We are rolling out SAC Stories in SuccessFactors

Great Insights that Supports Strong Decisions

#Mastering SAP

Good Together – our people

Diary Scientist

Retail Specialist

Fork-lift Driver

Finance, Legal Communication, HR

Sales Representative

Tanker driver

Electrical Apprentice

Manufacturing Operator

Our Business Case: SAC Stories in SuccessFactors

SAC Stories

- SAP have developed a new dashboard tool in MY Fonterra called SAC (SAP Cloud Analytics) stories.

- Stories are similar to Power BI dashboards, but the reporting functionality is built into MY Fonterra.

- Delivering insights using real-time data for HRBPs and people managers about their teams.

- Using report stories within MY Fonterra means we can control the data security, allowing managers to see only their teams with no added administration.

- Feedback from our managers is that they do not like our current reports, and often do not know the reports are available or how to gain insights from the data. With SAC Stories the user experience will be better

- **The effort to implement stories**

  o Our focus is on learning how to build quality dashboards that provide insightful views.

  o Having a robust change and communication plan

- **Risks and watchouts**:

- IAS - Prerequisite.

- Stories is new to the tool, and new features are being added progressively.

People Strategy
Aligned check?

HOW WE SET OUR FOUNDATIONS

1

Put right our people data and technology

What are we delivering at go live?

Some examples with more will come later…
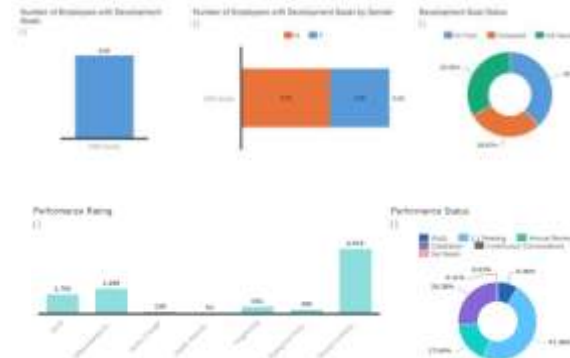
Fonterra
Dairy for life

Workforce & Remuneration Story

Telling a story about our workforce movement and remuneration trending.

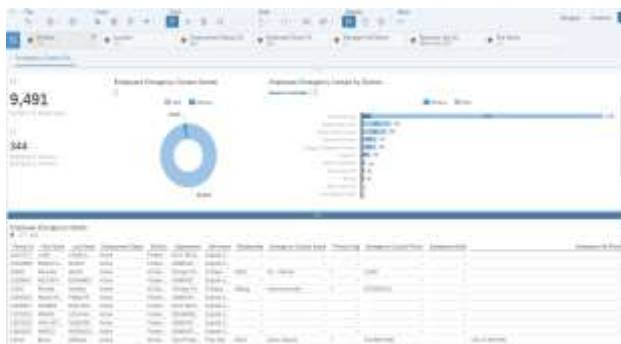### Development & Performance Story

A dashboard focusing on goals, development and performance – are our people growing?
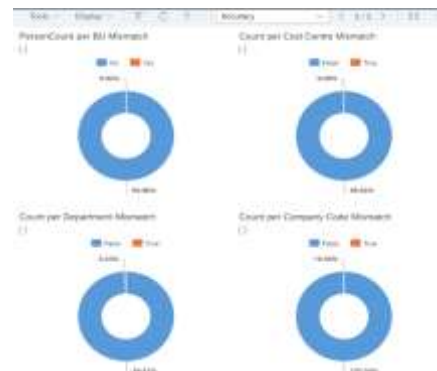
Learning Story

How much learning are we delivering. Who is learning what? Are we re-skilling and upskilling our people?

Emergency Contact Story

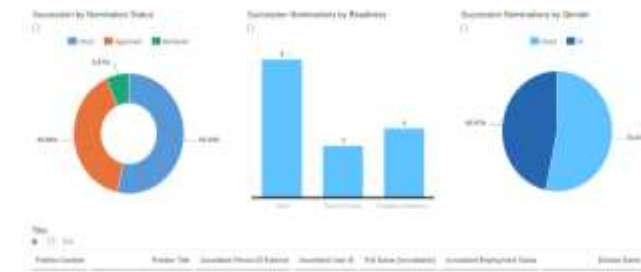*Emergency contact report is used by site managers and site coordinators as part of BCP planning – Safety & Wellbeing*

Data Accuracy Quality Check

This dashboard helps us drive data quality. This is imperative to grow trust in the data and insights we deliver.

Succession & Talent story

Drives talent planning, highlights talented individuals and succession planning for roles.

What is different with SAC Stories?

SAC Stories

- ✓ My Fonterra dashboard
- ✓ Real time data
- ✓ Graphs and tiles we can design ourselves
- ✓ With data labels, call outs, time trending
- ✓ With the ability to highlight important numbers such as KPIs
- ✓ We can pull data from all SuccessFactors modules
- ✓ You can pull data from multiple domains into the same dashboard
- ✓ You can filter the data you need in all dashboards
- ✓ Can be exported into PowerPoint slides

Current MY Fonterra dashboards

- ✓ My Fonterra dashboard
- ✓ Real time data
- ✓ Graphs and tiles designs are limited
- ✗ You can not add data labels, no trending
- ✗ You can not highlight important numbers such as KPIs
- ✓ We can pull data from some SuccessFactors modules
- ✓ You can only pull data from ONE domain into a single dashboard
- ✓ You can filter some data you need, in some dashboard
- ✗ Can not be exported into PowerPoint slides

Case Study –SAC Stories vs Power BI – 3 vs 6 steps

> Scenario: We needed to capture COVID Vaccine uptake among employees. The Dashboard require a high level of data security. With managers seeing their areas only. With the ability to filter on Division, Department, Worker type and site. The report needed to be updated hourly.

SAC Stories

1. Design and test the report
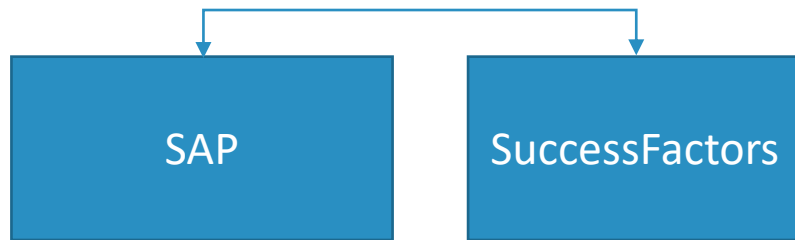2. Permission access
3. Publish in real-time

Power BI

1. Extract the data hourly
2. Build RPA to pick-up the file and post into Azure
3. Design and test the report
4. Create a workspace
5. Permission access – based on row level permissions
6. Publish

IAS the Pre-requisite

Learnings

Enterprise vs System adoption of IAS

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SAP	**SuccessFactors**

IAS Onboarding issues

Portal

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ONB Personal Email	⟶	EC Create a new Business email
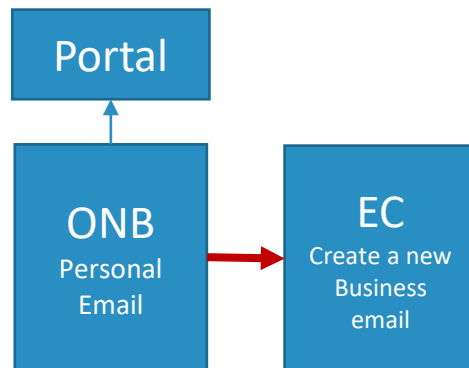
- IAS Adoption

    a. PROD – bundle vs. stand alone

    b. Enterprise wide licensing

- IAS support and roll-out

- Testing of non standard access roles

- Testing of onboarding users

Designing a story

There is a video here – too big to email.

Story features we love… what we'd like more of
Helping adoption…

What I love:

1. Stories provide a better analytics in real-time

2. A wide variety visuals and

3. Widgets incl. standard table, pivot-table, charts, images, and text

4. The ability to perform dynamic interaction between widgets using the Linked Analysis feature

5. The ability to create cross module reports and multiple pages

6. The link dimensions option which allows us to apply linked analysis for widgets from two different models.

7. Good formatting options such as page size, background colour, text style, colour palettes of charts - fresh and modern looking

8. Time-series filter

What I would like more of:

1. The ability to blend EC and LMS data within a story in a Table widget

2. Improvement on the formula functions in the calculated columns

3. The pre-built templates to be more user-friendly

4. The ability of proxy in a different user for data validation purposes

5. The ability to export the preview query in the Query Designer to CSV or Excel for data validation

6. Geo Map widget to be made available

7. Lack of functional how-to's

SAC Stories Requirements

What we've been asked to deliver

Make the experience simple for managers, not too many reports from the get-go.

I would like the ability to drill on org hierarchy L3 and up and by site

Talent & Succession – we want a view across teams

We'd like a: One stop shop to cover hire to retire process – Hire, Manage Workforce (waterfall view), Learning, Compensation, Leavers

Descriptors for each report – struggle to know when to use what report

Remuneration, trend data and auditing – visualize rem data, quality gaps with offshore HR personnel

We need to know what the data quality is

Who did we talk to?

- People & Culture Leadership Team

- HR Systems Team

- Rewards Team

- P&C Business Partners

- Diversity & Inclusion Lead

- Talent Acquisition Lead

- Business Leaders

Change Plan – How we will go live!

Includes all HR Business partners and HR Champions (UAT early adopters) globally

	TBC 6 WEEKS TO GO-LIVE	TBC 5 WEEKS TO GO-LIVE	TBC 4 WEEKS TO GO-LIVE	TBC 3 WEEKS TO GO-LIVE	TBC 2 WEEKS TO GO-LIVE	TBC TO GO-LIVE HRBP / HR Ops	TBC GO-LIVE WEEK Managers	TBC 1 WEEK AFTER GO-LIVE
HRBPs & HR UAT Champions	Approval to go live!	RECEIVE: Comms and go live plan RECEIVE: Invite to UAT	ATTEND: **UAT Training** UAT: Support Materials on Teams Channel	RECEIVE: Invite to lunchbox session & go live comms	ATTEND: Lunchbox Training Session (45MIN) Utilise: User Guides, Training Support Materials	ATTEND: Post-go live check-in Be an P&C Champion: **SAC Stories to Managers exploring the new tool**	
HR Ops		RECEIVE: Comms and go live plan		RECEIVE: Invite to lunchbox session & go live comms	ATTEND: Lunchbox Training Session (45MIN)	HR OPS SUPPORT: Help manager finding KBA or Awhina, Escalate issues to PA team	
People Managers in Fonterra			RECEIVE: Some managers Invited to UAT	ATTEND: **UAT Training** UAT: Support Materials on Teams Channel		RECEIVE: go live comms with link to Guide, videos and option to attend lunchbox training	ATTEND OPTIONAL: Lunchbox Training Session (30MIN)

Key Messages and approach:

What is in it for the user?

- Stories help you get insights about your team
- Supports team planning and performance
- These insights enable decisions and team actions, or inform on progress
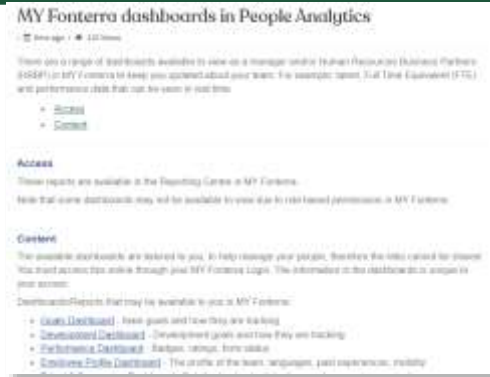
Why a staggered to Go Live approach?

- HR will have access to the new reports one week before managers, this is to give HR time to explore stories before potential questions from managers.

Overview of Go Live Material

SuccessFactors Service Now Articles

The Awhina knowledge based article on how to access MY Fonterra reports & stories will be refreshed

SuccessFactors Stories Video

A video guiding the user through how to access reports will be shared

SuccessFactors Stories

When going live HR and people managers will have access to explore the stories themselves

SuccessFactors Quick Guides

One 'how to access' stories guide shared with the comms. With 'how to' step by step overview guides embedded in each of the stories in SuccessFactors

Email Comms

Written communications targeted at specific audiences based on what's changing for them and what they can use them for – 'what is the value to me?'

Teams Lunchbox sessions

Lunchbox teams sessions will be an optional event for managers to join and learn more about report stories.

Nga Mihi / Thank you!

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