Human Resource Information Systems
SuccessFactors Overview workshop session 5
Abdellah Elbekry
17.05.2017
Contents

Introduction 3
Solution overview 5
Functional coverage 9
Technical aspects 16
Deployment considerations 19
Lessons learned 22
Appendix 24
Introduction
Introduction
What do we want to achieve?

01 Provide an overview of the SuccessFactors solution

02 Discuss the deployment models and methodology

03 Share lessons learned from previous projects
Solution overview
Quick history overview

1986 SAP HR is launched

2001
- ESS/MSS
- E-learning
- E-Recruiting

2010 – 2012:
- Team Rater
- Calibration
- Goal Execution
- Employee Central Core HRIS
- JAM Collaboration
- Learning Management
- BizX Mobile
- Headlines

2013
- Onboarding
- Global Payroll
- Recruiting Marketing
- Time Off Management
- Skills Library

2014
- Presentations
- Employee Central Service Center
- Employee Central Global Benefits

2001-2009:
- Goal & Performance Management
- Compensation Management & Variable Pay
- Succession Management
- Development Planning
- Recruiting Management
- Workforce Planning & Analytics

SAP has enabled HR solutions all over the world for 28 years

45+ million SuccessFactors users in 177 countries, with 16 years of Cloud HR experience

Global expertise across 25 industries
SuccessFactors Cloud Footprint – 46M+ users, 6,200+ customers
SuccessFactors Cloud Footprint – 46M+ users, 6,200+ customers

Customers

6,200+
Cloud HCM Customers

46,000,000+
Cloud HCM Users

NoAm (56%),
EMEA (30%),
Latam (6%),
APAC (8%)

75+
Customers with 100k+ users

185+
Customers with 50k+ users

870+
Customers with 10k+ users

Global Expertise

Configurable for any country

Localized in 81 countries\(^1\)
Global fields, national ids, address formats;
Country-specific fields and business rules;
Local holidays, time zones, and currencies;
Global Benefits tracking

Payroll for 40 countries
Integrations to local providers and tax authorities;
Local payroll rules

Delivered in 42 Languages\(^2\)

Better with SAP

1,860+ Customers
w/ SAP ERP and Cloud HCM

1,800+ Customers
w/ SAP HCM and Cloud HCM

650+ Customers
w/ EC and SAP ERP

570+ Customers
w/EC and SAP HCM

Packaged Integrations available for SAP ERP and SAP HCM customers.
Solution strategy

SAP-SuccessFactors is following the “Power of MANY” strategy

**Power of ONE**

The solution is made up using a unique platform, expanding its capabilities.

*Example: Workday*

**Power of MANY**

The solution is made up using multiple acquired platforms + integrated.

*Example: SuccessFactors*

**Niche players**

The solution is a unique platform and is covering one specific HR area.

*Example: BetterWorks*

SuccessFactors is now focussing on: enhancing, integrating and extending its solution.
Solution coverage
Functional coverage
Onboarding
From new hires to productive employees

- Guiding Stakeholders through the onboarding process
- Employees hit the ground running
Recruitment
Not just Talent Acquisition

RCM as a business process & compliance management system

**Process**
- Diversity
  - Inclusion
- Time-to-hire
  - Costs

**Marketing**
- Employer Brand
  - Engagement

**Engagement**
- Talent Pools
  - Internal Mobility
- Content Sharing / Creation Communities
  - Retention
Employee Central
A one-stop-shop

All Staff
• All worker types – consolidated view of workforce

Global
• In-country product managers

Cross-Platform
• iOS
• Android

End-to-end
• Covers key areas of core HR
• Workflows and Approvals

Self-Service
• Manager
• Employee
Performance & Goals
Create, Calibrate, Communicate

- Smart Goals
  - Goal Library
  - Status/Progress Tracker

- Continuous Performance Management
  - Achievement Tracker
  - Align work to objectives

- Performance Assessment
  - Performance Reviews
  - Calibration
  - 360° feedback
Learning

Improve Employee Skills – Drive Business

Learning Management System:
• Support Instructor-led Training
• E-learning
• Virtual Classrooms

Align with Business Goals
• Develop leader & Workforce Capabilities

Assured Regulatory Compliance
• Automate Certification Process
• Assignment Profiles

Unique Storefront for Particular Stakeholders
• Partners
• Customers
• Etc.
Workforce Analytics & Reporting

- Embedded Intelligence
- Workforce Analytics
- Workforce Planning
Technical aspects
Integration

Multiple Integration Methods
Extensibility

Two ways to manage the extensibility of your solution

Complete Cloud Platform as a Service
Development and hosting environment allows creation of any application with the use of a development team

Metadata Framework
• Extend application with customer objects, custom UI’s, business rules
• NO CODING REQUIRED

Configurable Applications
Extend delivered objects by configuring labels, required fields, picklists and adding customer fields
Deployment considerations
Deployment options

- **Talent Hybrid**
  - Talent Solutions
    - Workforce Planning & Analytics
  - Core HR
  - SAP ERP

- **Full Cloud HCM**
  - Cloud HR
    - Core HR (Employee Central)
    - Talent Solutions
    - Workforce Planning & Analytics
  - SAP ERP

- **Side-by-Side HCM**
  - Talent Solutions
    - Workforce Planning & Analytics
  - Cloud HR
  - Core HR
  - SAP ERP

Delivered and Maintained Integrations

- **On-Premise**
  - SAP ERP

- **Cloud**
  - SAP ERP

For Subsidiaries
For Headquarters
For All Employees
Deployment methodology

- **Understand Business & IT Environment**
  - Collect current-state business process, technical and functional landscape

- **Define Requirements**
  - Collect as-is data embedded in the SaaS modules
  - Review existing requirements
  - Document new business requirements

- **Collect SaaS module information**

- **Modify Conversion Loads**
  - Improve / fix existing programs
  - Complete remaining data loads

- **Modify & Complete Business Process Configuration**
  - Use gap matrix to update / complete SaaS Talent business processes
  - Complete outstanding processes

- **Conduct Iteration Review Workshops**
  - Develop iteration gap matrix and changes for next revision
  - Conduct workshops to review business process, review configuration & data and identify changes

- **SaaS Interactive Design**
  - Configure SaaS business processes
  - Load data through toolset

- **SaaS Talent business processes ready for testing**
lessons learned
Options for the local market
It mainly depends on your requirements

**Be well prepared.**
Don’t consider SaaS implementations as short projects, unless you are well prepared.

**Assess the solution fit.**
Understanding how the new solution fits your requirements is key for a successful project.

**Embrace the SaaS methodology**
SuccessFactors implementation is done in an iterative way.

**Allocate time for decision-making**
Key to accelerate your SuccessFactors implementation is faster decision-making.

**Assess integration readiness**
You should assess how SuccessFactors will fit into your current HRIS landscape.

**Don’t underestimate Change Management**
Even if SuccessFactors is easy to use, change management efforts are still needed.
Appendix
Upcoming events
Deloitte Luxembourg - “HR in the Cloud” events

“Overview of Employee Central”
June 20th 2017 at 8:30

“Overview of other modules”
One module per month, starting September 2017

“HR in the Cloud” webinars
Every two weeks, starting June 2017
Deloitte HCAS
Deloitte HCAS

A large range of Human Capital Advisory Services

- We provide services to manage strategic change and technology adoption, develop leaders and design organisations.
- We help our clients align people with business strategy, determining critical workforce, identifying innovative talent solutions and addressing talent needs in order to face business challenges.
- We define, structure and implement HR solutions to improve the efficiency of HR functions to drive business results through process and organisation.
- We address people-issues associated with large-scale system implementations and leverage technology to support the HR strategy and maximise performance.
- By focussing on specific business requirements, we help business leaders make informed decisions to grow revenue, reduce operational costs, and design compensation & reward programmes and remuneration policies to attract and retain top talent.
Deloitte HRIS services

A wide range of HRIS services, covering all implementation stages, from Strategy & Business Case to Post Go-live support.
Rapid Deployment Solutions
SAP Rapid Deployment Solutions

Content overview based SAP Activate delivery framework

SAP Success Factors RDS Service

- A focus on fixed scope and price to yield maximum predictability & lower risk
- Each service includes a complete set of delivery content covering the implementation from kick-off through go-live:
  - Clear guidance on scope, customer allowed refinements and project team responsibilities
  - Content in place to manage the delivery of the project (e.g.: project plan, Admin training guides, checklists)
  - Test guidance via training and test guideline documentation
Contacts
Contacts

Basil Sommerfeld  
Partner - Operations Excellence and Human Capital Leader  
+352 451 452 646  
bsommerfeld@deloitte.lu

Abdellah Elbekry  
Senior Manager - Operations Excellence and Human Capital  
+352 451 454 399  
aelbekry@deloitte.lu

Marc Halmes  
Partner, Technology & Enterprise Application  
+352 451 453 710  
mhalmes@deloitte.lu

Pedro Crespo  
Senior Manager - Operations Excellence and Human Capital  
+352 45145 2139  
pcrespo@deloitte.lu

Click here to get access to our “HR in the Cloud workshops” web page and find out more about this topic and the upcoming workshops.

A detailed article further discussing today’s topic will be published on LinkedIn in the coming days.
Deloitte is a multidisciplinary service organization which is subject to certain regulatory and professional restrictions on the types of services we can provide to our clients, particularly where an audit relationship exists, as independence issues and other conflicts of interest may arise. Any services we commit to deliver to you will comply fully with applicable restrictions.

This communication contains general information only, and none of Deloitte Touche Tohmatsu Limited, its member firms, or their related entities (collectively, the "Deloitte network") is, by means of this communication, rendering professional advice or services. Before making any decision or taking any action that may affect your finances or your business, you should consult a qualified professional adviser. No entity in the Deloitte network shall be responsible for any loss whatsoever sustained by any person who relies on this communication.

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as "Deloitte Global") does not provide services to clients. Please see www.deloitte.com/about for a more detailed description of DTTL and its member firms.

Deloitte provides audit, consulting, financial advisory, risk management, tax and related services to public and private clients spanning multiple industries. Deloitte serves four out of five Fortune Global 500® companies through a globally connected network of member firms in more than 150 countries bringing world-class capabilities, insights, and high-quality service to address clients' most complex business challenges. To learn more about how Deloitte's approximately 225,000 professionals make an impact that matters, please connect with us on Facebook, LinkedIn, or Twitter.