



SAP SuccessFactors 

SAP Product Brochure

Employee Experience Management Solutions from SAP

Overview

For years, HR technology has focused on data quality and process automation. Both are good. Process automation drives efficiency, freeing HR to make strategic contributions to organizational success. And data quality means the organization has a better foundation to make accurate workforce decisions. Neither, however, can provide critical information about people's experiences at work—which drive their satisfaction, and overall business contribution. So today, the focus is shifting to experience, driven by the introduction of new technologies, and increasing employee expectations.

Measuring experience is a new way of using technology, moving beyond traditional HCM approaches and viewing things not just from the organization's perspective, but also the employee's. This is SAP SuccessFactors' HR vision for customers: Human Experience Management, or HXM. With HXM, you can put every employee at the center of what powers your organization, providing a positive impact on your company's business results.

HR and business leaders continually examine workforces to best understand available resources, then match those to immediate needs.

You're recreating the way the business works in real-time—to respond to an unprecedented time of change. You're evaluating how employees are doing, listening to their feedback, and responding to their concerns.

Bottom line: you're helping the business be smarter, more responsive, and more resilient, while helping employees feel safe, engaged, and productive.

The combination of SAP and Qualtrics lets you make—and keep—people the priority in your business.



Qualtrics employee engagement software platform makes it easy to pinpoint **experience, engagement, and productivity drivers**, so you can act in real-time to create a world-class company culture.

SAP Qualtrics Employee Engagement

UNDERSTAND THE KEY DRIVERS OF EMPLOYEE ENGAGEMENT SO MANAGERS AND LEADERS THROUGHOUT THE ORGANIZATION CAN IMPROVE THE EMPLOYEE EXPERIENCE

Empower every manager with real-time employee insights to improve employee engagement

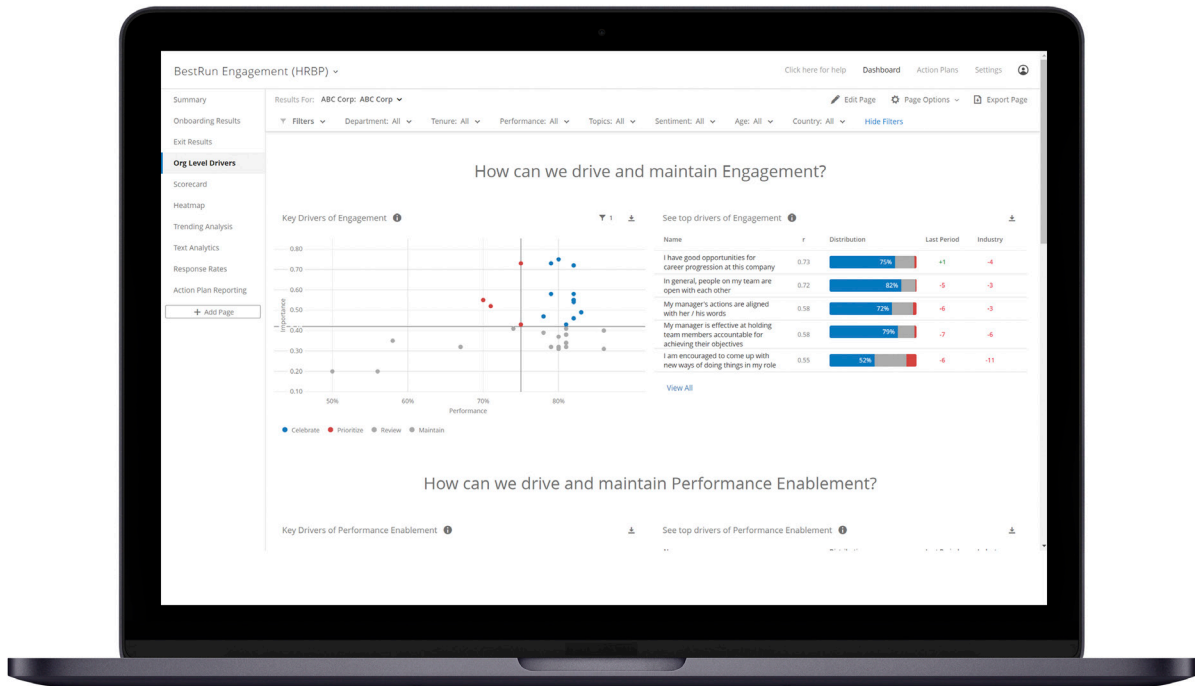
- Gain real-time insights on employee engagement across the organization
- Automatically identify the actions needed to improve the employee experience
- Track your improvements; support managers with built-in action planning

See how actions affect employee productivity and organizational KPIs

- Distribute your surveys through any channel; see results and insights in real time
- Enable leaders and managers with personalized dashboards mapped to the organization's hierarchy
- Use action planning tools to track progress on your improvements

Deploy flexible employee engagement programs quickly

- Access best-practice engagement surveys; or build your own with the flexible survey builder
- Leverage validated survey content—tied to outcomes and benchmarks
- Apply detailed analysis, including powerful text analytics, on open-text responses



SAP Qualtrics Employee Lifecycle

COLLECT FEEDBACK AND INSIGHTS FROM EMPLOYEES AT KEY TOUCH POINTS SO YOU CAN ACT WITH PRECISION, IN REAL TIME, TO DRIVE IMPROVEMENTS

Optimize your onboarding process

- Gain timely feedback and insights from new hires
- Prioritize actions with the biggest impact on key metrics—such as ramp time and productivity
- Monitor the effect of your improvements, and keep them on track with built-in action planning

Gain insight through exit surveys

- Reduce unwanted attrition
- Proactively retain your top performers

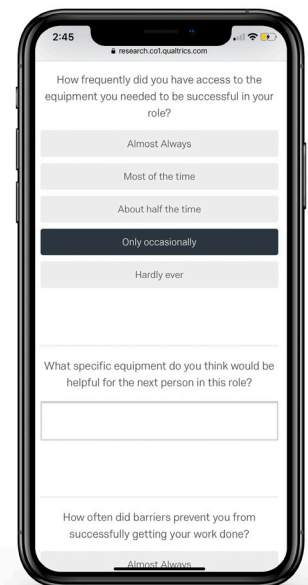
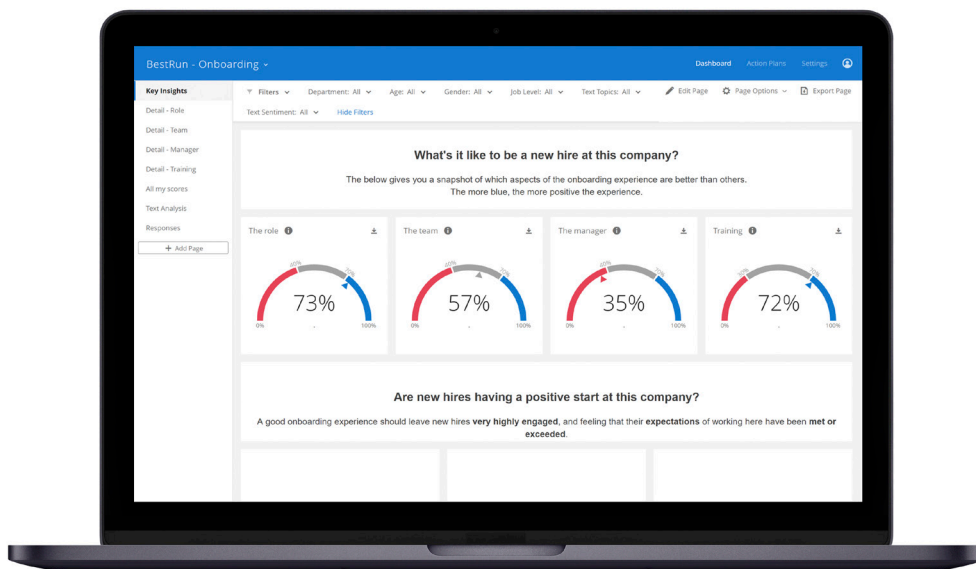
Automatically trigger a survey for feedback based on employee data changes with rules-based capabilities in SAP Qualtrics Employee Lifecycle

- Updates in the employee hire date field
- An employee ending a global assignment
- An employee going on long-term disability
- And many others

Give candidates the opportunity to provide feedback while applying for a job, using application feedback and the custom portlet capabilities of the SAP SuccessFactors Recruiting solution career site builder.

Capture real-time feedback with embedded opportunities like

- A performance review sign-off in SAP SuccessFactors Performance and Goals
- The submission of a job application in SAP SuccessFactors Recruiting
- The completion of a Mentoring program in SAP SuccessFactors Succession and Development
- And many more



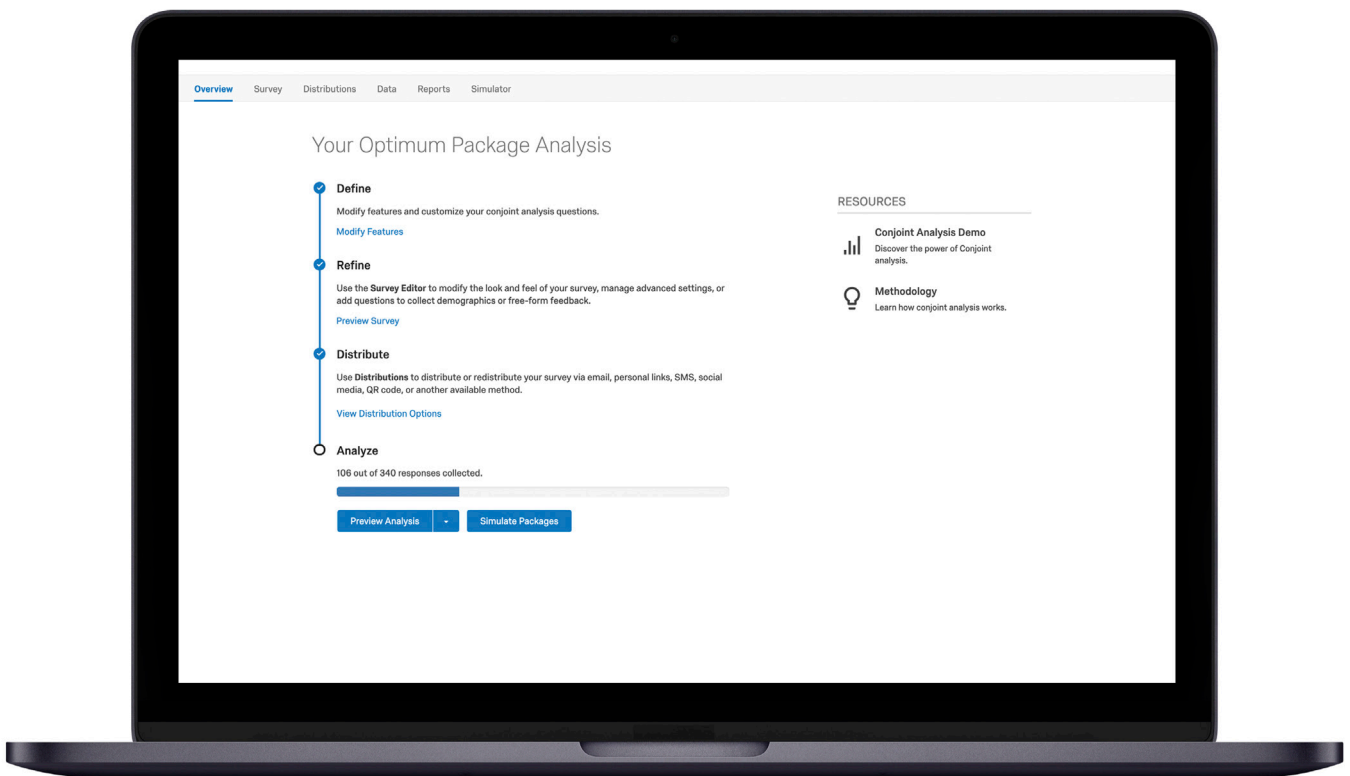
SAP Qualtrics Employee Benefits Optimizer

QUICKLY IDENTIFY THE OPTIMAL BENEFITS PACKAGE BASED ON EMPLOYEE FEEDBACK, AND AN ANALYSIS OF WHAT'S REALLY IMPORTANT TO YOUR EMPLOYEES

Configure optimal total rewards offerings

- Continuously run experiments based on conjoint analysis to determine preferences as they change over time
- Easily run simulations based on other constraints, such as budget
- Test new models, in real time, with your employee database; instantly see how well new benefits will be received

- Optimize offerings by segment and track how changes affect engagement and organizational KPIs such as advocacy and retention
- Make data-based decisions, understanding trade-offs your employees are willing to make
- Have confidence your benefits actually have a positive effect on the employee experience



The SAP Qualtrics Employee Benefits Optimizer solution allows HR leaders to configure optimal total-rewards offerings for their workforce to ensure they can attract and retain top talent.

SAP Qualtrics 360 Feedback

ENABLE MANAGERS, PEERS, AND DIRECT REPORTS TO EASILY, QUICKLY, AND SCALABLY PARTICIPATE IN MULTI-RATER ASSESSMENTS THAT PROVIDE CLEAR AND ACTIONABLE INSIGHTS

Provide leaders with actionable understanding of their strengths and opportunities

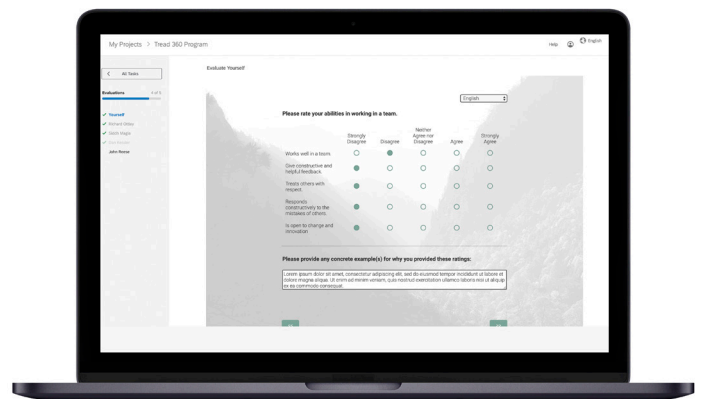
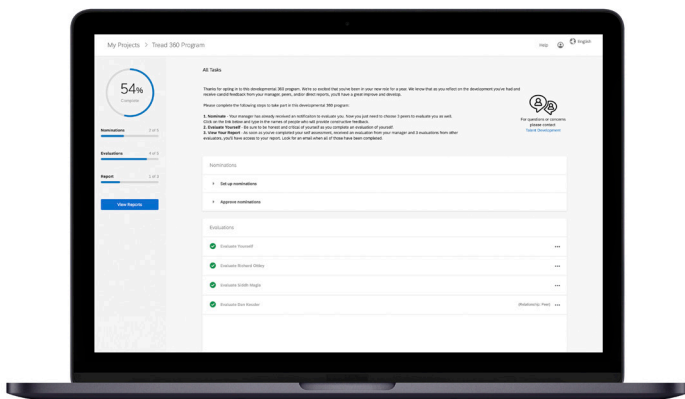
- Individualized reports give a full 360 view of work, behaviors, strengths, and weaknesses to help the leader identify and improve
- The feedback process is streamlined, allowing leaders to simply select their raters, complete a self-assessment, and be notified once the report is ready to review—all done with a few clicks

Scale employee development feedback

- Admins can quickly and easily configure questions, workflows, and report design to the needs of specific employee groups
- Automation eliminates the need to manually set up review nominations; batch reports for distribution; or manage report delivery based on responses

Give managers and HRBPs the tools to manage and coach individuals

- With rich qualitative feedback and dynamic visualizations, HRBPs and coaches have a data-based approach to helping leaders and employees develop personal skills and close leadership gaps
- Totally configurable report delivery makes it simple to indicate whether the ratee, the manager, and / or an HR leader can access and use the report to drive the ratee's growth conversations



Qualtrics EmployeeXM for IT and Qualtrics EmployeeXM for IT Support

UNDERSTAND TECHNOLOGY GAPS TO ENSURE THAT IT INVESTMENTS, RESOURCES, AND SERVICES MEET EMPLOYEE NEEDS

Gain a complete understanding of the everyday technology experience

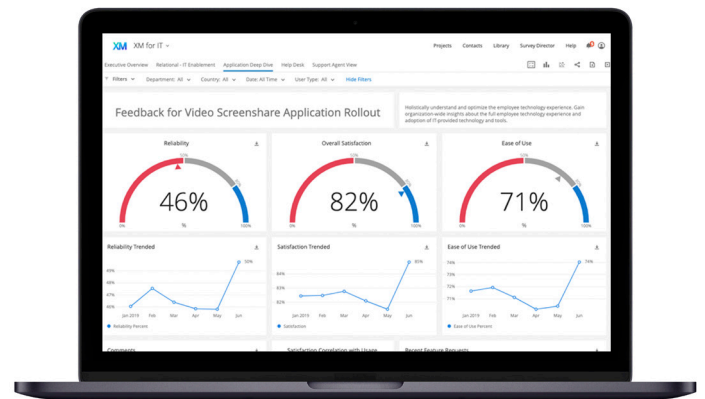
- Use data to understand which technologies and tools increase employee productivity and job enablement
- Connect employee technology feedback with operational systems
- Leverage employee insights to understand where to strategically invest in IT for the future

Ensure that new application and service implementations are successful and truly meet employee needs

- Capture the overall effectiveness of new vendor implementations; including whether technology is being used for the intended purpose, or whether capabilities are missing
- Confidently plan future technology projects through pre- and post-assessments
- Use employee technology experience insights to mitigate implementation risk

Improve ongoing IT support processes, quality, and perception

- Understand the effectiveness and quality of your global help desk
- Manage and improve closed-loop efforts with employees
- Identify and prioritize broken areas along the IT service journey, so you can optimize time- and cost-to-serve



Whether your immediate need is to reduce attrition, retain and develop employees, optimize benefits, drive engagement, increase workforce productivity—or a combination of these—Employee Experience Management Solutions from SAP can help.

Find out more at www.sap.com/ex, or contact your account executive.

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