



**Powering automation in HR  
with SAP® SuccessFactors®  
intelligent services**

What does it mean to HR  
transformation?

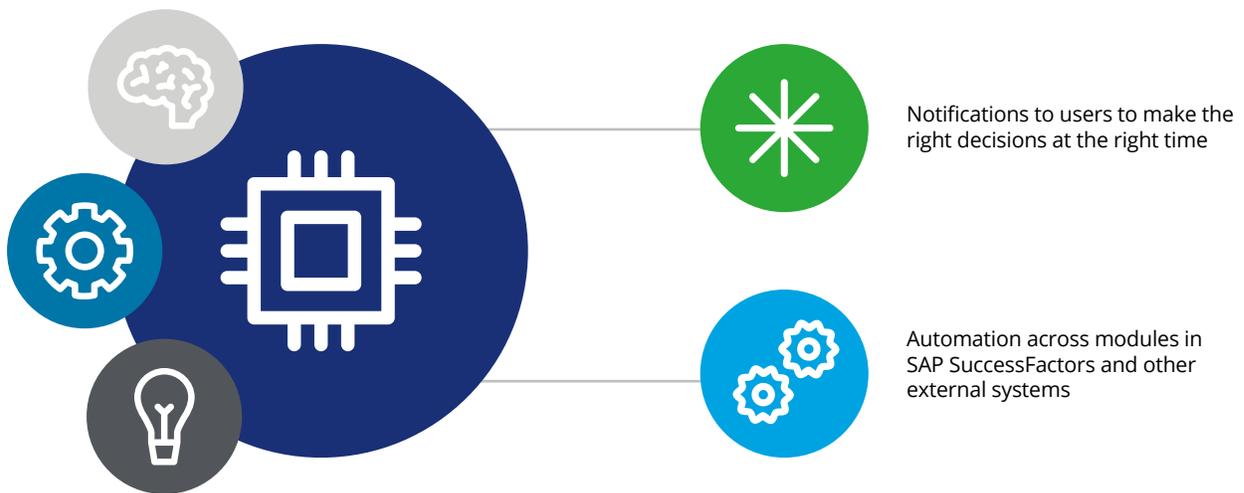
# What intelligent services mean for an HR transformation

Improving HR technology remains a central focus for any HR transformation project. Across industries, many organizations face an ongoing need to build smarter, more effective, more efficient systems that help them automate and streamline daily administrative work.

As the HR world moves rapidly toward digital HR platforms that can leverage robotic process automation (RPA) for routine, repetitive tasks, organizations stand to gain a number of identified benefits. They can eliminate the need for humans to perform rote, time-consuming activities. In turn, they can increase productivity and enable the workforce to spend more time making more strategic decisions that lead to improved customer satisfaction and other business-critical results. By leveraging a disruptive technology such as RPA for HR

transformation, organizations can take a massive leap toward tangible benefits. In the HR space, SAP SuccessFactors is one offering that's aggressively integrating RPA with solution capabilities such as intelligent services that delivers automation across the entire HCM suite. By deploying intelligent services for HR, organizations can deliver benefits for their third parties, for employees, and for CHROs—helping to reduce the overall time for completing any HR transaction.

More than that, intelligent services for HR can generate notifications to keep stakeholders informed and engaged in critical decision-making. An intelligent system providing proactive alerts can serve as a huge timesaver, relieving HR business partners or managers from manually analyzing information—and helping to avoid the delays that can come from waiting for a specific team member to pass along information or to escalate an issue.



Intelligent services is redefining end-to-end process with the total workforce experience in mind. It essentially permits a more sophisticated integration than just simply data flow between applications, by integrating user experience, process maps, and data flow across the business.



### User Experience

- Consistent consumer-grade user experience
- All experiences, all devices



### Process

- Productized, seamless integration of processes
- Consolidate and deliver processes in real time



### Data

- Typical definition of integration
- Ensuring that data flows between two systems

Given HR technology does not operate in a vacuum, SAP® is also extending these integrations to downstream systems to optimize the total workforce experience. An example of a deeper level of integration made possible by intelligent services and relevant to transactions associated with a leave of absence is depicted below.

“Across industries, many organizations face an ongoing need to build smarter, more effective, more efficient systems that help them automate and streamline daily administrative work.”

## SAP SuccessFactors

Initiate Leave of Absence or PTO Event  
in Employee Central



Auto Block Calendar and Reschedule Conflicts



Delegate Travel and Expense, Contingent Worker Approvals...



SAP Fieldglass 

# Pillars of intelligent services

What are the key components of the intelligent services package delivered by SAP SuccessFactors, and how are they all connected? Here is an overview of the main pillars.

## Events

Events are certain actions that are performed in a SAP SuccessFactors system based on changes occurring in any module of the SAP SuccessFactors suite. Examples would include a new-hire action in Employee Central, a new course assigned to an employee in Learning Management System, a new successor created in Succession Management, or updates occurring in the Job Requisition form in Recruiting Management.

## Subscriber

A subscriber is any application that is a receiver of the triggered events created, enabling functions to be performed at the subscriber end. These applications are either an SAP SuccessFactors module or any external third-party application. When an employee is hired in Employee Central, for example, the event triggered is "Employee Hire" and the subscribers are the Learning Management System, Goal Management, and any other third-party application.

## Notifications

Notifications are one of the functions the system generates when a certain module subscribes to an event that calls for an action by a user. Notifications are in the form of email notifications, web notifications, to-do action items, or homepage tiles. For example, when an employee is hired in Employee Central, and as Goal Management is a subscriber of this event, web notifications are sent to the manager to create a goal plan for the new hire.

## Publisher

Publisher is any SAP SuccessFactors module that raises an event. For example, Employee Central for an event such as "Employee Hire."

## Integration Center

The events published by SAP SuccessFactors are standard, but partners and customers have the flexibility to customize the options for the subscribers. The combination of Integration Center and intelligent services offers the added feature of developing customized integration flows to send data to any third-party application, triggered in real time when the event occurs. For example, when an employee is hired in Employee Central, certain benefits or payroll information could be sent to an external vendor.

## Intelligent Services Center

As of early 2017, the previously used Event Center was replaced by a comprehensive tool called Intelligent Services Center (ISC), which can be implemented via the Upgrade Center. It is a one-stop shop to monitor all events triggered by the system. It also provides an overview of all the subscribers and notifications that are part of the event. As the Intelligent Services Center is also integrated with the Integration Center, you can create flows with just a click from within the same tool, allowing you to establish a link with any external vendor and send relevant data.

## Ad hoc reports

Ad hoc reporting supports the creation of cross-domain reports so customers can see related event information in the Intelligent Services Center and corresponding information from Employee Central or other modules.



# Use case: global assignment for an employee

Any time an employee is identified for a global assignment, there are many considerations that can go in to making the assignment successful for both the employer as well as the employee. When Global Assignment is triggered in Employee Central, with the use of intelligent services, it can become easier to coordinate all the activities that must take place in diverse parts of the HR function.

Consider the following example: an employee has an upcoming short-term global assignment, and HR needs to track the following key decisions across all processes.

- 01. Succession planning:** Succession planners identify the employee as an immediate replacement for a subordinate on his team, but due to his upcoming global assignment, strategic decisions have to be made well in advance so that adjustments can be made accordingly.
- 02. Performance and goal management:** The employee's performance evaluation in the home country might be incomplete as he prepares to head out on global assignment soon.
- 03. Notification:** Key stakeholders will need to be notified of the upcoming assignment.

Here is how intelligent services can support key stakeholders and help them make informed decisions well in advance.

1

**Initiate global assignment process for the employee going on short-term global assignment.**

The screenshot shows the 'Add Global Assignment for undefined' form in SAP SuccessFactors. It includes a 'Global Assignment Details' section with the following data:

Event Reason	Add Global Assignment (ADD_GA)
Assignment Type	Short-term assignment
Start Date	May 04, 2017
Planned End Date	May 04, 2017

Receive a success message after entering the new job-related information.

The screenshot shows a success message dialog box with the following text:

No data

You have successfully added a global assignment. It might take a couple of minutes before it can be displayed.

OK

“Any time an employee is identified for a global assignment, there are many considerations that can go in to making the assignment successful for both the employer as well as the employee.”

2

The event Add Global Assignment is triggered and can be monitored in the ISC tool by HR administrators.



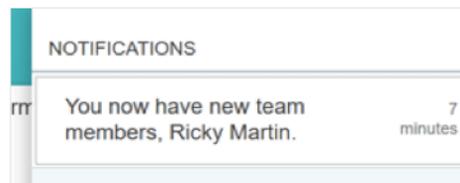
3

Now “Calibration” as a subscriber to this event sends a web notification (accessed right from the homepage) to the Calibration facilitator to ensure that the performance review process is reviewed and completed while still in the home country.

Ricky Martin has a new Global Assignment created and Home Record holds the role of Subject in a Calibration Session. The Calibration Session GA Calibration Session should be reviewed. 23 hours

4

All stakeholders of this process are duly informed so that informed decisions can be made. The host manager, host HR manager, home manager, and home HR manager receive web notifications for the employee on global assignment.



The user receives the following web notification:

You have a new work assignment in India starting 06/20/2017. You have a new manager [MANAGER\_NAME].

5

When a nominated successor goes on a global assignment, the succession planners also receive web notifications so they can start making adjustments to the succession plan. For example, if they cannot line up successors within the readiness timeline indicated, a global assignment may weaken the bench strength of the affected positions. Therefore, timely notifications can enable succession planners to make timely decisions.

The successor, Ricky Martin, is on global assignment starting on 05/04/2017. Please review related succession plans and make any necessary changes. 2 minutes

# The potential value: events and subscribers in focus

These events and subscribers continue to be updated and extended by SAP SuccessFactors, with upcoming releases to maximize the capabilities across all modules of SAP SuccessFactors. With the advent of integration with Integration Center, the possibilities for automation are significant, both within and outside the system.

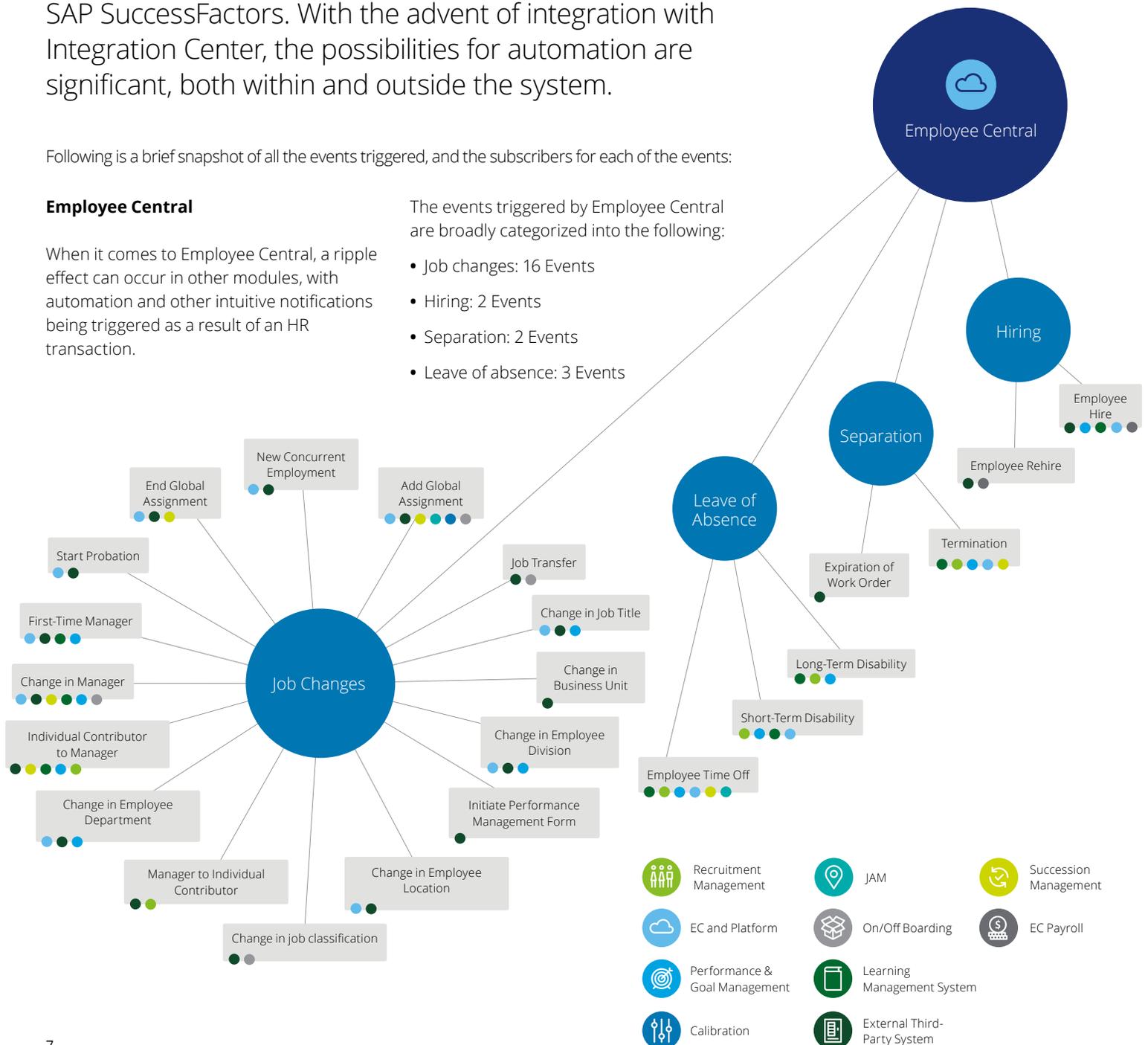
Following is a brief snapshot of all the events triggered, and the subscribers for each of the events:

## Employee Central

When it comes to Employee Central, a ripple effect can occur in other modules, with automation and other intuitive notifications being triggered as a result of an HR transaction.

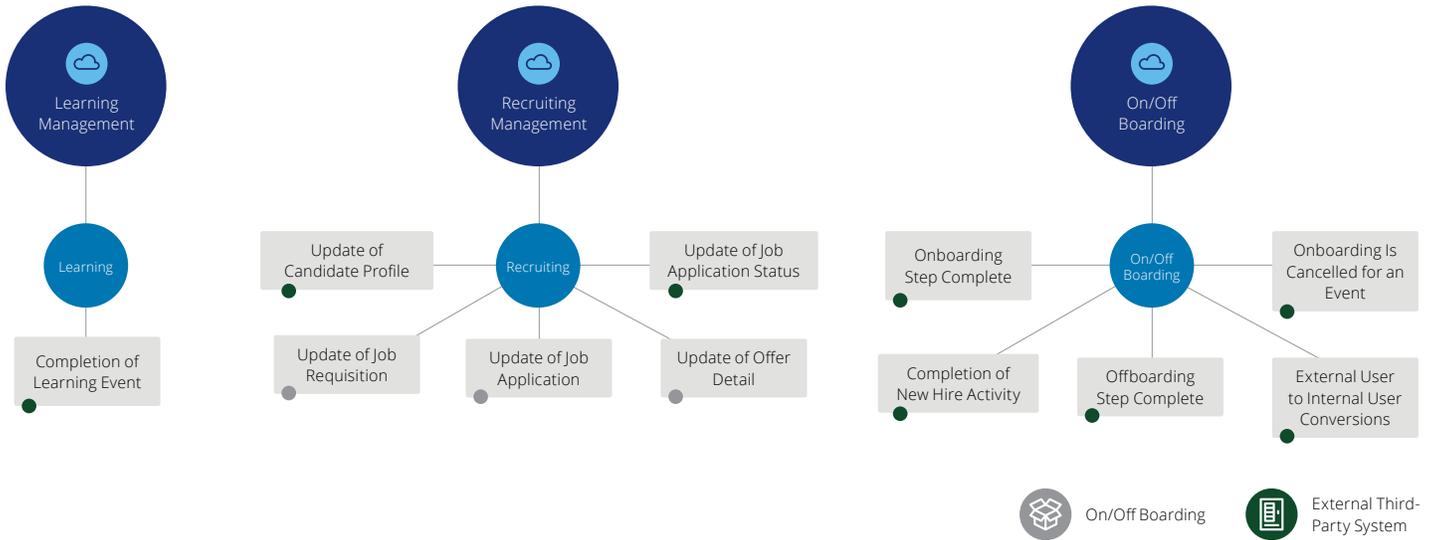
The events triggered by Employee Central are broadly categorized into the following:

- Job changes: 16 Events
- Hiring: 2 Events
- Separation: 2 Events
- Leave of absence: 3 Events



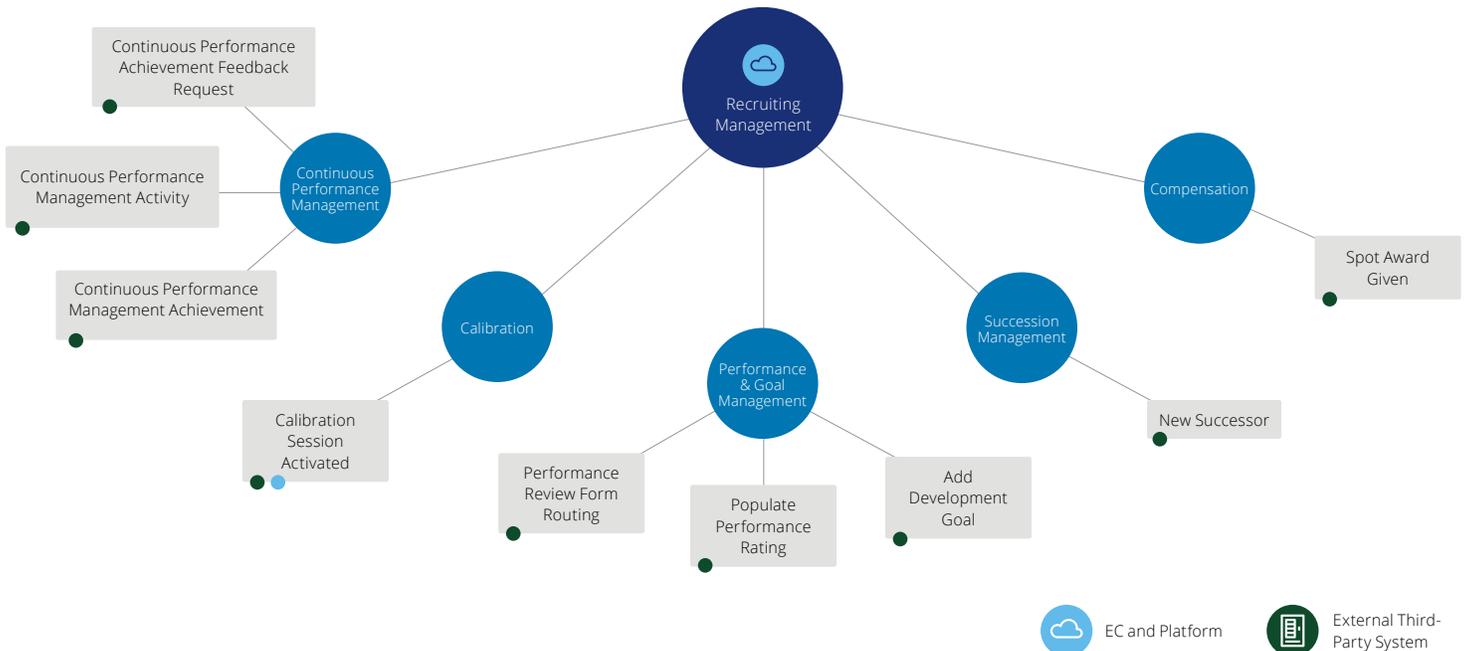
### Recruiting Management, Learning Management System, On/Off Boarding

For organizations implementing non-Employee Central solutions and other SAP SuccessFactors talent modules such as Performance & Goal Management, Learning Management System, Recruiting Management, and On/Off Boarding solutions, there are a number of events that are triggered. All of them have the capacity to be subscribed to by external applications.



### Talent Management System

There are other talent modules like Calibration, Performance & Goal Management, Continuous Performance Management, Succession Management, and Compensation that publish events that can be subscribed to by external vendors or other third-party applications.



# Possible benefits with intelligent services

Intelligent services continue to offer streamlined capabilities across all modules within SAP SuccessFactors, augmenting HR by automating disparate processes in the HCM suite so HR can devote time to more strategic business issues. While it enables automation, it also supports and reinforces the “human touch” involved in enhancing the employee experience.



**Automation:** Automates processes through built-in integrations and cross-module communication so additional effort is saved to design the rules.



**Prediction:** It generates intuitive notifications and alerts that prompt users to assist in faster decision-making.



**Monitoring:** The ISC tool gives customers a way to monitor and track all events generated, and admins have the flexibility to manage turning on/off any notifications.



**Custom integrations:** As all events are subscribed to by external applications, with the integration of the Intelligent Services Center and Integration Center, outbound and inbound integrations can be built and managed by customers.



**Upgrade path:** SAP SuccessFactors continues to enhance the list of the available events and subscribers so customers can derive maximum benefit.

# Let's talk

Effectively transforming the enterprise with intelligent services requires more than an understanding of software capabilities. It requires an ability to align business processes with leading-edge technologies and deliver outcomes that move your organization forward. If making the HR function an engine of value is a priority for your organization, we should talk. We can provide additional insights, schedule a demo, or share other resources that can help you accelerate your transformation journey. Contact us to get the conversation started.

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