

SAP SuccessFactors

# DEVELOPING BEST-IN-CLASS HUMAN EXPERIENCES WITH A HOLISTIC HR CLOUD SOLUTION



NTT DATA Business Solutions



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## WELCOME TO A NEW ERA IN HR

The transformation to digitized internal and external processes has changed the rules of HR. Conventional pen-to-paper activities may suffice in smaller, family-run companies. But as the number of employees grows and jobs become multi-faceted, administrative tasks and data handling – from talent acquisition to succession planning – often become confusing and complex.

**46% of HR leaders admit their organizations don't know how to measure workforce performance**

### Companies Need a 360° Perspective of the Workforce

HR therefore needs a digital revolution of its own. Throughout the course of this guide, we evaluate the core components of SAP SuccessFactors® and reveal how you can transform reactive human capital management into proactive human experience management – to the point where employees can carry out management tasks themselves.

Companies need a **360°** perspective of the workforce



# MODERN CHALLENGES IN THE INFORMATION AGE

## How Can I Refill a Key Position? Who Are the Top Employees?

### How Satisfied Is the Workforce?

While these are the kinds of questions that HR managers ask themselves every day, any digital revolution also requires motivated staff with the right attitude and qualifications. Increasing sensitivity to inequities around gender, ethnicity, and age means that hiring processes and talent management need to be rethought.

HR departments should take advantage of the opportunities that digitization presents. Business agility is the order of the day and only with scalable IT software can companies adapt and evolve to support this agility.

Modern software solutions for HR management don't simply collect data, they also reduce operational and administrative efforts and create transparency. They free up time for managers, who can fulfill a more strategic role and work closer with executives.

Many HR departments already make use of a wide range of digital applications. But to enable optimal capture and evaluation of data related to talent management, payroll, workforce planning, and the overriding "employee experience", a comprehensive HR solution is essential: a solution which ties together all key processes and guarantees a 360-degree view of the entire workforce.

Put simply, an all-round suite for employee experience management gives HR managers the tools to proactively support executive management and contribute to future-proof business success.

# INTRODUCING SAP SUCCESSFACTORS

## Listen, Understand, and Respond to Your People's Needs

SAP SuccessFactors is a complete, cloud-based solution portfolio which allows HR managers to coordinate every stage of the employee journey – from joining the company to retirement – and tailor support to their internal experts. Modules are flexible, meaning they can be implemented separately or combined for a complete system. They are also available on mobile devices, so that HR managers can carry out strategic personnel planning tasks and bring up performance figures at the touch of a button.

## HXM > HCM: Putting the Employee in Focus

The transition from human capital management (HCM) to human experience management (HXM) reflects the changing relationship between employees and companies. Through the targeted use of new technologies, HR departments can analyze "experience data" to gain insights into how this relationship works and take necessary action. HXM is a starting point to develop a happy, engaged, productive, and loyal team.

# ALL INDIVIDUAL MODULES AT A GLANCE

## SAP SuccessFactors Recruiting: Winning, Training, and Retaining Top Talent

Qualified employees are in demand more than ever. Companies must compete with many attractive employers. This makes it more important to identify suitable candidates, to attract them, and retain them for the company. Employers need a battle plan to win the war for talent. The solution is SAP SuccessFactors Recruiting.

SAP SuccessFactors Recruiting provides support at every step of the acquisition process:

- **When a position in the company becomes available, a manager will create a job advertisement within the system.**
- **In just a few clicks, advertisements are posted on over 4,000 job portals. The system identifies suitable channels to advise on how to optimize the job description. Results are displayed in real time on user-friendly dashboards with graphics.**
- **Relevant stakeholders can then assess candidates easily and impartially – using preconfigured employee attributes which are stored in the system.**
- **If particular candidates stand out, the system will send a prompt proposal to ensure no time is wasted.**

This simplified recruitment process ensures that applicants have a positive application experience and a good impression of your company from the get-go.

## By Selecting Instead of Searching, You Make Recruitment Work in Your Favor.

### Module highlight: Career site

On a career site which you can configure with SAP SuccessFactors Recruiting, applicants can quickly register via a social media account. Tiresome data input is eradicated, and applicants can react quickly to tenders. Interested parties can subscribe to a career newsletter and receive alerts informing them about new job openings.

## SAP SuccessFactors Onboarding: Train New Employees More Efficiently

Once you have acquired the right candidate, integrating them properly into the team is crucial. SAP SuccessFactors Onboarding supports this process before they even join the company:

- **New employees benefit from a well-structured, tailored onboarding process.**
- **Digital assistants support all recruitment formalities.**

HR managers can set employee goals to be achieved within a 30-, 60-, or 90-day period. Not only does this motivate; it immediately aligns their task with your business objectives. Data consolidation doesn't just improve recruitment and retention efforts. Subsequent onboarding processes are optimized, too. In this way, HR managers actively contribute to achieving better overall business results.



**Next-level HR  
starts with optimal  
recruitment**



**Get new talent  
up to speed  
from day one**

## Why you should implement SAP SuccessFactors with us

We are one of the leading international full-service providers of SAP solutions, receiving recognitions such as the SAP Pinnacle Awards and SAP Platinum Partner status. Employing more than 10,000 highly qualified employees in 28+ countries, we offer local support, global reach, and a methodology that addresses your unique industry, processes, and customer needs. We continue to work on innovations in smart enterprises, AI, IoT, blockchain, big data, and cloud solutions and are enthusiastic about the new developments that our customers can enjoy. We guide businesses through the entire process of implementing SAP solutions such as SAP SuccessFactors. Our experts support you all the way from initial consultation and application strategy, to implementation and managed services. Offering advice on the best option for your company, we provide application management, managed cloud services, or public cloud services from AWS to make sure you have time to concentrate on your core business.

### Case in point: RPA for HR

As part of a recent SAP Hackathon, we created a tool that incorporates chatbots with various other technologies. HR managers can use this tool to accomplish daily tasks such as organizing employee profiles and gathering and distributing onboarding materials. This is further evidence of our impact in the field of digital assistants.

### Mastering traditional HR tasks

The more HR managers know about the workforce and their skills, the better the strategic support they can provide executive management. A 360-degree view over HR management serves as a solid basis.

### SAP SuccessFactors Employee Central: HR Administration Made Easy

Complex legacy systems and scattered data make it difficult to make quick, informed decisions. SAP SuccessFactors Employee Central is the foundation for a new approach:

- The module manages all master data and helps build a solid HR workflow, in areas such as approval processes. Additionally, HR administration and organizational management are taken care of. Time management and payroll accounting (SAP Payroll and Time Change Management) from SAP ERP Human Capital Management (SAP ERP HCM) can be connected easily.
- Intelligent self-service tools offer employees a flexible workflow for internal processes and approvals.
- Precise and detailed reporting enables full control for HR managers.

HR managers gain a 360-degree view over the workforce, the HR department itself, and external hires. The module can be expanded with additional tools and other SAP SuccessFactors solutions.

### Master Data Management Is Reduced to the Max.

#### Module highlight: People profile

People Profile manages all the master data related to your workforce. Employees have access to their personal data and can make adjustments themselves – which saves the HR department valuable time. A sleek, modern, and user-friendly interface enables intuitive navigation. Those who used interfaces PA20/30 from SAP ERP HCM will notice that People Profile represents a significantly marked improvement on those.

#### Triumph through transparency

Individual employee goals should be clearly aligned with the overall corporate strategy.

### SAP SuccessFactors Performance & Goals: Future-Proof Performance Management

Company directors and management should be familiar with the corporate strategy and how it contributes to success. SAP SuccessFactors Performance & Goals puts employees in the loop and they too can help the company to triumph:

- All corporate goals are presented clearly and transparently for each employee.
- Performance can be evaluated and compared using predefined criteria.

To assess employee performance thoroughly and fairly, assessment criteria are defined in the form of SMART objectives. These are concrete and oriented toward specific target groups.

#### Module highlight: SMART goals

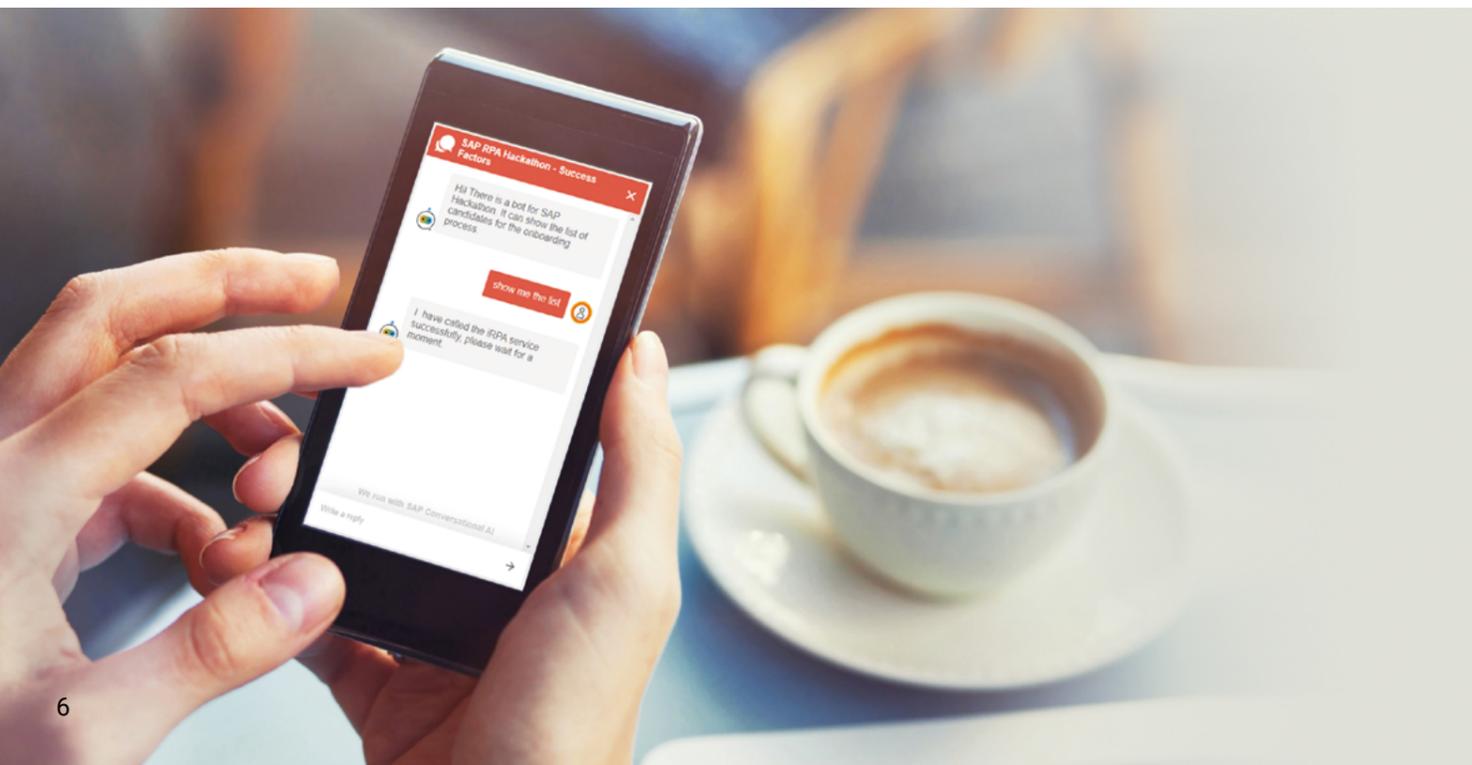
SMART goals are specific, measurable, achievable, realistic, and can be achieved by a certain time. HR managers will define SMART goals and ensure that their team is aligned with company strategy and can achieve their daily goals.



The easiest way to manage master data



Instant feedback, improved performance



Organizations around the globe, including 43 percent of Fortune 500 companies, continue to leverage SAP SuccessFactors HXM solutions to remain agile, innovative, and confident that they can tackle their most pressing business challenges.

Source: SAP News Center



**Engage with and encourage employees**

**SAP SuccessFactors Compensation: Motivation through Strategic Compensation**

A rewarding salary motivates. SAP SuccessFactors Compensation enables a performance-related and fair compensation model:

- Using predefined worksheets, managers can quickly and securely carry out their employees' wage rounds.
- Dynamic and individual specifications support the budget manager in salary planning in accordance with corporate guidelines.

HR managers create a balance between business strategy, competitive compensation, and financial viability. Managers receive recommendations on what compensation is appropriate for each career step.



**The only way to upskill**

**SAP SuccessFactors Learning: Learn in a Way That Suits You**

Employees can flexibly manage and track their online and offline learning in SAP SuccessFactors Learning. HR managers are always aware of individual training requirements and can provide audited training courses – which are also accessible on mobile devices. This enables quick access to comprehensive learning measures and the continuous opportunity to improve one's existing skills and acquire new ones. All of this ensures that employees are highly motivated to develop.

- By leveraging master data, training plans are completely tailored and automatically assigned to individuals.
- Current learning plans can be brought up on a user-friendly dashboard. Email notifications alert on upcoming training courses and give payment reminders.

Teams can access learning content and exchange information at any time, even when they are on the go. That is how decision makers create a permanently inspiring and modern learning environment.

**Automated hybrid learning**

SAP SuccessFactors Learning offers e-learning and blended learning – a combination of classroom and virtual training. When training sessions are complete, the learning plan is updated automatically.

**SAP Jam: Connect and Collaborate in the Cloud**

Having to sift through countless emails hampers effective knowledge exchange and successful collaboration in teams. SAP Jam is a collaboration platform that bundles all functionalities:

- SAP Jam connects colleagues with one another. Think of it as a social network in the private sphere – put into business context.
- Team members automatically can receive project status reports, share documents, and see real-time edits at a glance.

SAP Jam promotes collaboration and cohesion across the whole enterprise. This saves time and significantly improves business results.

**SAP SuccessFactors Succession & Development: Close Talent Gaps and Retain High-Performing Talent Effectively**

When a key position becomes vacant, HR managers need to act quickly. SAP SuccessFactors Succession & Development supports early succession planning:

- HR managers can find and promote the ideal candidates.
- If an employee has the necessary skills, they are considered in a talent pool to either fill an empty position, earn a promotion, or adjust their development plan.

Customized reports and dashboards enable transparent and effective succession planning. "One in, one out" processes become seamless.

**Fill key positions in time**

Are your most experienced managers retiring? Current employees thinking about an extended break? Active succession planning is crucial for every company's success. This is the only way to continually ensure key positions are filled.

**SAP Qualtrics**



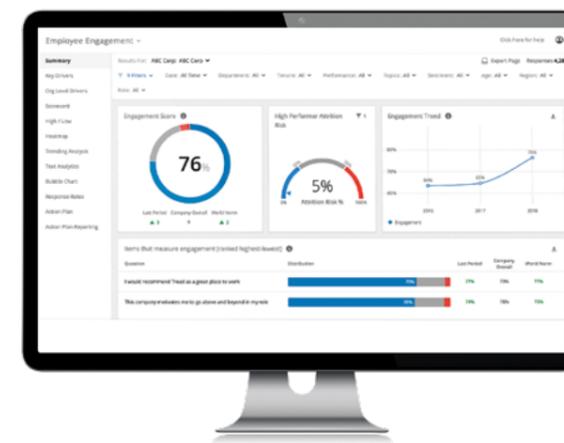
By joining the Qualtrics Partner Network, we reaffirm our position as a leading SAP partner in the area of experience management. We are integrating Qualtrics' digital experience solutions into our industry and product packages, so that your company can make the most from experience data and gain a competitive advantage.



**Teamwork made easy**



**Keep on top of talent transitions**



# SAP SUCCESSFACTORS AND OUR READY TO RUN APPROACH

Our Ready to Run solutions are based on SAP SuccessFactors and help you recruit, promote, and retain top talent – providing you with everything you need to manage your employees’ performance effectively. Our SuccessFactors portfolio includes three separate packages, which are customized to our customers’ special requirements. You decide whether to go for a basic package, choose additional services, or select our Ready to Run solutions for the most effective implementation.

## How Do You Benefit from the Basic Package?

- Proven best practices
- In time and in budget
- Fast and easy implementation
- Reduced implementation costs
- Minimal workload for you

## What Added Value Do Our Additional Services Provide?

- End-to-end process overview
- Clear foundation for change management
- Additional language support options



## Why Should You Choose Our Ready to Run Package?

This complete approach speeds up time-to-value, meaning you reap the benefits of an industry-leading solution in a matter of weeks. 15 years of HR experience go into this package. Further benefits include:

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

And, what’s more – no extra training is needed for your employees after you implement the solution. With our additional Digital Adoption Platform solution, you receive embedded training.

# CONCLUSION

## Your HR Department’s Identity Is in Your Hands

As a certified SAP SuccessFactors partner, we support your HR transition. We help you to take new paths to align HR processes with current and future-proof market and employment requirements. Companies choose whether they prefer to cover all phases of the employee lifecycle, or to proceed step by step. A single module, the entire suite, or a combination of SAP ERP HCM and SAP SuccessFactors can be implemented and combined. Either way, the digital transformation of HR can be achieved at your own pace.

**SAP® Qualified**  
Partner-Packaged Solution

## Key Takeaways: Ready to Run



### SAP SuccessFactors' Benefits at a Glance

- 220+ SAP SuccessFactors experts worldwide
- 160+ SAP SuccessFactors satisfied customers
- 260+ SAP SuccessFactors realized projects
- SAP SuccessFactors users in 100+ countries advised by us
- Onboarding costs reduced by 13 percent
- Break-even point in around six months
- 360-degree feedback systems can create a ROI of up to 700 percent
- More than 20 pre-built reports
- Built-in competency library of around 100 items
- 17 percent more staff trained appropriately



SAP Global Platinum Reseller of the Year



SAP SuccessFactors Partner of the Year



SAP SuccessFactors 



### We Transform. SAP® Solutions into Value

Digital transformation helps companies reach their full potential – if the underlying technologies work for the people using them! At NTT DATA Business Solutions, we design, implement, manage and continuously enhance SAP solutions to make them work for companies – and for their people.

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