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To our customers and prospects,

At SAP SuccessFactors, we’re here to ensure you benefit from the competitive differentiation that comes from “all-in” employees. What do we mean by “all-in”? We mean passionate, focused, excited. Because people are what drive your innovation, build and sell your products and services, and fuel your success.

And those same employees today expect a modern, consumer-like experience when it comes to technology. They don’t want to feel like they’re going backward from the apps that they use in their personal lives to the ones you provide them with to get their work done. Taking a digital approach, powered by the cloud, is the way to deliver on today’s expectations.

The move from traditional on-premises solutions to the cloud requires a different way of thinking and working. To that end, we’ve put together this booklet to ensure you understand the great benefits, and boundaries, inherent in working in the cloud.

In the cloud you take advantage of best practices that are built into the software for everyone, but with the additional opportunity to configure to support your specific preferences. You also get access to the latest innovations without the need for IT support or long upgrade cycles.

SAP SuccessFactors delivers the technology to simplify and improve all aspects of running your business, because when you Run Simple you can focus on what really matters: supporting the people who fuel your success.

Selecting a technology partner is an investment. I invite you to turn the page and learn more about who we are and what we believe about working in the cloud. We’re on this journey together. After all, success is simply human!

Mike Ettling
President
SAP SuccessFactors
Getting to know SAP SuccessFactors

SuccessFactors was founded with the mission of transforming human resources into a strategic force for change. We pioneered cloud software and services to leverage the power of greater efficiency and speed of innovation to help our customers, large and small, better find, understand, develop and support their people.

Over 15 years later, and now as part of SAP, our mission and focus remain the same. Today’s SAP SuccessFactors still believes that great business starts with great people.

People are the heartbeat of your organization. When they are engaged — feeling supported, coached, trained, rewarded and motivated — they do what it takes to win.

SAP SuccessFactors can help you tap into this heartbeat, empowering your people, enabling their success and delivering real business results, because ...

Success is Simply Human™
Success is Simply Human is our belief that your success is driven by your people. To enable that success, we develop solutions that are designed to be **Simple to Use, Simple to Run and Simple to Succeed**.

**Simple to Use**
We meet people’s expectation that business software should be as **intuitive and easy** to use as consumer software — with rich content and intelligent services that streamline processes and make your people more effective.

**Simple to Run**
Technology **does** matter in the cloud: it must be secure, easy to integrate with, and support simple and fast incorporation of new innovations. It must also be easy to maintain, with a wide range of self-service capabilities for your system administrators.

**Simple to Succeed**
We enable success with a comprehensive suite of talent and core HR applications, along with global presence and local knowledge, and a strong community of peers who **share best practices** and collaborate to deliver value and support adoption.
Digital transformation: The promise of the cloud

Partnering with SAP SuccessFactors is a new and exciting experience, but may require a shift in the way that you think about software.
“Customization is a trap, leading organizations today to look for upgradeable solution extensibility. The rewards for giving up complete feature customization are enormous — freeing up your people to focus on more strategic, value-add initiatives.”

Yvette Cameron, Global Vice President of Strategy

A useful analogy is to consider the mid-20th-century shift from travel via ocean liners to airplanes.

When long-distance travel was done by sea, and took days or weeks, travelers could choose to customize their experience on board — with premium access to swimming pools, dining buffets, entertainment and so on.

When aircraft flew onto the scene, there were no swimming pools, buffets or sundecks — but the same travel took hours rather than days. And that was the real objective: traveling long distances as quickly and efficiently as possible.

Likewise, before the multi-tenant cloud model, you could customize your “ship” as you liked, but the trade-off was a higher cost, less speed and agility, and greater complexity.

In the cloud, you can take advantage of the best practices that are built into the software for everyone, with the ability to configure to meet your specific needs. The rewards for giving up complete feature customization are enormous: greater simplicity, agility, administrative automation and efficiency, and lower infrastructure burdens and overall costs. This means your people will have more time to focus on what’s strategic, not administrative: the true needs of the business.
Boundaries of the cloud

Transitioning to the cloud requires you to think about your HR processes in a new way. While there are enormous benefits in the cloud, there are also some **boundaries**.
“The cloud is far more powerful than other solutions, but requires a change in mind-set to realize its true potential.”

David Ragones, Group Vice President of Product Management

**Configuration vs. customization**
The cloud is a shared, multi-tenant environment; any fundamental changes to the product will affect all of our users. We will work with you to configure your solution to meet your specific business objectives within the fit-to-standard model. The customization and resulting complexity of your own on-premises solution is a thing of the past. In fact, this is for the best, since it means you get agile, global, best-practice solutions at a lower cost than before.

**Prioritized enhancements**
Customers play a key role in our product road maps. We proactively take your input on an ongoing basis to improve our solutions. Through our online community, you’re able to make suggestions and solicit other customer feedback and endorsements of your ideas. While it’s not always possible to implement every enhancement request, we strive to include those that can benefit the largest number of customers. Unlike in the past, when you could pursue custom enhancements (at significant cost), now we will work with you to understand your development ideas and desires and prioritize them to ensure they fit with the interests of our entire customer base.

**Updates on schedule**
We release new software versions quarterly, to all of our customers. The release schedule is planned and published far in advance; individual releases are not supported. Scheduled maintenance is regularly applied to data centers, and information is available within five days of the maintenance window to ensure our customers are prepared. Updates are delivered automatically and reach all of our customers at the same time. Customers have a 30-day preview to test new features prior to production release.
As you continue on your HR journey, it’s important to understand this new way of doing things. The benefits of this model are numerous, including everything from speed-to-value to seamless integration, consulting, support, community and operations.
“Cloud software simplifies your IT structure and support model. Being hosted in an SAP SuccessFactors global data center, you have security, speed and infrastructure to integrate to third parties, while leaving the cost of databases, servers, storage and networking to us.”

Adam Kovalevsky, Executive Vice President of Product Management, Engineering and Operations

### Speed-to-value
Spend less time setting up and implementing your solution. What used to take years can now take weeks through the cloud’s model of rapid deployment — bypassing the traditional lengthy stages of blueprinting and process design.

### Start anywhere, go everywhere
A flexible and extensible cloud product makes it easier to define your own journey. Whether you start with a single capability, like Recruiting or Learning, or go end-to-end all at once, you’re free to choose how to implement according to your own transformation priorities.

### Designed for mobile
Your applications are accessible anytime from anywhere. And you enjoy a modern user experience, optimized for a mobile environment, as you’ve come to expect from consumer applications.

### Always current
You’ll have access to all of our latest innovations without lengthy technology upgrade cycles or dependence on IT.

### “No worry” data centers
In the cloud, maintaining 24/7 uptime and solution availability for your people becomes our concern, not yours. HR in the cloud is secure, safe and fast — with unlimited scalability to keep up with your needs, anywhere in the world, supported by 10 regional data centers across North America, South America, Europe and Asia.

### Leverage your 30-day preview
Test new features in your preview environment 30 days before production release. This 30-day window is an ideal opportunity to ensure efficient adoption of new features.
HR systems are not islands. Employee and organization data must be shared across other enterprise systems and external service providers. **SAP SuccessFactors takes a multipronged approach to integration**, helping you reduce risk, cost and time of integrations.

We deliver a **wide range of prebuilt — and maintained — integration content and interfaces** to enable you to quickly connect SAP SuccessFactors with other SAP Solutions and selected partners.

We offer **rich integration tools and middleware technologies** to build and manage interfaces from and to SAP SuccessFactors.

We supply a **robust set of application programming interfaces (APIs)** to easily extract and upload data from and to SAP SuccessFactors.
Consulting in the cloud

Cloud consulting is based on a methodology using best practices defined by thousands of go-live customer events. Standardized process templates and configurations accelerate business process decisions, changing traditional consulting models into rapid deployment models.

Consultative and iterative implementation methodology ensures your journey gets off to a good start and continues to progress efficiently.

Solution optimization post go-live is based on recommendations that align our quarterly innovations with your processes to increase value and adoption.

Change management is required for every major business transformation. We will support you with white papers, webinars and workshops to help accelerate your success.
Support in the cloud

Every new journey comes with questions. We will empower you with support via multiple self-service options and, when self-service isn’t quite enough, we’ll make sure that someone is there to support you every step of the way.

We provide an industry-leading accreditation program allowing you to identify key resources within your team to become SuccessFactors eXperts (SFX). This will ensure they have the detailed training and expertise to administer your solutions as a true expert.

The online Customer Community offers a wealth of support topics, including key onboarding materials, knowledge-based articles, product- and region-based user groups and tools to match you with customer and internal experts.

There are also options for Enterprise or Preferred Care. The Enterprise support model provides the knowledge and responsiveness to ensure your success. Preferred Care adds to this experience through a named support contact, release support, and issue review and advocacy.
Community in the cloud

A shared, multi-tenant environment lends itself to a highly collaborative Community — customers can provide more meaningful and insightful support to their peers when everybody is running on the same version of the product.

The SAP SuccessFactors Community provides incredible opportunities to connect with your peers for learning, knowledge sharing and transformation best practices.

Becoming an active member of the SAP SuccessFactors Community will grant you access to a huge wealth of information and resources from the industry’s largest active HR social network.

And we offer a wide range of events for all our customers so that you can learn about our solutions and other topics that matter to HR leaders. Engaging fully with the Community and these world-class events will guide you on your path to success.
Operating in the cloud

SAP SuccessFactors provides a superior experience, from security to integration, extensibility, reliability/scalability and migration, all of which reflect our expertise and leadership in human capital management.

Security
Adheres to global data privacy and data-handling regulations
Makes available results of security audits
Controlled cloud for data segregation, intrusion prevention and business continuity
Daily penetration testing with immediate remediation
Strong encryption of data at rest and in transit
Geographically dispersed data centers store data from any country in the world
No commingling of customer data
Patented technology to prevent SQL injection and cross-site scripting attacks

Integration
Supports, verifies and tests prepackaged integrations
Mix and match cloud and on-premises applications
SaaS integration platform that integrates any combination of SAP or non-SAP applications
Integrate at the data, business process and user-interface level
End-to-end monitoring and logging
Use open APIs to connect by using the platform of your choice
Deploy integrations on-premises or in cloud

Extensibility
Supports configuring delivered objects and adding custom objects
Create new applications using PaaS
Lower cost of development and distribution than packaged applications
Integrated test and development environments, built-in integration and APIs
Extensions are not affected during quarterly releases
Access to applications built by the SAP partner ecosystem
“Cloud, especially multi-tenant cloud, enables implementations to begin with best-practice models. This leads to more efficiency, higher quality and a lower cost.”

Thomas Otter, Group Vice President of Product Management

Reliability/Scalability

High-performance infrastructure that meets the needs of thousands of customers and millions of users
No single point of failure
Standard and enhanced support programs
24/7 performance monitoring
Provides in-product support and service status dashboards
Low-latency learning content available worldwide powered by Akamai
Separation of concerns provides flexibility to scale out or scale up

Migration

Start anywhere you like: a Core HR rip/replace is not a prerequisite
Consultative and iterative implementation methodology
Well-defined implementation process
Includes prepackaged content
Established partnerships with leading global SIs
Configurability ensures that the system easily adapts to your business

SAP SuccessFactors Data Centers

Data centers are currently available 24/7 in the following locations:

North America:
Canada
Toronto
USA
Ashburn, Virginia
Chandler, Arizona

South America:
Brazil
São Paulo (late 2016)

Asia-Pacific:
Australia
Sydney
China
Shanghai

EMEA:
Germany
Biere
Rot
Netherlands
Amsterdam
Russia
Moscow

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China
Shanghai

EMEA:
Germany
Biere
Rot
Netherlands
Amsterdam
Russia
Moscow
How to choose and manage implementation partners

Choosing an implementation partner in the cloud is critical to ensuring your success.
For implementation, you have the choice of selecting internal SAP SuccessFactors consultants or going with one of our many qualified implementation partners.

SAP SuccessFactors implementation consultants have the deepest expertise across our suite, and can share best practices from thousands of SuccessFactors implementations.

If you choose to go with a partner, selecting the right partner from the SAP SuccessFactors global ecosystem requires careful consideration of the following:

**Ensure** you are using a Professionally Certified Consultant as your lead.

**Choose** a partner that leverages a cloud-specific delivery model.

**Review** the partner’s approach to consultative HR transformation and ensure they focus on your business goals and desired outcomes.

**Confirm** that your assigned consultant has experience within the solution they are implementing.

**Understand** there are different partner types and expertise levels within our ecosystem. Make sure you are choosing a partner with experience by looking for Professional Certification and Recognized Expertise designations.

“How choosing the right implementation partner will **ensure your transformation** is guided by the right team. Professionally Certified Consultants can provide the expertise necessary to **drive your success**.”

Denis Tournesac, Senior Vice President of Global Partner Operations
Let’s get started

Every industry has gone through transformations in technology. From ships to airplanes and from on-premises solutions to the cloud, advances lead to more efficient and cost-effective processes that allow us to focus on what’s really important: **the success of your people and your business.**
SAP SuccessFactors is the leader in HR transformation technology, and we look forward to partnering with you.

Your SAP SuccessFactors Team

**Sales**
Oversees purchase of additional products, licenses or services and works closely with other customer-facing teams to understand and deliver on your customer journey needs.

**Customer Engagement**
Programs, tools and people that ensure you achieve value realization through governance, education and proactive milestones throughout the journey.

**Implementation**
Manages and assists with implementation projects associated with current or new products.

**Enterprise Support**
Works to resolve open issues and tickets and provides support post go-live.

**Preferred Care**
Delivers a more personalized support experience, including release note reviews, knowledge transfer, issue review and advocacy.

**Optimization**
Provides you insights into usage and adoption metrics to optimize the ongoing value of your investment.
A partnership based on shared expectations and transparency of benefits and boundaries will best prepare your team for a successful journey with SAP SuccessFactors.
If you have any questions after reading this booklet, please don’t hesitate to contact your SAP SuccessFactors representative or visit www.successfactors.com