights via embedded intelligence help eliminate time and risk associated with manual activities.

- Automate critical onboarding process steps, such as recruit-to-hire data mapping and the conversion of an external 'pre day-1 user' to an internal employee,
- Configure and adapt an extensive set of business rules to meet specific needs. API support for third-party integrations, such as external recruiting and HRIS, creates continuous alignment with the broader HR landscape.
- SAP SuccessFactors People Intelligence helps companies to understand onboarding programs' performance and impact. When combining onboarding data with other HCM suite data, longer term effects, such as productivity and retention, are available.
- Integration with SAP Qualtrics Employee Lifecycle uniquely combines operational and sentiment data to understand both process and people effects. Add employee surveys to automated workflows for both new hires and departing employee to capture sentiment data, and gain the insight required to optimise programs.

SAP SuccessFactors Learning

SAP SuccessFactors Learning is a corporate learning management system (LMS) that provides a comprehensive, simple way to improve employee skills, reduce compliance risk, and engage external learning audiences effectively. The solution offers innovative capabilities to help companies create a continuous learning culture, apply flexible and open approaches to supporting learning content, and keep learners engaged with relevant and personalised content.

SAP SuccessFactors is a recognised leader in learning and talent management. Our LMS combines formal, informal and social learning. It offers machine learning-based content curation, reporting, analytics, and mobile capabilities and a user-friendly experience. The result is learning that drives business execution and provides verifiable return on investment.

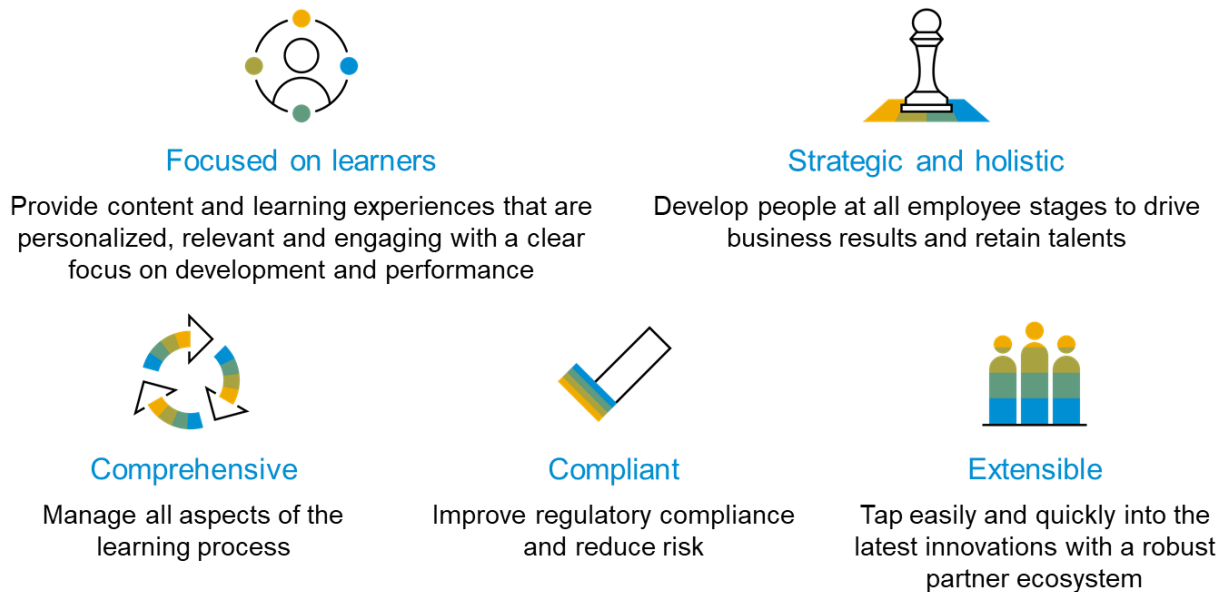


Figure 8: SAP SuccessFactors Learning solution components

Business Challenges

Learning is essential to any organisation's success because it improves business results, drives retention, boosts productivity, and increases organisational competitiveness. Learning helps produce positive business outcomes in critical areas and at key moments in an organisation's development, such as during mergers and acquisitions, restructurings, and product launches. However, companies can experience barriers to learning adoption:

- **Compliance:** Compliance training serves to protect an organisation's values, policies, and commitment to the law, and it's often mandatory for employees. Disregarding required rules, regulations, or policies can have drastic consequences, including loss of employment, fines, criminal prosecution, audits, or damage to a business' reputation. Learning and development teams need ways to work smarter to meet the ever-increasing burden of effectively discharging compliance.
- **Agility:** Organisations must be more agile to meet the increasing demand for new skills for the near-term and the future, plus support their employees' personal development and growth. Those organisations that can embrace a culture of continuous learning are infinitely better prepared to fill gaps for critical roles in times of transformation.
- **Fragmented, archaic tools;** many businesses work with on-premise solutions, which lack mobile functionality and do not integrate with other talent management solutions for an enhanced employee experience. They fail to provide an engaging, personalised learning experience that meets employee on demand expectations.
- **Learning administrators are overburdened** with too much complexity using multiple learning management systems across the organisation. Often, learning and development departments are forced to focus on so many administrative tasks it can prevent development of strategic enablement initiatives.
- **Learning measurement is essential** to maintain efficiency, effectiveness, and business alignment. But learning results are hard to prove. Many learning and development departments have trouble connecting learning to business outcomes, due to a lack of analytical skills and proper tools to communicate outcomes of learning on organisational and talent objectives.

Business Benefits

To improve an organisation's competitive advantage and business outcomes, it is important to instill a culture of learning. SAP SuccessFactors Learning puts employees at the centre of the learning experience. This helps improve skills, develop leaders, reduce compliance risks, and engage people more effectively.

SAP SuccessFactors Learning can help:

- Improve workforce skills and employee productivity: Develop leaders and close performance gaps by engaging your employees. Studies show that engaged employees are better equipped to reach their own personal and company goals, and they are more motivated and productive.
- Reduce risk and help drive compliance: Comply with legally mandated compliance goals, such as OSHA, FDA, or HIPAA standards, and internal codes of conduct. Leverage the solution's automated regulatory training delivery, and appropriate certification functionality.
- Make learning personalised, agile, and relevant: To help a company rapidly adapt as business continues to change and build up the skill sets they need for today and the future, employees must be continuous learners. The solution provides personalised and learner-focused access to relevant learning applications, information, collaboration tools, and content from any source, embedded into the flow of work.

Features and Functions

SAP SuccessFactors Learning is a modern, comprehensive solution that addresses a variety of use cases, from talent development and compliance to external training. It is backed by intuitive reports, customisable dashboards, and robust analytics that help track important learning data and provide direction to executive management.

Key features include:

- Automated learning assignments
- Machine learning based curation
- Continuous learning programs
- Certification management
- Skills and knowledge verification
- Self-directed learning
- Collaborative, social, & blended learning
- Learning recommendations & development paths
- Automated assignments & secure document management
- Integral (optional) part of the SAP SuccessFactors Human Capital Management Suite to foster end-to-end, engaging employee experiences
- Unmatched regulatory compliance capabilities and reporting for highly regulated industries
- Access to curated content with SAP Content Stream by Skillsoft and Open Content Network Partners
- Extended partner ecosystem to benefit from integrated innovations and to keep up with latest tech trends

Continuous learning experiences with our modern LMS that puts innovative learning opportunities at the centre of business operations and goals.

- Learning recommendations and development paths grow employee skills by linking learning with clear development goals, career paths, assigned profiles, and recommendations.
- Collaborative, social, and blended learning support collaborative, community-based learning, and mobile access to content with LMS tools, such as microlearning and e-learning videos.
- A digital experience supported by SAP SuccessFactors Work Zone offers learners across the business access to a single point of entry for learning and skill-building opportunities.

Holistic talent management and development processes provide development and skills-based learning so employees can advance their career growth, drive organisational strategies, and contribute to business goals.

- Learning is closely integrated into the employee lifecycle from the SAP SuccessFactors Human Capital Management (HCM) Suite and other SAP and third-party solutions. This fosters comprehensive and engaging employee experiences from onboarding through to succession planning.
- Contextual and skills-based learning gives employees business context to understand the value of each learning activity, link career paths with development goals and foster continuous learning programs to thrive.
- People insights with people and experience management analytics access live, reportable data across SAP SuccessFactors Learning and embeds valuable feedback, including experience data from learners, to consistently improve learning processes and outcomes.
- Opportunities at the centre of the development strategy empower people to learn and grow by connecting them to cross-functional opportunities, such as mentoring and fellowships, with SAP SuccessFactors Opportunity Marketplace. The solution builds a culture of continuous learning with offering proactive guidance based on the experience, interests, and priorities of the organisation, plus tighter alignment to the individual.

Compliance training protects an organisation by providing employees with the correct training procedures on quality processes, ISO, manufacturing, sustainability, etc. to minimise risk and meet government and legal reporting requirements.

- Automated assignments and secure document management optimise compliance training with automated learning assignments based on nearly any criteria and configure documents, such as e-signatures and workflow policies.
- Comprehensive compliance reporting meets government reporting requirements with detailed insight into compliance training status, legal mandates, and activities.
- Validated Software-as-a-Service (SaaS) environment supports strict requirements for highly regulated industries with annual updates to provide time for validated testing.

Personalised and Relevant Content Strategy leverages optional preloaded and integrated content so businesses can speed time to value while improving productivity and mitigating compliance concerns.

- Accelerated upskilling and reskilling engages each learner by recommending curated content and subject-matter experts based on individual interests, goals, and preferences, such as playlists with

SAP Content Stream by Skillsoft. Learn how the solution delivers an immersive learning experience with intelligent, customisable digital content accessible from any device [here](#).

- Integrated open content network providers let organisations use partnerships or expand content offerings with a content provider ecosystem accessible through our open content network or directly from SAP SuccessFactors Learning.

SAP SuccessFactors Work Zone for Learning

Using built-in discovery and collaboration capabilities, peer resources, and intelligent recommendations, SAP SuccessFactors Work Zone helps employees find the educational resources they need and get access to social learning. Organisations can supplement formal training with user-contributed videos, blogs, and content. Employees benefit from courses with quick access to instructor-provided recommendations and schedules that drive in-context collaboration. Or they can connect to each other and to relevant content throughout every stage of their experience, making it easier to collaborate with peers, find interesting information, and start or join communities based on common interests, targeted skills, or shared purpose and goals.

SAP SuccessFactors Learning fosters collaboration and keeps learners connected through:

- Learning rooms tied to courses where employees can access pre-class content, ask questions, comment, and share, and enhance their learning experience
- Learning communities that provide informal, topic-based places to network, connect with experts, and share knowledge with a broad audience
- Learning academies that serve as an advertising, promotion, and communications platform for learning programs across your organisation
- Collaborative workspaces that help timely employee knowledge sharing with employees in related areas

SAP SuccessFactors Performance & Goals

Effective performance management is critical to the success of any business and leads to better business outcomes. Companies that help their employees to understand and align with their strategic business objectives drive success. Those organisations that do this in a flexible, adaptive manner to meet the rapidly transforming business challenges in today's business world can see even better results.

SAP SuccessFactors Performance & Goals is a flexible, simple-to-use, cloud-based solution that covers traditional performance management processes and employee performance coaching and development. The solution can help meet the needs of both HR and the business through goal guidance, ongoing two-way dialogue, meaningful coaching, and continuous development.

SAP SuccessFactors Performance & Goals helps organisations create strategy and goal alignment, continuously improve workforce performance through ongoing coaching and feedback, and accurately evaluate and recognise top talent.



Figure 9: SAP SuccessFactors Performance & Goals

Business Challenges

Effective performance management can significantly improve employee engagement and drive better business results. Yet, many performance management initiatives fail to meet expectations. The reasons why these programs fail are multiple:

- **Rear-view mirror** – Too much time gets spent on evaluating past performance with an excessive focus on ratings and rankings. Not enough time is spent looking forward to keeping the program on track and support successful outcomes and goal achievement.
- **Rigid approach** – Usually a one-size-fits-all approach is taken for performance management process design. This leaves many organisations stuck with an inflexible process that cannot easily adapt as business conditions change. It can also lead to a bureaucratic, top-down approach to cascading goals that do not fully meet the performance needs of their workforce.
- **Reactive process** – The process is designed around compensation cycles and not business events. Performance management activities happen when the process dictates it and not when there is a need to address a specific issue that impacts performance.
- **Growing employee expectations** – Employees want to know how they are doing, and they want this feedback in a timely manner so they can course correct if necessary. They also want to track and see their achievements easily from any device.

Business Benefits

SAP SuccessFactors Performance & Goals improves workforce performance by providing employees with the continuous feedback and coaching they need to succeed. It also evaluates their performance through accurate assessments that reduce legal risk and make best use of limited resources when making workforce management decisions.

Using SAP SuccessFactors Performance & Goals, companies can:

- Empower managers to clearly communicate and align goals.
- Assess workforce performance objectively and accurately.
- Provide insight into organisational performance through powerful analytics.
- Engage in meaningful, ongoing dialogue that positively impacts business needs and strategy.

Features and Functions

SAP SuccessFactors Performance & Goals provides a set of capabilities to support organisations to create a personalised, flexible experience focused on employees' needs and business conditions, including:

- 500+ ready-to-use SMART goals
- SMART goal wizard
- AI functionality introduced in the module including enhancements to support goal creation with AI capabilities
- Mobile Goals
- Activities and achievements tracker
- Team rater
- 360-degree Assessments and Feedback
- Writing assistant and coaching advisor
- Legal scanning
- Photo-less calibration
- Analytics and reporting tools

Goal management enables employees to track individual goals progress and completion, while providing managers with visibility into individual, team, and company-wide success.

- Library of 500+ SMART goals simplify goal development with goal recommendations that are specific, measurable, attainable, realistic, and timely.
- Mobile goal management captures employee efforts, achievements, and comments on mobile devices.
- Goal sharing aligns employee and team goals with overall company objectives to maximise organisational success.

Continuous performance management helps facilitate regular and productive conversations to track and maximise employee performance.

- Activities and achievement tracking keeps managers updated on work priorities and progress for more effective one-on-one conversations.
- Continuous coaching and feedback provide ongoing guidance to keep employees focused on meeting individual and organisational goals.
- Insight into one-to-one meeting frequency and quality tracks how often managers and employees meet, sends reminders, and offers coaching guidance for more productive employee check-ins.

Performance reviews and evaluations help get better quality reviews, promote faster user adoption, and increase completion rates with a simple, engaging experience.

- 360-degree reviews and feedback capture a more balanced and complete view of employee evaluations.

- Writing assistant and coaching advisor eliminates writer's block and provide more complete and meaningful feedback.
- Legal scanning reduces the risk of using inappropriate language in performance reviews.
- Calibration helps organisations make objective, fact-based decisions around performance and compensation.

Differentiators

SAP SuccessFactors Performance & Goals is the most comprehensive performance solution in the market. It's unique because it helps organisations:

- Accurately evaluate past performance with objective and balanced employee assessments, and
- Impact future performance with ongoing employee-manager dialog that aligns, guides, and improves performance.

There are three specific ways the solution helps companies improve workforce performance:

- Forward-looking: organisations can use employee check-ins and one-on-ones to drive steady improvements in performance and constant alignment to business goals. With our solution, it's easy to improve workforce performance by providing employees with the continuous feedback and coaching at the point of need.
- Flexible: Thanks to widespread globalisation, multiple generations in the workforce, and increasing diversity and inclusion initiatives, organisations' cultures are more unique than ever. A performance process must be flexible enough to accommodate all the different performance cultures that coexist within an organisation. Our solution does not mandate a one-size-fits-all process, but offers flexible, simultaneous deployment of different performance processes to meet a diverse range of needs.
- Proactive: The process should not dictate the right time for managers and employees to discuss and address performance issues. Instead, our solution empowers employees and managers to successfully improve performance with regular check-ins, so performance problems can be addressed before they turn into issues. Companies can see the needs of the business drive performance and achieve higher level of employee and manager engagement too.

SAP SuccessFactors Succession & Development

Successful business execution requires companies to have the right people in the right places for maximum impact throughout the organisation. SAP SuccessFactors Succession & Development is a comprehensive solution that enables a strategic and continuous approach to succession management. It goes beyond automating succession planning as a stand-alone process. It combines it with career development and integrates with learning, recruiting, and performance review processes to drive better business outcomes.

SAP SuccessFactors Succession & Development helps your organisation minimise risk by developing the talent you need to achieve today's business goals. At the same time, it provides the visibility and planning capabilities necessary to support future growth.



Figure 10: SAP SuccessFactors Succession & Development

Business Challenges

Research shows that organisations are placing greater emphasis on succession and development. They know that they need a strong talent pipeline to support aggressive growth plans. However, they cannot rely solely on external hires in today's competitive talent market, so upskilling and reskilling have become critical. They need to make their employees feel safe, valued, and productive, not only for their own well-being, but also because it is critical to business success. Companies can encounter challenges that influence the set up their succession processes and the tools they use, such as:

- Difficulty finding and retaining high potential employees.
- Narrow focus on executive replacements.
- Lack of processes that tie high potentials into development tracks.
- Lack of proper investment in training and development.
- Manual and less systematic approaches that make it difficult to scale.
- Negative workplace experiences leading to high employee turnover.
- Lack of transparency, efficiency, and overall strategy.

Business Benefits

SAP SuccessFactors Succession & Development provides the visibility required to identify, anticipate, and bridge talent gaps in the organisation. With support for individual, role, and position succession models and development plans, SAP SuccessFactors Succession & Development can help in the following ways:

- Assessing employee potential objectively to identify, develop, and retain talent.
- Enabling strategic succession management to drive better business outcomes.
- Engaging and motivating employees with meaningful development plans and career opportunities.
- Uncovering workforce insights and provide talent visibility for the HR team, managers, and executives.

Features and Functions

SAP SuccessFactors Succession & Development supports proactive planning for change. It provides visibility into existing talent pools and potential talent gaps by providing the intuitive tools, reports, and search capabilities required to identify quality successors.

Key capabilities include:

Succession planning and leadership development tools help managers assess employee potential to identify, develop, and retain people must build a talent pipeline for critical roles.

- Org chart for succession planning - get quick visibility into talent gaps, including key indicators such as risk of loss, impact of loss, and bench strength.
- Talent Search - uncover hidden talent through company-wide searches that leverage comprehensive employee talent profiles.
- Talent Pools - obtain a dynamic view into pool membership and simplify administration and management of talent pools.
- Presentations - present and share live talent information to engage in strategic succession planning and talent pipeline conversations more easily.

Employee and career development planning tools support employees to take control over their own professional development and advancement opportunities.

- Continuous employee development - provide ongoing coaching and feedback to help employees focus on the right development activities.
- Mentoring - match employee mentors and mentees automatically, providing a simple yet powerful way to accelerate employee development.
- Career worksheet - help employees explore career paths, assess readiness, and address gaps with targeted career development plans.
- Link development goals to learning activities (when used with SAP SuccessFactors Learning).

Talent reviews and calibration tools help create fair and objective assessments for the purpose of identifying the right future leaders.

- Dynamic drag and drop calibration tools - assess employee performance and potential and identify top (and bottom) performers using a configurable nine-box grid.
- Photo-less calibration tools - reduce unconscious bias within performance-rating processes with photo-less calibration tools.
- Analytics and reporting - measure succession planning effectiveness and its impact on business outcomes.

In terms of pricing, this licence has been incorporated into the licences for Career and Talent Development. Please see the appropriate prices for SuccessFactors Career and Talent Development.

Career and Talent Development

SAP SuccessFactors Career and Talent Development is an AI-powered SAP SuccessFactors Career & Talent Development solution putting skills at the center of HR, guiding employees through personalised career journeys, enabling internal mobility with opportunity recommendations, and helping organisations with

strategic talent planning and succession management, using a unified skills model for growth. It offers features like career path exploration, development plans, mentoring, and skill gap analysis to align individual goals with business needs, making talent development smarter and more engaging.

Whilst the Succession and Development licences are currently available from SAP price list, the Career and Talent Development licences have been introduced fairly recently and provide enhanced functionality in the AI and Talent areas of the solution.

SAP SuccessFactors Time Tracking

Time & Attendance Management – By digitalising time and attendance processes, companies can automate and simplify global employee time tracking and meet compliance regulations.

- Efficient tracking of time and attendance increases administrative efficiency with time profiles – which include how time is recorded for specific groups – to determine employee holidays, work schedules, and premiums.
- Accurate management of employee absences so employees can request an absence from any device and provide managers with visibility into team absences, notifications, and approvals.
- Automated calculation of employee time and pay supports accurate payroll payments with real-time calculation of overtime and premium calculations based on an individual employee's profile.
- Time administrator workbench provides an overview of time accounts, analyses absences, edits employee records, and processes alerts – all in one place.
- Manages the time and attendance for all types of employees, while controlling labour costs and improving workforce productivity.

SAP SuccessFactors Compensation

Massive business disruption is creating a seismic shift in how and where people work. In this changing world of work, an organisation's ability to stay connected and engaged with their distributed workforce is critical to supporting business continuity and sustained success. Improving the rewards experience for the remote workforce and maintaining a positive workplace culture are more important than ever.

The SAP SuccessFactors Compensation solution helps organisations build and manage strategic compensation programs to align with the needs of your employees, your business, and your budget. SAP SuccessFactors Compensation is not simply another personal productivity tool or solution that automates and streamlines compensation planning. Our solution focuses on delivering rewards experiences that are personalised, relevant, frequent, and timely for your employees across the globe.

SAP SuccessFactors Compensation helps organisations engage employees, ignite better performance, improve execution, and safeguard retention of top talent.

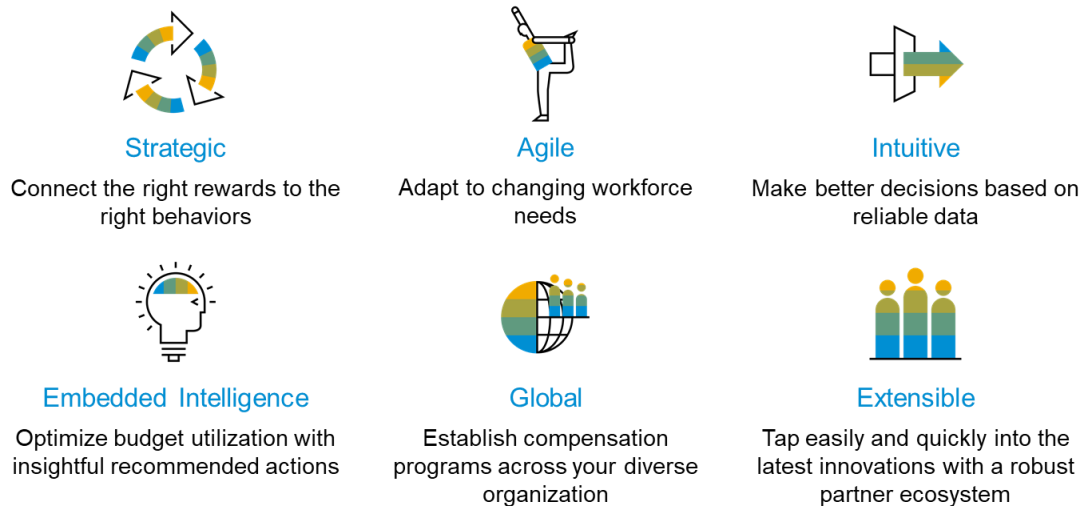


Figure 11: SAP SuccessFactors Compensation

Business Challenges

Compensation is essential to any organisation's success. It plays a critical role in the acquisition, utilisation, and retention of the organisation's most important asset - human talent. However, many challenges prevent companies from being more successful:

- Time-consuming, manual processes and tools introduce further complexities such as limited access to data and security risks.
- The lack of integration with other talent processes creates information silos.
- Fragmented solutions cannot be scaled, and they inhibit global visibility and governance of compensation programs.
- Compensation processes are not well communicated, and employees do not understand the value of their compensation/rewards.
- Delayed recognition and rewards hinder employee motivation.

Business Benefits

Employee compensation is a huge expense – the largest for many companies. With SAP SuccessFactors Compensation, companies can:

- Allocate these funds effectively to reward great performance, retain top performers, and avoid overpaying underachievers.
- Optimise budgets, improve compliance, and reduce manual errors — leading to better business execution and results.
- Align employee compensation with business strategy.
- Enable insight-driven compensation planning to create fair and equitable reward to help achieve maximum engagement and retention.

Key Features

SAP SuccessFactors Compensation covers the three core components of compensation: base salary and variable pay, including short-term and long-term incentives. It provides capabilities that companies can leverage across all three tenets of compensation, including:

- Bonus forecasting for financial planning
- Guideline modelling
- Total compensation planning for base, bonus, equity
- Configurable compensation worksheet
- Calculate bonus payout on weighted business, individual, and team goals
- Bonus proration
- Compensation calibration
- Multi-currency and language support
- Compensation statements
- Bonus assignment letters
- Cash, points or “thank you” reward and recognition programs
- Milestone awards including long-service and birthdays
- Qualtrics integration to collect feedback on compensation processes

Intelligent budget modelling and forecasting tools help compensation administrators optimise budgets and align bonus payouts to the financial accruals process.

- Guideline and budget modelling - emulate different budget scenarios—in ways that support strategic goals and differentiate parts of the organisation and employee performance levels—to determine optimal compensation guidelines.
- Bonus forecasting - emulate various business outcomes to validate forecasting and spend on bonuses for employees.
- Templates based on leading compensation practices - customise worksheets for compensation planning using best practice templates.
- Adapt compensation programs based on evolving business needs and strategic goals.

Strategic compensation planning and calibration tools provide intuitive, visual employee comparisons to help drive objective and fact-based compensation decisions.

- Centralised oversight of compensation planning - Roll out and execute compensation strategies across the organisation with central oversight and the flexibility to optimise compensation programs for local markets.
- Support for a pay-for-performance culture - Build bonus programs based on business, team, and individual performance goals and use calibration tools to tie employee performance with rewards and make more objective compensation decisions.
- Configurable views for ideal planning - Design unique worksheet experiences for various organisational roles—with customised views, data filters, and collapsible columns—to provide planners with relevant and need-to-know employee data.

- Real-time budget insights - Gain visibility into budget utilisation across your organisation with roll-up reporting, and improve decision-making with access to compensation metrics, data insights, and relevant employee details.
- Real-time insights and reporting - Gain visibility into budget utilisation across our organisation and use visualisations to turn your data into actionable insights to improve compensation decision-making.
- Extend compensation management capabilities with SAP Commissions - Streamline and simplify total compensation management. SAP Commissions can increase sales teams' effectiveness with strategic incentive compensation management to help drive profitable behaviours and grow revenue.

Meaningful reward programs help managers deliver timely recognition to motivate employees, and compensation communication tools help employees understand the value of their rewards package.

- Configurable personal compensation statements - communicate the full value of rewards packages to employees with configurable personal compensation statements.
- Motivate employees throughout the year with reward and recognition tools that provide real-time acknowledgement of achievements and contributions. Keep them informed of bonus plan eligibility and potential bonus plan payouts awarded for meeting specific targets.
- Multiple reward options - use rewards and recognition to keep employees motivated throughout the year by recognising their achievements and outstanding contributions when they occur. Set up multiple employee recognition programs, including cash-based, points-based, and "thank you" design options.
- Include goal attainment in continuous performance management conversations with the SAP SuccessFactors Performance & Goals solution, so employees understand how their performance impacts the achievement of bonus targets.

SAP SuccessFactors Opportunity Marketplace

SAP SuccessFactors Opportunity Marketplace is a cloud HR solution that connects employees with career opportunities, new learning experiences, and development activities. It provides recommendations and suggestions for learning, mentoring, new roles, or skills assessment. It can serve as a hub for team support, job matching, credentials verification, and job suggestions. By using the solution to better connect their employees, companies benefit from higher employee retention and greater workforce agility.

SAP SuccessFactors Opportunity Marketplace is skills-driven learning helps organisations match the right learning opportunities to the right people. This approach recognises the user's whole self: what's important to them, who they are, who they are becoming, and what they are passionate about. When combined with skills, competency, certifications, and experiences, businesses can better understand their capabilities and can help them on their development journey. Using SAP SuccessFactors Opportunity Marketplace, employees can find opportunities to learn and grow. Based on role recommendations, experiential learning, and development experiences like mentoring, coaching, or project work, employees can pursue opportunities they value most. This helps foster internal mobility, curiosity, and action to uplift skills and drive high-impact and high contribution careers.

The "Whole Self" model lets people and organisations capture information about employees – not just skills and competencies, but work styles and aspirations too. The Center of Capabilities framework acts as the epicentre to capture this information by amalgamating the various touchpoints across the SAP SuccessFactors HCM Suite. This can include the latest ratings from performance forms, recommended learning based on aspirational goals or capability gaps for target roles.

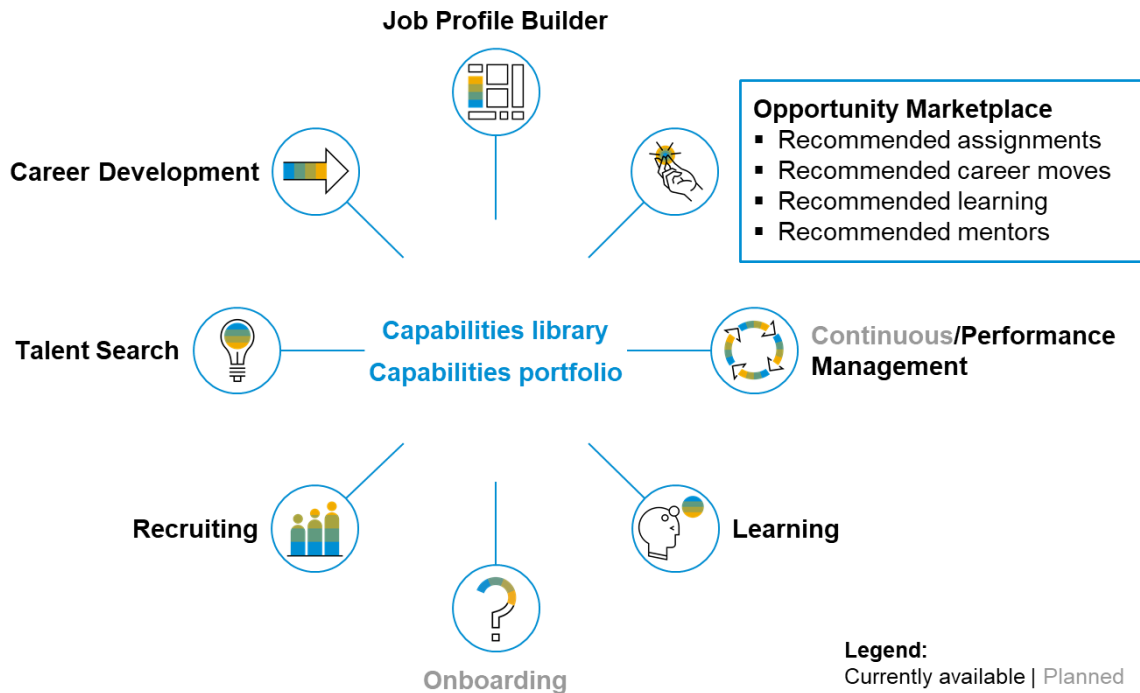


Figure 12: Center of Capabilities Touchpoints

Business Challenges

Historically organisations have looked at employee experience by asking “how is the organisation doing?”. But this approach does not show what matters to each employee and how experiences impact individuals, teams, and the organisation at large. This approach leaves most organisations facing the following challenges:

- How can we help employees become who they want to be and find the best work for their capabilities?
- How do we enable managers to find the best talent for the work they have?
- How do we gain up-to-date visibility into the capabilities and interests of our workforce?

Business Benefits

SAP SuccessFactors Opportunity Marketplace makes it easy for employees to discover, in one place, recommendations to fuel their ongoing career development and growth – learning, roles, assignments, dynamic teams, mentors, mentor programs, and peer connections. The solution helps companies to:

- Create an agile workforce ready for any challenge – Eliminate barriers to help people better connect, align, and perform in dynamic teams.
- Improve mobility and retention – Provide opportunities based on an employee’s whole self and their unique abilities through a capability-based framework.
- Build a culture of continuous learning – Offer proactive guidance based on the experience, interests, and priorities of your organisation, as well as tighter alignment to the individual.

Key Features

Key features of SAP SuccessFactors Opportunity Marketplace include:

A centralised capabilities framework that captures the “whole self” to inspire, guide, and support employee growth:

- Supports skills, competencies, and capabilities in one central library.
- Takes advantage of proficiency ratings for skills and competencies.
- Views users’ capabilities and proficiency levels through the user capability portfolio.

Intelligent workforce development with relevant and individualised recommendations based on intelligent technologies and analysis:

- Supports a variety of learning and development experiences, including peer connections, volunteer causes, skill coaches, project assignments, and gig assignments.
- Provides intelligent, individualised recommendations for learning, roles, projects, dynamic teams, mentors, and peer connections.

A team-centered approach that helps connect individuals with relevant teams based on the employee’s capabilities, location, and other preferences:

- Creates and manages assignments.
- Automates matching based on individual capabilities, location, and other preferences.
- Provides proactive guidance based on employees’ skills, past experience, and interests, as well as the priorities of the organisation.

In terms of pricing, this licence has been incorporated into the licences for Career and Talent Development. Please see the appropriate prices for SuccessFactors Career and Talent Development.

SAP SuccessFactors People Intelligence

SAP SuccessFactors People Intelligence is a cloud HCM solution within the SAP SuccessFactors HCM Suite. The solution was released as part of the 2H 2025 release in October 2025 and is built on SAP Business Data Cloud, helping customers to drive better people and business decisions. It helps customers to analyse their HR data together with their other business data, allowing for better data-driven decisions for their organisations.

The solution is a specialist people analytics solution, that automatically brings together your workforce, skills, and business data, from SAP SuccessFactors and other sources (SAP and third-party applications), into clear, actionable insights, empowering you to make more informed decisions that benefit your organization.

It spans embedded capabilities natively delivered within the suite. It also offers extended, optional analytics and planning capabilities, licensed separately. People Intelligence provides organisations with data-driven insights across all HR processes to make faster, better decisions with reduced bias. With workforce planning, companies can prepare to execute their business strategy with the right people and skills, at the right time and cost.

SAP SuccessFactors cloud-based people intelligence solutions help improve business decisions with trusted intelligence. Using integrated data from multiple business systems, companies can investigate trends in hiring, diversity, turnover, and performance. Organisations can see how people investments impact business results and share trends and insights with compelling visualisations.

SAP SuccessFactors Stories

Stories in SAP SuccessFactors People Intelligence is a new Report Center toolset. It offers reporting, insights, and dashboards enabling cross-suite reporting based on live transactional data across the SAP SuccessFactors HCM Suite. Stories is designed around telling visually oriented stories with HR data. Businesses can create presentation-style reports that use charts, visualisation, text, images, and pictograms to turn data into the actionable insights they need. This software is ideal for customers who want real-time reporting on SAP SuccessFactors HCM data.

Stories provides world-class HR data protection and privacy. It combines an improved user experience with a fully redesigned, cross-module data model. The HCM-centric experience leverages the Report Center for single-stop access and extends SAP SuccessFactors role-based permissions with additional options. The data layer includes standard reporting data not available in other solutions, including LMS and onboarding data.

Capabilities include:

- Explorer mode for self-exploration directly within the story.
- Extended library of charts and visuals with new options.
- Expanded library of standard calculations and functions.
- Full designer control over layout, colours, etc.
- New standard templates via the Report Center, including the human capital disclosure template for SEC compliance.

SAP Analytics Cloud

SAP Analytics Cloud is a cloud analytics solution built natively on SAP Business Technology Platform (SAP BTP). The core solution provides powerful business intelligence and predictive analytics capabilities and includes starter templates for HR metrics. It is ideal for customers who want the flexibility to manage their own HR data, metrics, and dashboards.

SAP Analytics Cloud for Planning

SAP Analytics Cloud for planning is a specific capability of our solutions for business planning. It helps HR managers assist the rest of the organisation and finance teams with integrated plans to reflect on how human capital can maximise its contribution to organisational growth. Machine learning and artificial intelligence help anticipate change by analysing forecasts and workforce supply and demand plans. Companies can assess and determine target talent management interventions, so their organisation has the right people in place at the right time. This software is ideal for customers who want to build workforce plans and link HR operational metrics to financial plans.

Capabilities include:

- Strategic workforce planning to create forecasts, conduct risk analysis, develop strategy, see impacts, and build cost models, and assign action and accountability.
- Operational headcount planning including new hires, transfers, contingent workers to align guidelines with budgets, empower managers to refine their headcount plans, and gain visibility into workforce plans.
- Automated machine learning to identify trends and simulate future outcomes such as flight risks, workforce diversity, and HR budgets.
- Collaboration to plan across all lines of business to turn real-time insight into action, drive strategic alignment and make confident decisions.

Benefits

Organisations can make smarter decisions faster by using data-driven insights in every HR process and using people intelligence and other reporting tools to improve their performance company-wide. Companies can benefit by:

- Aligning HR with corporate strategy to drive growth.
- Identifying risks and opportunities related to your workforce.
- Increasing understanding of key people metrics.
- Making faster, more informed decisions with reduced bias, based on data-driven insights across all HR processes.
- Preparing to execute business strategy with the right people and skills, at the right time and cost.

SAP SuccessFactors Work Zone

SAP SuccessFactors Work Zone is a cloud solution that enables organisations to provide employees with an intuitive, personalised digital workplace that is centred on optimising the employee experience. The solution offers single entry point access to relevant business applications, information, learning, collaboration tools, processes, and guided experiences. It also centralises employee communications, so people are informed, connected, and focused on what matters most.

Built on the SAP Business Technology Platform, SAP SuccessFactors Work Zone connects different systems from SAP as well as third-party applications so employees can access everything, they need at work. Everything from company communications to learning opportunities to planning parental leave can be actioned without toggling between applications. Employees can access everything they need to work on any device through the personalised, consumer-grade user experience. Complex processes are simplified with the cross-departmental guided experiences that make the most of intelligently surfaced employee-relevant recommendations, insights, and actions.

Our innovative solution enables organisations to provide employees with an intuitive, personalised digital workplace centered on optimising the employee experience. Employees can be productive anywhere, thanks to convenient access to relevant business applications, information, learning, collaboration tools, processes, and guided experiences. It also centralises employee communications, so people are informed, connected, and focused on what matters most.



Figure 13: SAP SuccessFactors Work Zone Unique Features

SAP SuccessFactors Work Zone has been recognised as a Top HR Product by *Human Resource Executive* and the *HR Technology Conference* in 2021. This prestigious industry award spotlights the most innovative new solutions that are helping business leaders meet the ever-evolving HR needs of their organisations.

Business Challenges

In these times of rapid change, organisations need to provide a holistic employee experience for both knowledge and deskless workers. Most workers log in to 10 or more applications to do their work, handle HR tasks, find an expert, procure goods, etc.¹ This increases stress and hurts employee experiences, and can make it harder to lead people in times of disruption and change. SAP SuccessFactors Work Zone helps organisations address these challenges by creating a digital work environment that helps everyone work smarter, faster, and with agility.

Business Benefits

SAP SuccessFactors Work Zone delivers a personalised and engaging workspace experience that users can tailor to their business outcomes and innovate quickly to achieve organisation-wide agility.

Benefits include:

- **A unified work experience** - Consolidate content and applications from disparate systems with a unified entry point - complete with single sign-on. Give employees everything needed to do their jobs on any device.
- **Deeper employee engagement** - Enable two-way communications between office and deskless employees, contractors, and contingent staff to connect everyone. Help them align with strategy and culture and easily access the resources they need to interact with for work.
- **Guided experiences** - Streamline extended processes such as registering for a class that requires manager approval and booking travel using customisable, guided experiences.

¹ IDC InfoBrief, sponsored by SAP, "The Intelligent Digital Workplace," Doc # US46188420BROI, April 2020

- Faster, easier HR communications - Keep everyone updated, regardless of where they work, with employee communications. Help HR professionals to quickly create and share information, without IT assistance.
- Experiential employee learning - Simplify access to diverse learning and knowledge-sharing resources, connect on projects, and work toward a common goal as part of a dynamic team. Employees can learn from others - and from experience - and see things from new perspectives.
- Faster, easier onboarding and offboarding - Respond agilely to changing business demands by giving employees access to onboarding and cross-boarding communities. These provide a safe place to ask questions, learn from others, and discover opportunities within the organisation.
- Increased employee productivity - Give people a customisable digital workspace that centralises the information, applications, and processes they need to work quickly, efficiently, and collaboratively. Workspaces can be personalised to specific needs and preferences so people can access everything they need quickly.
- Higher employee job satisfaction and retention - Help employees quickly “find their flow” each day through instant access to all the applications, resources, and information they need to get their job done efficiently from any location. This increases engagement and productivity, fosters a greater sense of mission and personal accomplishment, and reduces employee anxiety and stress levels.
- Personalisation - Personalise experiences with role-based access to information. Employees, teams, and departments can personally design, build, extend, and customise their experience across multiple touch points. The solution incorporates processes and data from SAP and third-party applications all in one place.
- Flexible and collaborative workplace - Empower employees to build their people network through team- and project-based workspaces, and larger, company-wide communities. Set them up to discuss, share, and exchange knowledge and information.

Key Features and Functions

SAP SuccessFactors Work Zone provides tools for an intelligent workplace, delivering personalised, smooth experiences to employees so they can do their best work, stay engaged and informed, and grow their knowledge and network regardless of their location. Key features include:

- Personalised, consumer-grade user experience.
- Access from mobile devices so employees can work productively from anywhere.
- Templates for common HR business processes to provide consistent and repeatable programs.
- Two-way employee communications channel to assess employee understanding, and communicate through a secure channel, without IT involvement.
- Onboarding and cross-boarding communities that provide a safe place for employees to ask questions and learn from others.
- A search engine and a knowledge base so employees can find the information they need.
- Chat bot support for conversational AI and integration with third-party bots.
- Flexible access to company resources for employee work-life balance.
- Collaborative workspaces to break down barriers between teams and promote areas of interest.

SAP SuccessFactors Employee Central, core HR, functional use

SAP SuccessFactors Employee Central functionality is made available for contractors and external users as part of the licences designated for functional users.

These users won't require full access given to conventional employees and the functional use licences provide functionality to allow these users to access the system and processes appropriate for their needs and allows them to update their data accordingly.

The benefit of making use of these functional licences, organisations will get to see and report all of the data held for their organisation, which assists with strategic decisions made.

SAP Signature Management by DocuSign for SAP SuccessFactors Solutions

SAP Signature Management by DocuSign for SAP SuccessFactors, you can digitalise manual, paper-based HR processes and manage them in the cloud. It's a digital signature management solution that securely automates workflows, collects information, and obtains legally binding signatures for documents from anywhere in the world. Use it to streamline processes, reduce costs, improve compliance, present a positive company image, and delight candidates and employees.

Solution

The solution is intuitive, user-friendly interface and provides robust, well-managed processes that channel transactions securely to closure. It is secure and processes legally binding digital signatures that are recognised worldwide. The solution has a high availability enabled by three geodiverse, commercial-grade data centers and includes a disaster-recovery facility. It has global reach.

Features and Functions

- Enables secure, electronic signatures provided as part of the solution
- Automates the process of obtaining signatures and drives compliance
- Extends functionality by supporting digital offer letters and electronic signatures
- Automates the entire online offer letter process for recruiters
- Users gain greater visibility into the candidate experience
- Manages HR documents which contain critical or sensitive information securely
- Takes HR paperwork to the Cloud for speed and transparency
- Uses robust, efficient and well-managed HR processes
- Collects secure, legally binding signatures
- Achieves high availability and global reach in a Cloud environment

Business Benefits

- Improves the time to hire talent and employees.
- Improves the efficiency of HR administration and processes
- Automates workflows for documents from simple agreements to complex contracts

- Send, review, and sign documents from anywhere at your convenience
- Enhances integration and lowers process and operating costs
- Increase productivity by integrating using common document authoring applications
- Allows all approved users to electronically sign and send documents
- Provides Cloud deployment and multi-device use
- Offers mobile digital signature and approval processes
- Provides visibility into document and signature status

Onboarding

The SAP software is made available to the customer from the point of contract signature as a Software-as-a-Service.

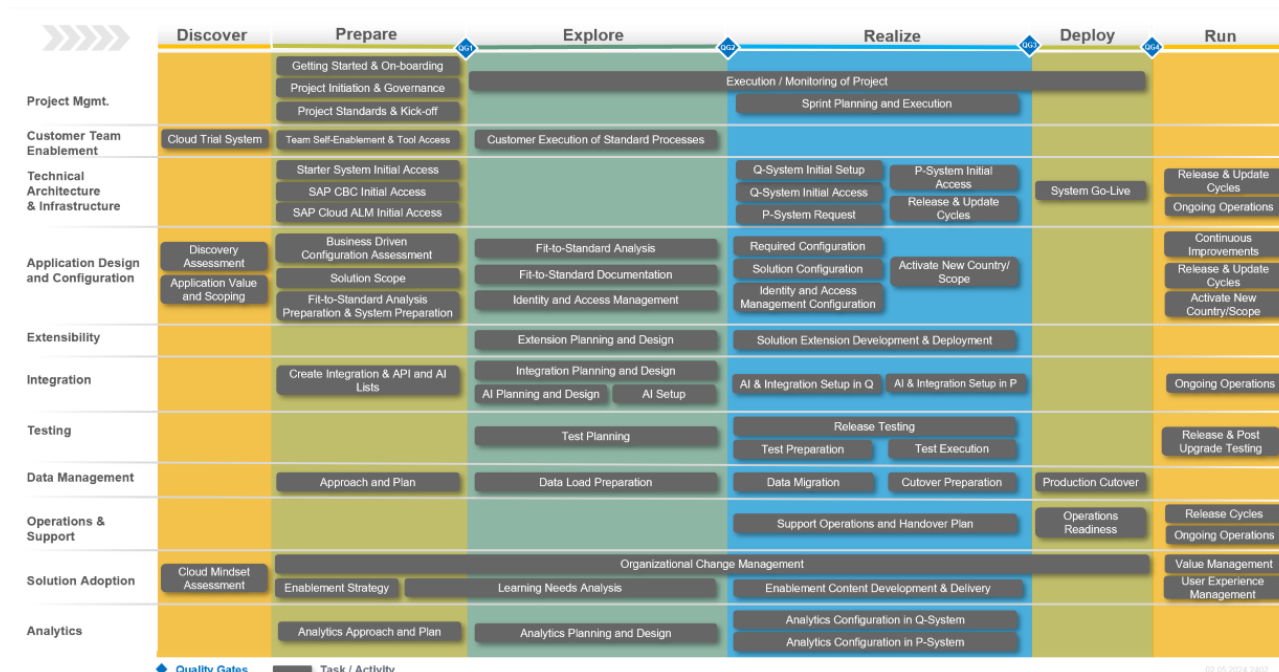
Full use of the service is enabled through an implementation project. NTT Data Business Solutions are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

General Implementation Approach

NTT Data Business Solutions offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NTT DATA Business Solutions Cloud Support Services (Implementation). These services cover:

- Application skills for implementation, configuration, testing support
- Value Added services for: change management, training and training strategy, data migration
- Technical skills for development of applications, enhancements, and integrations to the SAP platform

Customers achieve fast and cost-efficient deployment of SAP products and innovations through a consistent and proven methodology, SAP Activate®



The implementation approach encompasses the management of the key workstreams (left axis) throughout the 6 phases of implementation (top axis). Key activities during implementation include:

Discover Phase Activities:

- User enablement via the trial system
- Solution scoping via the SAP Digital Discovery Assessment tool
- Value discovery

Prepare Phase Activities:

- Define project goals, a high-level scope, and a project plan
- Identify and quantify business value objectives
- Secure executive sponsorship
- Establish project standards, organisation and governance
- Define and secure approval for the implementation/upgrade strategy
- Define roles and responsibilities for the project team
- Validate the project objectives
- Establish project management, tracking, and reporting mechanisms for value delivery
- Begin self-enablement
- Develop enablement strategy
- Receive and access the initial systems
- Kick off the project

Explore Phase Activities:

- Project management execution, monitoring and controlling
- Customer project team enablement
- Fit-to-standard analysis
- Configuration definition
- Integration prerequisites confirmation
- Solution extension preparation
- Data load preparation

Realise Phase Activities:

- Establish the solution landscape
- Implement the solution in the quality environment using incremental build in time-boxed iterations (sprints)
- Conduct overall end-to-end testing of the solution
- Set up production environment
- Prepare for data migration and data archiving
- Conduct project team and key user training
- Testing of the solution

- Finalise end user training materials and documentation
- Track and report on value delivery

Deploy Phase Activities:

- Finalise the solution and business processes for production go-live
- Proceed with cutover activities including data migration
- Execute transition and cutover plans including organisational change management (OCM) plans
- Complete all scheduled end user training
- Track and report on value delivery
- Develop post-go live support plan

Run Phase Activities:

- Ongoing system operations
- Continuous change management
- Continuous learning
- Continuous improvement
- Release cycles

Our approach embeds the following principles:

- **START** with BEST PRACTICES - with the solution delivered through proven, re-useable Knowledge Assets and pre-built content, including Process Flows, pre-configuration, Test Scripts, Data Migration Assets, and end-user documentation and help
- **VALIDATE** the SOLUTION - Validation to Best Practices and Fit-Gap Analysis
- **MODULAR** and **AGILE** – SAP provides the ability to deliver the solution incrementally, ensuring to value and focus on key business benefits
- **PRE-ASSEMBLY & CLOUD READY** – Pre-built Best Practices enable customers to accelerate implementation whilst leveraging the flexibility and speed of the cloud
- **QUALITY BUILT-IN** – A stage gate approach with embedded quality milestones delivers early identification and management of risk, with a “total quality” approach to implementation
- **A FOCUS ON ADOPTION** – Utilisation of Best Practices as an accelerator allows the project to focus less on the technical aspects of the solution, and more on the data and adoption aspects that are critical to success

Implementation projects for all products and services are tailored to the customer, and delivered in line with client needs and requirements.

Ready2Run (R2R) Solutions from NTT Data Business Solutions

Our Ready2Run package solutions are based on SAP SuccessFactors and provide a proven approach for an efficient and transparent design of your human resource management.

With the help of new cloud technologies, HR management processes can be streamlined and standardised. The package solution combines innovations from SAP with NTT DATA Business Solutions more than 30 years of cross-industry experience and enables a system introduction on time and on budget.

The cloud-based HCM software from SAP helps you to streamline your global HR processes, recruit new talents, as well as train and re-skill your workforce. You can benefit from a huge collection of modules and functionalities, configurable to your needs, while taking advantage of the latest technologies.

Our ready2run solutions leverage a rapid implementation approach for SAP SuccessFactors' HCM solutions to address your most critical HRIS, talent and HR strategy needs. The R2R approach fast-tracks your time-to-value and enables you to reap the benefits of industry-leading solutions in a matter of weeks. We wrap up more than 10 years of HR experience in a packaged solution for you.

Solution Summary Highlights

- Complete implementation package
- Pre-delivered best practices, tools and content
- Fixed implementation timeline and pricing
- End-to-end HCM process maps aligned with SAP SuccessFactors that set the solution in a business context
- Agile implementation methodology securing faster end-user adoption and feedback
- Administrative training and knowledge sharing
- Guides and documentation
- Remote delivery model resulting in reduced deployment costs

Service Levels and Support

For productive system the service level for availability is 99.7%. For non-productive systems (development, test) the service level for availability is 99.5%.

Software Support is provided by SAP Enterprise Support. Additional cost options are available for enhanced support from SAP and details are available on request.

NTT DATA Business Solutions can also provide additional application and technical managed service support for the application which enhances the SAP Enterprise Support with additional support for the application and the technical elements of the application. This can include 'how do I?' and 'break-fix' type support.

Maintenance Windows

For SAP SuccessFactors, there is a weekly maintenance window (Saturday 22:00 UTC) for 1 hour and a monthly maintenance window (Saturday 22:00 UTC for a maximum of 4 hours).

In addition, there are up to 6 major upgrade windows per year (Friday 22:00 UTC) for 7 hours. These upgrades include mandatory as well as optional items for each release.

For SAP SuccessFactors Employee Central Payroll, there is a weekly maintenance window (Saturday 22:00 UTC) for a maximum of 4 hours.

In addition, there are up to 6 major upgrade windows per year (Friday 22:00 UTC) for 4 hours. These upgrades include mandatory as well as optional items for each release.

For SAP SuccessFactors People Intelligence, there are quarterly release schedules which occur in Feb, May, Aug and Nov.

Service patches are deployed during planned maintenance windows.

For SAP SuccessFactors Work Zone, there is a weekly maintenance window (Saturday 22:00 UTC) for a maximum of 4 hours.

In addition, there are up to 6 major upgrade windows per year (Friday 22:00 UTC) for 7 hours. These upgrades include mandatory as well as optional items for each release.

Offboarding, and Access to Data

When offboarding, for the Public Cloud solution SAP provides tools to download the data from the service. It is the customer responsibility to download the data prior to contract termination. Additional cost options can provide enhanced support from NTT DATA Business Solutions to support the customer in the offboard and data extraction elements up to the contract termination.

Business Continuity

As a Public Cloud solution, the system is backed up daily along with multiple archive logs taken daily. Non-productive systems are backed up weekly along with multiple archive logs taken daily. Backups are stored in a secure offsite location. Backup cycles for production data is 28 days; for non-production data the cycle is 14 days.

Enhanced Business Continuity coverage is available as an additional cost service.

After Sales Support

SAP provides Enterprise Support for the duration of the subscription (software support). NTT DATA Business Solutions can enhance the Enterprise Support, by providing highly flexible Application and Technical Managed Services for the buying organisation. As these can be tailored for individual customer requirements, NTT DATA Business Solutions can provide specific detail on application.