

# SAP HXM Product Strategy and Roadmap

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# Agenda

## SAP's HR Strategic Direction

- Key Dates and Solution Options

## SAP SuccessFactors Strategy and Roadmap

- Overall Suite
- Focus on Time Management
- Focus on Payroll

## Benefits of moving to SAP SuccessFactors

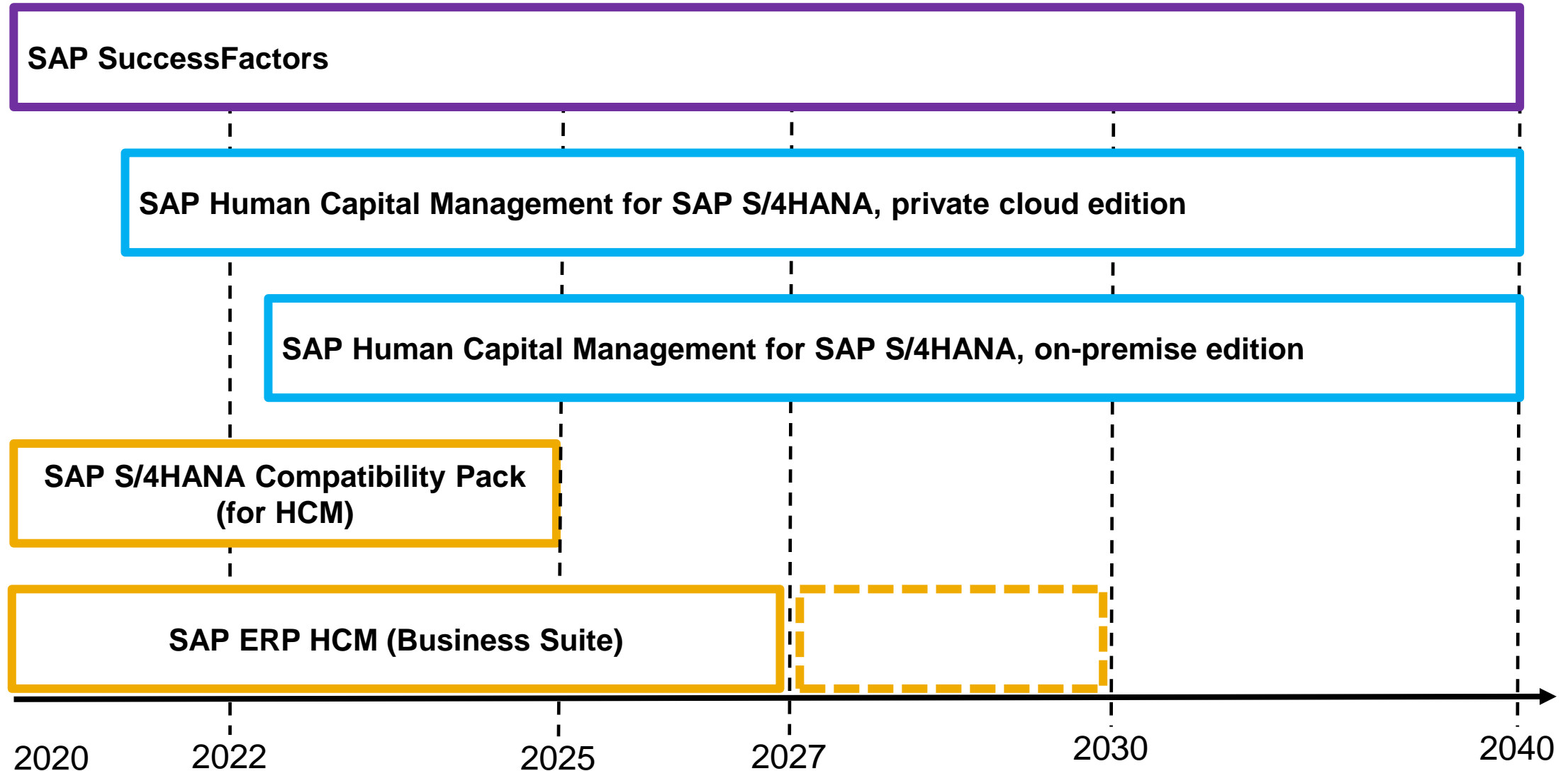


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# Key Dates for SAP HCM Solutions



# SAP product lines for Human Experience Management (HXM)

## Investment priorities



### SAP SuccessFactors

**Major and future oriented** investments to meet the latest trends in HR by delivering outstanding innovation to **re-think and re-imagine** HXM through **bi-annual release** cycles.



### SAP HCM for SAP S/4HANA on-premise edition

**Selective enhancements** and **localization** across Core HR and Payroll processes to support continuity.

# Key considerations for your **transformation journey**



## **Workforce Composition**

is evolving permanent, temporary, alumni, retirees



## **Upskilling and Reskilling**

are business-critical



**Employee Expectations and Demands** continue to change



## **Pay and Rewards**

are moving from “one size fits all” to highly personalized



## **Intelligent Technologies**

are changing everything



## **Remote Work**

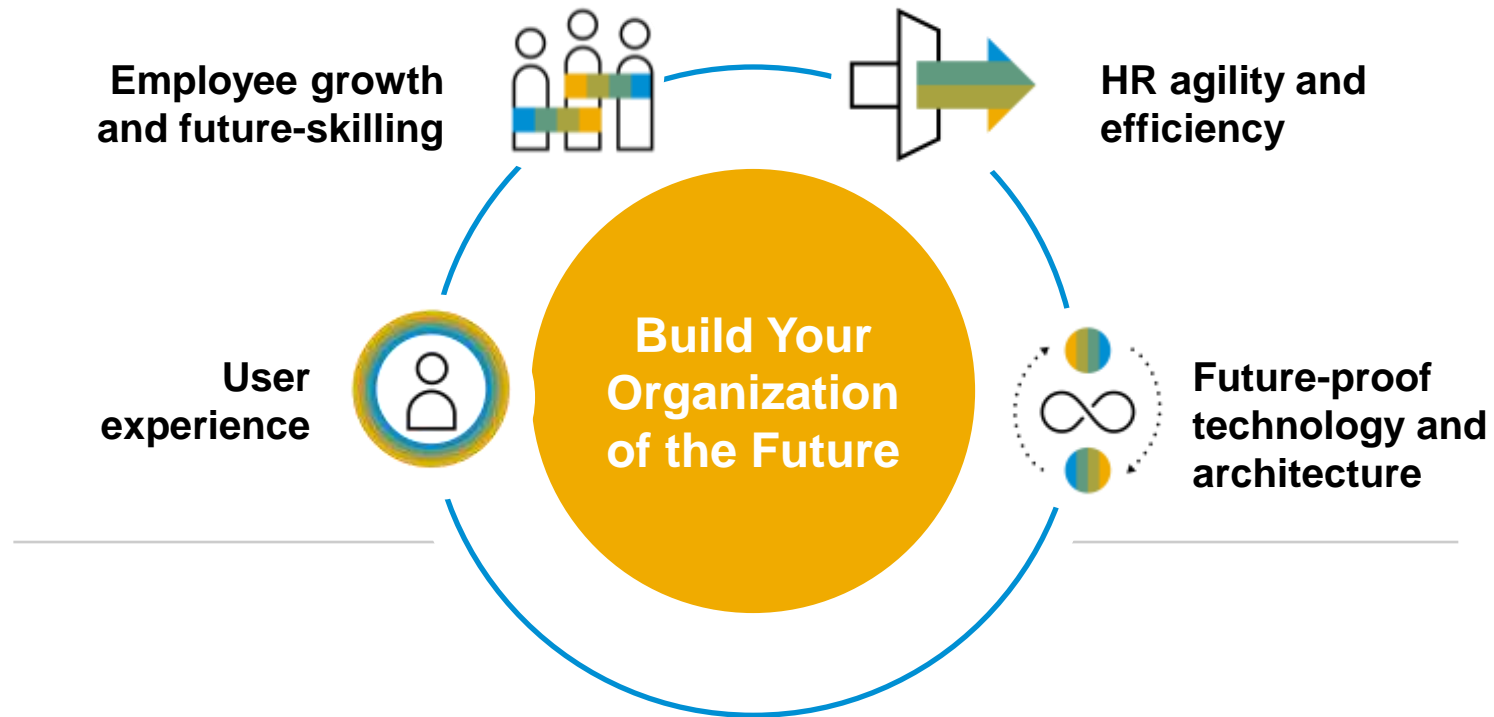
Simplified with modern technology



# Strategy and Roadmap



# Solution focus areas







# Discover & Transact with ease

## Trends and Expectations

*Inject **consumer experiences** into HR experiences, e.g.*

- *Transition from an approach of the user looking for data to data finding the user*
- *Enable delightful, intelligent, personalized experiences*
- *Make it intuitive, easy to find & quick to act on*



**Our approach:** *Enabling a range of options to reach and engage every end user*

### Home Page

Dynamically surface individualized prompts and suggestions with universal content cards

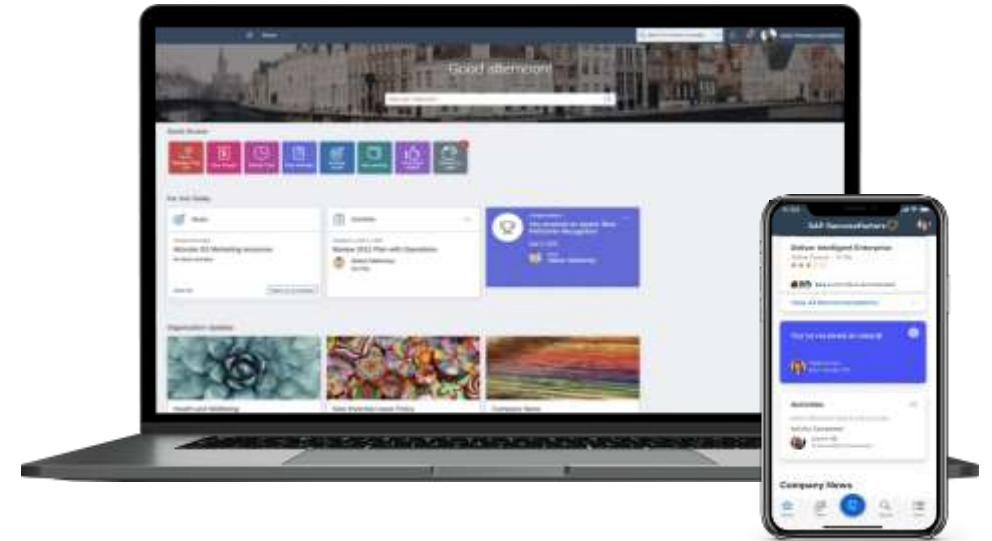
- Quick actions: Perform tasks without leaving the home page + links to quickly launch other pages
- Approval cards: Process manager workflow requests
- Engagement cards: Suggestions based on to-dos and other services setup by HR

### Digital Assistant

Use natural language to get quick answers to frequently requested information

### Reaching beyond SuccessFactors

Extend UI Cards into other workplace apps to enable the user to transact outside of SuccessFactors



## Roadmap

### Home Page

- Additional Quick Action UI Cards [Ongoing](#)
- Universal push of the Homepage [2H2022 \(Aug-Nov\)](#)

### Digital Assistant

- Natural language-based responses to assist end user navigation [Ongoing](#)
- Perform transactions and find information directly within the DA [2023](#)
- Custom terms in additional languages [2023+](#)

### Beyond SuccessFactors

- UI Cards available in Work Zone [Ongoing](#)
- UI cards available in other work apps like MS Teams and Viva [Ongoing](#)



# Access & Use seamlessly

## Trends and Expectations

Inject **consumer grade experiences** into HR experiences, e.g.

- Seamless experiences and integrations across products & platforms
- Make it easy to access and simple to use
- Responsive across devices
- Make it pop with refreshed colors & topology
- Consistent across SAP



**Our approach:** *Deliver continuity of experiences with consistent and accessible UI everywhere*

### User Experience Reimagined

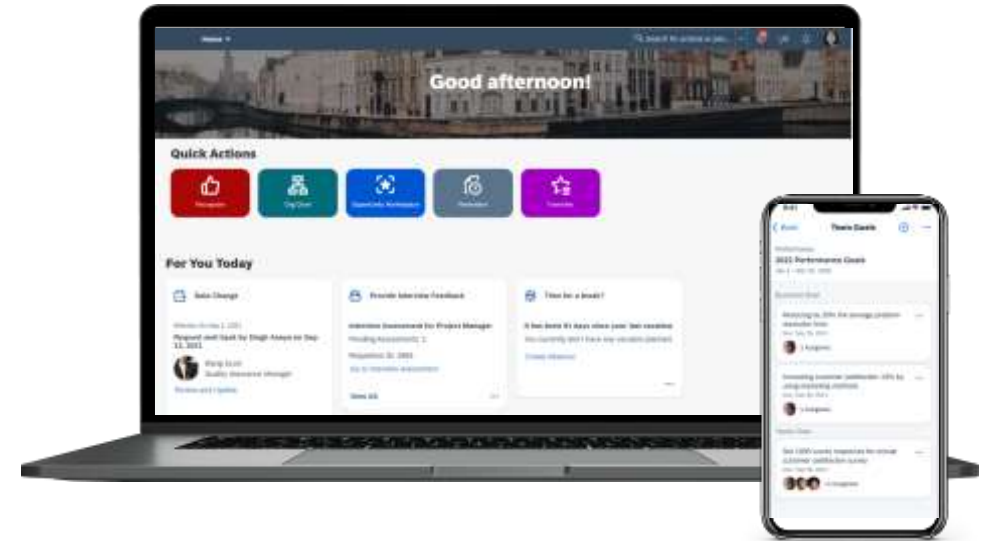
- Completely redesigned UI's across the suite
- In-app guided tours
- Intelligent suggestions and recommendations

### New look & feel (SAP Horizon theme)

- Refreshed color palette, iconography & topology
- Matching with SAP UI for a seamless appearance across the SAP Intelligent Suite

### Accessibility

- Accessible, inclusive designs & language



## Roadmap

### User Experience Reimagined

- Ongoing reimagine web & mobile experiences for Goal Mgmt., CPM, Course Home, Application Mgmt. CICO, Timesheet [2H2022-2023](#)

### Horizon UI

- Theme updates on Re-imagined pages to be released [2H2022](#)
- Theme updates across remainder of SuccessFactors pages [2023](#)

### Accessibility

- Ongoing accessibility updates across the suite [Ongoing](#)



# Listen and Improve

## Trends and Expectations

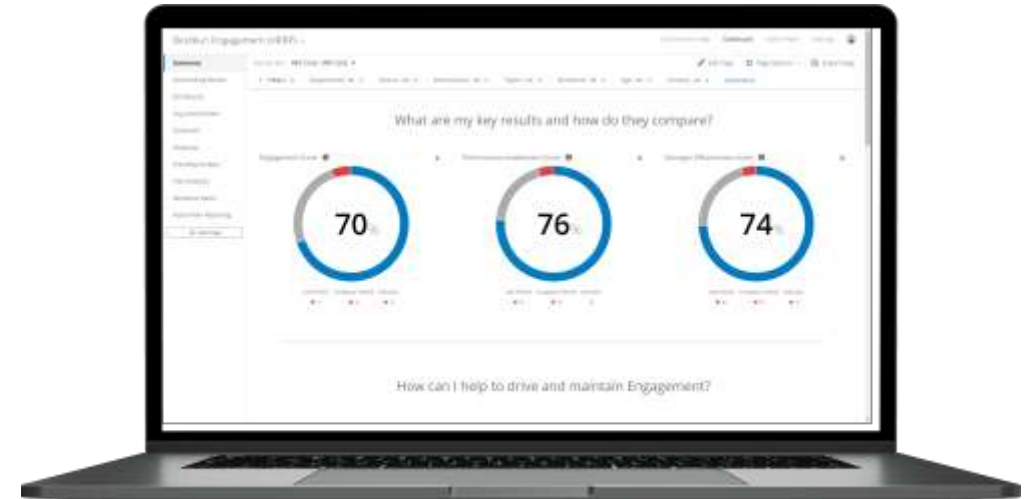
*Continuously **listen and improve** employee experiences for every employee*

- Gather employee sentiment and engagement data
- Solicit end user feedback on moments that matter



**Our approach:** *Leverage the full power of Qualtrics Employee Experience capabilities across SuccessFactors*

- Integrate employee data from SuccessFactors with Qualtrics **annual engagement & pulse** surveys
- Link SuccessFactors processes and events with Qualtrics **experience feedback** capabilities
- Give a **employees a voice** during **technology transformations**



## Roadmap

### Recent Innovations

- ✓ Candidate apply and interview, Performance Mgmt, Onboarding, Mentoring, Calibration, Benefits, Talent Mgmt + Qualtrics 360, Employee Central Service Center, Rewards and Recognition
- ✓ SAP Qualtrics Employee Technology Experience

### Coming Next

- Ability for managers and team leads to launch surveys
- Employee Sentiment Analysis with Qualtrics DiscoverXM



# HR Service Delivery

## Trends and Expectations

*From ticketing and shared services to **HR Service Experiences***

- Multi-channel access
- Self service
- Case management
- Live chat
- Intelligent technologies
- Workflow/ Guided Experiences
- Knowledge Management
- Mobile
- Analytics
- Integration
- SLA Management
- Crowd Sourcing/Swarming



**Our approach:** *Flexible building blocks based on customer needs and landscapes*

### SuccessFactors Work Zone

- **UI Cards;** Perform “Quick Actions” without launching the underlying app
- **Workspaces:** Create custom landing pages that combine content and processes
- **Guided Experiences:** Compose end-to-end process/workflows that span multiple applications (SAP or third party)
- **Portal:** Deliver role-based access to all enterprise applications



### Employee Central Service Center

- Ticketing and case management
- Self-service (knowledge base, discussion groups)
- Chatbot for ticket deflection (separate license required)

### Document Management by OpenText:

- Centrally store, manage, and create documents as part of the digital employee record
- Standard integration for personal and employee documents (e.g. Work Permits, passports and attachments)



## Roadmap

### SuccessFactors Work Zone

- New HR content: UI Cards, workspace templates, and guided experience templates *Ongoing*
- Learning experiences *2023*
- Onboarding guided experience *2H-2022*
- Benefits and other total reward experiences *2023 - 2024*

### Employee Central Service Center

- Integration with SAP SuccessFactors Work Zone *Ongoing*
- Improved user experience in ticket creation
- Support for additional knowledge base options



# Skills and Capabilities

## Trends and Expectations

*Continuous detection of emerging skills and capabilities across the organization to*

- *better understand talent supply and plan for the future*
- *support employee-driven upskilling, reskilling, and internal mobility*



**Our approach:** *Continually detect the emergence of new skills and capabilities across the organization to provide an up-to-date view of talent supply*

### Organizational

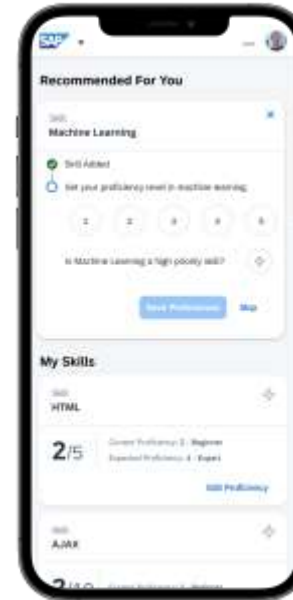
- A suite-wide central repository to manage the capabilities that are tracked across the organization (Capabilities & Attributes Library)

### Person

- Evidence-based Skills and Capabilities
- Assessment-driven Strengths (derived by integration with assessment partners) for a “whole self” view



## Roadmap



### Technology

Machine Learning Skills Inference from:

- Perf Mgmt, 360, Learning, Initiatives, Dynamic Teams, etc.
- 3rd Party data: MS Graph, Teams, Slack, etc

### Integration

- Usage across SuccessFactors, e.g.. Opportunity Marketplace, Learning Recommendations
- Foundational for skills planning & cost analysis in SAP Analytics Cloud

### Organizational

- Skills Ontology curated from external & org specific data [2H-2022 \(Early Adopter\)](#)
- Machine learning inferences from SF data sources & Microsoft Graph [2H-2022 \(Early Adopter\)](#)

- Automated ingestion from unstructured / 3<sup>rd</sup> party systems [2023](#)
- Additional SFSF sources, e.g. Learning & Dynamic Teams [2023](#)

### Person

- Tracking of additional attributes, strengths, styles and expressive attributes [2023](#)
- Custom attributes, e.g.. preferences [2023](#)





# Career Development and Internal Mobility

## Trends and Expectations

*We must look beyond traditional LMS solutions to meet expanding needs to drive targeted upskilling and reskilling*

*Employees expect a better experience in career development and internal mobility.*

- *Experiential learning is a preferred way to learn new skills*
- *All in one place, supported with intelligent suggestions and recommendations*

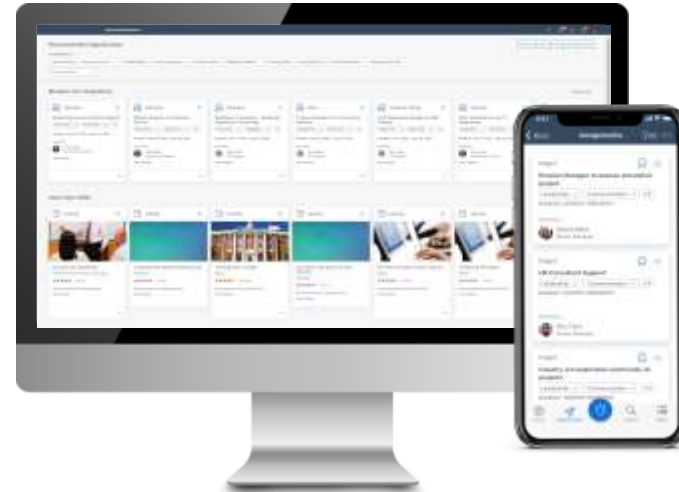


**Our approach:** *Re-invent career development from a set of siloed functions to a platform that powers “future-skilling” and internal mobility*



### SuccessFactors Opportunity Marketplace

- Assignment-based experiential learning
- Integrated career exploration
- Discovery and recommendations of career and development options



### SuccessFactors Succession & Development

- Coaching/ mentoring

### SuccessFactors Learning and SAP Litmos

- Learning & development

### SuccessFactors Recruiting

- New job opportunities

**Common skills framework** across the suite

**Open APIs** for integration with external providers



## Roadmap (Opportunity Marketplace)

### Assignments

- Ability to create, apply for, and manage projects and fellowships *Available now*
- Reporting, report stories *2H 2022 + beyond*
- Manager view *2H 2022*

### Integrations

- Dynamic Teams - for team staffing *2H 2022 + beyond*
- Recruiting - for open jobs *2H 2022 + beyond*
- External solutions via open interfaces *1H 2023 + beyond*

### Discovery

- Keyword search *Available now*
- Advanced filters *2H 2022*
- Personalized recommendations across all content based on an individual's whole-self. *1H 23 + beyond*





# Dynamic Teams

## Trends and Expectations

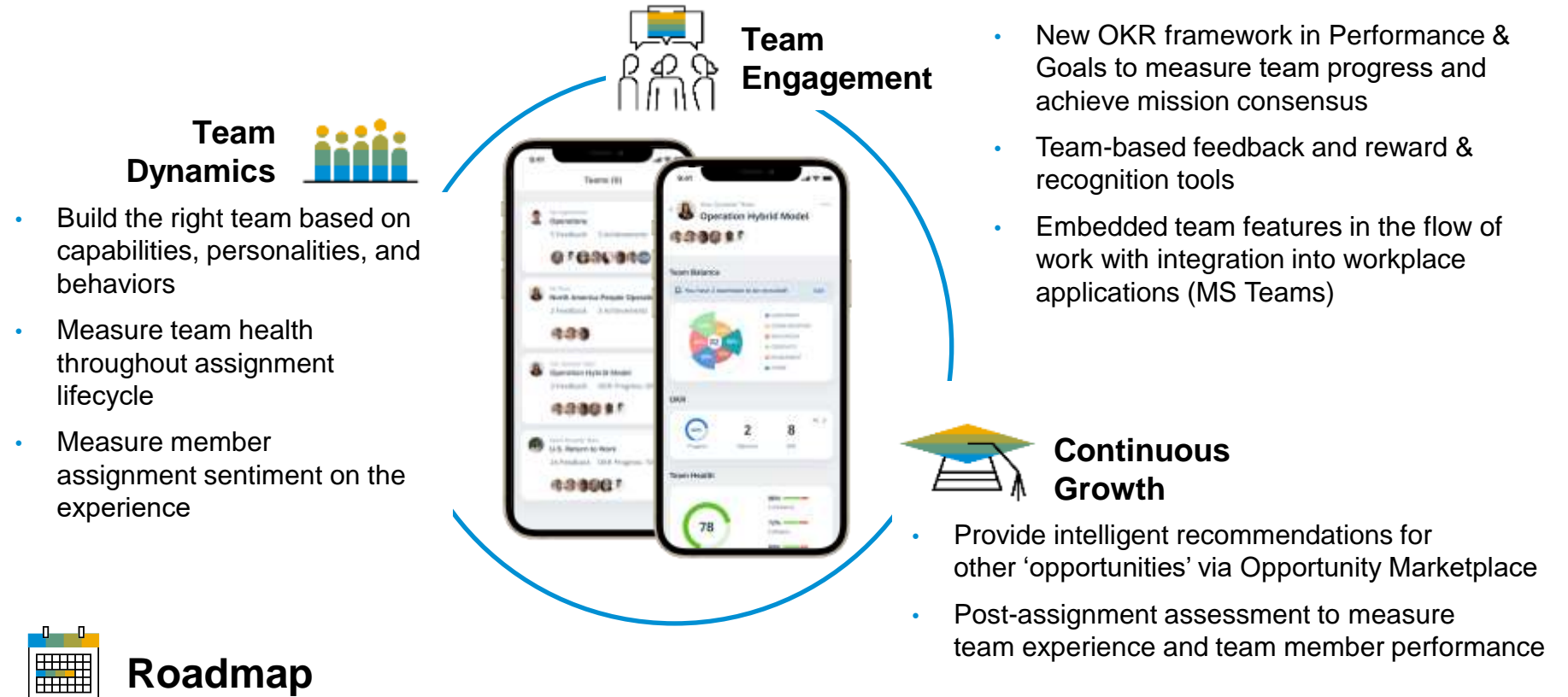
*Work is increasingly done in dynamic (agile) teams*

*Increasing needs for HR technologies to*

- *Help identify and track team members and project objectives*
- *Support team leaders to build and manage teams*



**Our approach:** *Expand solution capabilities to help team leads and team members in an increasingly agile work environment*



Beta: 1H-2022 / Launch: 2H-2022 (Planned). Dynamic Teams will be part of SF Foundation, and OKR will be part of Performance & Goals

# Core HR

Agility and  
Efficiency



**Our approach:** *Scale up operational efficiencies in an engaging, simple and human experience by improved configurability and localization*

## Highlights

- Configurable process for optimized experiences
- Central source of People Data for the Intelligent Enterprise
- Harmonized “Person Data Model”



## Roadmap



### Recent Innovations

- ✓ Delivery Highlights: Additional alerts on Home page, Configurable New hire process for Contingent Workers; Improve the comprehensive Hire to Retire process with additional master data integration options

### Coming next

- Enhanced Compensation administration (Collective Agreements)
- Aligned Dependents data model
- Employee Mass changes to organizational changes
- Enhanced data models continues
- Deeper Localization options



# Time & Attendance

**Our approach:** *Deliver a range of solutions to meet specific needs of customers, across complexity, industries, and geographic regions*

## Highlights

- Continued buildout of capabilities in SAP SuccessFactors **Time Tracking** solution
- Continued investments in **Time Off**, particularly localization (continues to be commercially part of Employee Central)
- Continued relationships with partners, like Workforce Software, Replicon, ATOSS



## Roadmap



### Recent Innovations

- ✓ Delivery Highlights: Additional alerts on Home page, Configurable New hire process for Contingent Workers; Improve the comprehensive Hire to Retire process with additional master data integration options

### Time Off

- Improved support for working on public holidays
- Improved (localized) life event support (e.g. for birth of a child processes)
- Improved work schedule handling
- Flextime enhancements (e.g. Core Times, time account updates)

### Time Tracking

- Improved allowance recording
- Time valuation enhancements
- GeoLocation on native mobile apps
- Monthly Time Sheets
- Multi employee processing



# Continuing innovations across the suite



**Ongoing compliance and localized best practice updates across 100+ countries for Core HR and 46 countries for Payroll**



**Continuous innovations and improvements based on product advisory and customer requests**



**Continuing investments in architecture, integration, and intelligent technologies**

## Explore roadmap details

What's New Viewer

<https://help.sap.com/doc/62fddbd651204629b46bbccbabf886ba/2011/en-US/159bda31b711402c884ae5686446840d.html>

Roadmap Explorer

<https://roadmaps.cfapps.eu10.hana.ondemand.com/welcome>

## Key links & ways to participate

SAP User Groups

<https://www.sap.com/about/customer-involvement/user-groups.html>

SAP SuccessFactors Roadmaps

<https://roadmaps.sap.com/welcome>

SAP SuccessFactors Community

<https://community.successfactors.com>

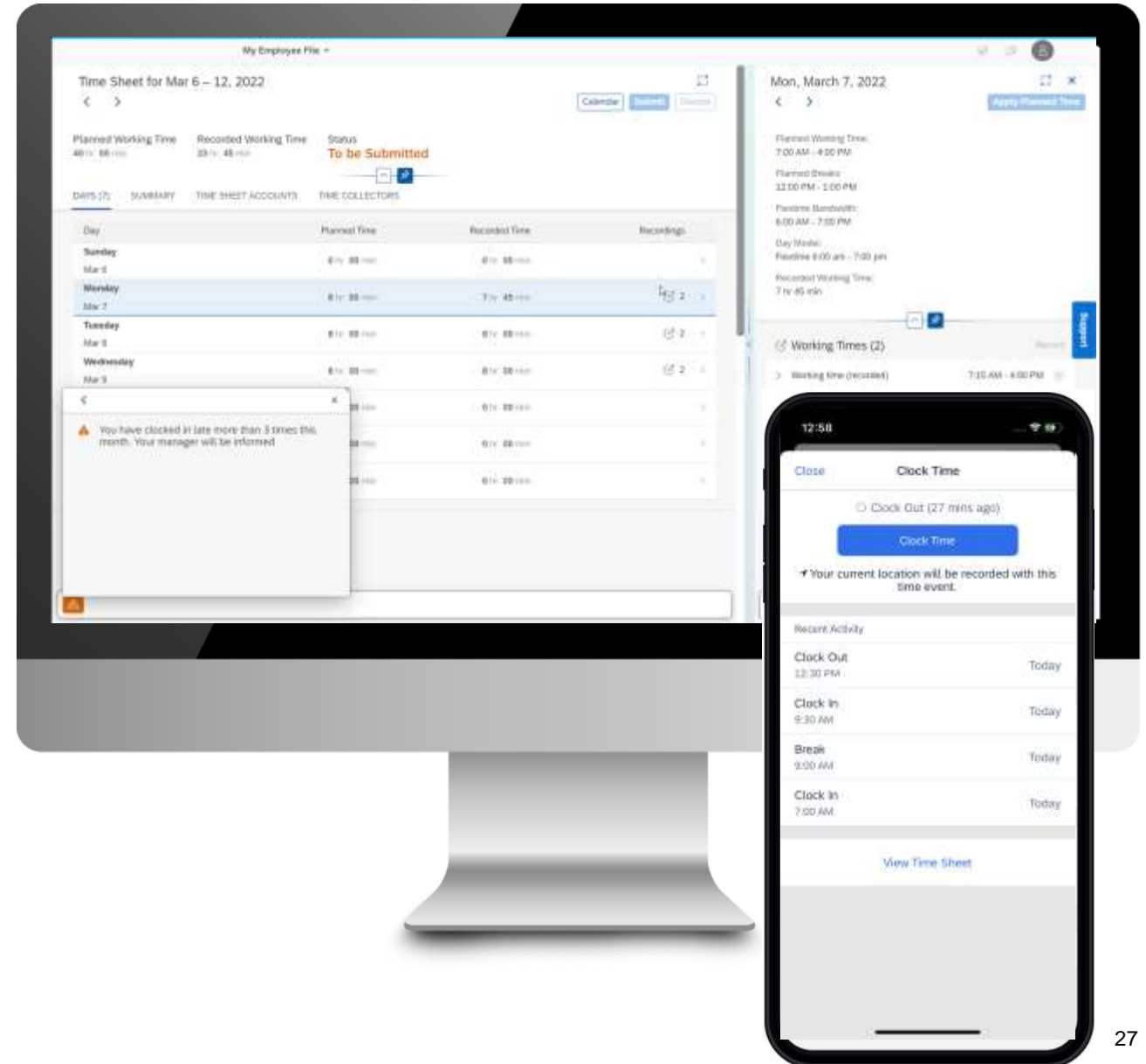
# Focus on Time Management Roadmap



# SAP SuccessFactors Time Management

## Single platform for global operations

- **Global Time Configuration**
  - Localization features incl. accrual rules, public holiday calendars, business rules, advanced collision framework
  - Work schedule management, incl. (dynamic) break handling
  - Real-time time evaluation to calculate things like overtime, shift differentials, premiums, to detect late comers, and including advanced allowance recording ★
  - Working time accounts, flexitime, and time off in lieu
- **Self-Service Time Entry**
  - Time sheet for positive and negative time recording scenarios ★
  - Digital punch clock (incl. GPS capture), and correction scenario ★
  - Time Off , incl. ability to buy and sell leave
- **Advanced Connectivity**
  - Real-time clock terminal integration
  - Predefined integration into Employee Central Payroll
    - Updated integration to SAP HCM Payroll (Early Adoption) ★
  - Connectivity options to 3rd party shift planning tools
- **Actionable Reporting**
  - Dashboards for Admins and Managers
  - Predefined reports
- **Best-practice content** (rapid.sap.com) ★



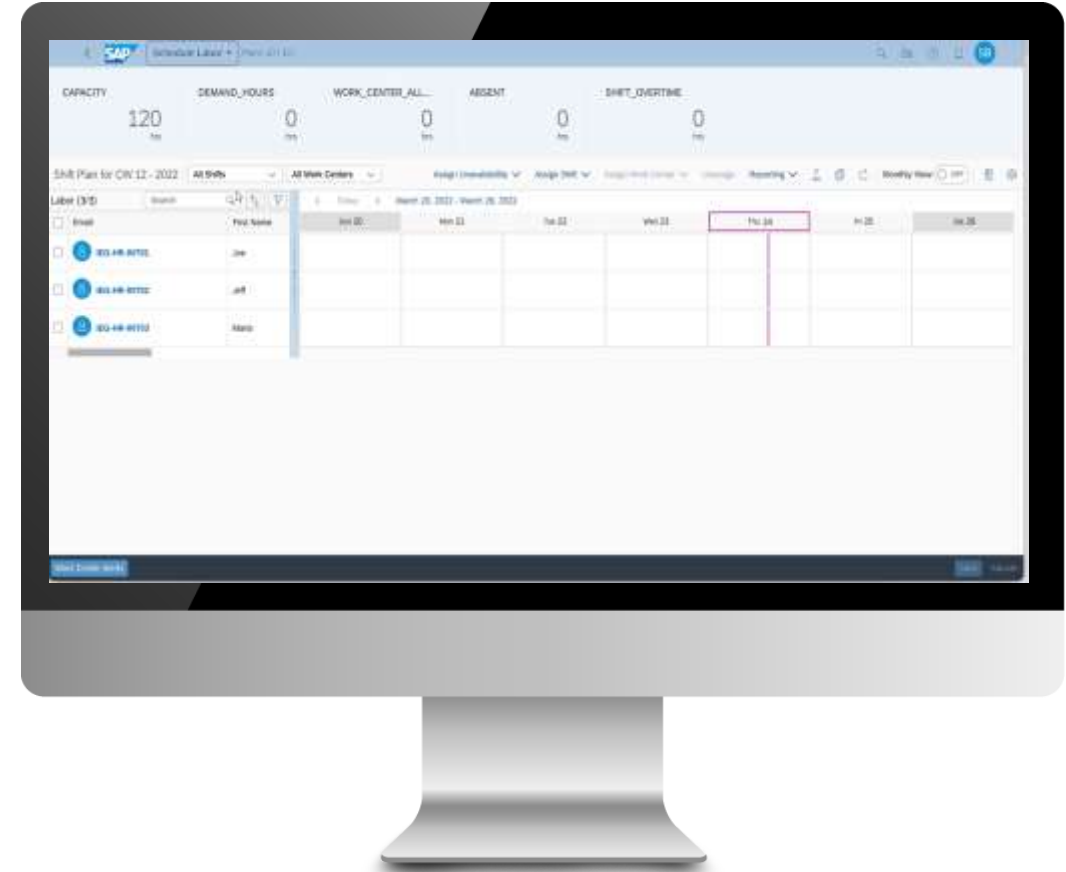
★ = new capability in 2022



# Core HR | Time Management | Time off

## Planned Innovation 2022/2023

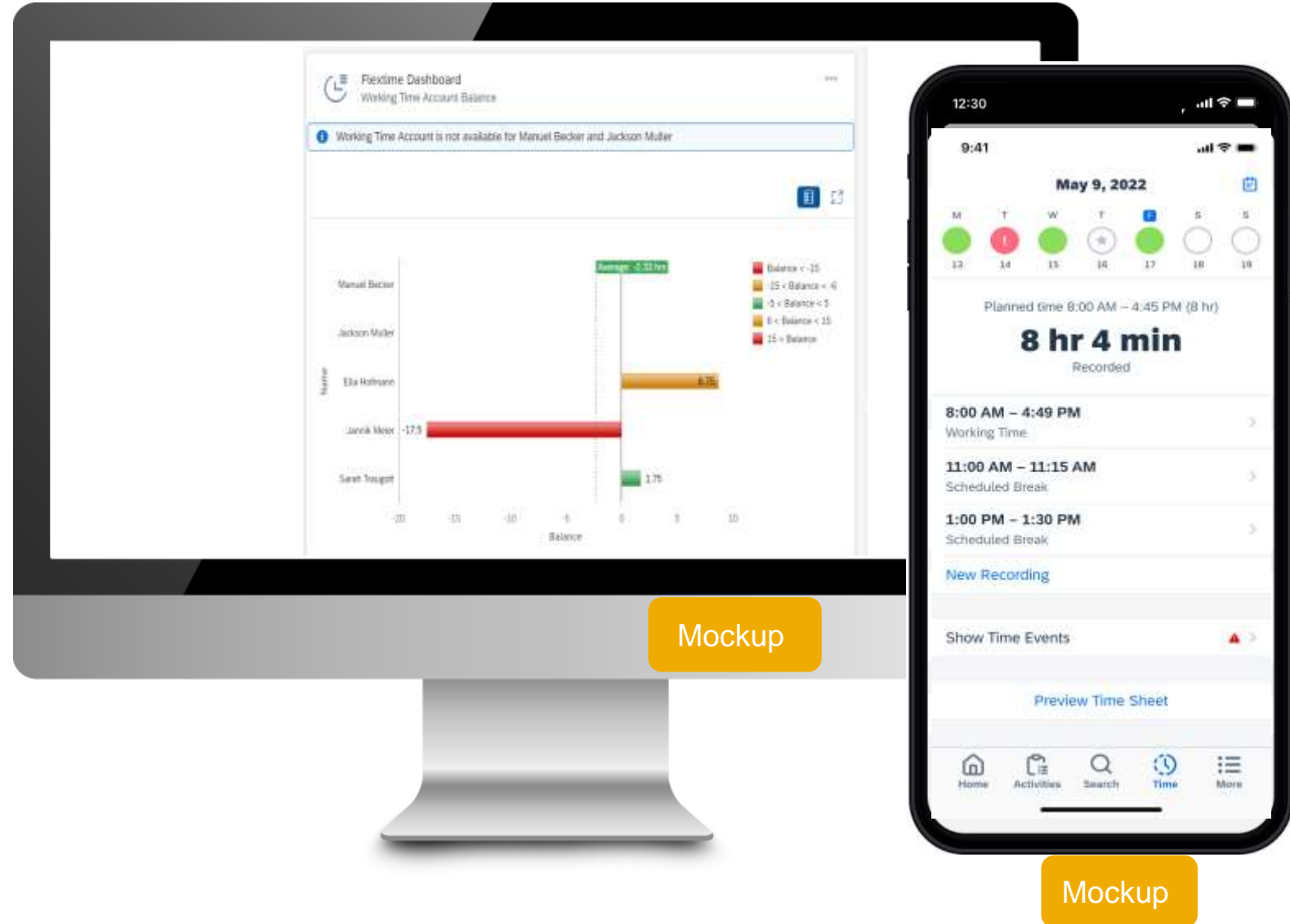
- ✓ Document Generation (for UK and global requirements)
- ✓ UK localization (OSP / SSP)
- ✓ Effective dated Time Profile object
- ✓ Improved absence reporting (based on Employee Time Calendar)
- ✓ Improved permissioning
- ✓ New availability service to facilitate shift planning in SAP solutions



# Core HR | Time Management | Time Tracking

## Planned Innovation 2022/2023

- ✓ Time sheet UI improvements, such as improved conditional field handling and field level filters
- ✓ Mobile Timesheet enhancements
- ✓ Flextime dashboard for managers providing a projection of employee worked times versus planned times
- ✓ Time valuation enhancements (enhanced rounding capability, round off for late comer detection)
- ✓ Improved support working on public holidays (public holiday classes and partial day holidays)



# Focus on Payroll Roadmap



# Roadmap Summary



1H 2022

## Employee Central Payroll Core Innovations

- Enable multiple payroll systems for single Employee Central instance by country
- Better support of phased Go live for ECP

## Payroll Control Center

- Enhancements to Manage Configuration Dashboard
- New Version of US Best Practice package

## Localization

- New local version for Romania
- Legal changes and further country round-offs
- Workplace Pension Benefit Integration from Employee Central Benefits to Employee Central Payroll for some countries
- Best practices that manage Employee Central Benefits integration with Employee Central Payroll for US



2H 2022

## Employee Central Payroll Core Innovations

- Enable multiple payroll systems for single Employee Central instance by Pay Group
- Simplify mapping of Pay Components in Employee Central and Wage Types in Employee Central Payroll

## Payroll Control Center

- New Payroll Processing Experience (Payroll Activities) including Best Practices

## Localization

- Legal changes and further country round-offs
- Integration to Onboarding for selected countries



Beyond

## Employee Central Payroll Core Innovations

- Landing Page for Payroll Administrator
- Enhance Employee Central/Employee Central Payroll integration
- Enable payroll simulation

## Payroll Control Center

- Enhancements & notifications for new payroll processing experience (Payroll Activities)

## Localization

- Additional local versions
- Legal changes and further country round-offs

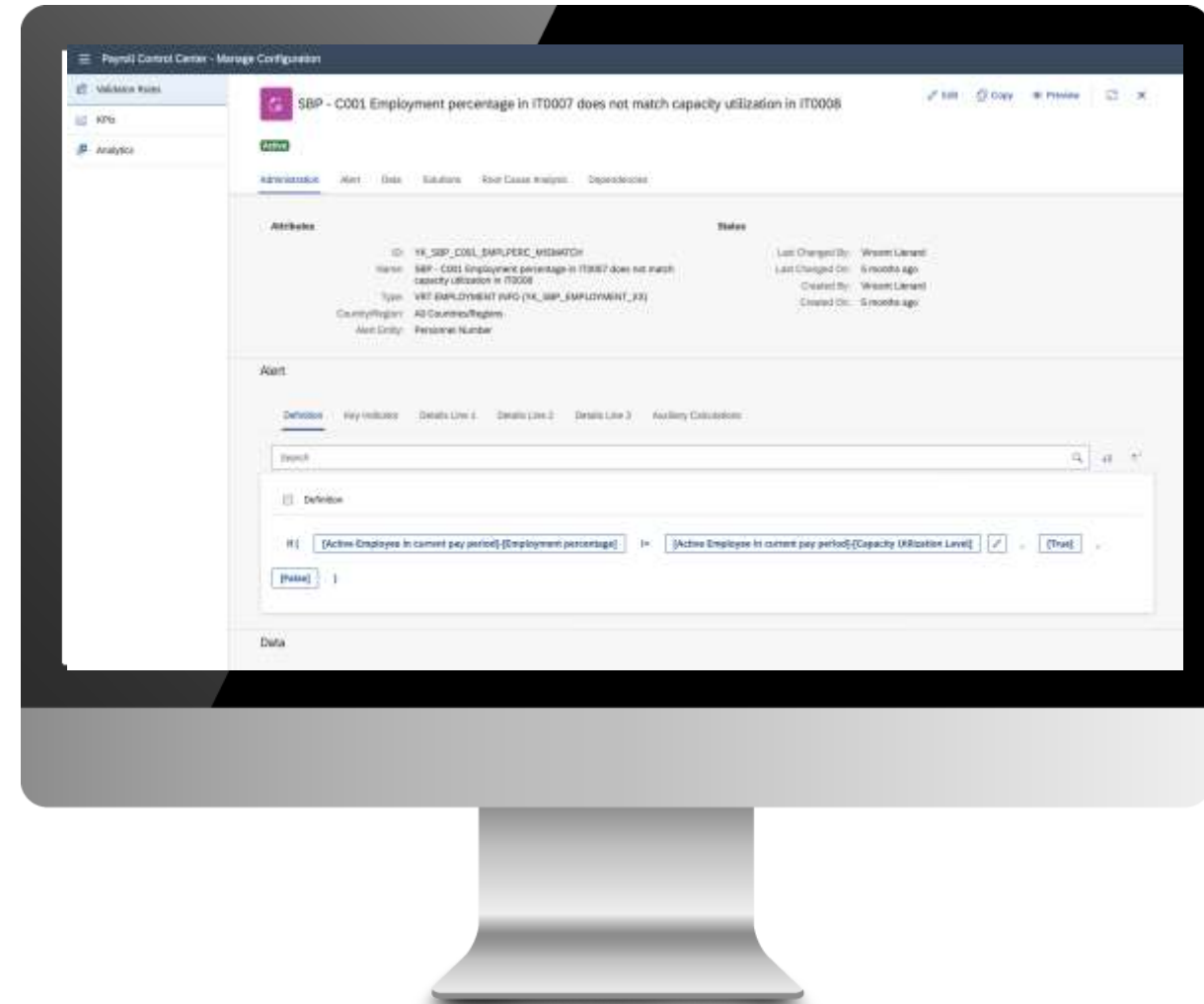
# Recent Innovations

Recent Innovations | 1H/2H 2021

## New Manage Configuration Application

This application enables users to flexibly manage validation rules and analytics in a modern SAPUI5 application.

- ✓ Provides customers a simplified experience to configure payroll alerts and analytics (KPI tiles)
- ✓ Empower Payroll admins to own their payroll validations/alerts and PCC KPI tiles post-go live
- ✓ Payroll agility with powerful business rules framework that provides flexibility to create new alerts and KPIs or adjust existing ones
- ✓ New Version of US Best Practice package (March 2022)



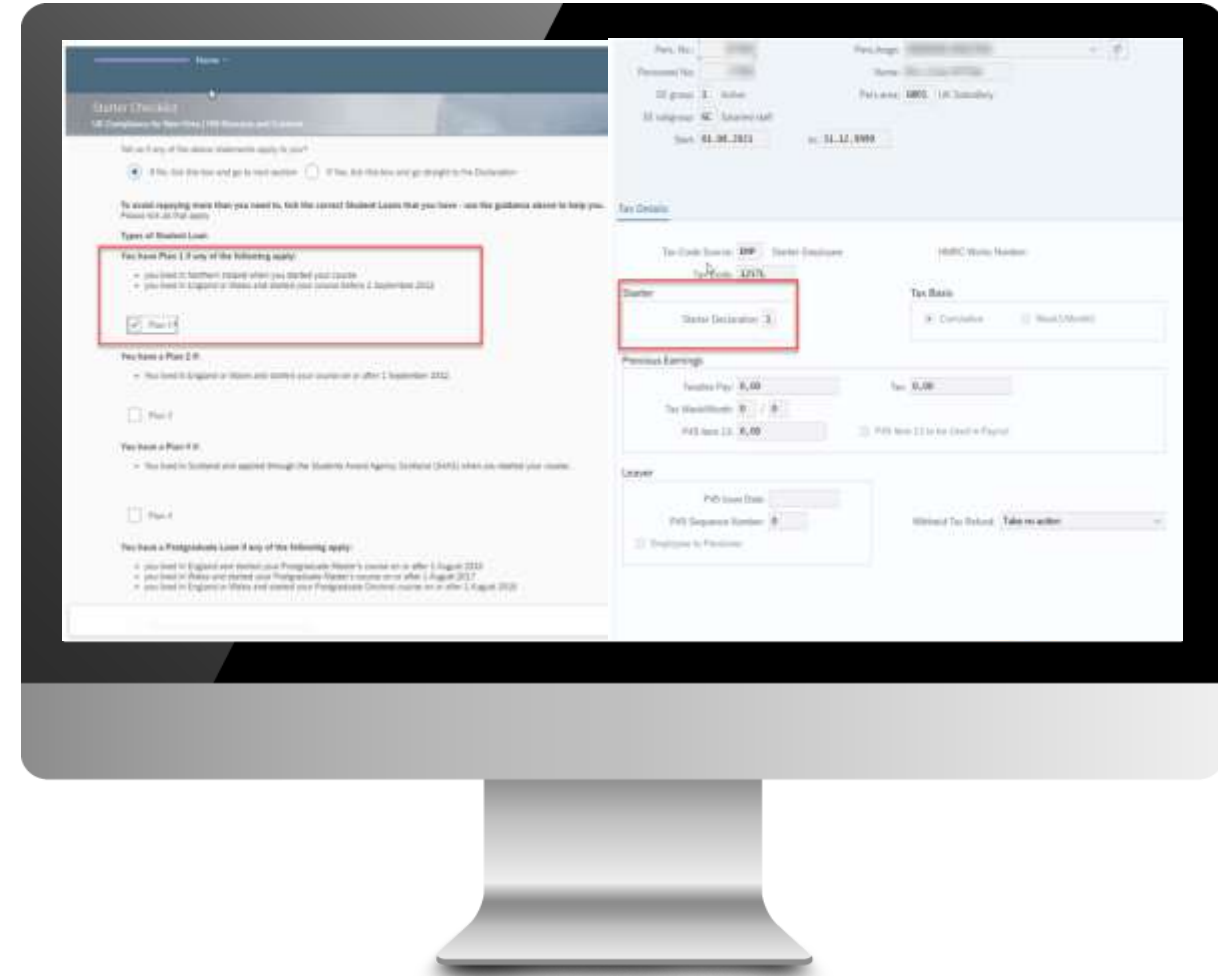
# Recent Innovations

Recent Innovations | 2H 2021

## Framework for Integration of Onboarding Compliance Form Data

We have created a new integration framework to replicate data captured in the Onboarding Compliance forms into the Employee Central Payroll infotypes.

- ✓ It enables the mapping of Onboarding Compliance form fields to infotype fields and provides a replication service that can be scheduled to bring Compliance data of active employees automatically into Employee Central Payroll infotypes
- ✓ The United Kingdom Starter Checklist form on SAP SuccessFactors Onboarding is now integrated with Employee Central Payroll infotypes Tax Data (0065) and Court Orders (0070).





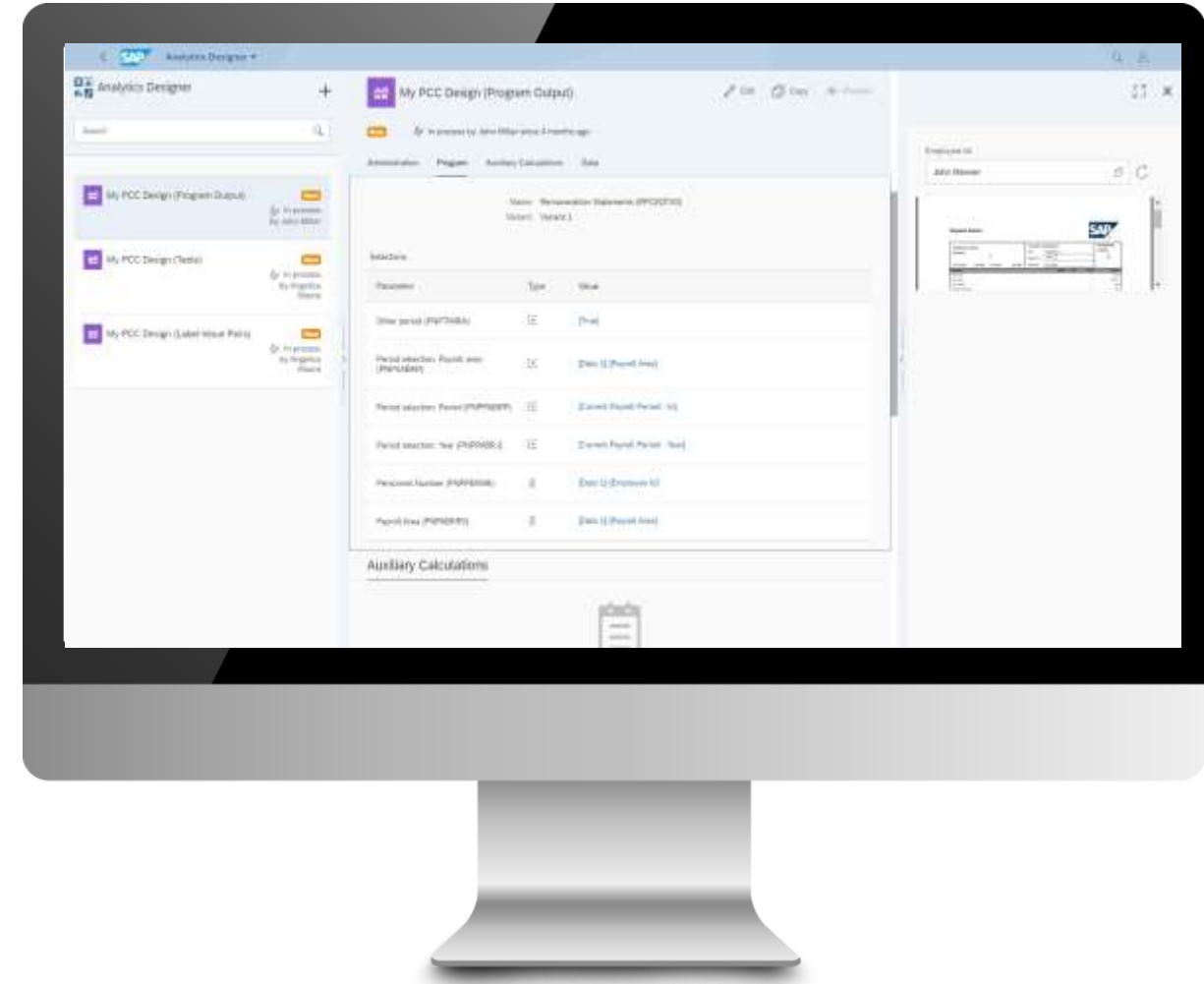
# Recent Innovations

Recent Innovations | 1H 2022

## Payroll Control Center: Enhancements to Manage Configuration

Enhancements to the Manage configuration dashboard delivered in 2021 to further enhance and simplify the user experience based upon customer feedback

- ✓ New Analytics Designer application to simplify the creation of analytics details and help users get a detailed picture on the alerts.
- ✓ Enhancements on validation rule type and KPI type, simplify the configuration on Dimension & Results at validation rule type/ KPI type level with low/no code.



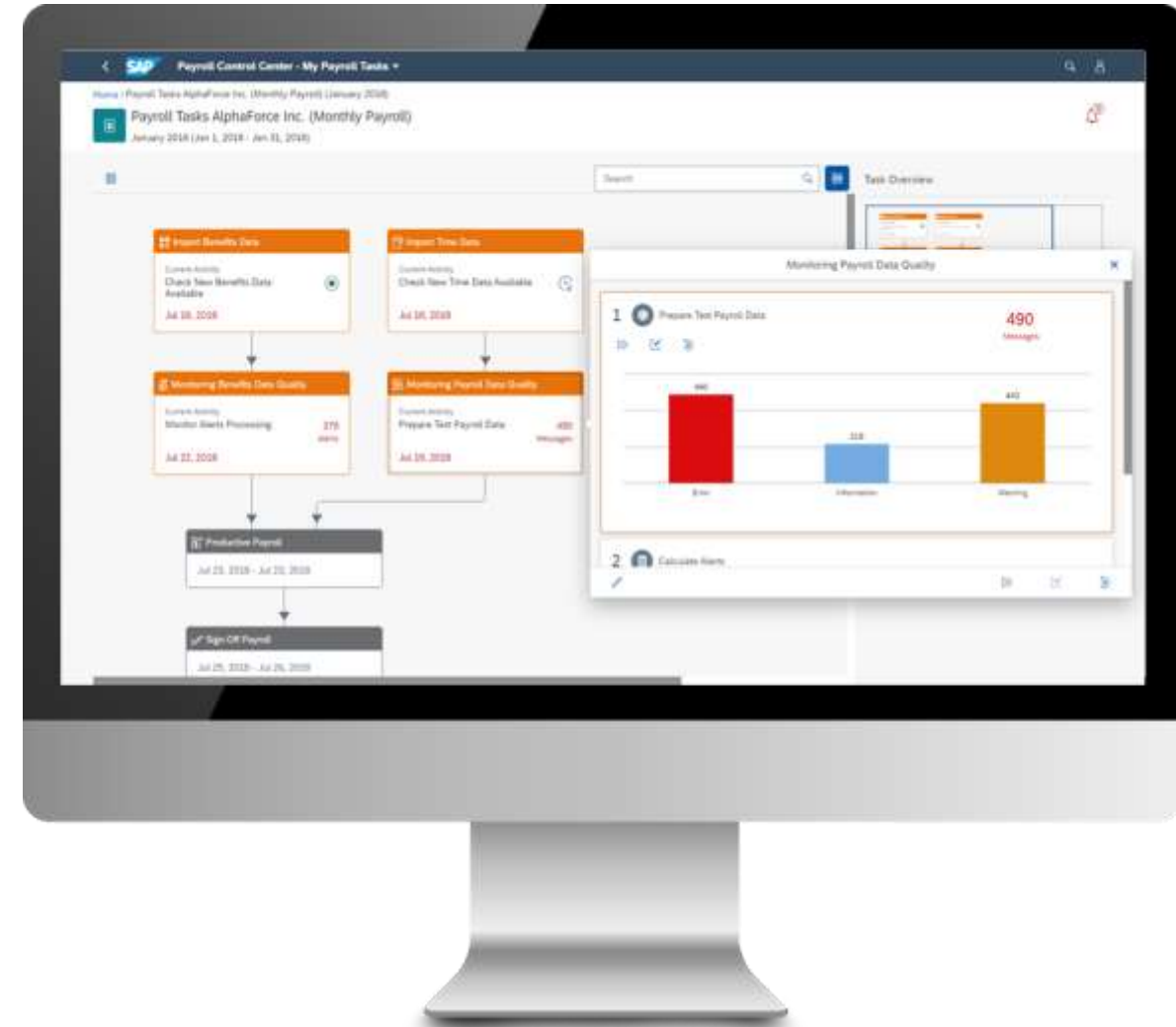
# Planned Innovations

Planned Innovations | 2H 2022

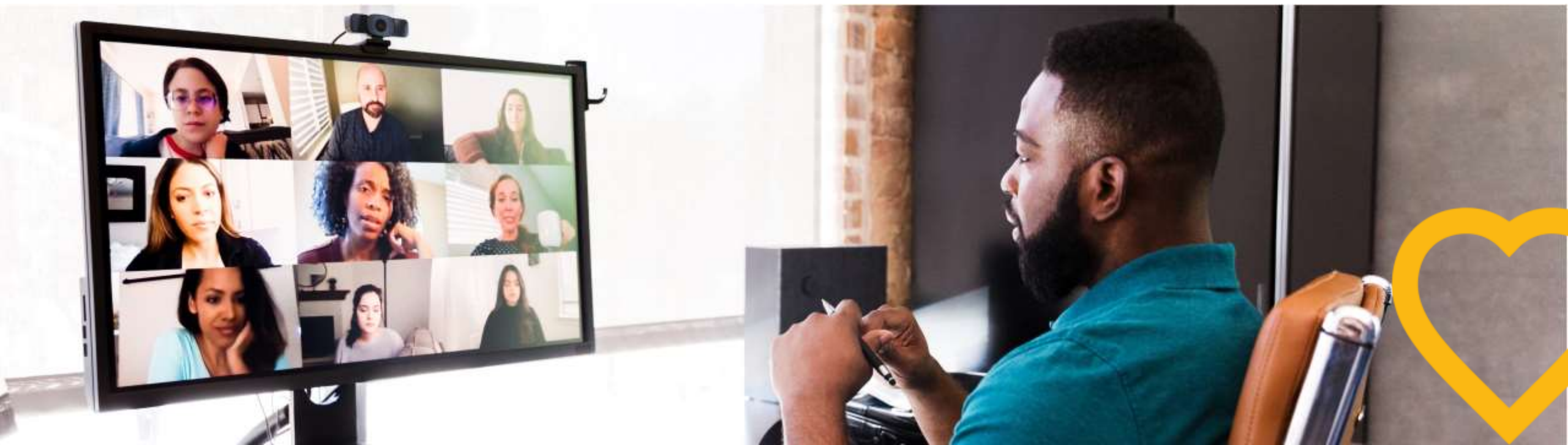
## Payroll Control Center: New Payroll Processing Experience (Payroll Activities)

Provides a significantly enhanced user experience for payroll processing that streamlines operations and provides more flexibility and visibility

- ✓ Improved user experience that provide a full view of the entire end-to-end payroll
- ✓ Enhanced visibility into payroll with the ability to include pre-payroll activities such as Time/Benefits interface file
- ✓ Enhanced flexibility with the ability to add customer tasks that do not trigger system activities (Ex: Sign Off Payroll)
- ✓ Provide Best Practices



# Benefits of Digital Transformation



# Top 10 SAP SuccessFactors Differentiators vs SAP ERP HCM



## 1. Enhance Workforce Experience

- Built-In mobile Self-Service designed for every user (HR, manager, employee)
- Reduce manual HR effort



## 2. Adopt Innovation Faster

- Automatic semi-annual release cycle
- Easier to leverage new features



## 3. Increase Business Agility

- Quick Mass loads & simplified data entry
- Improved software support



## 4. Make Intelligent Decisions

- Analytics for HR to make data driven decisions that drive business transformation



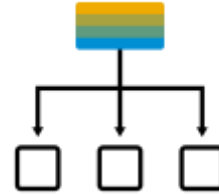
## 5. Significantly Simplify Workflow

- Designed for HR Administrators to simplify business process
- Can be created and changed in minutes



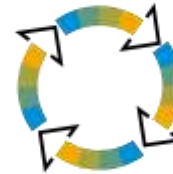
## 6. Simplify Extensibility

- Self-Service first design allows customers to quickly & easily store company specific data
- Ease of extensibility: Ex: Vaccine management



## 7. Streamline Organizational Management

- Embedded and intuitive people org charts including position and organizational structure



## 8. Enhance Talent Management

- Enable cross/boarding, improved requisition, enhanced compensation etc. when used with SAP SuccessFactors talent



## 9. Gain Workforce Transparency

- Total workforce management (Including contingent workforce)
- Diversity Equity & Inclusion across the Suite



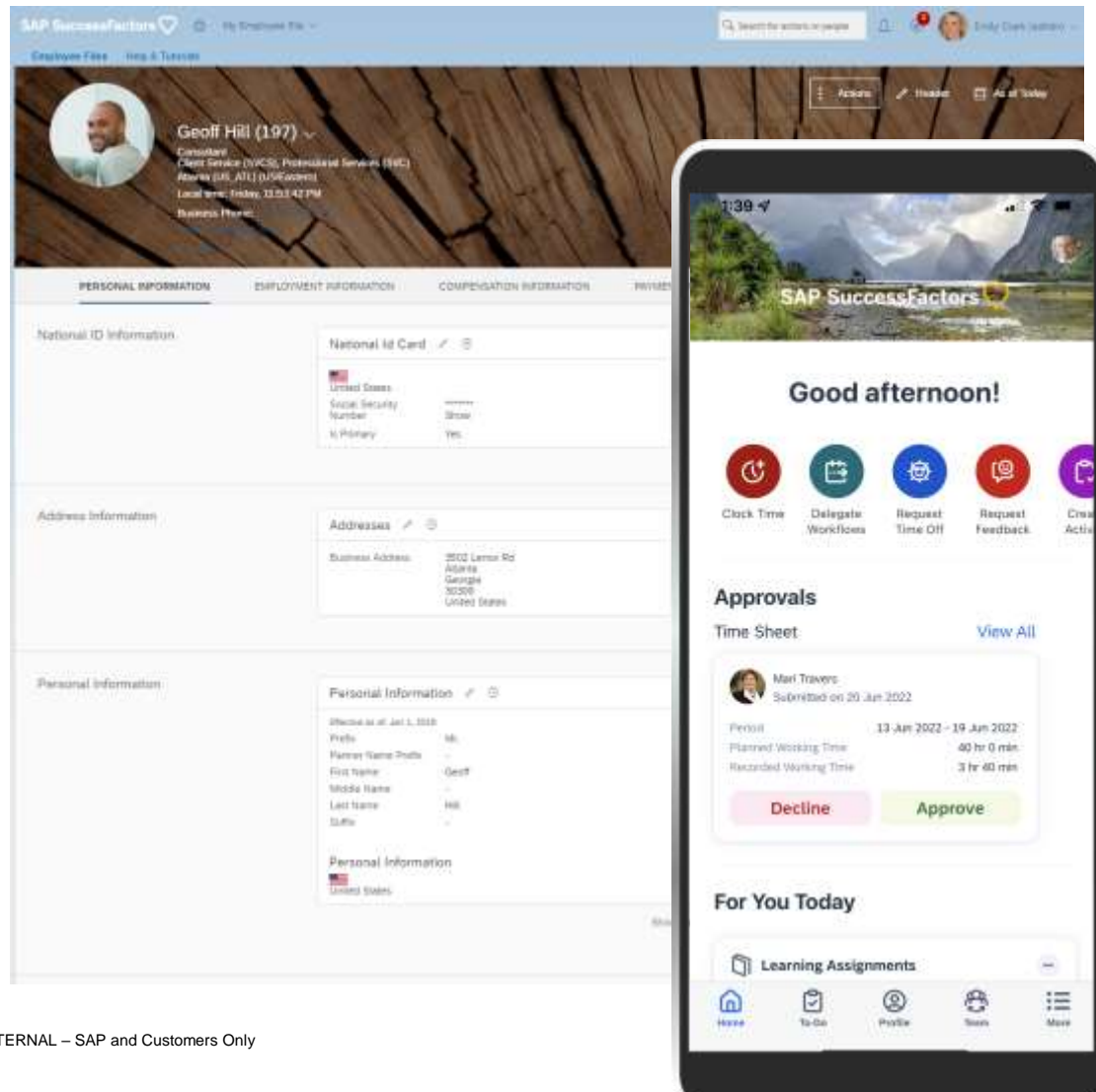
## 10. Improve Organizational Collaboration

- Tools designed for collaboration
- Significantly easier to train new users

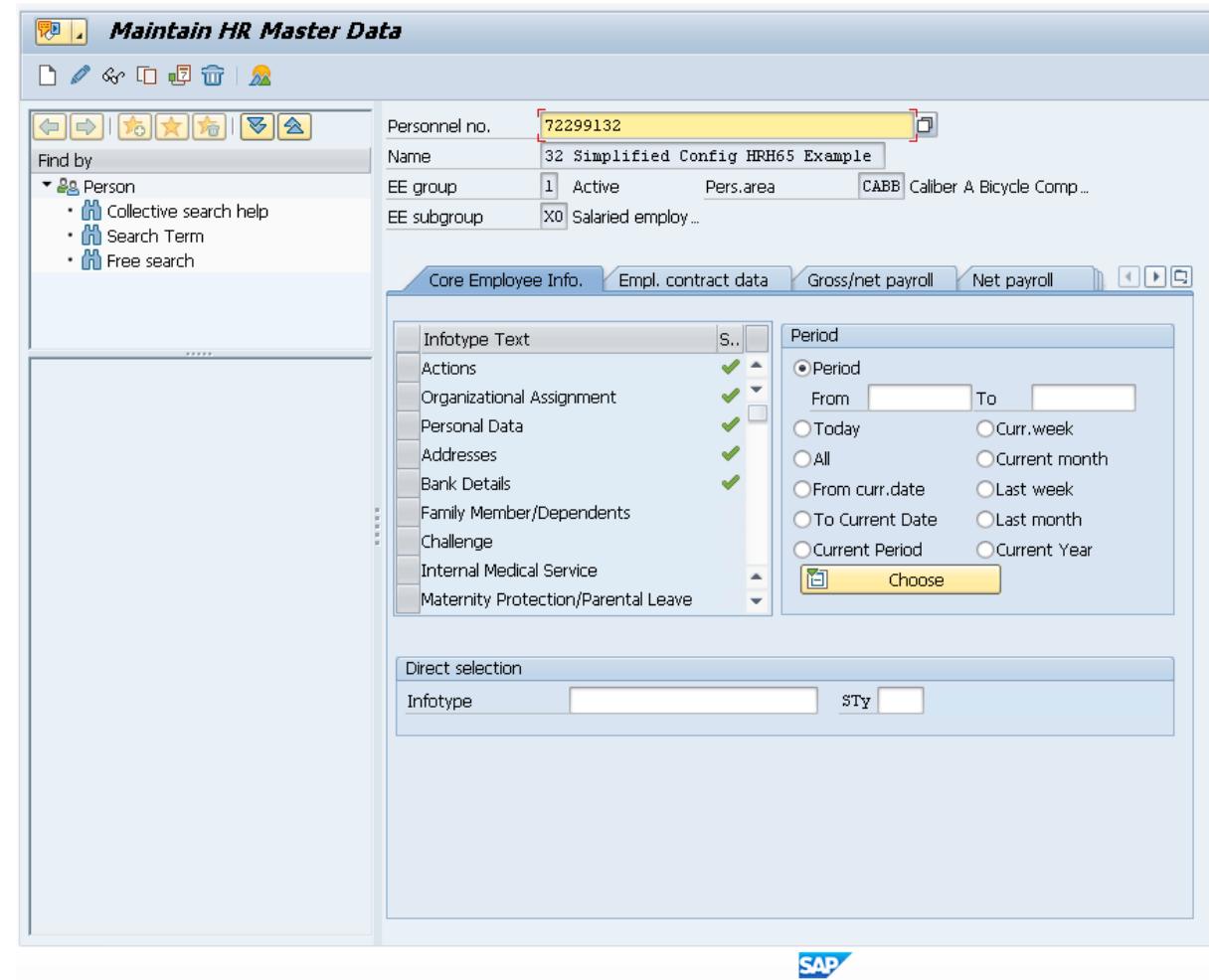
# 1. Enhance Workforce Experience

## Cloud Native vs Installed Application

### SAP SuccessFactors



### SAP HCM





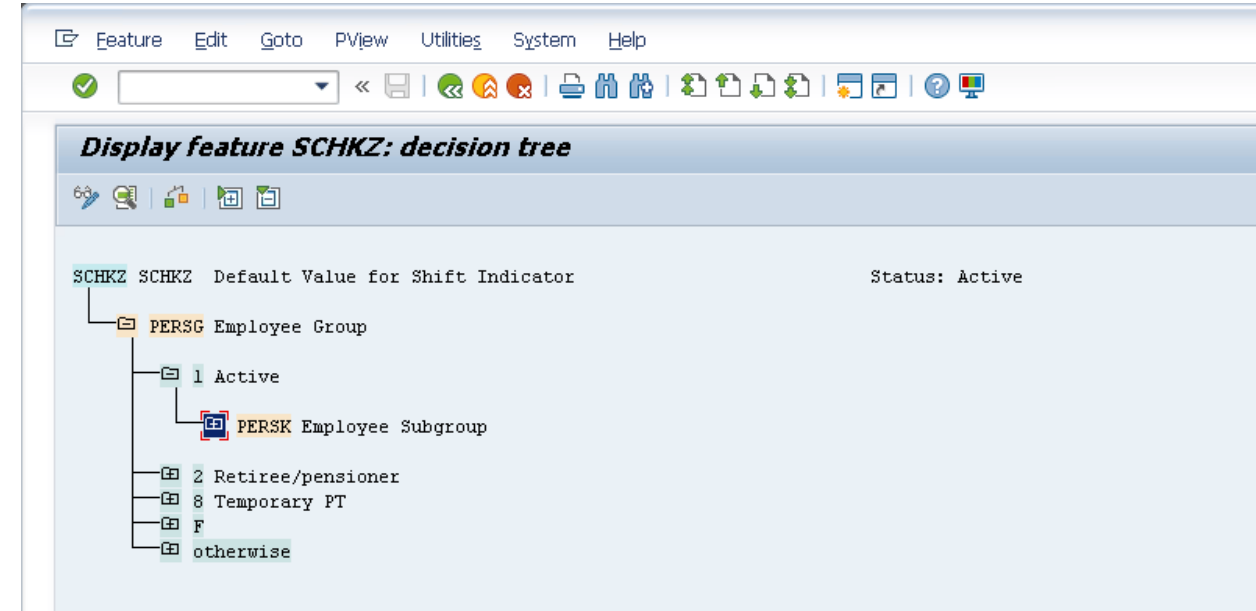
# 3. Increase Business Agility

## Automate data entry

### SAP SuccessFactors

The screenshot shows the 'Configure Business Rules' interface in SAP SuccessFactors. The title bar includes 'SAP SuccessFactors', 'Admin Center', and a search bar. The main content area is titled 'Sync Position to Job Information (SyncPos2Job)'. It features a 'History' sidebar on the left with a 'Take Action' button. The main panel has a 'Basic Information' section with fields for 'Start Date' (01/01/1900), 'Rule Type' (Position Management (PositionManagement)), and 'Description'. Below this is a 'Variables' section with a 'If' condition that is always true. The 'Then' section contains a list of actions: 'Set Job Information Company to be equal to Job Information Position ID Company', 'Set Job Information Business Unit to be equal to Job Information Position ID Business Unit', 'Set Job Information Division to be equal to Job Information Position ID Division', 'Set Job Information Department to be equal to Job Information Position ID Department', 'Set Job Information Location to be equal to Job Information Position ID Location', 'Set Job Information Cost Center Account to be equal to Job Information Position ID Cost Center', 'Set Job Information Pay Scale Type to be equal to Job Information Position ID Pay Scale Type', and 'Set Job Information Pay Scale Area to be equal to Job Information Position ID Pay Scale Area'. A 'Create New Rule' button is in the top right.

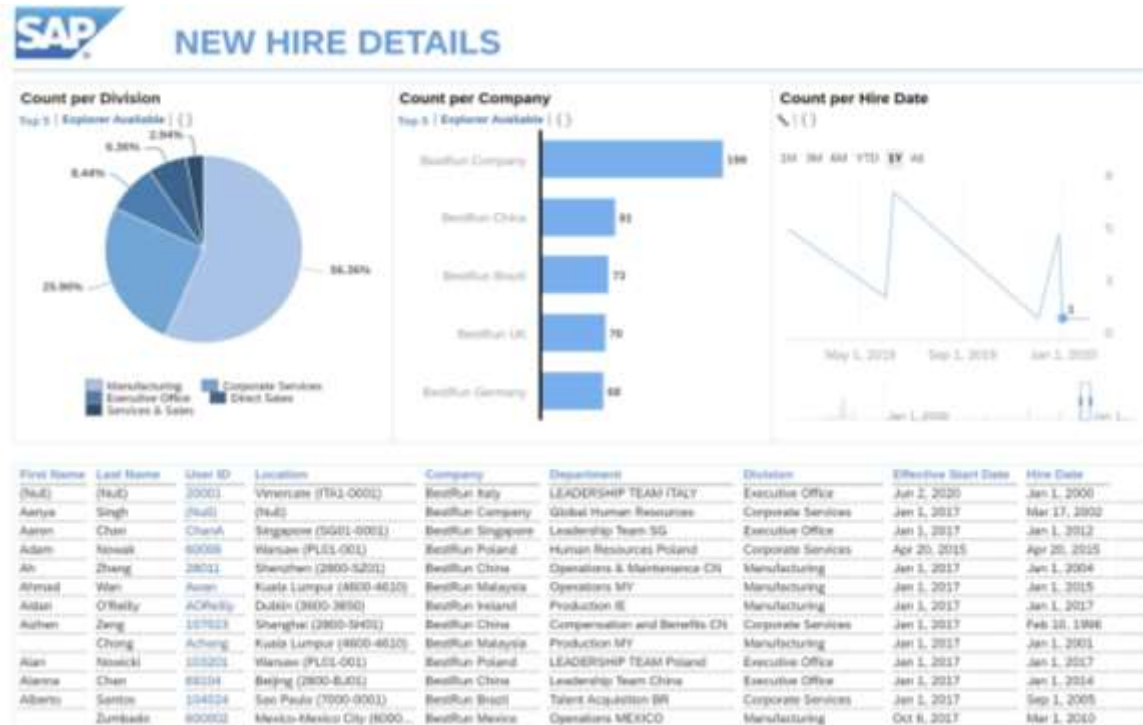
### SAP HCM





# 4. Make Intelligent Decisions Simplified & Intuitive Reporting & Analytics

## SAP SuccessFactors



## SAP HCM

**Employee List**

Further selections | Search helps | Sort order | Org. structure

**Period**

☒ Today ☐ Current month ☐ Current year  
☐ Up to today ☐ From today  
☐ Other period

Data Selection Period: [ ] To: [ ]  
Person selection period: [ ] To: [ ]

**Selection**

Personnel Number: [ ]  
Employment status: [2] 0  
Personnel area: [ ]  
Personnel subarea: [ ]  
Employee group: [ ]  
Employee subgroup: [ ]

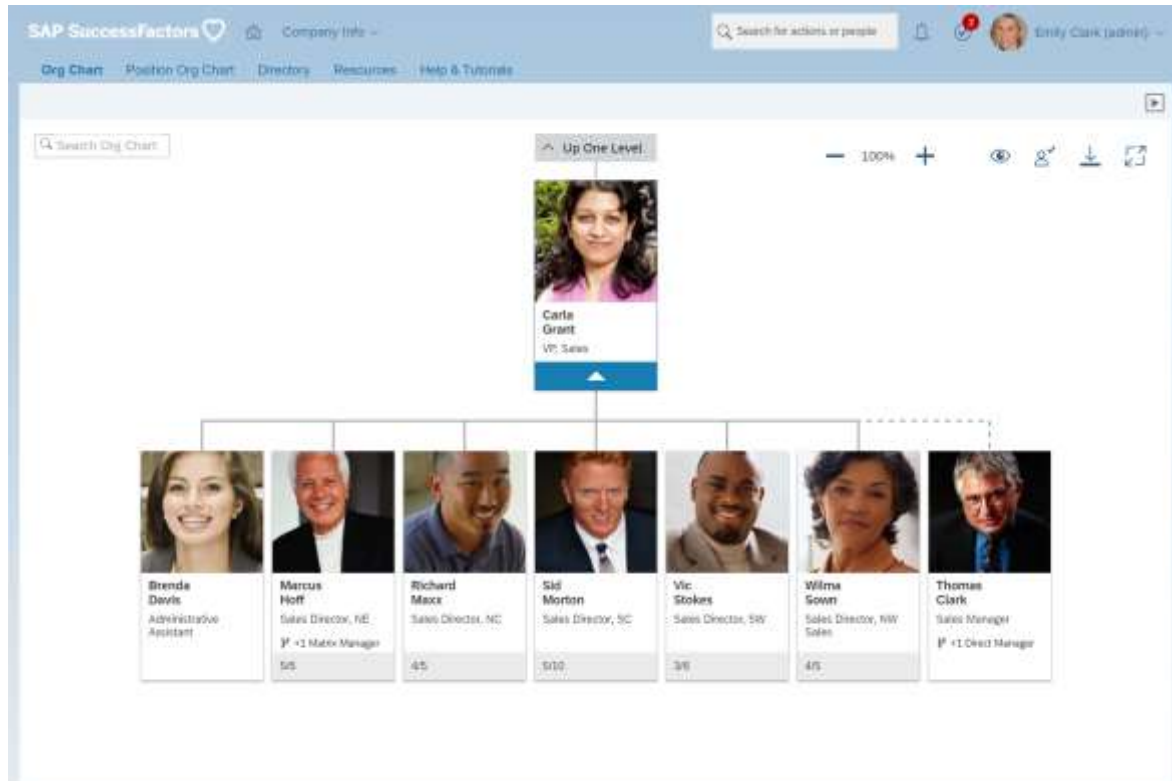
**Report-specific selections**

Last name: [ ]  
Name at birth: [ ]  
First name: [ ]  
Nationality: [ ]  
New employees in period: [ ] to [ ]  
Gender: ☒ All genders ☐ Only male ☐ Only female ☐ Non-Binary

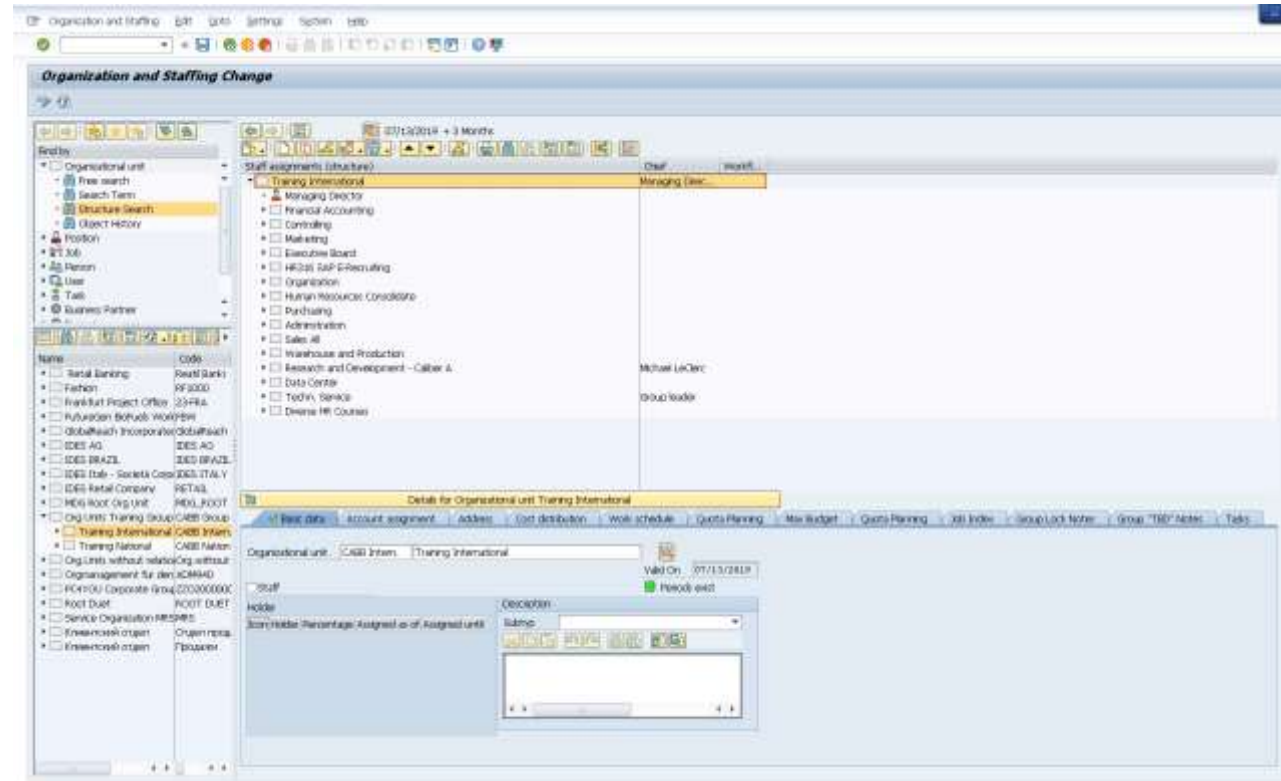
# 7. Streamline Organizational Management

## Intuitive Org Tools

### SAP SuccessFactors



### SAP HCM





*SAP SuccessFactors Employee Central and Employee Central Payroll has allowed us to improve our overall data integrity, aligning our structures to our finance system, resolving gaps we had in our legacy systems and incorporating improving system auditing and compliance."*

**- Preet Brar, CFO - Veolia Group ANZ**

**Veolia Group:**

Veolia ANZ are part of the Veolia Group, the global leader in optimised resource management with nearly 179,000 employees worldwide. In Australia and New Zealand, Veolia have more than 40 years' experience in water, waste and energy management and are the only integrated environmental solutions provider working across Heavy Industry, Commercial and Municipal sectors.

**SAP SuccessFactors** 



Veolia Group  
[www.veolia.com](http://www.veolia.com)

Industry  
Environmental  
Services

Employees  
179,000

Countries  
40+

Featured Solutions and Services  
SAP SuccessFactors Solutions

# SAP SuccessFactors HXM Suite **improves business results**

**46%**

Faster hiring



**50%**

Lower employee  
turnover



**90%**

Increase in  
efficiency



**90%**

Employee  
engagement level



**>23%**

Higher customer  
satisfaction



# SAP PRIZES



**Chat with me!**

You can find our SAP booth  
in the middle of the conference

# Thank you.