

The background of the slide is a photograph of an astronaut in a white spacesuit floating in space, surrounded by large, white, fluffy clouds. The astronaut is on the left side of the frame, pointing towards the right.

SAP SuccessFactors HCM: Helping HR stay ahead in a world that never stands still

Patric ANDRE SAP (Schweiz) AG
Marko MANDIC SAP Österreich GmbH

Finally Approved



It's time to get STARTED



Go-Live Celebration



Was the project really a SUCCESS?





The future of work is evolving

The HR and workforce landscape is undergoing significant changes.

Organizations need to deal with the realities associated with major demographic changes, technological advancements, and evolving expectations around the employee experience – all of which will fundamentally shape the future of work for years to come.



Strategic Areas of Investment



SAP Business AI



Elevate the
experience



Build a
future-ready
workforce



Deliver HR
agility and
compliance

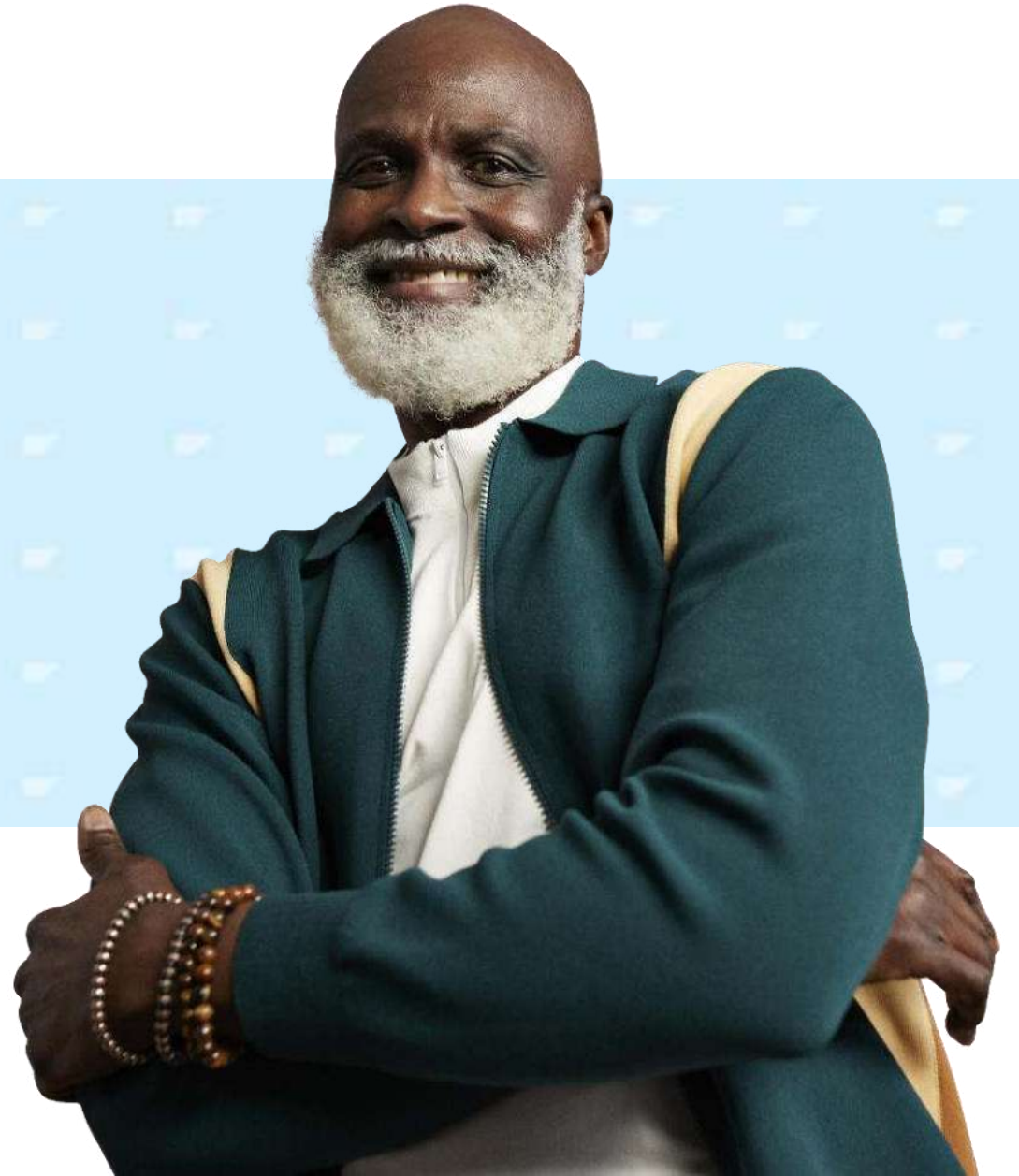


Integrate
and extend





Elevate the
experience





User Experiences

Our approach

Focusing on the needs and expectations of every end user:

- Delightful
- Individualized
- Intuitive
- Continuous modernization
- At my fingertips
- In the flow of work



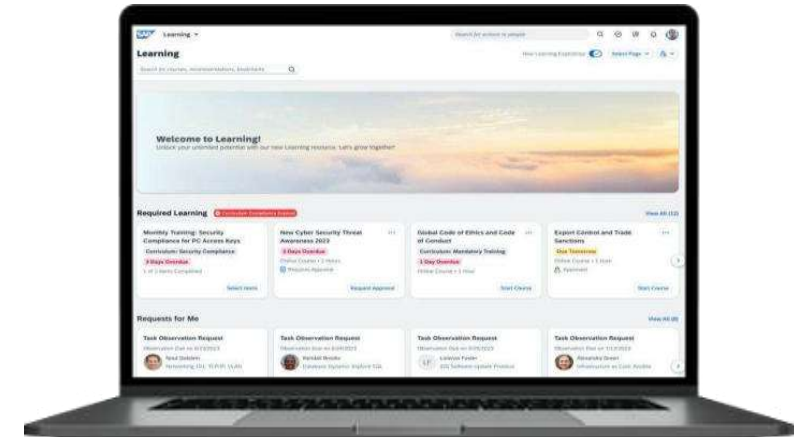
Reimagined UX



Continuing reimagining of user experiences to providing a comprehensive and consistent user experience across SuccessFactors and SAP



Refreshed UI & Design



Refreshed color palette, iconography, and topology (Horizon visual theme), terminology & settings



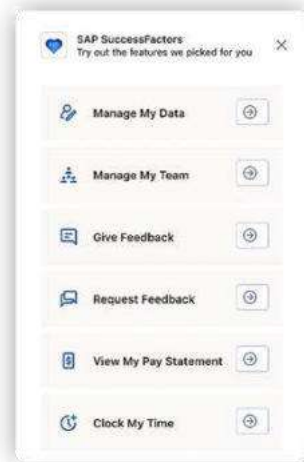
User Access

Our approach

Deliver a wide range of options within and beyond SuccessFactors to more seamlessly connect the end user with the HR services and processes they need



In the Flow of Work



Access Quick Actions from work tech applications like **Microsoft Teams** using SF Teams App e.g. Clock in/out, Request/give feedback, Manage my team, Manage my data



Mobile



- Mobile-specific experiences consistent across Android & iOS
- Responsive UI



SAP SuccessFactors Work Zone



Composition

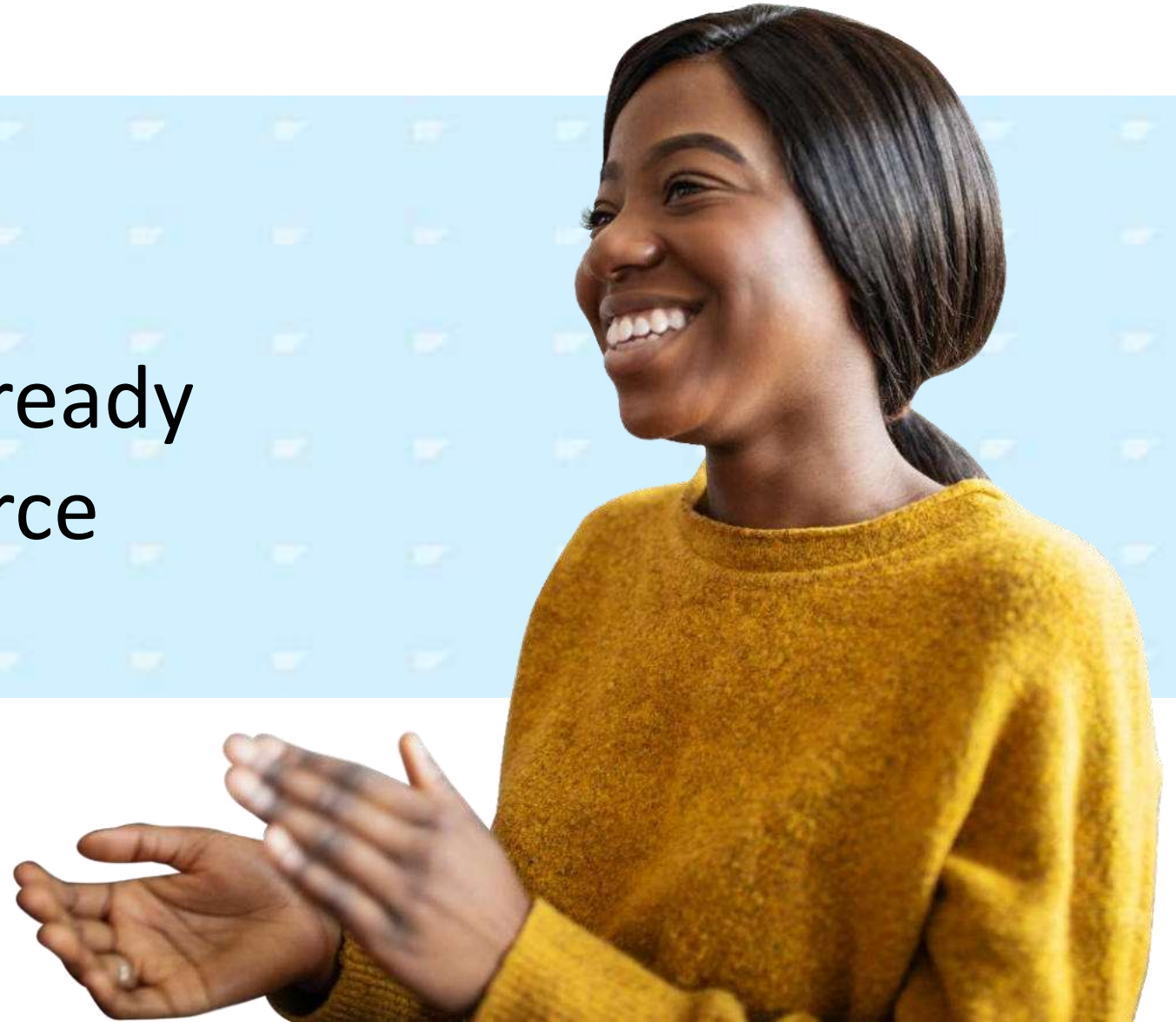
- **Workspaces:** Create custom landing pages that combine content and processes
- **Guided experiences:** Compose end-to-end process or workflows that span multiple applications (SFSF, SAP and/or third-party)
- **Knowledge base:** Manage policies, procedures, and other organizational content

Portal

- Direct and simple access to SFSF processes with Quick Access UI Cards
- Deliver role-based access to all enterprise applications



Build a future-ready workforce





Skills & Capabilities: Talent Intelligence Hub

Our approach

Help our customers maintain a future-ready workforce, support more equitable talent decisions, and improve employee retention by continually detecting new skills and capabilities across the organization



Managing Skills & Capabilities

Attributes Library

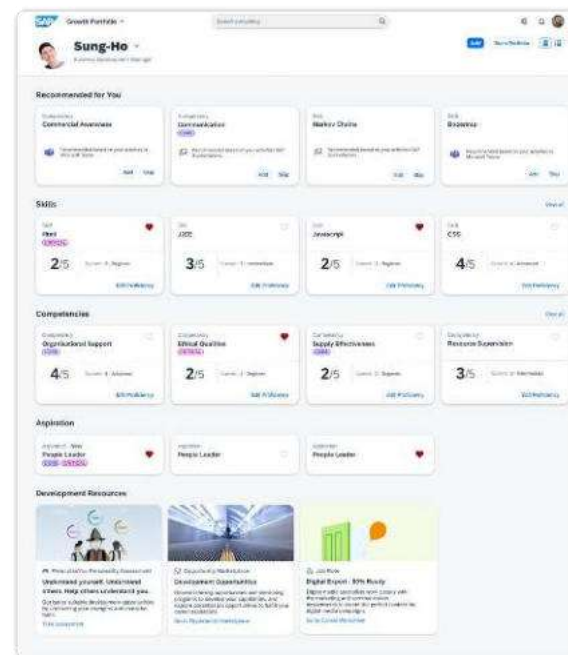
A central repository to manage all skills, capabilities, certifications, education, whole-self and custom attributes

Growth Portfolio

A holistic picture of an individual's skills & attributes, with the ability to add & validate inferred skills, plus compare with job expectations. View by individual or Team.

Skill Inference & Tagging

- HCM: Update a skill from PM, infer a skills from CPM, Opportunity Marketplace & Learning
- Third-party: Flat File Import/Export



Using Skills & Capabilities

Across the HCM Suite

- Job Profiles – centrally manage profiles based on skills & compare individual Growth Portfolios for skill gaps
- Job Requisitions & Interview Central– hire based on skill needs
- Development – align skill needs to goals & explore skills in Career Worksheet
- Performance – skill-based performance & 360
- Career and Talent Development – personalized & skill-centric growth, driven by the strategic needs of the organization. Including Succession Planning, Opportunity Marketplace and more.
- Learning – recommended learning based on skill needs



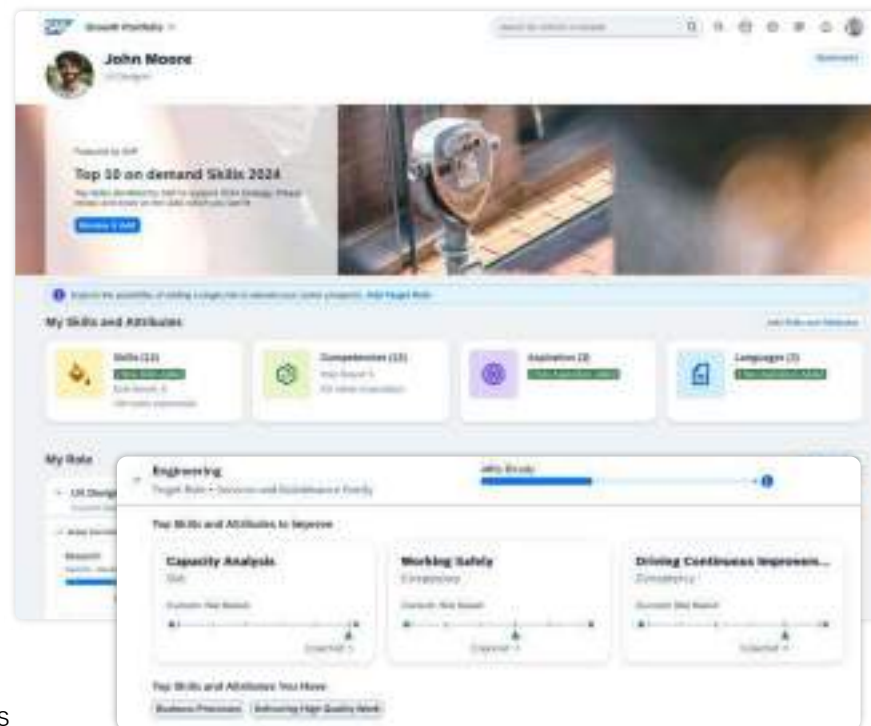
Career & Talent Development

Our approach

Reinvent career development from a set of siloed functions to a consolidated platform that powers personalized & skill-centric growth, driven by the strategic needs of the organization



SAP SuccessFactors Career & Talent Development



Integration across SAP SuccessFactors

- AI-driven target role suggestions deliver eyes wide open opportunity
- Action-oriented experience drive next step suggestions
- Deep integration brings complete solution visibility
- AI enhancements allow users to better understand their roles and set new target roles with confidence

- Learning: Learning courses, curricula, programs, collections
- Mentoring: Matches based on personal preferences
- Career roles: AI-driven job role recommendations and AI-assisted Career Insights.
- Opportunities: AI-Assisted Assignment creation and skills inferences. Also share opportunities with others.
- Recruiting: Open jobs (internal job postings)
- Dynamic Teams: Team-based cross-functional projects

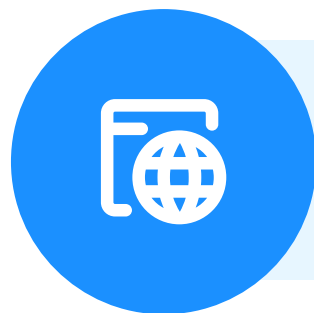


Deliver HR
agility and
compliance





Continuing innovations across the suite



Ongoing compliance and localized best practice updates across 104+ countries for core HR and 53 countries for payroll



Continuous innovations and improvements based on product advisories and customer requests



Continuing investments in architecture, integration, and intelligent technologies

Details about most recent release

[What's new viewer](#)

SAP SuccessFactors road maps

[Road map explorer](#)

Customer opportunities to influence

- Continuous Influence
- Advisory Programs
- Product Introduction Programs
- Customer Advisory Board
- Informal Touchpoints

Customer opportunities to collaborate

SAP SuccessFactors community

[SAP SuccessFactors community](#)



Integrate and extend





Extending beyond SuccessFactors



Integrate HR data
with other enterprise
applications

Pre-delivered integration
between SuccessFactors and
the SAP solution portfolio



Connect with a broad
range of innovative
app Partners

Over 300 apps with validated
integration available on the
SAP Store



Extend based on
your unique needs
and ideas

SAP Business
Technology Platform



Make every employee a success story. 



Custom Code

IT Architektur

Customizing

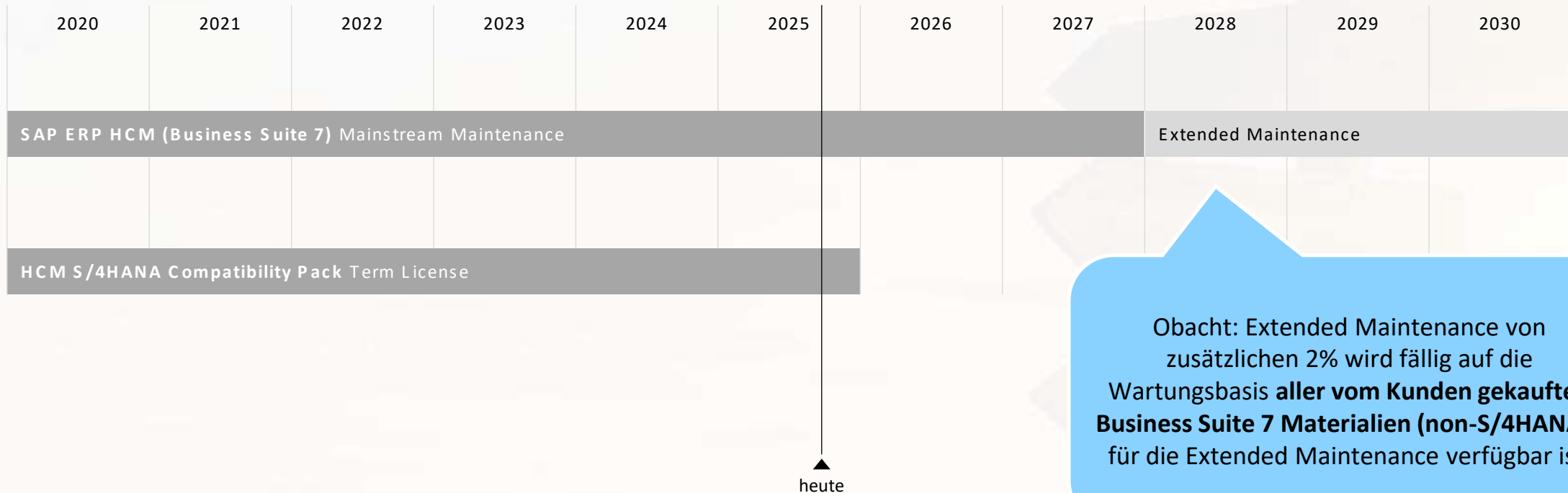
♡ Payroll



„2025 ist das Jahr, um den besten Weg für seine Organisation zu finden.“



Wartungsende von SAP ERP HCM bzw. End of Maintenance für HCM S/4HANA Compability Pack



Obacht: Extended Maintenance von zusätzlichen 2% wird fällig auf die Wartungsbasis **aller vom Kunden gekauften Business Suite 7 Materialien (non-S/4HANA)**, für die Extended Maintenance verfügbar ist.

* Die Maintenance von SAP ERP, Private Cloude Edition bis 31.12.2030 ist Teil der Subskription ohne zusätzliche Kosten.

SAP-Produktlinien für Human Capital Management (HCM)

Investitionsprioritäten



SAP SuccessFactors HCM als die Go-to-Lösung

Wichtige und zukunftsorientierte Investitionen, um den neuesten Trends im Personalwesen durch die Bereitstellung von herausragenden Innovationen gerecht zu werden, um HCM über halbjährliche Release-Zyklen neu zu denken und neu zu gestalten.



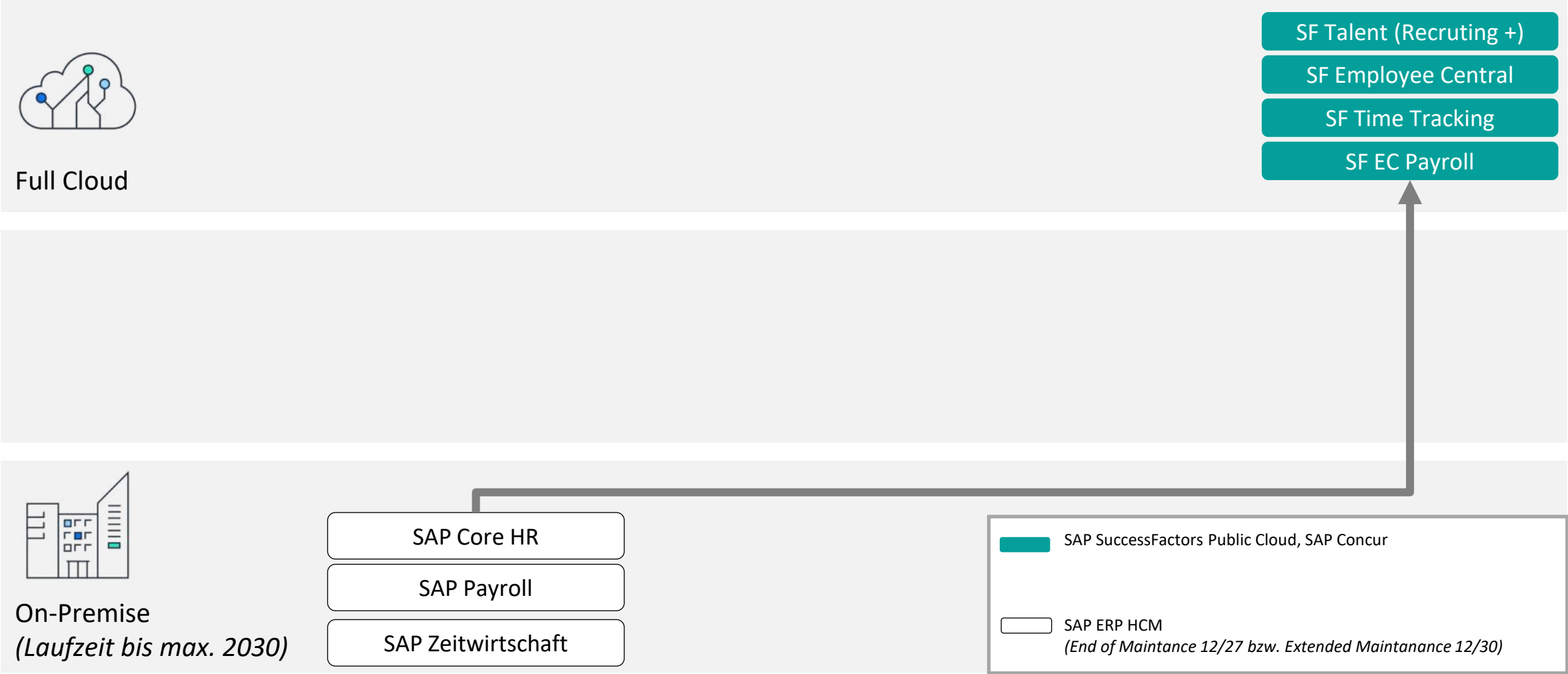
SAP Human Capital Management für SAP S/4HANA

Selektive Erweiterungen und Lokalisierung über HR-Kernprozesse und Abrechnungsprozesse hinweg, um Kontinuität zu unterstützen.

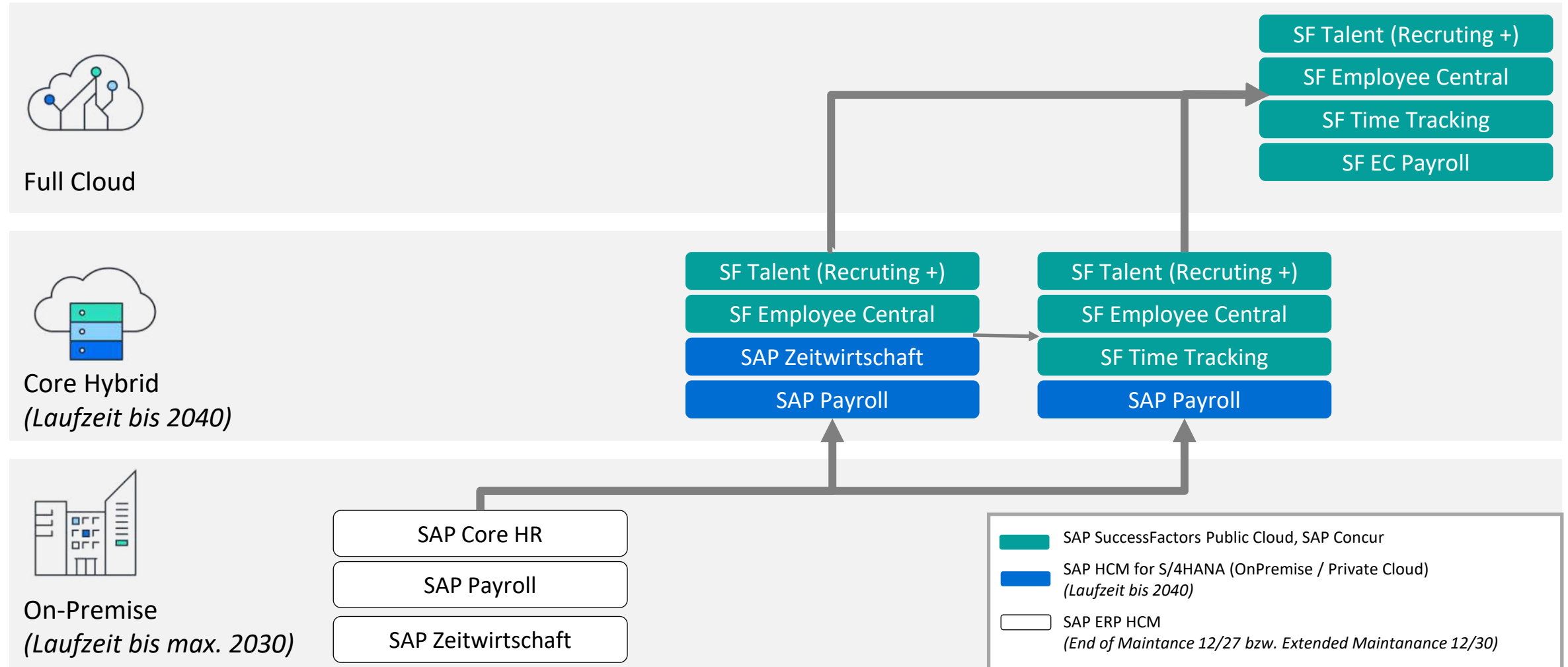
„SAP bietet für jede Organisation
eine passende Payroll-Strategie an.“



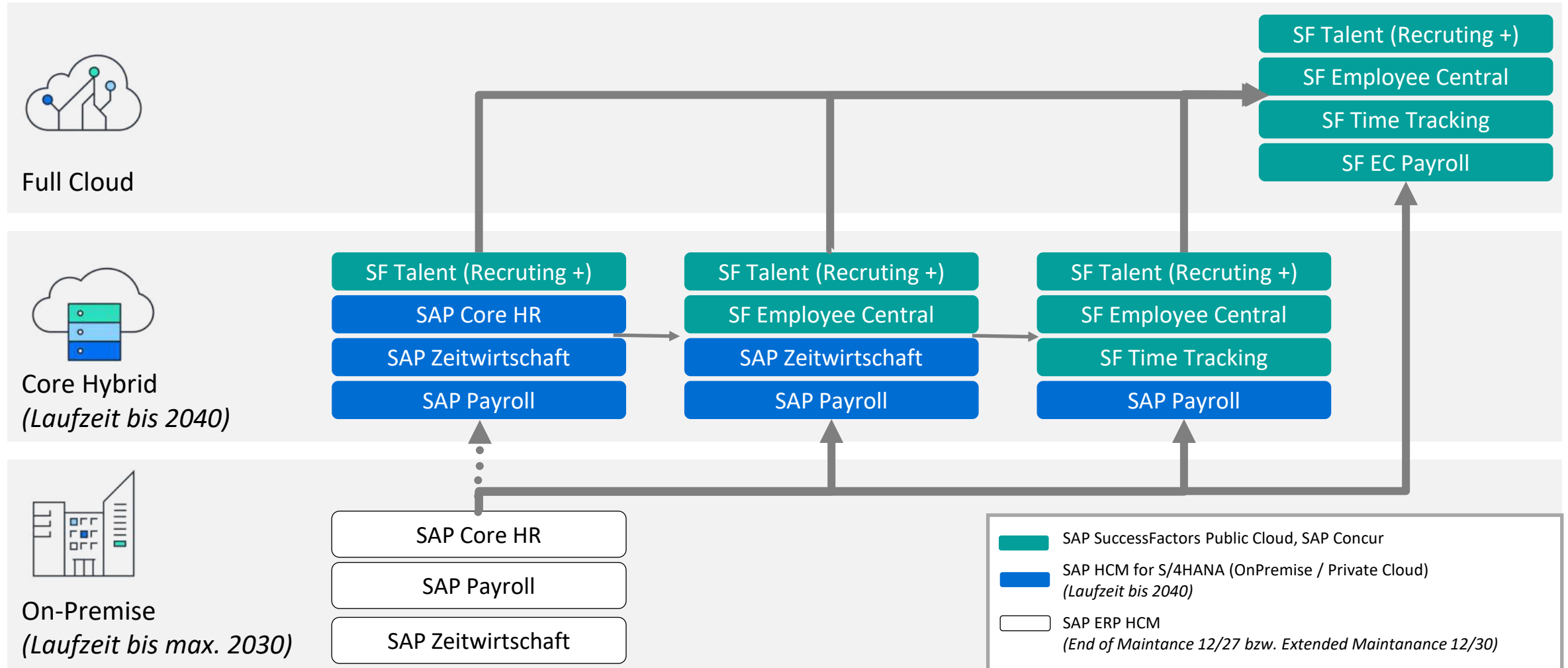
Optionen: Im Idealfall, in einem Schritt auf die Full Cloud wechseln.



Optionen: Sich mit SuccessFactors Employee Central für die Zukunft aufstellen und gleichzeitig bestehende Investitionen absichern.



Faustformel immer soviel Cloud wie möglich wählen.



Egal welche Payroll Option mit Employee Central man wählt, wichtig ist klar die Aufgabenbereiche zu trennen.

Employee Central Strategic & Operational HR

to drive the business

Examples:

- Workforce data & Skills
- Plan & manage organization
- Recruiting, mobility, contracting and transitions
- Onboarding
- Managing compensation and contractual variations
- Benefits: incentivizing and caring for employees
- Time: managing and handling work capacity
- Total Workforce Management

Payroll & Local Regulatory HR

to drive compliance

Examples:

- Tax & social insurance and additional payroll data
- Health insurance
- Garnishments
- Communication with legal authorities
- Statutory sick pay
- Tax-related attributes
- Legal statements, reports & analytics
- Extensions




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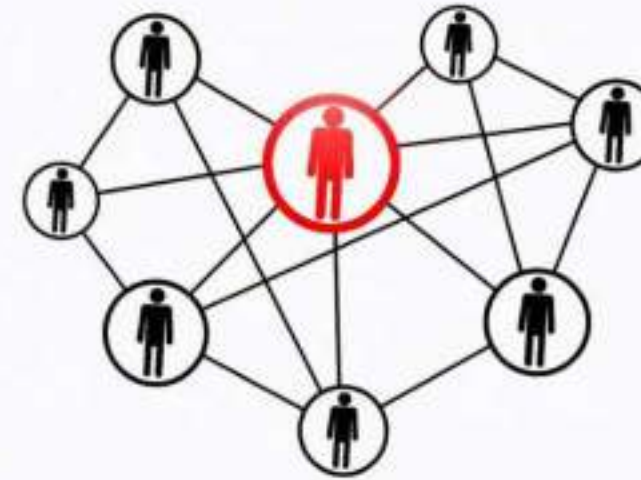
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Die vorausschauenden Aussagen geben die Sicht zu dem Zeitpunkt wieder, zu dem sie getätigt wurden. Dem Leser wird empfohlen, diesen Aussagen kein übertriebenes Vertrauen zu schenken und sich bei Kaufentscheidungen nicht auf sie zu stützen.

A close-up photograph of an elephant's face, focusing on its eye and the texture of its skin. The elephant's eye is a light brown color and is looking slightly to the left. The skin is dark grey and has a wrinkled, textured appearance. A blue triangular overlay is positioned in the bottom left corner, containing white text.

SAP SuccessFactors
Payroll
(formerly know
as Next Gen)

„Employee Central Payroll ist aufgrund Innovationen und Lizenzmodell Pflichtbestandteil der Evaluation.“



Aber EC Payroll ist noch nicht bereit für
Österreich oder?

16.000
Mitarbeiter

10 Kunden
live mit ECP

Eine steigende Zahl an Kunden setzt in
Österreich auf ECP!

Retail

Chemical Industry

Airline

Finance

Healthcare

Manufacturing

SAP SuccessFactors Employee Central Payroll

Strategische Investitionsbereiche

1 User experience

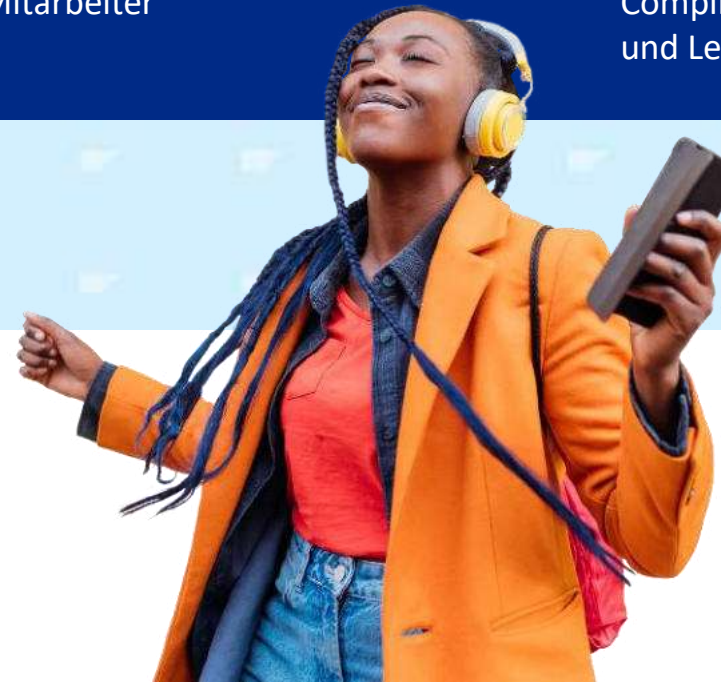
Einheitliche Nutzererfahrung für
moderne Arbeitsprozesse

2 Business AI

Effizienz Verbesserungen für PY
Sachbearbeiter und intelligente Self
Services für Mitarbeiter

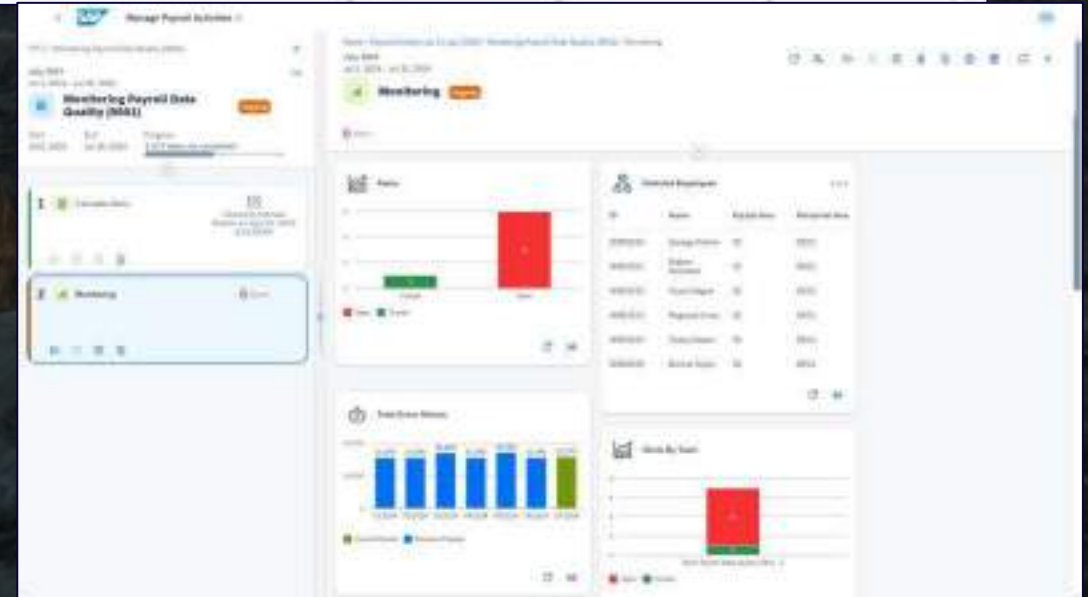
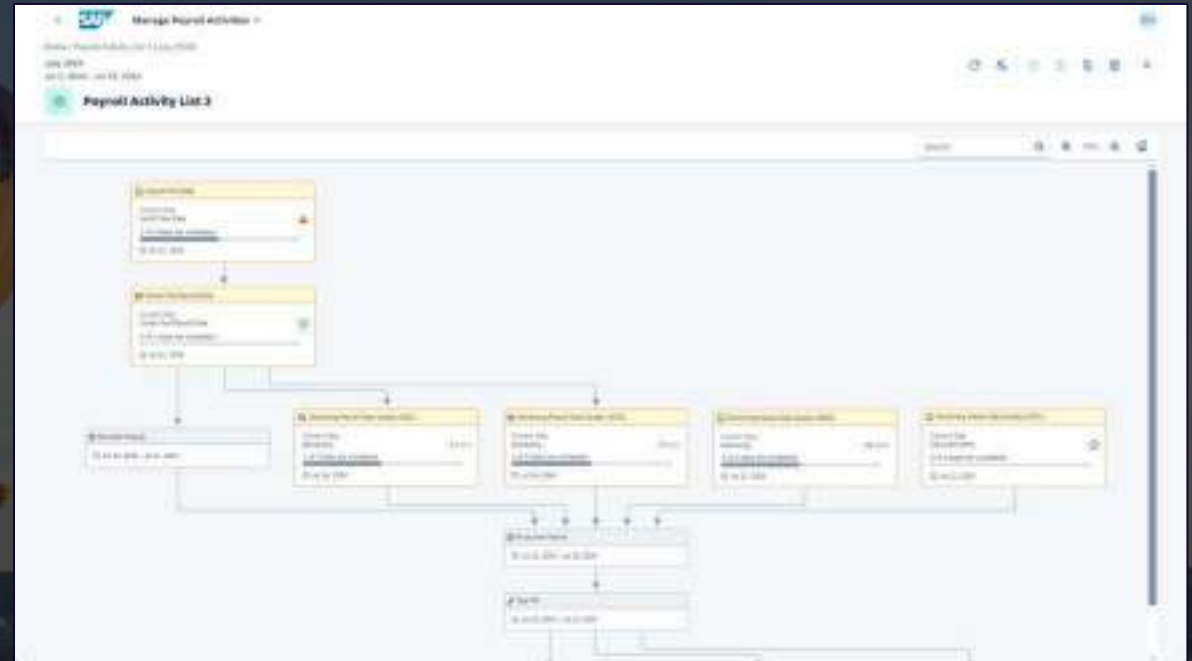
3 Globalization und Compliance

Gemeinsam mit unseren
Partnern sorgen wir für
Compliance, Zuverlässigkeit
und Leistung



User Experience

Deutlich verbesserte
Gehaltsabrechnungs-
verarbeitung





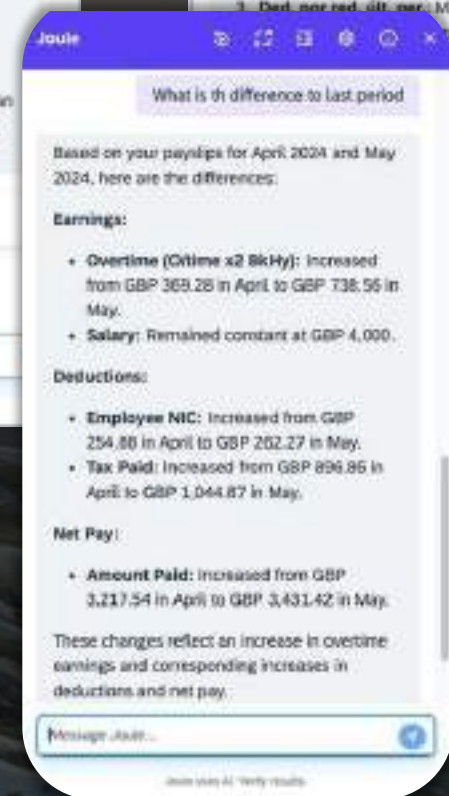
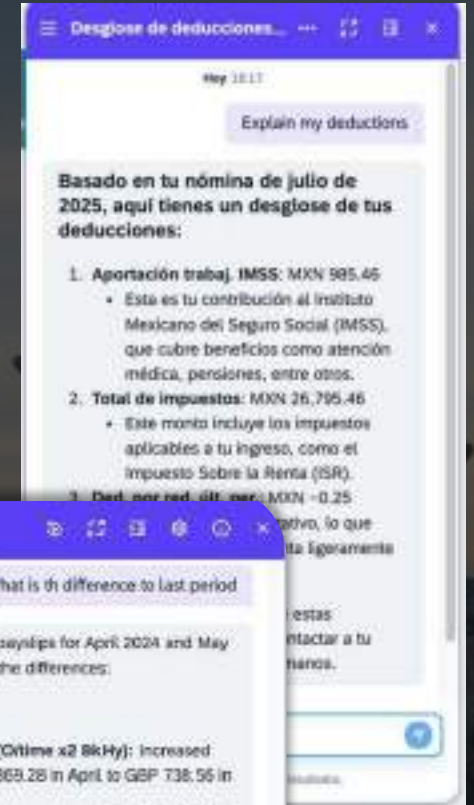
Business AI

Explain my pay statement

1H
2025



2H
2025



Business AI

Explain my pay
statement



...

Further Languages &
Countries



Business AI - Introducing the Payroll Agent

**Anomaly detection and resolution
in PCC**
(1H 2026+)

Integration error resolution
(1H 2026+)

Configuration & Localization Expert
(Vision)



Globalization & Compliance

Legal Changes
New Country Localization
New Data Centers

...



„Zeitwirtschaft muss
Bestandteil der Evaluation sein.“



SAP SuccessFactors Time Management

Strategic areas of investment

1 Easy to use and engaging experience

For all types of users around the globe

2 Connectivity throughout the SAP portfolio

Streamlining billing, activity time recording, and shift-planning processes





SAP SuccessFactors SuccessFactors Time Time Tracking

Focused on the desk-based AND
AND the deskless worker



2021 releases

- Clock-in and clock-out functionality (including punch clock)
- New time sheet UI
- Single-record approval
- Night-shift support
- Workflow-approval dashboard
- Support for forfeiting overtime



2022 releases

- GPS-based time capture
- Clock-in and clock-out functionality (general availability), including best-practice configuration
- Latecomer detection
- Grace-rule rounding
- Improved public holiday handling
- Alerts based on time collectors
- Time-tracking usage reporting



2023 releases

- Copy feature, policy info options, and mobile enhancements
- Rest rules and improved minimum-break handling
- Improved public holiday handling (work patterns)
- Third-party uploads for overtime recorders and allowances
- Clocking in and out using Microsoft Teams
- Improved submission and approval capabilities to align with payroll processes
- Rule-based display of time types
- Monthly time evaluation results



2024 releases

- Cross-application time sheet through the My Timesheet app in SAP S/4HANA
- Monthly time sheet UI
- Time sheet approval center
- Time off and clocking in and out through the Joule copilot
- Biweekly time valuations
- Business rules in time valuation
- Time Statement
- Time Sheet Attestation
- ESS to trigger a work schedule change
- ESS to trigger a public holiday change



SAP SuccessFactors Time Management



1H 2025

Time Tracking

- Time off via Joule ✦
- Timesheet Quick Create
- Time Sheet Audit Report
- Flexible Timesheet Periods
- Advanced Upfront Overtime and Home Office Approval
- Half day absence recording for clock timers
- Automated payout at the end of a period
- Time Sheet Approval Center usability enhancements



2H 2025

Time Tracking

- Attendance Accounts
- GeoFencing
- Monthly timesheet on mobile

Advanced Leave Management

- FMLA dashboard
- Leave in Weeks in ANZ
- Advanced absence recording in S/4HANA Timesheet

Workforce Scheduling

- Work schedule integration scenario
- Real-time sync of employee availability data between DM and SF



Beyond

Time Tracking


- Team Calendar
- Dynamic shift allocation
- Multi Employee Timekeeper UI ✦
- Advanced work schedule handling
- Enhanced break rules

Advanced Leave Management

- Country specific absence management enhancements

Workforce Scheduling

- Employee experience to set shift preferences
- Shift Swap
- Shift Board
- HR (regulatory) planning algorithms ✦



Easy to use and engaging
experience

Explain my time data (1H 2026)

Attendance Accounts (2H 2025)

Advanced Leave Management
(2H 2025 ff.)

...





Connectivity throughout the SAP portfolio

Cross-application S/4HANA Timesheet
(2024)

Advanced absence recording in
S/4HANA Timesheet (2H 2025)

SuccessFactors Shift Scheduling
(2H 2025)

HCM MOVE

Deutsch

Français

Dear **SAP HCM Customers,**

Are you facing the challenge of future-proofing your Core HCM processes? Then you're in the right place!

Here, you'll find the central hub for all information on the future of Core HCM, Payroll, and Time Management with SAP!

The latest developments in
SAP HCM product strategy



Various options for your
SAP HCM system


Detailed insights into the various
payroll solutions from SAP



Helpful options for your
SAP HCM system

HCM Move Wissen to go mit 3-5min videos





What does the **future of AI innovation** look like in SAP SuccessFactors HCM?



CHROs want efficiency and productivity from AI

Research Results

The top 5 outcomes want from their business AI

1. Greater efficiency
2. Improved employee experience
3. Higher data quality
4. Increased productivity
5. More meaningful work

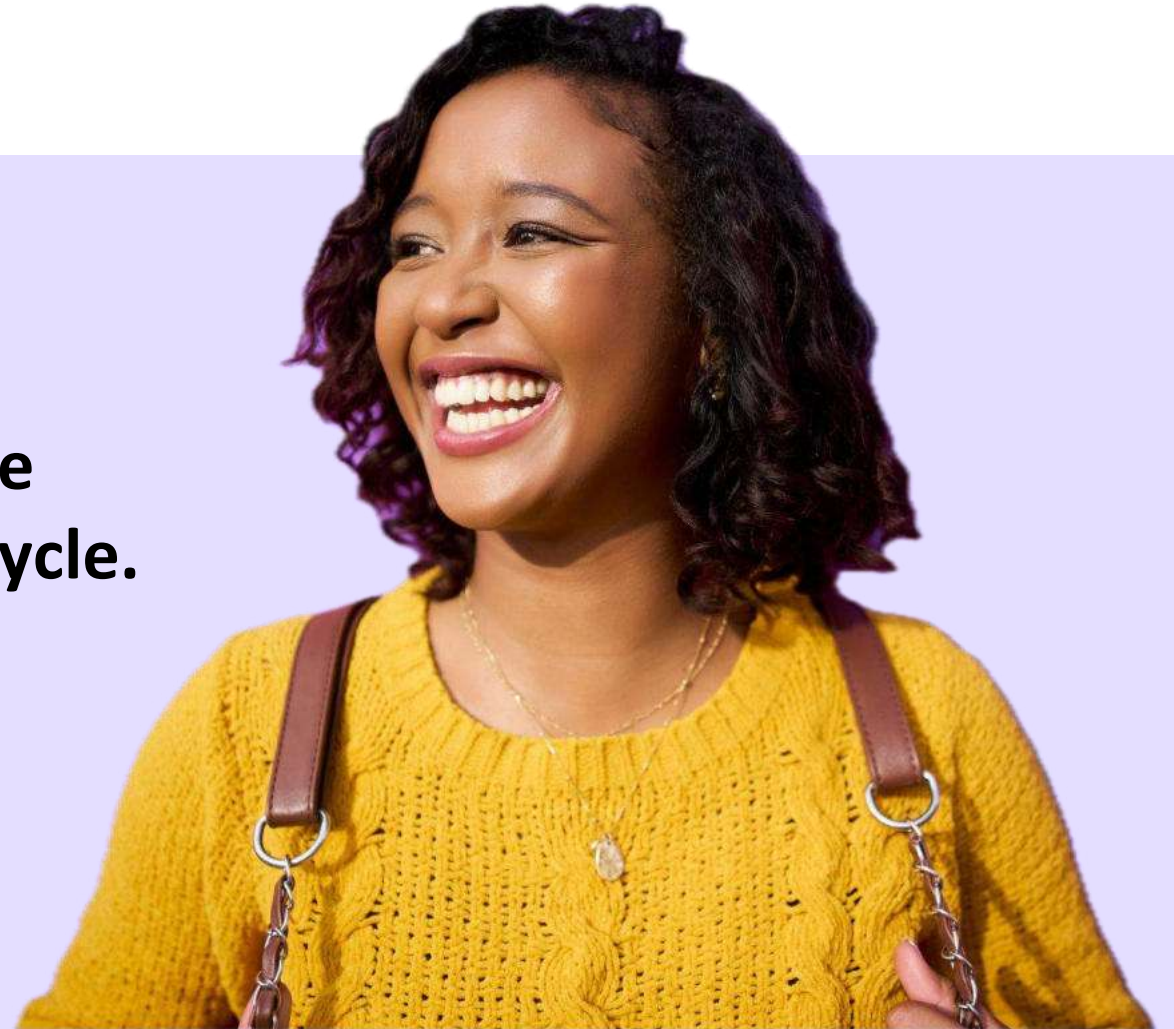


Data and insights from SAP SuccessFactors research interviews with 79 HR and IT representatives from 59 organizations, October 2024

AI drives our product vision for SAP SuccessFactors HCM

Product vision:

Deliver AI-first, proactive, and contextual solutions that enhance each phase of the employee lifecycle.



AI is continuously evolving across SAP SuccessFactors HCM



2H 2023 through 1H 2025

1. Where we started

Basic input and output

Examples: Job description enhancement, AI-assisted person insights

2. How we evolved

Improved context

Examples: Assisted writing, HR policy FAQ

2H 2025 and Beyond

3. Where we are going


Agentic experiences

Examples: Performance and Goals agent, and more

Future-proof AI strategy

Meaningful impact for HR leaders

with AI-powered HR Self-Service



Experience

Efficiency

Insights

Joule Agents

Reason + Act

Your HR superagent


Transact

Navigate

Inform

Analyze

Agent-to-Agent Compatibility

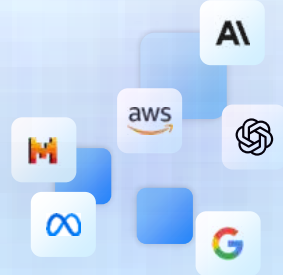


Built on generative AI hub in SAP BTP

40+ Foundational AI models (and growing)

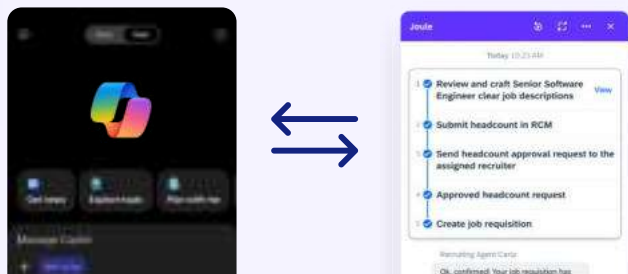
Prompt/model optimization

The best GenAI model and prompt, optimized for every SAP SuccessFactors use case



Bi-directional compatibility with Microsoft Copilot

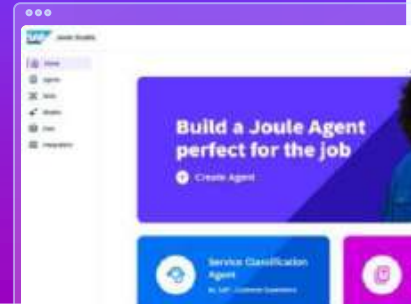
Available Now



Now supporting 80% of the most frequently used tasks in SAP SuccessFactors

Build your own AI with Joule Studio

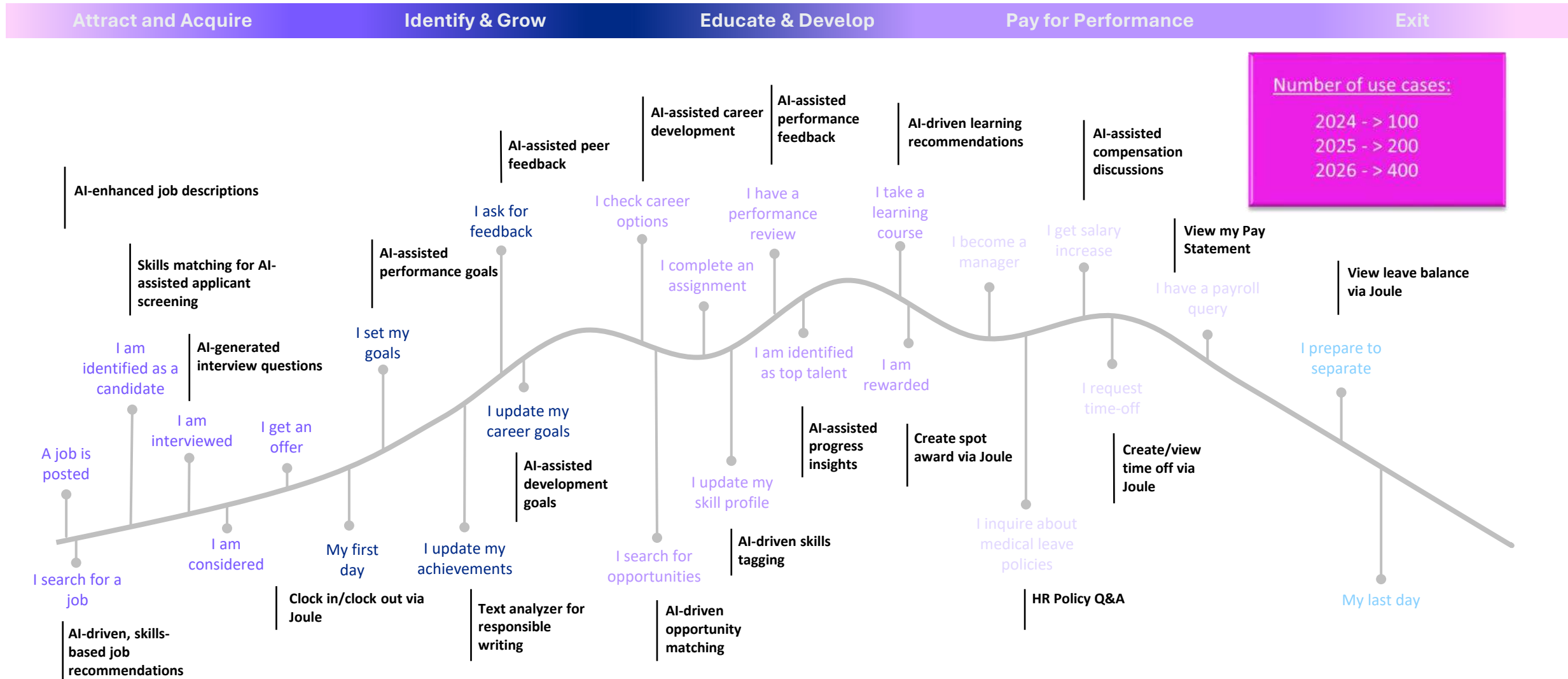
Low-code / no-code / pro-code



216 AI capabilities delivered in last 18 months

Job Description Generation
Interview Question Generation
Update Chosen Name in Joule
Update Pronouns in Joule
Update Legal Name in Joule
Update Location in Joule
Update Working Time in Joule
Update Job (including business title) in Joule
Update Contract End Date in Joule
Update Cost Center in Joule
Update Transfer in Joule
Update Promotion in Joule
Update Probation in Joule
Update Display Name in Joule
Update Job Title in Joule
Update Job Code in Joule
Update Direct Manager in Joule
Update Direct Reports in Joule
Update Email Address in Joule
Update Phone Number in Joule
Update Time Zone in Joule

Business AI across the Employee Journey

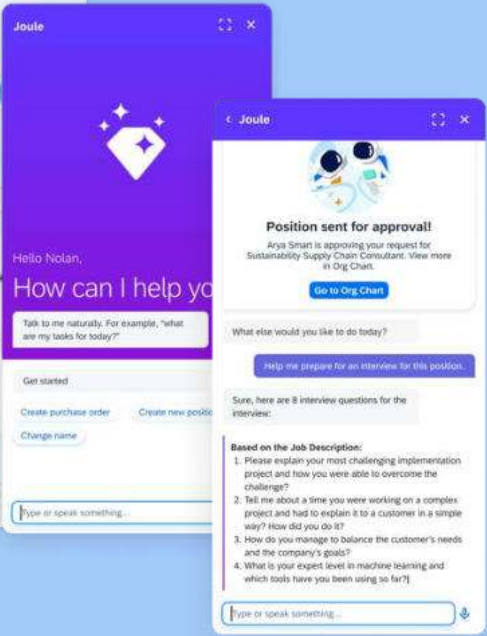
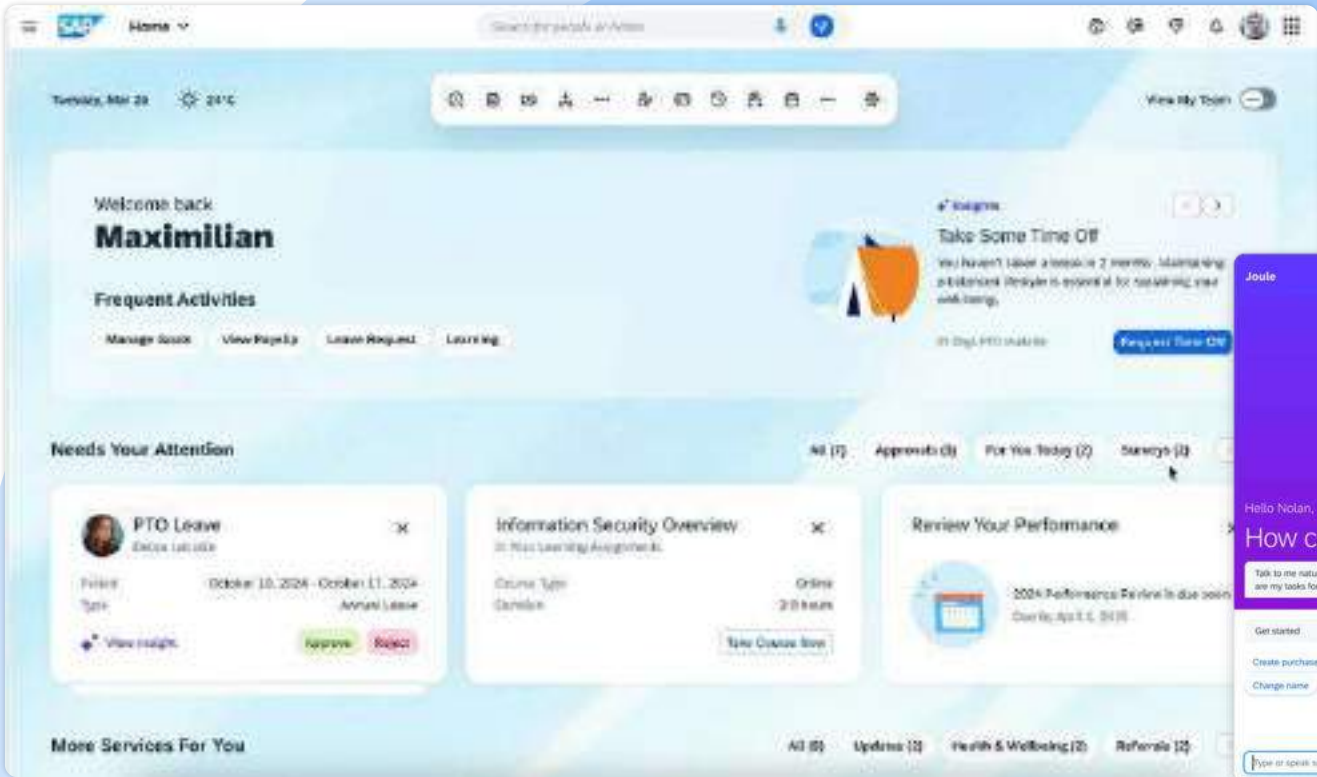


Number of use cases:

- 2024 - > 100
- 2025 - > 200
- 2026 - > 400

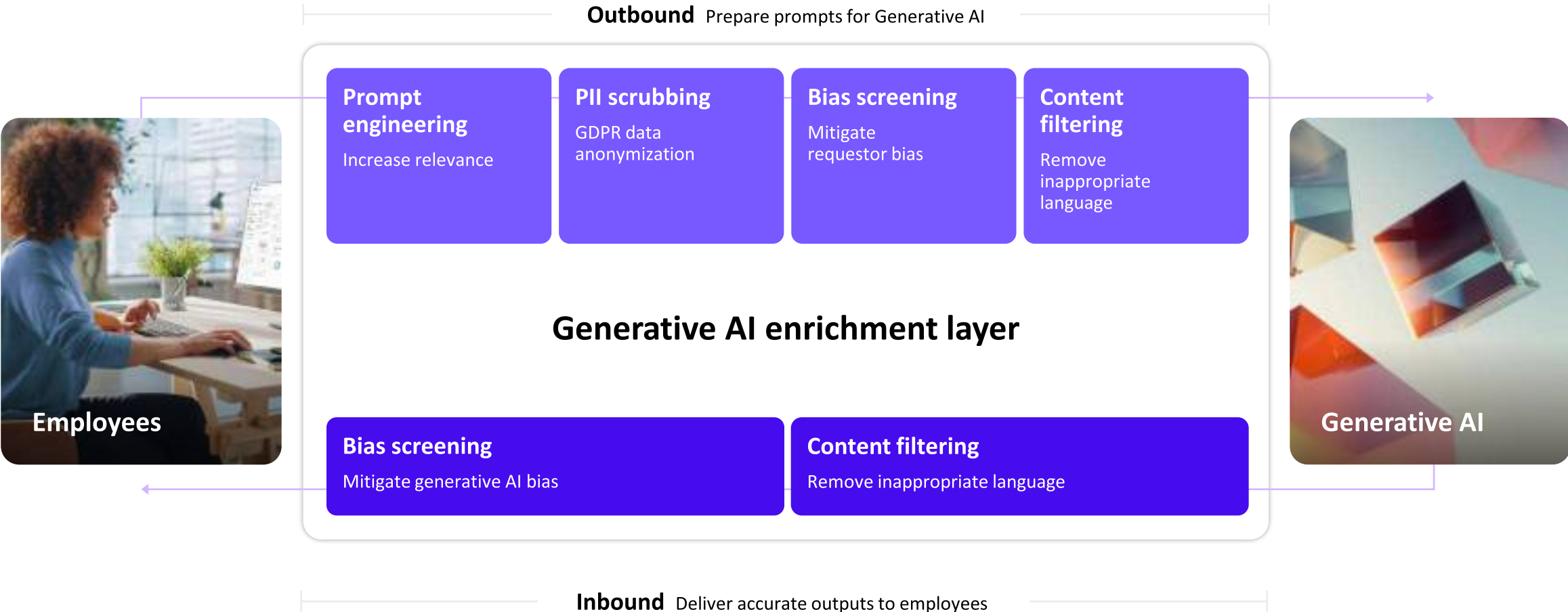
AI is the new UI

Powering HR in the flow of work



Safety Scan behind the scenes

Ensuring customers reap the benefits of Generative AI without the pitfalls



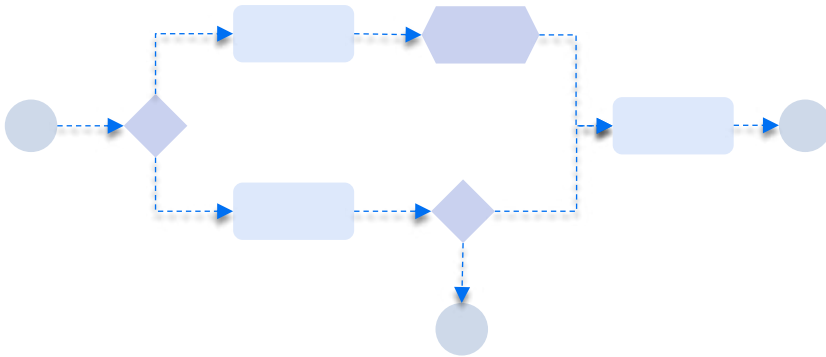
Joule agent

Beyond simple actions

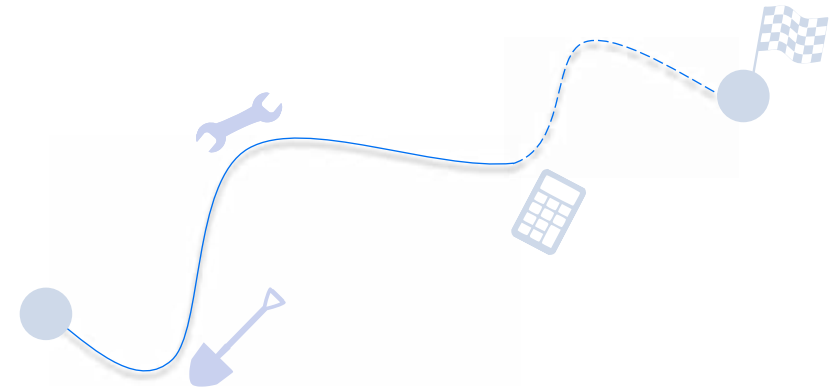
AI agents are the next era of business automation

Redefining productivity and innovation for **complex workflows and processes**.

from **modelling processes** with rules and conditions **ahead of time**



... to providing **tools and a mission** prompt for **dynamic problem solving**



AI agents can **reason** through complex business goals, **plan** a multi-step solutions, and **take action** to autonomously perform workflows that have eluded traditional automation.

Performance & Goals Agent



Jane's Perspective

New Capabilities & Business Benefits

Give managers the tools to show up prepared and focused for every performance discussion, with automated preparation tailored to each employee.

- Seamlessly prepare for impactful 1:1 meetings with AI-driven insights that turn data into actionable improvements and growth opportunities.
- Unlock the full potential of your team with personalized, data-informed coaching that empowers managers to address needs, boost skills, and foster connections

◆ Premium AI license required

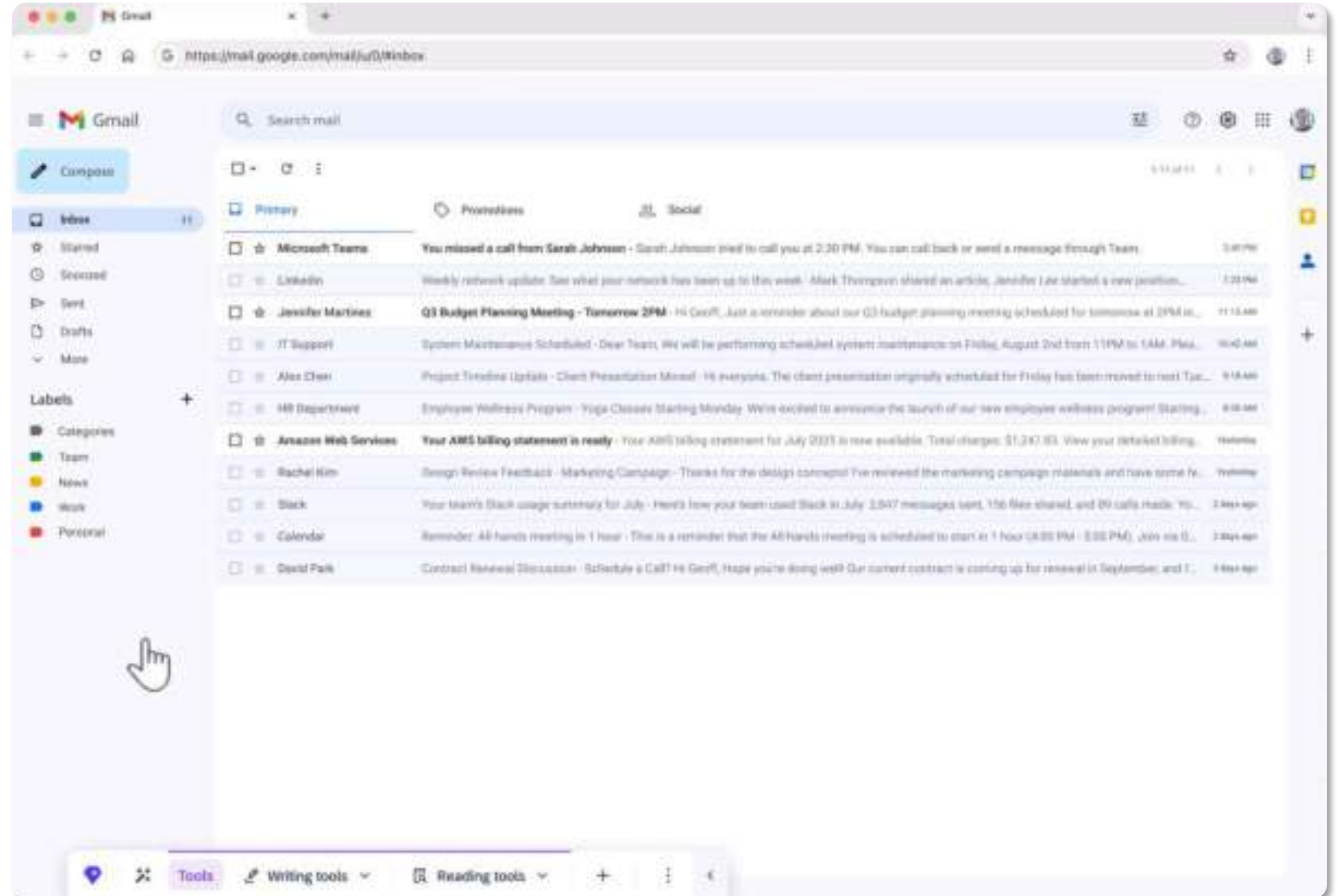
Joule Action Bar

Planned 2H 2026

Joule available everywhere, as the only omnipresent, always-on, proactive AI copilot.

Benefits

- **Omnipresence** – seamless and consistent AI experience, no matter where you are so that Joule is accessible on any web application.
- **Context aware** – understands screen content and its business context
- **Proactive** – anticipates user needs and offers next-best actions to maximize productivity



Key Roadmap themes for 2026+ in Business AI

AI Agents across all HR Functions

We build new Agents and customers adopt

Agent to Agent Communications

Expanding the Joule & Copilot integration and Agent interoperability

Increasing Joule's Intelligence and Expanding its Knowledge Base

Better Contextualization, the SAP Knowledge Graph, and Workforce Knowledge Network

Custom skill building & Agent building in Joule Studio

Customers build and extend Joule - fit for them

Continuing to be research- and feedback-driven

Incorporating the latest research, insights, and where the market is moving

Iterating on our roadmap, and enhancing current features based on customer feedback; prioritizing the voice of the customer



Vielen Dank

Patric ANDRE SAP (Schweiz) AG
Marko MANDIC SAP Österreich GmbH