Intelligent Enterprise Road Map
Total Workforce Management

January 2019

PUBLIC
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For all recent and planned innovations, potential data protection and privacy features include simplified deletion of personal data, reporting of personal data to an identified data subject, restricted access to personal data, masking of personal data, read access logging to special categories of personal data, change logging of personal data, and consent management mechanisms.
About SAP road maps

Companies today are planning their digital journeys – transforming business models, reengineering business processes, and reimagining work.

SAP road maps highlight innovations that may help you plan and implement your digital journey. They span products relevant to lines of business in your industry and explain how our innovations may add value to your business.

In our road maps, you can learn about our innovations along four different timelines:

1. **Recent innovations** for our products that have been launched in the past weeks or months and can already be purchased

2. **Planned innovations** for our products that are intended to be launched in the short term or midterm

3. **Product direction**, providing a long-term perspective on high-level development plans for innovations for our solutions – inspired by your requirements

4. **Product vision**, providing a high-level and long-term business perspective on innovations for our products
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Overview

Vision and direction
- Key trends and customer needs
- Value proposition

Product innovations
- Detailed innovations
SAP strategy – Deliver the Intelligent Enterprise

THE INTELLIGENT ENTERPRISE features 3 KEY COMPONENTS:

1. Intelligent Suite
2. Digital Platform
3. Intelligent Technologies
Total workforce management
The Intelligent Enterprise powers the best-run workforce

SAP vision
Enabling the end-to-end business process of planning, sourcing, and managing the total workforce, and facilitating a holistic talent strategy to achieve agility and game-changing business outcomes.

Business benefits
- Gain visibility into people and finances, and collaboration across the enterprise
- Align talent strategy to key business priorities, leveraging an agile workforce
- Drive worker engagement through new and meaningful experiences that link purpose to performance
Solutions supporting total workforce management from SAP

**SAP Analytics Cloud:** Embedded intelligence, cross-application analytics, integrated planning and budgeting, predictive

- **SAP SuccessFactors**
  - Visualize and manage all workers
  - Recruit new hires
  - Onboard and enable all contributors
  - Enable time management and payroll
  - Human capital management and enablement

- **SAP Fieldglass**
  - Negotiate, procure, and manage the flexible workforce
  - Improve talent/service quality
  - Mitigate risk and ensure policy compliance
  - External labor and services procurement

- **SAP S/4HANA Cloud**
  - Digital core
  - Project management
  - Resource scheduling
  - Finance and budgeting
  - Invoicing and billing
  - Cloud ERP

Key capabilities
SAP S/4HANA Cloud: Core to the Intelligent Enterprise

**Operate consistently at the speed of thought**
Connect teams with modern, integrated processes to ensure complete, consistent information across your organization so you can operate at the speed of thought.

*(MOD Pizza)*

**Maximize resource utilization**
Use intelligent automation to make the most of your resources at all times – from capital, to talent, to inventory, and beyond – and adjust to new needs with maximum agility.

*(Delaware Consulting)*

**Gain unprecedented insight into your business**
Deliver total visibility and instant insights across the finance value chain and your supply chain with an ERP that recommends, predicts, and solves.

*(SMA Railway)*

**Drive new levels of productivity and efficiency**
Help employees make faster and better decisions with the world’s first hands-free ERP, enabled with a digital assistant you can speak to and hear from.

*(SAP CoPilot)*
SAP SuccessFactors solutions: Transform your total workforce experience

Increase insight and efficiency to do less, yet deliver more
Rely on data-based recommendations and prescriptive guidance to proactively improve people processes and results. Apply intelligent service workflows and a digital assistant to support everyday transactions.

Spark motivation and improve engagement everywhere
Increase connectivity and engagement across your global workforce with support for 92 countries and 42 languages. Apply unified, continuous talent management and collaboration to inspire and motivate your workforce.

Elevate and connect people experiences to improve agility
Provide personal, role-based experiences for your entire workforce – including contingent labor – across all devices and SAP solutions. Introduce elegant yet practical mobile apps, co-developed with Apple, that simplify everyday work life.

Shatter ceilings and tackle tough issues with confidence
Apply powerful, built-in tools to help solve tough industry and people initiatives such as diversity, inclusion, and well-being at work. Leverage intelligent job analysis, photoless calibration, and tips to improve initiative results.
SAP Fieldglass solutions: Sourcing, engaging, and managing the external workforce

Empower the Intelligent Enterprise with specialized talent
Identify and engage hard-to-find talent with highly specialized skill sets, critical in driving greater agility and competitive advantage.

Streamline services and increase operational agility
Tap into the power of artificial intelligence and machine learning to streamline and automate key business processes to maximize efficiency and productivity.

Achieve enterprise-wide visibility for greater control
Achieve full visibility and management of the end-to-end external workforce and services procurement lifecycle – from sourcing, onboarding, and managing to invoicing, payment, and offboarding.

Gain insights that drive cost savings
Leverage the industry’s largest data set for benchmarking, workforce simulation, and best practices. Identify opportunities to improve talent quality and gain critical insights that drive cost savings.
## Intelligent Enterprise program
### Total workforce management process | High-level solution mapping

<table>
<thead>
<tr>
<th>Planning</th>
<th>Staffing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Workforce planning</strong>&lt;br&gt;Organization generates a plan by modeling the demand for talent</td>
<td><strong>Staffing</strong>&lt;br&gt;Identify internal talent&lt;br&gt;Search for existing resources with the required skills&lt;br&gt;Recruit new hires&lt;br&gt;Open requisitions, find candidates, make offers&lt;br&gt;Source contingent workers&lt;br&gt;Open reqs, create PO, work with suppliers</td>
</tr>
<tr>
<td><strong>Project planning</strong>&lt;br&gt;Individual project planners identify needs</td>
<td></td>
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</table>

### Onboarding
- Complete paperwork, receive equipment, take training, meet team members, …
- Submit and approve timesheets
- Pay **internal employees** using payroll solution
- Process invoices from suppliers for **contingent workers**
- Submit final time and expenses and close project
- Offboard **internal and external resources**

### Working
- Provide feedback and complete ongoing skills assessments
- Deliver ongoing **training and development**
- Monitor deliverables, costs, and margins
- Close quarter end

### Paying

### Closing
Total workforce management (TWM)
Managing the modern workforce in line with business needs

Challenges to managing the modern workforce
- Lack of visibility
- Disconnected processes
- Missing engagement and alignment
- Subpar experiences

Organizational needs
- Ability to manage all resources in line with business objectives
- Insight and collaboration across the business
- Optimization of the contribution of all talent for productivity gains and impact
- Adoption of integrated, end-to-end processes for efficiency

Business benefits
- Visibility into people and finances and collaboration across the enterprise
- Alignment of talent strategy to key business priorities, leveraging an agile workforce
- Driving worker engagement by new and meaningful experiences that link purpose to performance

Align TWM strategy to key business priorities and achieve workforce agility, financial transparency, and greater impact on bottom line
Total workforce management
End-to-end business process in the Intelligent Enterprise

Managing all aspects of the total workforce (employees and external workers) in line with business objectives and a clear line of sight into the financial impact.

Visibility and inclusion
- Integrated business and workforce planning
- Bridging the gap between employees and external talent
- Financial impact

Optimization
- Coordinated sourcing (hire and procure)
- Enabling and aligning all talent with business priorities

Intelligence
- Actionable insight from across the business
- Applied AI and machine learning to planning, sourcing, and managing all resources

Experience
- Process guidance and consistency across devices
- Seamless, end-to-end experiences for all roles
### Intelligent Enterprise – Total workforce management scenario road map

#### Scenario road map overview

<table>
<thead>
<tr>
<th>Recent innovations</th>
<th>Planned Q1/2019¹</th>
<th>Planned Q2/2019¹</th>
<th>Future direction¹</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Platform orchestration</strong></td>
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<tr>
<td><strong>Experience</strong></td>
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<td>Experience</td>
<td>SAP Cloud Identity Access Governance software and SAP Cloud Platform Identity Authentication for SAP Fieldglass solutions</td>
</tr>
<tr>
<td>▪ SAP CoPilot and digital assistant skills for SAP SuccessFactors solutions (onboarding, learning, continuous performance management, time recording)</td>
<td>▪ Mobile “Ask HR” ticket creation for SAP SuccessFactors Employee Central Service Center</td>
<td>▪ Additional SAP CoPilot and digital assistant skill for SAP S/4HANA (team utilization)</td>
<td>▪ One home, universal in-box</td>
</tr>
<tr>
<td><strong>Planning, analysis, and intelligence</strong></td>
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<td>▪ One SAP CoPilot worker experience</td>
</tr>
<tr>
<td>▪ Workforce planning template (with financial data) in SAP Analytics Cloud</td>
<td>▪ Talent search for “people like me” using machine learning (beta)</td>
<td>▪ Talent search for “people like me” using machine learning (GA)</td>
<td>▪ People analytics for SAP Analytics Cloud</td>
</tr>
<tr>
<td><strong>Business process integration</strong></td>
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<td>Business process integration</td>
<td>▪ SAP SuccessFactors unified reporting on SAP Analytics Cloud (GA)</td>
</tr>
<tr>
<td>▪ Unified talent development (phase I)</td>
<td>▪ Unified talent development (phase II)</td>
<td>▪ SAP SuccessFactors unified reporting on SAP Analytics Cloud (beta)</td>
<td>▪ Unified reporting on SAP Analytics Cloud for SAP Fieldglass solutions and SAP S/4HANA</td>
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<tr>
<td>▪ Onboarding 2.0 (beta)</td>
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</table>

¹ This is the current state of planning and may be changed by SAP at any time without notice.

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SAP Transformation Navigator
Supporting your digital transformation

Today
SAP ERP–centric product map

Move my landscape
Future product map

Evolve my business
New capabilities

Use a greenfield approach
New digital platform

Future
SAP S/4HANA–centric product map

SAP Transformation Navigator provides you with clear guidance to chart the Intelligent Enterprise:

- Based on your currently used products, this free self-service produces an individualized report highlighting business value, detailing integration to SAP S/4HANA and other cloud products, and explaining transformation services and license information.
- With the new time-slider feature, you can even identify the best point in time to engage in your journey to becoming an intelligent enterprise.
- Discover the tool and your transformation path at https://support.sap.com/stn.
Learn more
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► IT Planning Resources
► Innovation Discovery
► SAP Transformation Navigator
► SAP User Groups
Thank you.