

# Innovations 2010 (ERP 6.0, EhP5)

## New Capabilities for Human Resources Line of Business -- Overview



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Product Management HCM  
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# Agenda



- 1. Innovations 2010 Overview and Business Needs**
2. Enhancements Delivered for HR Line of Business
3. Why HR Executives Choose Innovations from SAP

# Innovations 2010: Relevant for Your Business NOW



SAP accelerates business innovation...  
... with 4 decades of driving our customers' success and enabling business growth through business process and technology innovation

## Manage a Lean Enterprise



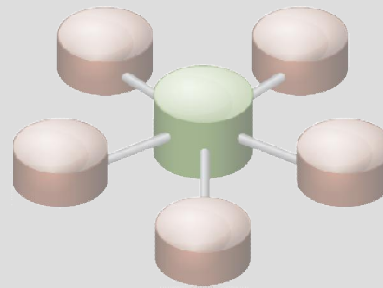
Shared Services

## Increase Customer Intimacy



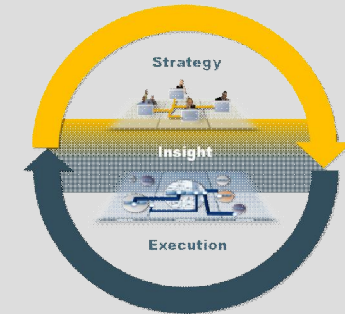
User Experience

## Optimize Business Models for Growth



Talent Management

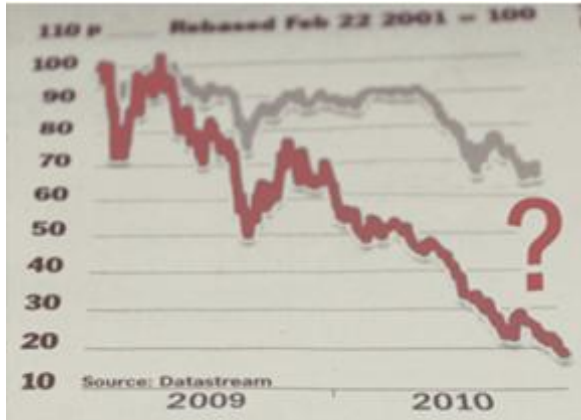
## Apply Management Science



Analytics

**FLEXIBILITY WITHOUT DISRUPTION**

# Innovations 2010 Addresses Key Business Needs for HR Line of Business



## New Reality

### Business needs . . .

- Insight on workforce talent demographics
- Enable maximum user adoption
- Reduce human resources (HR) service delivery costs
- Pay for performance



## Business Requirements

### Requiring HR line of business to:

- Real-time analytics for better decision making
- Enhanced user experience
- Automated and integrated HR processes
- Streamlined compensation planning

# Agenda



1. Innovations 2010 Overview and Business Needs
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# End-to-End Processes for LoB HR

## Find and Develop the Best People and Talent



### SAP helps companies to:

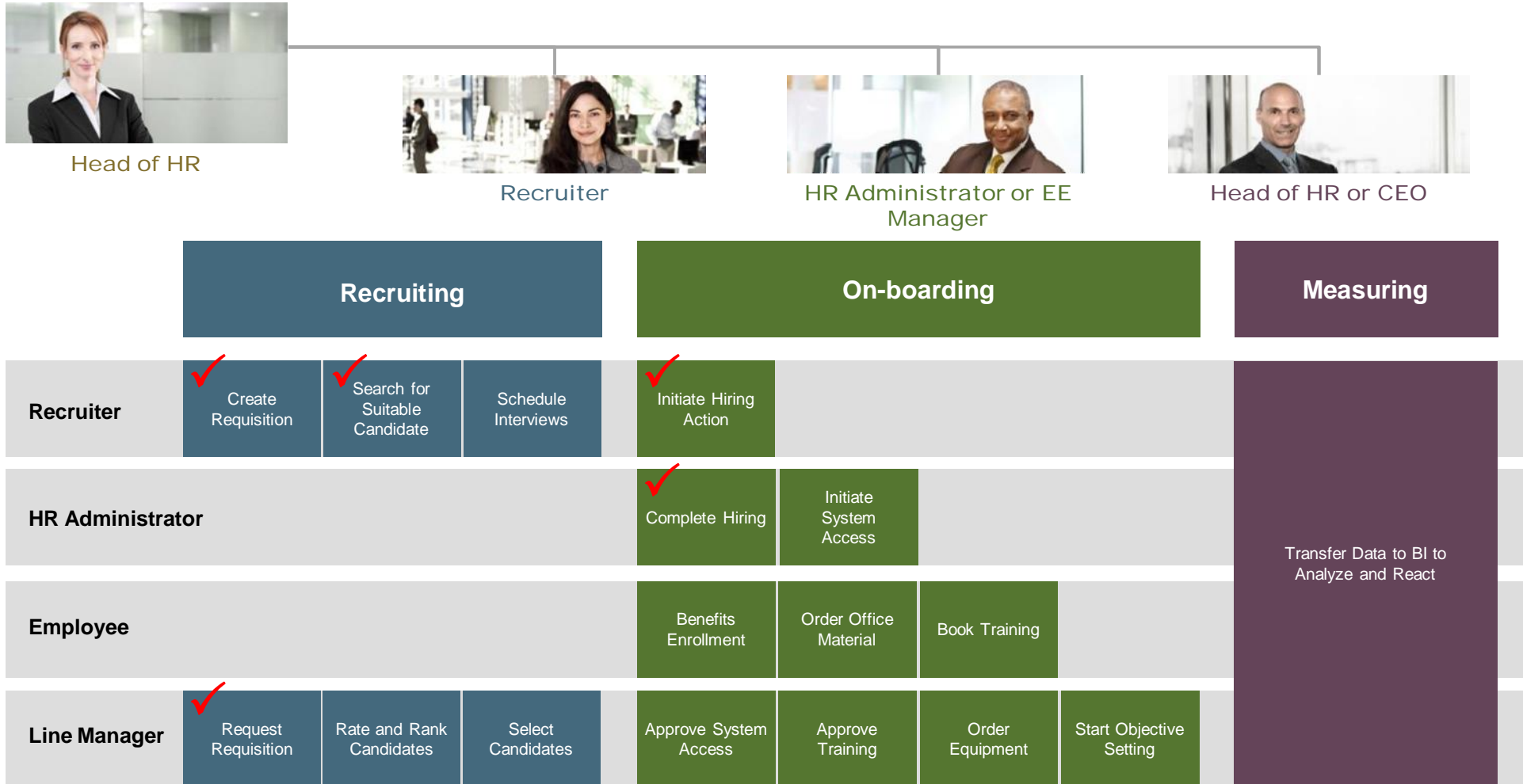
- Hire, retain and develop top talent and key successors
- Deliver consistent accurate workforce data
- Lower IT costs
- Automate and Streamline HR processes

# Best People and Talent

## Build the Workforce



Building the workforce is a comprehensive, cross-functional process to create an agile workforce and avoid business disruption.



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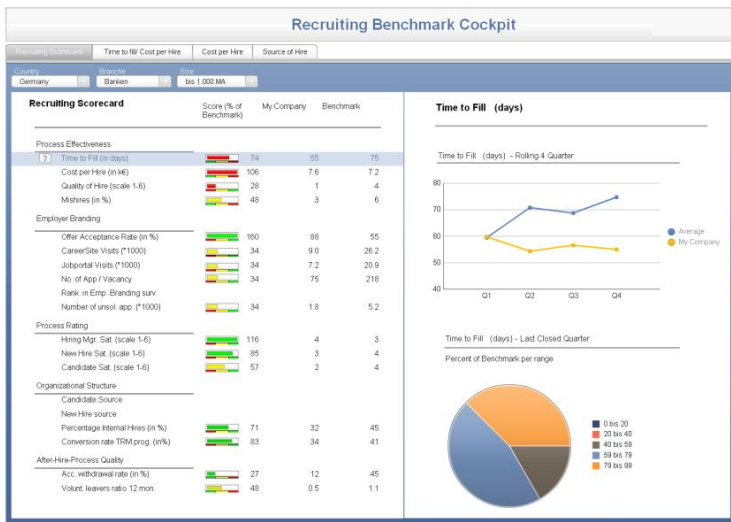
# Planned Innovations

## Build the Workforce



### Build the workforce

With more powerful search features and an improved user interface, the enhancement package 5 for the SAP E-Recruiting application makes it easier than ever to find qualified candidates and to on-board new employees.



### Solution Enhancements

- New dashboards for recruiters and recruiting administrators
- Simplified activity management for hiring processes
- Transfer of additional candidate data in new hire process (education, work experience, and qualifications)
- New e-mail-based security features for applicant registration and application process
- Embedded workforce analytics

### Key Benefits

- Gain better visibility into requisitions and talent pool
- More effectively and efficiently find and hire the right candidates
- Improve efficiency and collaboration of recruiters and improve the overall data quality from new-hire activities
- Simplify and streamline operations with workflow triggers for applicants, recruiters, and recruiting administrators
- Provide insight to workforce costs and impact of HR initiatives

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# E-Recruiting

## "New Workcenter Improves Productivity of Your Recruiters!"



Welcome Kim Lessley | Help | Personalize | Log Off | SAP

Home | Administrator | **Recruiter** | Content Administration | Delegated User Administration

Overview | Reports | Service Map

Work Overview

**Detailed Navigation**

- Work Overview
- Services
- Requisitions
  - Create
  - Create by Position
- Manual Application Management
  - Create Internal Applications
  - Create External Application
- Candidates
  - Candidate Search
- Administration
  - Maintain Questions
  - Maintain Questionnaires
  - Question Maintenance EEO Information
  - Questionnaire Maintenance EEO Information
  - Maintain Process Templates
- Personal Settings
  - Maintain Personal Settings

Portal Favorites

Search

Search for:  Search

Navigation at top and left with links to additional functions

Quick search for candidates, reqs & published postings

Dashboard

Active Queries

Requisitions [All Requisitions \(55\)](#) [My Open Requisitions \(18\)](#) [Open Team Requisitions \(45\)](#) [Open Application Groups \(1\)](#) [My Draft Requisitions \(6\)](#)

Postings [My Expiring Postings \(2\)](#) [Expiring Team Postings \(14\)](#)

My Tasks [Open Background Checks \(0\)](#) [Parsed Resumes To Review \(4\)](#)

Requisitions - My Open Requisitions

Show Quick Criteria Maintenance

View [Standard View] | Export | Requisition | Job Posting | Filter Settings

| Requisition                                    | Manager         | Days Since Release | Inbox | Preselection | Selection | Evaluation | Offer | All |
|--|-----------------|--------------------|-------|--------------|-----------|------------|-------|-----|
| <a href="#">Manager of Sales</a>               | Kathleen Garvin | 67                 | 5     | 1            | 0         | 0          | 0     | 6   |
| <a href="#">Accounts Receivable Specialist</a> | Kathleen Garvin | 61                 | 4     | 0            | 0         | 0          | 0     | 4   |
| <a href="#">Chief Executive Officer 8-18</a>   | Kathleen Garvin | 64                 | 3     | 0            | 0         | 0          | 0     | 3   |
| <a href="#">Payroll Specialist 8-20</a>        | Kathleen Garvin | 62                 | 3     | 0            | 0         | 0          | 0     | 3   |
| <a href="#">Talent Management Specialist</a>   | Kathleen Garvin | 62                 | 3     | 0            | 0         | 0          | 0     | 3   |
| <a href="#">Production Manager</a>             |                 | 95                 | 2     | 0            | 0         | 0          | 0     | 2   |
| <a href="#">Engineer</a>                       | Birgit Ludwig   | 96                 | 1     | 0            | 0         | 0          | 0     | 1   |
| <a href="#">Accountant</a>                     | Muthu Rajendran | 85                 | 1     | 0            | 0         | 0          | 0     | 1   |
| <a href="#">Payroll Specialist</a>             | Kathleen Garvin | 12                 | 1     | 0            | 0         | 0          | 0     | 1   |
| <a href="#">Comptroller II</a>                 |                 | 85                 | 0     | 0            | 0         | 0          | 0     | 0   |

Dashboards with navigation to additional functions

Last Refresh 10/21/2008 23:17:58 CET Refresh



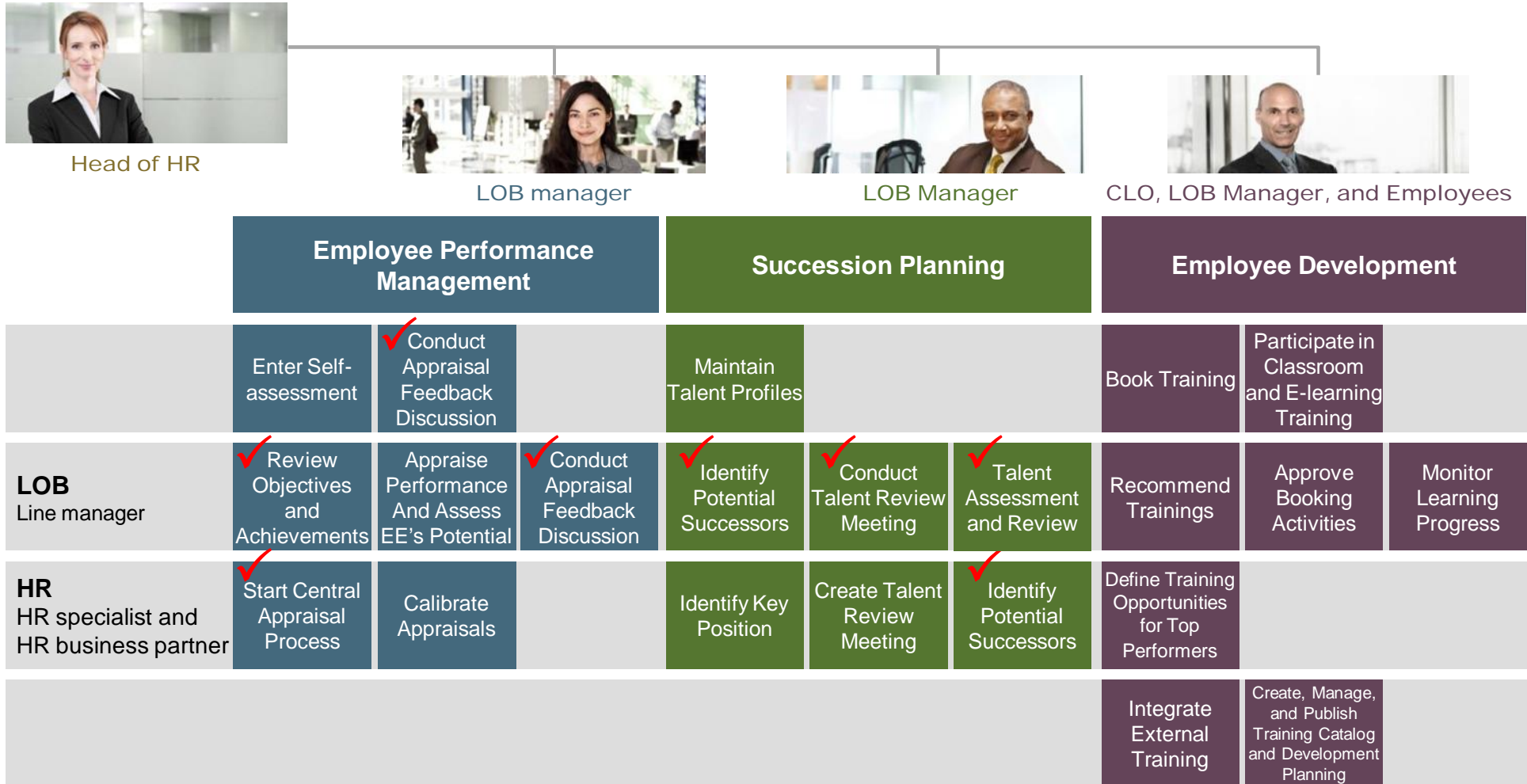
- Candidate side
  - E-Mail Verification Process
  - Improvement of application process w/o previous registration
  - Additional candidate information “Internet Presence” in personal data
  - Navigation improvements
  - How-To-Guide for “Mandatory Field Check”
- Recruiter's workcenter
  - Public Search Query
  - Further Lock Mechanism
  - Activity Management – Activity Wizard
  - Requisition Management
  - Manual Application Management
- Integration
  - Extension of New Hire Interface (Onboarding)

# Planned Innovations

## Develop a High-performing Workforce



Developing a high-performing workforce connects employee performance management, succession planning, and employee management to maximize workforce potential.



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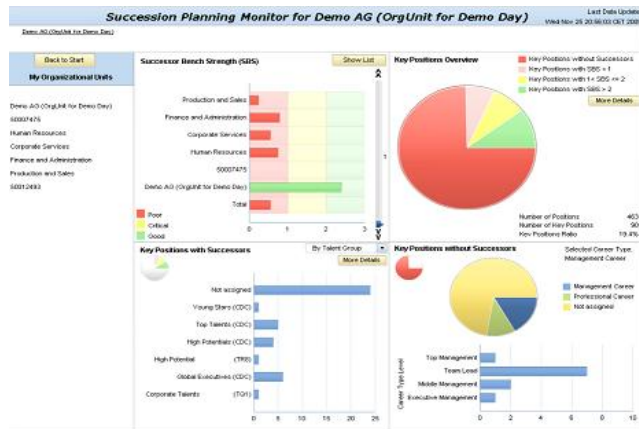
# Planned Innovations

## Develop a High-performing Workforce



### Talent management analytics

Proactively monitor succession planning effectiveness with talent management cross-analytics for better decision making.



### Enhanced performance and compensation management

Additional employee performance management configurability and an improved compensation planning user interface enable “pay for performance” in your organization.

### Solution Enhancements

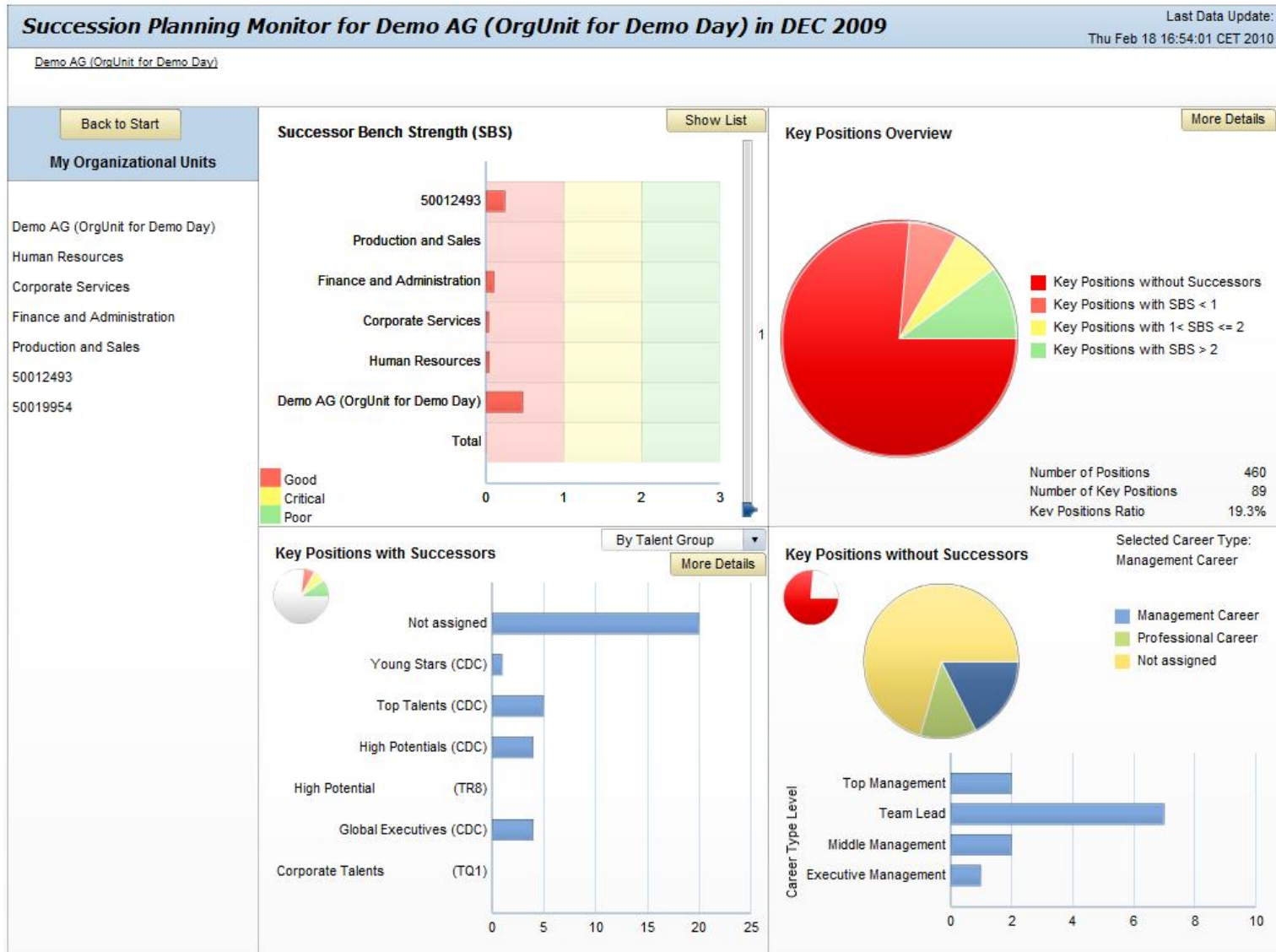
- Succession planning analytics for monitoring succession KPIs
- Talent management cross-analytics to measure talent richness, departures, lateral moves, and other key actions
- Data migration tool to facilitate succession planning upgrades
- Enhanced process step choices for employee performance management
- New user interface and functionality for compensation planning and approval process

### Key Benefits

- Gain transparency into strategic HR processes
- Help ensure the effectiveness of succession and talent management activities
- Simplify conversion process for improved time to value while minimizing implementation cost
- Gain additional flexibility with the predefined employee performance management process.
- Enable managers to intuitively complete all compensation planning processes

# Planned Innovations Planning and Analytics

LAB preview



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# Workforce Analytics

## "Strategic Insights Via Excelsius Integration"



"SuccessionPlanningMonitorforDemo AG (OrgUnit for Demo Day)"

Demo AG (OrgUnit for Demo Day)

[Back to Start](#)

My Organizational Units

- Demo AG (OrgUnit for Demo Day)
- Human Resources
- Corporate Services
- Finance and Administration
- Production and Sales
- 50012493

### Successor Bench Strength

[Show List](#)

### Key positions overview

- Key positions without Successor
- Key positions with SBS < 1
- Key positions with SBS < 2
- Key positions with SBS > 2

[More Details](#)

### Key positions with Successors per Talent

[More Details](#)

By Talent Group

### Human Capital Management Monitor for Demo AG (OrgUnit for Demo Day)

Demo AG (OrgUnit for Demo Day)

[Back To Start](#)

My Organizational Units

- Demo TM
- Human Res.
- CorpServ
- Fin&Admin
- Prod / Sales
- 50012493

### HEADCOUNT AND WORKFORCE OVERVIEW

|                           | Current Month | Comparison Month | Difference                                  |
|---------------------------|---------------|------------------|---|
| Headcount (Active)        | 423           | 0                | 423 <span style="color: green;">↑</span>    |
| Headcount FTE (Active)    | 380.82        | 0                | 380.82 <span style="color: green;">↑</span> |
| Number of Women (HC)      | 199           | 0                | 199 <span style="color: green;">↑</span>    |
| % of Women (HC)           | 47.04%        | 0%               | 47.04% <span style="color: green;">↑</span> |
| Average Age of EEs        | 46.73         | 0                | 46.73 <span style="color: green;">↑</span>  |
| Average Length of Service | 0.11          | 0                | 0.11 <span style="color: green;">↑</span>   |
| Number of Part-Time Staff | 44            | 0                | 44.00 <span style="color: green;">↑</span>  |

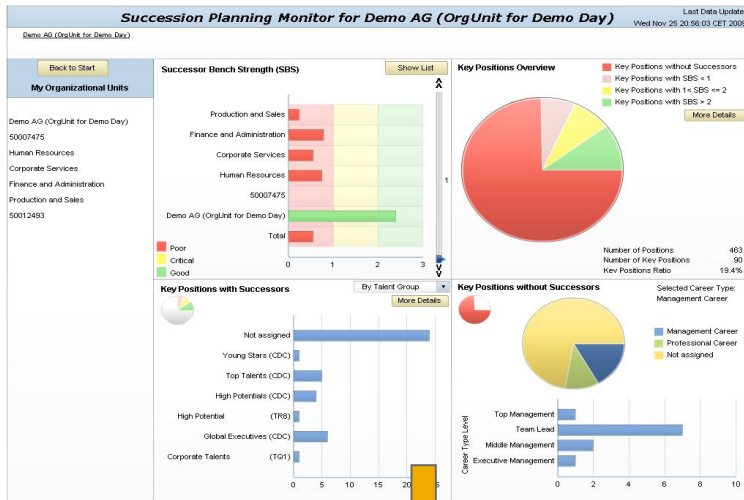
### MOVEMENTS AND PERSONNEL FLOW OF EMPLOYEES WITHIN ORGANISATION

|                    | Last 12 Months | Comparison Period | Difference                                 |
|--------------------|----------------|-------------------|--|
| Number of Entries  | 6              | 9                 | -3.00 <span style="color: red;">↓</span>   |
| Entries in FTE     | 6              | 4                 | 2.00 <span style="color: green;">↑</span>  |
| Entry Rate (FTE)   | 0              | 0                 | 0.00 <span style="color: yellow;">↔</span> |
| Number of Leavings | 13             | 0                 | 13 <span style="color: green;">↑</span>    |
| Leaver Rate (HC)   | 0              | 0                 | 0 <span style="color: yellow;">↔</span>    |

|                    |                     |                   |          |
|--------------------|---------------------|-------------------|----------|
| Last 12 Months:    | OCT 2008 - SEP 2009 | Current Month:    | SEP 2009 |
| Comparison Period: | OCT 2007 - SEP 2008 | Comparison Month: | SEP 2008 |

# Workforce Analytics "Insight to Action: Closing The Loop"



**Talent Profile: Morgan Freeman**

High Potentials, Top Talents, Top Talent  
2008 Volker

**Overview** | Resume | Talent Assessment | Career Goal | Development Plan

**Performance**

| Period                  | Rating    |
|-------------------------|-----------|
| 01.01.2007 - 31.12.2007 | Very High |
| 01.01.2006 - 31.12.2006 | Very High |

**Potential**

| Period                  | Rating               |
|-------------------------|----------------------|
| 01.01.2009 - 31.12.2009 | Expanded Growth      |
| 01.01.2008 - 31.12.2008 | Appropriately Placed |
| 01.01.2007 - 31.12.2007 | Accelerated Growth   |

**Core Competencies (3/7)**

| Competency         | Rating        |
|--------------------|---------------|
| Analysis           | Good          |
| Strategic Thinking | Average       |
| Open Communication | Below Average |

**Derailers (3/6)**

| Derailer           | Rating |
|--------------------|--------|
| Inertive to Others | Low    |
| Overdependent      | Low    |

**Mobility**

| Location                                       | Rating        |
|--|---------------|
| Preferred Locations: Switzerland, USA / Hawaii | above-average |
| Disliked Locations: Iraq, Netherlands / x      | below-average |

**Languages**

| Language   | Rating        |
|------------|---------------|
| CM English | above-average |
| CM German  | below-average |
| CM French  | above-average |

**Internal Work Experience (3/6)**

| Period                  | Role   |
|-------------------------|--|
| 01.12.2007 - Today      | mySAP CRM 4.1 Packaged Solution - DE (Projektmitarbeiter de) |
| 26.07.2006 - 30.11.2007 | Business One 2005 A (Projektmitarbeiter)                     |
| 08.12.2005 - 30.06.2006 | Reinsurance Management (FS-R) 6.5 (Projektmitarbeiter)       |

**Nachfolgeplanungsmonitor** Letzte Datenaktualisierung 01.10.2007 07:05:22

Neue Analyse | Öffnen | Sichern als...

Anzeigen als: Tabelle | Information | Senden | Druckversion | Export nach Excel | Kommentare | Filter: Einblenden

| Organisationsseinheit         | Anzahl Schlüsselpositionen | Anzahl Schlüsselpositionen mit Nachfolger | Anzahl Schlüsselpositionen ohne Nachfolger |
|-------------------------------|----------------------------|---|--|
| Tropical Fruits               | 11                         | 10  | 1  |
| Vorstand TF                   | 11                         | 10  | 1  |
| Vorstand TF (50007401)        | 4                          | 4   | 0  |
| Human Resources TF (50007402) | 1                          | 1   | 0  |
| Produktion TF (50007403)      | 1                          | 1   | 0  |
| Vertrieb TF (50007404)        | 1                          | 1   | 0  |
| Beratung TF (50008025)        | 2                          | 1   | 1  |
| Training TF (50008026)        | 1                          | 1   | 0  |
| Support TF (50008027)         | 1                          | 1   | 0  |

**Availability of Successor**

| Organisationsseinheit         | Availability of Successor | Number of Successors |
|-------------------------------|---------------------------|----------------------|
| Tropical Fruits               | mediatly                  | 1                    |
| Vorstand TF                   | mediatly                  | 1                    |
| Vorstand TF (50007401)        | in 1-2 years              | 1                    |
| Human Resources TF (50007402) | mediatly                  | 1                    |
| Produktion TF (50007403)      | mediatly                  | 1                    |
| Vertrieb TF (50007404)        | mediatly                  | 1                    |
| Beratung TF (50008025)        | in 2-3 years              | 1                    |
| Training TF (50008026)        | mediatly                  | 1                    |
| Support TF (50008027)         | mediatly                  | 1                    |

| Name                        | Availability of Successor | Number of Successors |
|-----------------------------|---------------------------|----------------------|
| Herr Marc East              | mediatly                  | 1                    |
| Herr Mario White            | mediatly                  | 1                    |
| Herr Sebastian Krause       | in 1-2 years              | 1                    |
| Hoffentlich Integration neu | mediatly                  | 1                    |
| Maike Feth                  | mediatly                  | 1                    |
| Mr. Henry Miller            | in 2-3 years              | 1                    |
| Mr. Rainer Blueboard        | mediatly                  | 1                    |

# Performance Management "Cascading Corporate Strategy to Individual Goals"



## Appraisal Document for David Johnson

|  |   |                            |                  |            |
|--|---|----------------------------|------------------|------------|
|  <b>David Johnson</b> | <b>Planning</b>   | <b>Review</b>              | <b>Appraisal</b> |            |
|  |   | 31.05.2008                 | 31.10.2008       | 31.12.2008 |
|  | <b>Current Task</b> Define individual, competency and development goals | <b>Due Date</b> 31.05.2008 |                  |            |

[Save](#) | [Administrative Data](#) | [Event Overview](#)

- Individual Goals**
  - New Goal
  - [Add Goal](#)
- Competency and Development Goals**
- Team Goals**
- Obsolete Goals**
- Document Overview**

### New Goal

Title:  Weighting:

Description: [Expand](#)  
Ensure your customers are aware of the key enhancements in the new release, assist them in understanding the value. Work with your clients on current SAP enhancement package 4 for SAP ERP 6.0 upgrade projects, i.e. present them what's new and help them in their decision-finding process for what kind of Business Function shall be activated.

KPI/Measurement: [Expand](#)  
Successful upgrade projects

Goal Alignment: [Align to](#)

[Notes](#)  
[Attachments](#)

### Assign to Organizational Goals

- Team Goals**
  - New Team Goal
- Corporate Goals**
- Core Values**

[OK](#) [Cancel](#)



# Enterprise Compensation Management

## SAP Enhancement Package 4 for SAP ERP 6.0



- ✓ Enhancements for (higher-level) managers
  - Planning Overview
  - Notifications
  
- ✓ Enhancements for compensation specialist
  - Additional reports
  - Determination of employee currency via IT 0001, IT 0008, or customer IT via BAdI
  - Rounding rule – configuration per currency as delta-logic to the existing configuration per plan
  - Feature Compensation Eligibility Grouping (CELGP) and feature Compensation Guideline Grouping (CGDGP) enhancements – i.e., add compensation plan in decision tree for guideline and eligibility feature
  - Mass changes for guideline matrix values
  
- ✓ Integration with Performance Management
  - Link in compensation planning sheet to get HCM Performance Management documents to be displayed in detail

# Enterprise Compensation Management

## SAP Enhancement Package 5 for SAP ERP 6.0



### Enhancements for compensation specialist

- Process Types and Process Support
- Budgeting
- Power User Access



### Enhancements for (higher-level) managers

- Compensation Planning
- Planning Overview
- Compensation Profile
- Compensation Statements
- Global Employment
- Notifications

# Compensation Management

## "Complete Redesign and Additional Functionality!"

LAB Preview



### Compensation Profile: Matthew Black

Help



**Matthew Black**  
10002158

Overview

Employee Data

Eligibility / Guideline

History

Talent Details

#### Compensation Data

Salary: 2.773,78 EUR (Monthly)  
Capacity Util. Level: 100,00 %  
Pay Grade Type: Confectioners  
Pay Grade Group: G1  
Compa-Ratio: 0,99

#### Organizational Assignment

Organizational Unit: Milk Chocolate with Peanuts  
Position: Development Peanuts  
Manager: Charles Martin

#### Communication Data

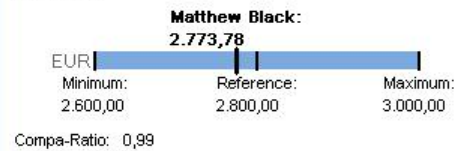
Office: EVZ/C1.31  
Phone: 44429  
E-Mail: [M.BLACK@CONSCONF.COM](mailto:M.BLACK@CONSCONF.COM)

#### Additional Data

Performance: Exceeded  
Potential: Exceeded  
Seniority: 3 years and 11 months

#### Salary Info

##### Pay Grade



[More...](#)

#### Eligibility / Guideline

##### Salary Increase

Eligible: Yes  
Guideline: Increase between 1,00 and 5,00 %  
Recommended increase 2,80 %

##### Bonus Payment

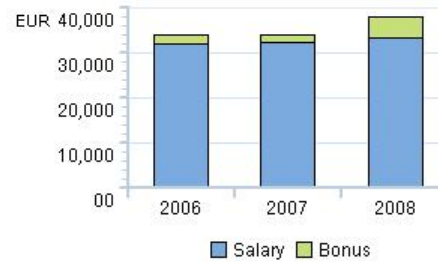
Eligible: Yes  
Guideline: Increase between 7,00 and 9,00 %  
Recommended increase 8,00 %

##### Long-Term Incentives

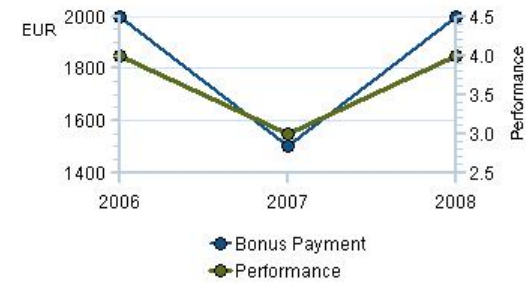
Eligible: Yes  
Guideline: Increase between 7 and 10 Company Stock  
Recommended increase 5 Company Stock

[More...](#)

#### Total Compensation History



#### Performance History



# Compensation Planning Embedded Analytics - Overview



**Compensation Planning: 2010 Comp Review** Help

Planning Status for IT Computer Center: In Planning

1 Select Employees    2 Plan Compensation Data    3 Review and Submit

◀ Previous    Next ▶    Save Draft    Display Progress

Display Currency: US Dollar (USD)

Fixed Salary Adjustment    Regular Bonus    Stock Options    Overview

Budgets    Analytics

Show: Amount    Available Charts:  Compensation     Development     Ranges     Calibration

**Compensation**

Average: 720.00 USD

**Development**

**Modify Compensation Values** □ ×

**Ms. Sandra Wright**  
00800103

Amount:  USD

OK    Cancel

Values can be directly changed by clicking on an employee's bar, line etc.; values are directly updated in chart and planning table.

| View:                               | [Standard View]                     | Print Version            | Export                   | Adjust Comp.             | Comp. Profile            | Single Employee Planning | Show Selected in Analytics |            |          |
|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|----------------------------|------------|----------|
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>   |            |          |
| Check                               | Notes                               | Employee                 | Position                 | Budget                   | Calculat. Base           | Amount                   | %                          | New Salary | Currency |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Ms. Sandra Wright        | Chief-Assistant          | IT Computer Center       | 84,000.00                | 2,200.00                 | 2.62                       | 86,200.00  | USD      |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Mr. Matthew Collins      | Worker                   | IT Computer Center       | 72,000.00                | 300.00                   | 0.42                       | 72,300.00  | USD      |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Mr. Michael Wilson       | Worker                   | IT Computer Center       | 72,000.00                | 500.00                   | 0.69                       | 72,500.00  | USD      |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Ms. Patricia Williams    | Worker                   | IT Computer Center       | 72,000.00                | 600.00                   | 0.83                       | 72,600.00  | USD      |
| <input type="checkbox"/>            | <input type="checkbox"/>            | Mr. Robert Davis         | Worker                   | IT Computer Center       | 72,000.00                | 0.00                     | 0.00                       | 72,000.00  | USD      |

# Planned Innovations

## Drive Efficient HR Operations



Head of HR



HR IT



HR Operations

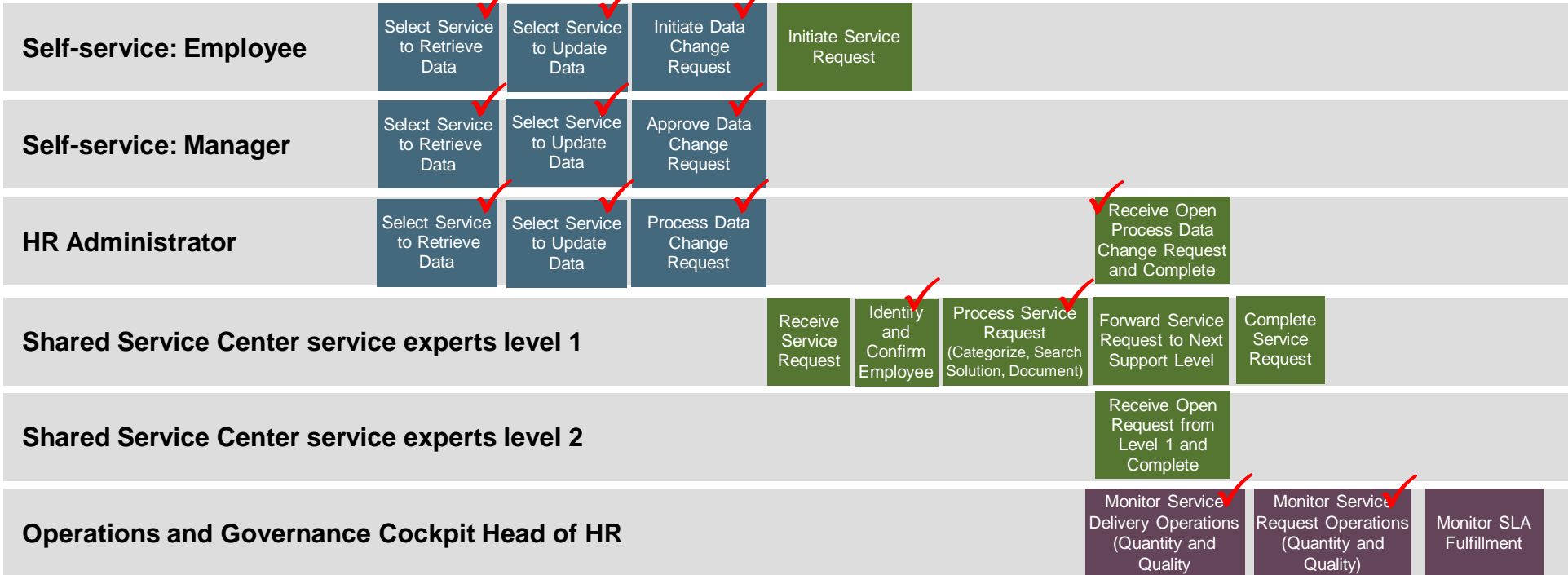


Head of HR

### Service Delivery

### Shared Services Framework

### Operations and Governance Cockpit



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# Planned Innovations

## Drive Efficient HR Operations



### Drive Efficient HR Operations

Gain end-user adoption with the next generation of delivered self-services and human capital management (HCM) user roles. Multiple deployment options allow for a more flexible enablement approach. Realize cost savings with HR shared services powered by SAP's multi-functional shared services framework.

#### Solution Enhancements

- Employee self-services vastly improved with enhanced functionality and a new compelling user interface
- Usability improvements in HCM processes and forms for HR transactions
- Flexible portal deployment options allowing you to run self-services and HCM roles within your existing portal infrastructure
- HR shared services enabled by the integrated and multifunctional shared services platform based on the latest version of the SAP Customer Relationship Management (CRM) application

#### Key Benefits

- Achieve a new level of self-service usability that does not require training to get up and running
- Increased efficiency and effectiveness with standard HR processes
- Improved time-to-value and a lower total cost of ownership with portal-agnostic freedom of choice
- Lower the cost of HR service delivery while improving service levels with a multifunctional (HR, finance, IT) shared services solution

# Planned Innovations

## Drive Efficient HR Operations



The screenshot shows the SAP Business Client interface for Employee Self Service. The main content area is titled "Personal Profile" and contains several sections:

- Personal Data:** Carmen Diaz, Married, 04/09/1972, 2 Children.
- Addresses:** Home Address and Mailing Address sections. Includes Permanent Residence (851 Red Lion Road, Philadelphia) and Emergency Address (35 Main Street, Newton).
- Bank Information:** Main Bank (International Bank) and Travel Expenses (City Bank).
- Family Members / Dependencies:** Spouse (Thomas Diaz) and Children (Niklas Diaz, Celine Diaz).

A dark blue callout box on the right side of the screenshot contains the following text:

**Personal Profile**  
In employee self-service (ESS) functionality in SAP software, employees maintain their personal information.

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# Approve Timesheets Usability Enhancements in EhP5

LAB preview



**SAP Business Client**

Manager Self-Service

Manager Self-Service > Home

- Home
- Team
- Process Overview
- Recruiting
- Talent Management
- Organization

### Worklists

New Worklist Change Worklist

Notifications (0) Work Items (1) Leave Approval (0) Working time approval (1)

View: [Standard View] Approve All Reject All Process Individually Print Version Export Filter Settings

| Employee | Empl/appl.name       | Att./abs. type | A/A type text    | Frm        | To         | Message | Number | Target Time |
|----------|----------------------|----------------|------------------|------------|------------|---------|--------|-------------|
| 92221038 | 92221038 ESSRenoTest | 0800           | Attendance Hours | 18.01.2010 | 24.01.2010 |         | 17 H   | 32 H        |

**Individual Approval**

Save And Back Cancel

▼ Show Approved Working Times

Period From: 18.01.2010 To: 24.01.2010 Go

| Date       | WBS Element      | Empl/appl.name       | Number |
|------------|------------------|----------------------|--------|
| 21.01.2010 | Attendance Hours | 92221038 ESSRenoTest | 8 H    |
|            |                  |                      | 8 H    |

▼ Indiv. Approval for Employee 92221038, 0800, service attribute 2 0800, Period From 18.01.2010 To 24.01.2010 Recorded 17 H Target Time: 32 H

| Date       | WBS Element      | Empl/appl.name       | Number              | Approval | RejectionReason       | Message |
|------------|------------------|----------------------|---------------------|----------|-----------------------|---------|
| 18.01.2010 | Attendance Hours | 92221038 ESSRenoTest | <a href="#">1 H</a> | Reject   | Unauthorized Overtime |         |
| 19.01.2010 | Attendance Hours | 92221038 ESSRenoTest | <a href="#">8 H</a> | Approve  |                       |         |
| 20.01.2010 | Attendance Hours | 92221038 ESSRenoTest | <a href="#">8 H</a> | Approve  |                       |         |

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# Leave Request Usability Enhancements in EhP5

LAB preview



**SAP Business Client** Log Off

Employee Self Service | ESS: for CATS Testing

Employee Self Service > Working Time > Leave Request > Create Leave Request

## Leave Request: Paid leave (ESS Reno), 03/22/2010

Send

**Additional Information**

Calendar | Team Calendar | Time Accounts | Leave Requests

**Team Calendar**

View: Quarter | Quarter 1 | 2010 | Apply | Sort by: Names Ascending | Select Team Members | Print Team Calendar

|                      | Jan |   |   |   | Feb |   |   |   | Mar |   |    |    |    |    |
|----------------------|-----|---|---|---|-----|---|---|---|-----|---|----|----|----|----|
|                      | 53  | 1 | 2 | 3 | 4   | 5 | 6 | 7 | 8   | 9 | 10 | 11 | 12 | 13 |
| 92221043 ESSRenoTest |     |   |   |   |     |   |   |   |     |   |    |    |    |    |
| 92221044 ESSRenoTest |     |   |   |   |     |   |   |   |     |   |    |    |    |    |
| 92221042 ESSRenoTest |     |   |   |   |     |   |   |   |     |   |    |    |    |    |

■ Sent      ■ Multiple Entries      ■ Non-Working Day  
■ Absent      ■ Deletion Requested      ■ Holiday

**Leave Details** Check

**Type of Leave**

\* Type of Leave: Paid leave (ESS Reno)

Description: Paid leave (ESS Reno)

**Additional Data**

Customer Field #01:

**General Data**

\* Start date: 03/22/2010

\* End Date: 03/22/2010

Begin Time: 12:00:00 AM

■ Quarterly and annual views in team calendar

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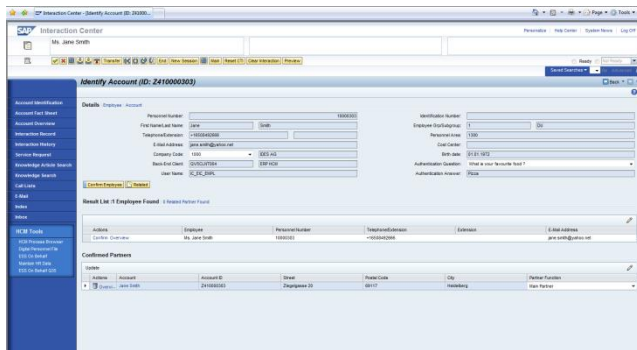
# Planned Innovations Drive Efficient HR Operations



## Employee interaction center enhancements

The employee interaction center (EIC)\* is enhanced with functionality around employee authentication, authorization, surveys, reporting, and integration of HCM processes and forms.

\*SAP CRM IC-based version integration with self-services



## Solution Enhancements

### Employee Identification/Authentication

- New search option (search for SSN added)
- Additional security check via Q&A format to ensure the unique identity of the caller (e.g. what is your favorite color?)
- ESS authentication self-service available in Web Dynpro ABAP.

### HCM Processes and Forms Integration

- The ability to launch an HR process from the CRM EIC and link to the service request
- Save draft of Adobe process form when launching new HR process; embed call-back function for HCM P&F

### Integration with self-services

- ESS authentication services integrated to handle employee authentication in a secure way
- "On-behalf" function in CRM based EIC to call ESS scenarios

### Authorization

- The ability to restrict data access and limit actions for different Agent roles and responsibilities, based on HR specific authorization handling needs.

### Survey Enhancements

- The CRM survey is linked to the EIC service requests; the corresponding mail form, which contains the survey link, is enhanced to include additional EIC (i.e. HCM) relevant fields.

### EIC Reporting

- HCM relevant data fields (e.g. personnel number, organizational unit) are enabled for CRM BI queries to support EIC specific analysis of service request operations.

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# Strategy for Establishing Employee Interaction Centers



## SAP ERP as the application platform for the employee interaction center (EIC) only

- Overall company (group) strategy is to establish an employee interaction center only, no further interaction centers planned.
- Single, central HR system exists on ERP 6.0
- 
- LOCAL AND SMALL IMPLEMENTATIONS

## SAP Shared Services Framework (SSF)\* platform for a multi-functional shared service center

- Overall company (group) strategy is to establish also other shared services functions beyond HR (accounting interaction center, for example)
- Multiple back-end support
- SOLUTION FOR GROWTH

\*leverages SAP Business Suite technology (e.g. SAP CRM technology)

### Recommendation

- If the strategy is to run multi-functional shared services, SAP recommends an EIC
- implementation with the SAP Shared Services Framework, leveraging CRM technology.

### Note (see also SAP note 1256691)

With the functions as of SAP Enhancement Package 4, the ERP based solution will be no further developed. No migration path for your EIC exists from SAP ERP to the SAP SSF.

# Planned Innovations

## Drive Efficient HR Operations

LAB preview



### Mobile inbox – time and travel

Enhancement package 5 enables customers to maximize their reach and efficiency by allowing employees to submit time reporting and create requests for travel and leave from mobile devices.



### Solution Enhancements

- Transact in real time by extending the value of SAP software to the palm of your employee's hands. Employees can:
  - Enter leave requests via a mobile device.
  - Enter clock-in and clock-out time
  - Enter a travel request via a mobile device

### Key Benefits

- Interact and perform essential transactions from anywhere
- Improve efficiency and productivity for employees and managers when traveling
- Improve data quality and timeliness

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# Planned Innovations

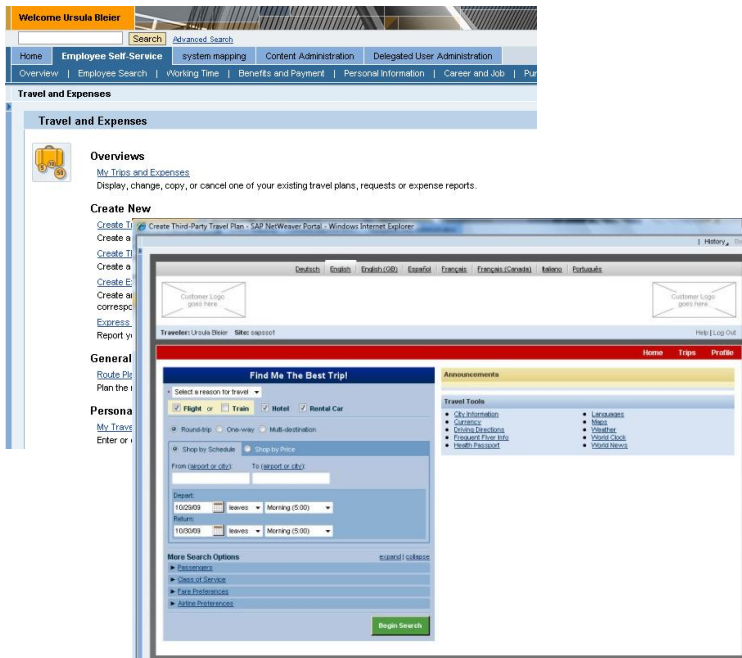
## Drive Efficient HR Operations

LAB preview



### Travel and expense management

Enhancement package 5 enables customers to use best-of-breed online booking solutions from within the SAP Travel Management application. The booking information is then available in an expense report.



### Solution Enhancements

- Integration of best-of-breed solutions GetThere by Sabre and e-Travel by Amadeus
- Functional enhancements to meet compliance criteria (paper receipts, health care provider, EU VAT refund, versioning and multiple trips)
- Country versions for the Czech Republic and Slovakia
- Integration to the SAP shared service framework

### Key Benefits

- Gain user acceptance and adoption with best-of-breed usability combined with delivered integration to expense management functionality in SAP software
- Meet compliance criteria (with German tax rule, the Sarbanes-Oxley Act, state-by-state compliance with internal controls) and lower potential for fraud
- Minimize cost with the expansion of a the global solution to additional regions
- Lower the cost of administering employee expenses and optimize efficiency of back-office operations

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# Planned Innovations Global HR and Payroll



## New functionality in global HR and payroll

Significant updates of country-specific functionality, including payroll and legal reporting.



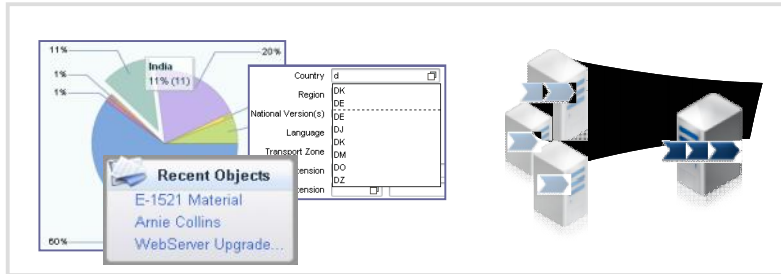
### Solution Enhancements

- Enhancements to the global HR and payroll functionality for the following countries:
  - Canada
  - Chile
  - China
  - Finland
  - India
  - Ireland
  - Italy
  - Japan
  - Portugal
  - Russia
  - Spain
  - Taiwan

### Key Benefits

- Lower total cost of ownership with delivered HR and payroll compliance
- Mitigate the risk of legal compliance for global regions
- Increase productivity through country-specific functionality

# Additional Enhancements Delivered with Innovations 2010



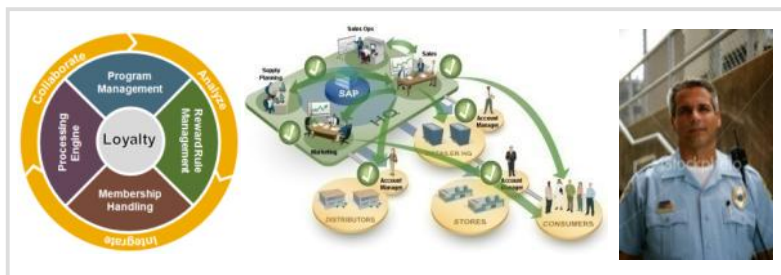
## Enhanced user experience:

- Intuitive and modernized interface for compensation
- Prebuilt analytics and dashboards
- Predefined performance management process user interface



## Integration:

- Travel and expense management integrated with the SAP shared service framework
- Surveys now include HCM fields
- Customers can use best-of-breed online booking solutions from within SAP Travel Management



## Lines of HR business improvements:

- Prebuilt analytics and dashboards
- Ability to enter requests and transactions from mobile devices
- Enhancements for cascading of goals

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# Agenda



1. Innovations 2010 Overview and Business Needs
2. Enhancements Delivered for HR Line of Business
- 3. Why HR Executives Choose Innovations from SAP**

# Why HR Executives Choose SAP



1. SAP solutions support **integrated end-to-end process** with **strong-industry specific functionalities**
2. A solid HCM foundation sets the stage for **efficient HR operations** and robust **talent management programs**
3. SAP solutions deliver deep insight with comprehensive **data visualization and benchmarking**
4. Packaged services help **leverage the value potential** of HCM Improvements with **fast deployment**

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# Thank you!

## Interested in details?

⇒ Check the upcoming RKT Sessions for EhP5:  
<https://websmp208.sap-ag.de/~sapidb/011000358700000431532010E>

