

G-Cloud 15

SAP SuccessFactors HCM Enterprise Employee Experience from Atos



Atos

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1. What is SAP SuccessFactors Enterprise Employee Experience from Atos

SAP's Cloud-based SuccessFactors HCM solution aligns with government strategy by embracing cloud technology, ensuring scalability, security, and accessibility. It can help revolutionise HR operations, enabling seamless management of recruitment, performance, and talent development while introducing the agility and cost-effectiveness vital for modernising government services and meeting citizen demands efficiently.

Atos's Implementation services enable Human Capital Management (HCM) transformation using SAP SuccessFactors modules and technology across the full range of HCM and talent processes - delivered on Cloud hosting platforms. The employee experience is at the core of our transformation, and ensuring a positive, engaging employee experience is one of our fundamental design principles. The Enterprise Employee Experience Solution offers pre-configured best-practice HR, Talent, Recruiting, and Learning management solutions. It has prebuilt integrations with Qualtrics to enable surveying employee sentiment about the moments in a career that matter to them. Similarly, we have built integrations with the ServiceNow and Kore.AI platforms to facilitate workflow and help desk case management, as well as risk management functionality. This prebuilt functionality enables customers to quickly understand the benefits of a modern SaaS platform with built-in AI capabilities.

This service has been designed to be delivered agnostic of the underlying infrastructure. It is therefore suitable for customers currently deploying public cloud, private cloud, hybrid cloud, or dedicated infrastructure configurations.



2. What does it deliver?

The Atos SAP SuccessFactors service helps customers with their complex HR transformation aspirations. We have experience with all flavours of SAP HR technology, from SAP ECC and NetWeaver portals to HCM on S/4HANA, and of course the full SuccessFactors suite. Indeed, we are our own global reference, running SAP SuccessFactors since 2009.

We are experts in integration, allowing us to propose an overall solution with the most suitable products and modules, ensuring they work together to provide a cohesive experience and the best experience for the end user. We recently delivered a fully integrated Employee Central – Core HR, ServiceNow, Qualtrics, and Tableau solution to an EMEA bank.

Atos has significant experience in delivering SAP SuccessFactors rollouts with multiple organisations. The lessons learned and expertise developed through these projects form the methodologies and approach that Atos uses to deliver strategically essential projects for customers in both the private and public sectors worldwide. It enabled us to build the best practices on the basis of the solution offered by SAP.

We use our own implementation methodology, SmartGuide 3.0, which is based on SAP Activate and bolstered by our experiences from previous projects and accelerators to improve and de-risk implementations, as illustrated below. It contains built-in deliverables on Organisational Change Management based on the industry-recognised Adkar methodology. OCM is a critical factor in implementing new working practices while adopting automation, AI, and mobile self-service.

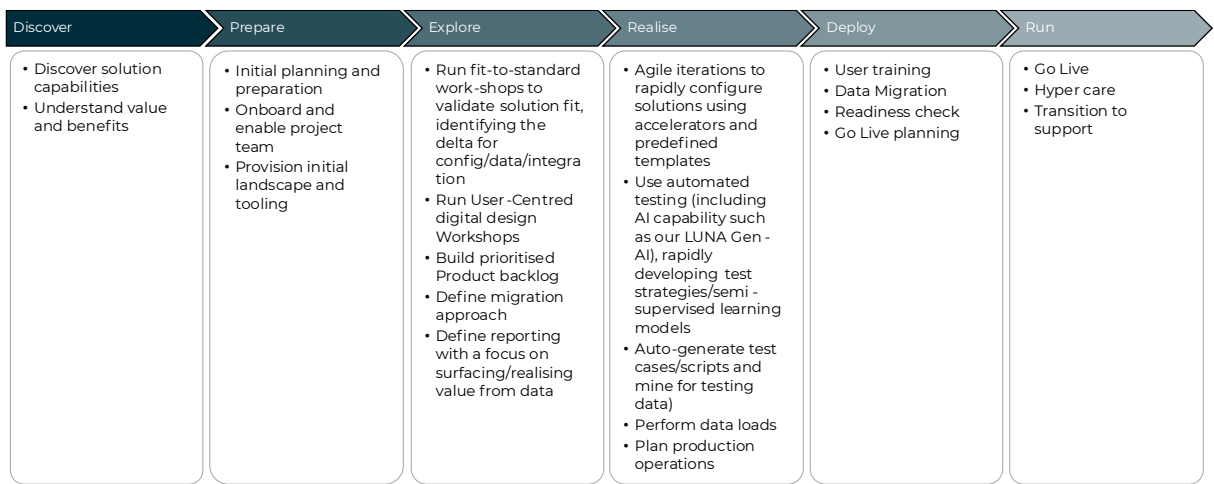


Figure 1: SAP Activate Methodology

This Agile approach drives standardisation by mapping business requirements to standard best-practice processes. It covers the entire project lifecycle from initial requirements discovery through to handover to support and run.

Key Features and Benefits of the Service include:

Health checks, roadmaps and business cases, including the assessment of the current HCM estate based on value, future proofing and operational efficiency.

HCM applications implementation services (full implementation project lifecycle).

Prebuilt SAP SuccessFactors processes to accelerate the design and build activities.

Design, build and deployment of complete, integrated solutions covering multiple business processes, which include the following services:

- Functional consulting services
- Technical Consulting services
- SAP HCM Business Intelligence and Analytics
- Data Migration
- Integration between the legacy system and SAP SuccessFactors
- DBA services (within the project life cycle).

Service Roadmap: Atos ensures that staff remain current with the advances in SAP technology, versions and updates. Atos personnel are fully trained and certified in SAP SuccessFactors modules. This will ensure that Atos can offer customers SAP SuccessFactors HCM implementation services that match the challenges they are currently facing.

Flexibility: SAP SuccessFactors can start anywhere and go anywhere, meaning it is flexible enough to move to the cloud without starting with the HR Core. If the appraisal process is a business priority, clients can implement Performance and Goals alongside their existing HRIS. Likewise, if a new learning platform is the immediate need, SuccessFactors learning can integrate with their current HR systems.

HR/Payroll Administration: SAP SuccessFactors Employee Central delivers core HR functionality for diverse, global workforces. This cloud-based human resource information system (HRIS) can help you automate HR processes, ensure compliance, and build meaningful relationships with employees, contractors, and contingent workers. It comprises employee self-services, organisational management, time tracking, attendance and benefits administration.

SAP SuccessFactors Employee Central Payroll is fully integrated with the SAP SuccessFactors HCM suite, offering an end-to-end solution to help ensure that employees are accurately paid for their recorded time and based on their contractual obligations in their core HR system, eliminating double data entry and ensuring accuracy.

Employee Central Time Management: provides a highly efficient way for employees to track and manage their time and for managers to process employees' requests and gain insight into time-related data.

Employees perform routine time-related tasks in Time Management, including:

- Record time or overtime worked
- Withdraw or amend time sheets
- Apply for time off, such as vacation, paid time off (PTO), sick leave, parental leave, etc.
- Check time balances and time-off balances
- View requests and edit or cancel any open ones.

Managers use Time Management to process employee requests, glean insights from reports, and make data-driven decisions. Managers can do the following:

- Approve or reject related time requests from members of your team
- View team absences
- Record or amend time sheets on behalf of your employees.

Recruitment: Streamline your hiring process with a centrally managed one. Based on mobile business needs, apply it to interview scheduling and online offer letter management.

Engage with wider talent pools, including alumni, via a self-service, responsive career site, and keep passive talent engaged through talent communities and automated job agents to source, engage, and hire the best candidates. AI Capabilities can be added to the solution to enable AI-generated job descriptions and candidate assessment.

Onboarding: Every step of the employee life cycle can be supported by an onboarding platform, from new hires entering the company to employees moving to new roles to employees leaving the organisation.

Step-by-step wizards walk hiring managers through the process of preparing for new hires and assigning tasks, goals, or learning activities for new employees. For HR, an easy-to-use dashboard makes it simple to track progress across the organisation.

Performance and Goals: Put employee performance at the centre of the process to help your people perform at their best. Keep your workforce constantly focused on the right business objectives, help employees improve and succeed with ongoing feedback and coaching, and accurately measure the value and impact of your employees. We have provided pre-built Performance Management templates to accelerate the solution's design and adoption.

Compensation: SAP SuccessFactors Compensation solution transforms workforce compensation into a key component of your overall talent strategy. This strategic compensation management solution enables compensation professionals, business leaders, and managers to align compensation programs with business objectives.

Unlike personal productivity tools or other solutions that simply automate and streamline compensation planning, SAP SuccessFactors Compensation features a unique set of capabilities to help you model and manage competitive compensation programs and motivate your workforce.

Succession and Development: Identify and develop the talent needed to improve organisational strength and achieve today's business goals, whilst providing visibility and planning for future growth at all levels. Improve employee engagement and retention with continuous development and career planning.

Learning: Improve employee skills, reduce compliance risk, and effectively engage any learning audience with one comprehensive, modern Learning solution that improves engagement and reduces complexity and cost. You will be able to deliver any training modality anytime, make the learning path more personalised, and easily measure your learning results.

GDPR: SAP SuccessFactors modules are fully compliant with GDPR and provide advanced data protection and privacy capabilities.

Data Protection: Atos provides accredited services to a wide range of UK government departments, including the Home Office, Department of Work and Pensions, the Ministry of Defence, executive agencies, local authorities and other public sector and government-regulated organisations. Atos also serves many private-sector organisations, including financial services institutions and healthcare providers.

Atos sites and facilities in the UK meet or exceed the standards laid down in the Security Policy Framework (SPF) for processing information at OFFICIAL, with selected services also able to offer connection to the PSN network. In all cases, these facilities are managed by SC cleared staff and include secure office areas and secure data processing centres.

Benefits of the service include:

Lower costs: Process updates faster, reduce administrative costs and improve data quality, efficiency and responsiveness.

Attract and retain talent: Improve recruiting and onboarding processes and provide a superior recruiting experience, both for applicants and recruitment managers.

Develop the workforce: Make every aspect of learner development fully visible in a single unified system that can be better monitored and measured.

Improve employee experience: Design processes around employees' needs to increase engagement and deliver a better experience.

Empower employees: Provide self-service for HCM and devolve transactions to every stakeholder in the organisation. Improve social collaboration within the organisation.

Equip employees with mobile HCM capability: Extend self-service to all employees to improve productivity and user experience through the deployment of key HCM processes to mobile tablets and smartphones.

Optimise the workforce: Provide greater insight into the customer's workforce through detailed analytics based on consistent, accurate, real-time HR information derived directly from operational processes.

Manage employee HCM cases and queries efficiently and effectively: Transform HCM policy documents and disseminate as a queryable knowledge base for employees to answer their own questions and ensure consistency. Design a responsive HCM service centre.



3. What technology does it use?

Our SAP SuccessFactors HCM Implementation services cover the full range of SAP SuccessFactors SaaS components, including:

- Employee Central HR Core
- Payroll
- Recruitment
- Onboarding
- Performance Management
- Compensation
- Succession and Development
- Learning Management

In addition, our HCM services can encompass integrations with Kore.AI, Qualtrics, Microsoft Teams, and ServiceNow to create a truly common portal and a single point of engagement for all employees across the range of interactions.

The solutions are typically hosted by SAP in Germany and the Netherlands.

SAP Business Technology Platform is also relevant for integration and extending the capabilities of the SuccessFactors solution, including the use of GenAI where appropriate.



4. What terms apply?

To the fullest extent permitted under G-Cloud 15 Framework Agreement and the Call-Off Contract, Atos will provide the Services in accordance with the Atos Supplier Terms (which will include, but may not be limited to , the Supplier Acceptable Use Policy, Supplier Data Processing Agreement, Supplier Specific Shared Responsibility Model, Supplier SLAs and Supplier Licence Terms and any applicable Third-Party Terms outlined in this Service Description document and the Order Form) and this Service Description document.

For clarity:

- Atos Supplier Terms may be modified in accordance with the provisions of the Call-Off Contract, and remain effective except where expressly overridden.
- Hyperlinks included in the Atos Supplier Terms and Service Description document remain effective where they point to Atos' or the relevant Third-Party Terms or documents. Should a hyperlink cease to function, Atos will work with the client to update it through the agreed procedure.



5. Termination

Termination

Termination shall be in accordance with:

- The G-Cloud 15 Framework terms and conditions
- Any terms agreed within the Order Form of the relevant Call-Off Contract
- For this specific service, by default Atos ask for at least thirty (30) days prior written notice of termination without cause.

Atos commits to the continued provision of services for the duration of the Call-Off Contract subject to the terms and conditions of the G-Cloud 15 Framework Agreement, the Call-Off Contract, the Atos Supplier Terms and the applicable Third Party Agreements (as defined in the Atos Supplier Terms and indicated in the Order Form) related thereto.



6. How do I order?

Please contact our team at: gcloud@atos.net

- We will prepare a quotation for your review, including any applicable volume discounts.
- Once the quotation is agreed, we will issue the necessary documentation (as required by the G-Cloud Framework) and request a purchase order from you.
- Upon receipt of your purchase order, we will configure the services in line with the agreed requirements. Where applicable, you will also receive access to our self-service portal to begin provisioning services.
- If you are a new customer, you may need to complete additional 'new supplier' forms.
- Invoices will be issued to you and to Crown Commercial Service (CCS), quoting the purchase order number, for the services procured.
- We will also submit the required monthly management information reports to Government Procurement.



7. Glossary

Term	Definition
AI	Artificial Intelligence
EMEA	Europe, Middle East, and Africa
GDPR	General Data Protection Regulation
GenAI	Generative Artificial Intelligence
HCM	Human Capital Management
HR	Human Resources
HRIS	Human resource information system
OCM	Organisational Change Management
PSN	Partner Services Network
PTO	Paid time off
SaaS	Software as a Service
SC	Security Cleared
SPF	Security Policy Framework



8. Why Atos

Atos has been a trusted partner on every G-Cloud iteration since the framework began, helping public sector organisations modernise with confidence. We combine global expertise with deep UK experience, delivering secure, scalable cloud solutions that meet the highest government standards.

As Europe's leading provider of cloud and cybersecurity services, Atos offers end-to-end capabilities - from migration and hosting to SaaS and consultancy - supported by UK delivery centres and strategic partnerships with hyperscalers.

Our focus on innovation, sustainability, and social value ensures that customers not only achieve operational excellence but also contribute to a greener, fairer future. With Atos, you gain a proven partner committed to driving efficiency, resilience, and transformation across public service.



About Atos

Atos Group is a global leader in digital transformation with c. 67,000 employees and annual revenue of c. €10 billion, operating in 61 countries under two brands – Atos for services and Eviden for products. European number one in cybersecurity, cloud and high-performance computing, Atos Group is committed to a secure and decarbonized future and provides tailored AI-powered, end-to-end solutions for all industries. Atos Group is the brand under which Atos SE (Societas Europaea) operates. Atos SE is listed on Euronext Paris.

The purpose of Atos Group is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Learn more at: atos.net