SAP Cloud Implementations
Efficient SuccessFactors Deployments – Instant Value

May 2015
At SAP, we believe that when business and life run better, the world runs better

Our Vision is to help the world run better and improve people’s lives.

Our Mission is to help organizations become best-run businesses.

Our Passions are based on teamwork, integrity, accountability, professionalism, and trust.

We Are and Will Be Your Best Business Partner
SAP Services

Competency Focus

<table>
<thead>
<tr>
<th>Support</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation</td>
<td>Project &amp; Program Management, Functional Consulting, Configuration</td>
</tr>
<tr>
<td>Education</td>
<td>Training, Organizational Change Management (OCM), Adoption Services</td>
</tr>
<tr>
<td>Technical</td>
<td>Data Migration, Integration, Custom Development, Custom Reports</td>
</tr>
<tr>
<td>Optimization</td>
<td>System Audit, Consulting, Solution Architecture</td>
</tr>
</tbody>
</table>

- **Active Customers**: 5500+
- **Successfully delivered projects**: 10000+
- **Global HCM Consulting Resources**: 480+
- **Years HCM Industry Experience**: 40+
- **Countries with offices**: 130+

40+ Years HCM Industry Experience

130+ Countries with offices

480+ Global HCM Consulting Resources

10000+ Successfully delivered projects

5500+ Active Customers

40+ Years HCM Industry Experience

130+ Countries with offices

© 2015 SAP SE or an SAP affiliate company. All rights reserved.
Cloud Service Offerings
Support for every step of your HR business transformation journey

Advise
Cloud Strategy & Advisory
Change Management

Prepare
Business Process Design
Solution Architecture
KPI / Reporting Strategy Workshops

Implement
Implementation Services
- Core HR
- Talent
- Compensation
- Workforce Analytics
Rapid Implementation Services (BizXpress)
- Core HR
- Talent
- Compensation
Integration Development and Extensions
Data Migration
Quality Assurance

Optimize
Quarterly Feature Adoption
Cycle Preparation
Extended Launch Support
Solution Assessment
Shelf ware Adoption

Expand

Education and Support Offerings
Roadmap
Readiness
Execution
Value Realization
Value Growth

© 2015 SAP SE or an SAP affiliate company. All rights reserved.
How do we build this Pyramid?

- Plan
- Implement
- Enable
- Optimize

SUCCESS

VALUE
Lets Build it Together

Plan

Optimize

Enable

Implement
Time To Value Decision Tree

What will bring about the greatest business value?

- Impacted Employees / Manager
- Headcount
- Number of Countries
- Areas of Key Investment
- Legal considerations
- Reporting Needs
- Fit to People Org Strategy
- Payroll Strategy Linkages
- Business Process (Modules)

Deployment Strategy

- HYBRID = EC and/or ECP on premise
- SIDE BY SIDE = 30-40% or more EC on premise
- FULL CLOUD = 3rd party integrations only

HYBRID = EC and/or ECP on premise
SIDE BY SIDE = 30-40% or more EC on premise
FULL CLOUD = 3rd party integrations only
Business Value vs. Ease of Implementation

Processes / Module

<table>
<thead>
<tr>
<th>Business Value</th>
<th>Country / Region 4</th>
<th>Country / Region 3</th>
<th>Country / Region 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Country / Region 6</td>
<td>Country / Region 5</td>
<td>Country / Region 2</td>
</tr>
<tr>
<td>Low</td>
<td>Country / Region 9</td>
<td>Country / Region 8</td>
<td>Country / Region 7</td>
</tr>
</tbody>
</table>

Ease of Implementation

<table>
<thead>
<tr>
<th>Complex</th>
<th>Simple</th>
</tr>
</thead>
</table>

Global Deployment

<table>
<thead>
<tr>
<th>Business Value</th>
<th>Compensation</th>
<th>Employee Central</th>
<th>Goals and Performance</th>
</tr>
</thead>
<tbody>
<tr>
<td>High</td>
<td>Recruiting</td>
<td>Learning</td>
<td>Recruiting Marketing</td>
</tr>
<tr>
<td>Low</td>
<td>Analytics / Planning</td>
<td>Succession</td>
<td></td>
</tr>
</tbody>
</table>

Ease of Implementation

<table>
<thead>
<tr>
<th>Complex</th>
<th>Simple</th>
</tr>
</thead>
</table>

© 2015 SAP SE or an SAP affiliate company. All rights reserved.
SAP will guide – Start Anywhere…
Deploy at your Pace Driven by Business Needs

- **Start**: Solve an immediate pain point (e.g. Workforce Analytics)
- **Group**: Leverage more than one to solve a bigger pain (e.g. Core HR + Recruiting)
- **Replace**: Disparate Legacy Systems
- **Leverage**: on-premise ERP investments
Cloud Transformation Services

Step 1: Cloud Discovery Workshop

Step 2: Cloud Maturity Assessment

Step 3: Cloud Solution Fit

Step 4: Cloud Architecture Design

Step 5: Cloud Transformation Roadmap

Step 6: Cloud Business Case Calculation
Another Brick up

- Optimize
- Enable
- Implement
- Plan
SAP Launch Implementation Approach

**Traditional**

*“Can I take your order?”*

- Consultative approach
- Highly customized solution
- Development, not configuration
- Time consuming and costly

**Transformative for Cloud**

*“Let us guide you”*

- Lead with best practices
- Rapid, prescriptive, repeatable delivery steps
- Accelerated by tools, templates and predefined content
- Agile approach
- Enabled for the cloud
Universal Yet Flexible Framework

SAP Launch is THE implementation methodology that is applied universally across all SAP software-as-a-service (SaaS) implementations. It prescribes what implementation activities must be performed and the resulting deliverables.

The Delivery Toolkit provides solution-specific workshops and tools which guide project team members through how to execute the methodology.
SAP Launch
Implementation Methodology for the Cloud

PREPARE
Project Management
Solution Design
Integration Preparation

REALIZE
Solution Team Enablement
Solution Configuration
Solution Walkthrough

VERIFY
Data Migration
Integration Setup
Solution Testing
Cutover Planning

LAUNCH
Solution Adoption
Cutover Execution

indicates other streams can be plugged into the methodology
Quality Gate Objectives

There are four Quality Gates, also called Q-Gates, executed during the implementation in order to ensure project success.

1. **Project Verification**
   - All stakeholders agree to the scope to be delivered during the implementation of the SAP solution. When necessary, a change order is executed.

2. **Solution Acceptance**
   - All stakeholders agree that the business scenarios demonstrated in the solution meet the requirements to be delivered by the project and that all configuration questions have been addressed.

3. **Readiness Acceptance**
   - All stakeholders agree that the systems, data and people are ready to execute the cutover from the legacy system(s) to the new system(s).

4. **Go-Live**
   - All stakeholders agree that the cutover is complete and the organization is prepared to use and support the new solution.
• Ensure all users are familiar with the new or updated business processes and can execute the transactions required for their job.
• Ensure Administrator(s) can support productive operations.
• Ensure the solution functionality supports the business processes.
• Ensure the project achieves the defined objectives.
• Ensure the system works correctly by testing all business processes.

**Project Dimensions Covered**

- **System Readiness**
  - Ensure all required data is extracted from the legacy system(s) and cleansed.
  - Ensure all required data is migrated correctly and any errors are resolved.
  - Ensure the migrated data is tested with the test scenarios.

- **Business & People Readiness**
  - Ensure all users are familiar with the new or updated business processes and can execute the transactions required for their job.

- **Data Readiness**
  - Ensure Administrator(s) can support productive operations.
Flexible HCM Deployment Options

Align
Get people working on the right things

Optimize
Find the right people and make them great

Accelerate
Run the business better

Talent Insights

Goals
Performance
Workforce Planning
Recruiting
Compensation
Succession
Analytics

Phase 1
Platform, EC, ECP, Recruiting

Phase 2
Performance

Phase 3
Compensation

Phase 4
Analytics & Planning

Get people working on the right things
Run the business better
Align Optimize Accelerate

Find the right people and make them great

© 2015 SAP SE or an SAP affiliate company. All rights reserved.
Flexible Deployment with Incremental Value

<table>
<thead>
<tr>
<th>Platform (SSO, Profile, Mobile, Jam)</th>
<th>Succession &amp; Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance &amp; Goals</td>
<td>Compensation</td>
</tr>
<tr>
<td>Learning Management</td>
<td>Recruiting</td>
</tr>
<tr>
<td>Employee Central</td>
<td>Workforce Analytics</td>
</tr>
</tbody>
</table>

- **8 – 12 weeks** typical for PM, GM, EP, CDP, 360, Calibration
- **14 – 18 weeks** typical for Succession, Compensation, Analytics & Planning, LMS
- **20 – 24+ weeks** typical for Recruiting, Variable Pay, Employee Central
- **24+ weeks** minimum for Employee Central Payroll
Solution Delivery Models

Flexible deployment – Move all HCM to the cloud to support strategic agility. Leverage on-premise HCM investments

Talent Hybrid

Cloud solutions (SF)

Talent Solutions, Workforce Planning, Workforce Analytics

Delivered and Maintained Integration

Two-tier HCM

Cloud Core HR

Talent Solutions, Workforce Planning, Workforce Analytics

Subsidiaries

Core HR (Employee Central) Talent Solutions Workforce Planning and Workforce Analytics

Full cloud HCM

Cloud HR

SAP ERP

SAP ERP

© 2015 SAP SE or an SAP affiliate company. All rights reserved.
Lower TCO of integration – Productized integration packages, templates, and an integration platform for faster deployment and lower risk. Integration with SAP on-premise HCM and ERP based on our deep expertise.
Extensibility on SaaS – A Reality
We can enable you to extend your core functionality

**SuccessFactors Employee Central (EC)**
- Extend using configuration and rules engine UI
- Host extensions within EC
- Use delivered objects to create extensions and logic
- Build simple extensions of EC that do not require coding
- Automatically generates simple UIs to configure and manage objects
- Extensions are tightly coupled with EC entities, no duplication of data
- Included with both EC and SAP HANA Cloud Platform

**SAP HANA Cloud Platform (PaaS)**
- Develop using JVM and/or HANA native based integrated development env.
- Host apps within SAP HANA Cloud Platform
- Custom code objects and logic
- Create new apps/complex extensions that require coding
- Build engaging UIs for mobile or other channels
- Extensions are free form but can be integrated using SFAPIs, SAP APIs or EC OData APIs
- Access MDF as a shared service

**Metadata Framework (MDF)**
On Premise vs. SAP Cloud Implementation

<table>
<thead>
<tr>
<th>On Premise Implementations</th>
<th>SAP Cloud Implementations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strong Focus on IT (infrastructure, …)</td>
<td>Strong Focus on Business</td>
</tr>
<tr>
<td>Blue Print</td>
<td>Out-Of-the-Box Solution, Best Practices</td>
</tr>
<tr>
<td>High Level of Customization</td>
<td>Configuration / Fine-Tuning</td>
</tr>
<tr>
<td>Large implementation teams, mostly on-site</td>
<td>Small teams, mostly remote</td>
</tr>
<tr>
<td>Longer Term Implementation, typically more expensive (mostly T&amp;M)</td>
<td>Quick Implementation, affordable (mostly Fixed Price)</td>
</tr>
<tr>
<td>System landscape consisting out of Test, Quality and Productive Systems with separate setups. Transport management required to move changes from one system to another</td>
<td>System Landscape consisting of a Test and Productive systems only. No transport management required</td>
</tr>
<tr>
<td>Applications and business processes are accessible via Transactions. Knowledge of transactional sequences are necessary to handle business processes</td>
<td>Guided procedures and work centers are guiding the business process. Easy handling of business processes. Knowledge of transaction codes is not necessary</td>
</tr>
<tr>
<td>Customer administrators cannot make obvious changes (process and data) without the help of a consultant</td>
<td>Many process related changes can be done by the administrators, as well as the data upload management. In most cases, a consultant is not required.</td>
</tr>
</tbody>
</table>
Nearly there

- Plan
- Implement
- Enable
- Optimize
SAP Training Portfolio for SuccessFactors
Customer Education Offerings

**Education services provided in cloud Software subscription**

- Access to the entire library of e-learning content for all SuccessFactors products through Cloud learning center (36 titles)
- Preparation E-learning content for Configuration Workshop planning (known as Project Team Orientation)
- Administration and Reports Training
- ~ 280 job aids

**Additional Education Options**

- Customer Specific/Public courses
- Editable pdf’s of ~ 280 job can be sold as well as customization services
- Customization Services for creation of
  - Custom Training Materials - creation
  - Job Aids / Training Presentations
  - User Guides / Tutorials
  - Interactive Guides
- Customer Specific administrator training is an option
- Compensation follows standard compensation for training services
- Partner Training
Cloud Learning Center

Manage your SuccessFactors !!!

<table>
<thead>
<tr>
<th>My Learning Assignments</th>
<th>Success Academy Learning Paths</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NO DUE DATE</strong></td>
<td>Welcome to the new SuccessFactors Digital Admin Training system. Below you will see a list of training topics. Please select the topic that best represents your training needs. What training do you need? Click here to find out.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Details</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(E1) Employee Central Project Team Orientation (PTO)</td>
<td>![Course Icon]</td>
<td><a href="#">CONTINUE COURSE</a></td>
<td>Part of SuccessFactors Employee Central Curriculum</td>
</tr>
<tr>
<td>(E2) Employee Central Administration</td>
<td>![Course Icon]</td>
<td><a href="#">START COURSE</a></td>
<td>Part of SuccessFactors Employee Central Curriculum</td>
</tr>
</tbody>
</table>

© 2015 SAP SE or an SAP affiliate company. All rights reserved.
We have done it
Launch Optimization for Cloud Solutions

Collaboration Model for Success

Customer

Partner

SAP

SUCCESS!

- Business experience
- Vision
- Brand
- Culture
- Project delivery
- Implementation Tools
- Skilled Resources
- Industry Expertise

SAP Solution, Platform and Support
Best Practices, Innovation
Governance, Scoping
Trusted Advisor

© 2015 SAP SE or an SAP affiliate company. All rights reserved.
SAP QA Portfolio

Overview

Governance
- Is the project managed effectively?
  - Review of Project Management
  - Management of Quality and Risk

Technology
- Will the system run optimally?
  - Premium Engagement Services

Solutions
- Is the solution design appropriate?
  - Design Review of SAP Solutions
  - Launch Optimization for Cloud Solutions

People
- Will the solution be adopted?
  - Strategy Development for Education
Launch Optimization for Cloud Solutions

Fully aligned with SAP Launch Methodology for Cloud Solutions
Meeting Customer Requirements (Support Models)

Standard Support
- Included in every subscription
- Basic support with focus on self-service tools - community, knowledgebase, and webinars
- Phone, chat, and web support for product issues and defects
- 24x7 Support for P1/P2 incidents

Premium Support
- 10% of subscription fee
- Includes everything in Standard Support
- Assigned Customer Success Manager – bimonthly checkpoints
- Bi-annual business review
- Priority Handling for incidents, improved initial response times

Platinum Support
- 20% of subscription fee
- Includes everything in Standard Support
- Assigned Customer Success Manager – weekly checkpoints
- Quarterly release reviews and Annual planning with Customer Value Manager
- Enhanced Service Levels for response and resolution targets
- Priority Handling for incidents
Thank You

Contact information:

Shahzad Naseem
SAP MENA Services
Shahzad.naseem@sap.com