Digital Transformation? Don’t Forget the Human Element
Employee Productivity and Empowerment with SAP® SuccessFactors® and SAP Concur® Solutions
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Everywhere, business leaders are embarking on digital transformation initiatives to seize new opportunities presented by the digital economy. Across industries, companies are using new technologies to generate insights, engage customers, and deliver better outcomes. From Big Data and cloud computing to the Internet of Things and machine learning, these technologies grab the headlines. But as an HR pro, you know that digital transformation is a profoundly human-centered endeavor.
The fact is, changes in the digital economy demand changes in the way you manage your most valuable asset – your people. To attract and keep the best talent, you need to support the new ways workers work. On the move, these workers demand flexibility and mobile access. And for millennials – raised on seamless consumer-grade digital experiences in their personal lives – hassling with a morass of complex, multilayered systems just to do their jobs is a recipe for frustration.

Instead, HR leaders today are looking for digital solutions that simplify the processes that impact employees and contractors alike. As much as the customer experience is a new differentiator in the digital economy, positive employee experiences can help you set your company apart. Digital solutions for employee productivity and empowerment can also keep your people productive by streamlining tasks and improving transparency – all while helping to improve employee engagement so that you can achieve the retention rates you need to compete successfully.

To help you meet all of these goals and more, we offer SAP® SuccessFactors® and SAP Concur® solutions that support greater simplicity, better employee experiences, improved productivity, and enhanced employee engagement.
Keep It Simple – and Efficient

The complexity of global business – and the workforce required to manage it – puts a premium on process simplicity. HR teams need streamlined processes for managing employees and contract workers – and workers themselves need simplified processes for complying with policy and getting work done.

Our cloud solutions deliver a 360-degree view into employee-related data and processes, yielding valuable insight and actionable data. These solutions bring you into the digital economy – eliminating spreadsheets and automating core processes for recruitment, talent management, compensation, and much more. And with processes for ongoing coaching, feedback, and evaluation, along with the recognition of top talent, you’ll find it easier to connect your people with your company purpose.

Our approach is to build governance into our solutions. Preconfigured rules enable you to prepopulate reports, prevent unauthorized trips, and reduce the risk of errant spending. Reporting compliance is simplified too – with tools for managing by exception rather than by manual review, analysis, and investigation. This approach frees up valuable employee time throughout the organization for higher-level activities while also ensuring that reports are submitted and paid quickly – thus increasing employee satisfaction and adoption.

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Enhance the Employee Experience

As labor markets heat up, creating positive employee work experiences helps companies to attract and keep top talent. But with siloed and stand-alone systems that use outdated technology to support processes critical to the employee experience, many companies find it difficult to meet employee expectations.

As you pursue your digital transformation, our solutions can help you deliver consumer-style experiences that create a total workforce experience – from new recruits to established employees and soon-to-be retirees. You can onboard new hires and ramp them up faster. Our self-service tools help you with everything from benefits and wellness management to career development and training. And throughout the employee lifecycle, you can transform disjointed HR processes into automated “intelligent services” for performance monitoring, appraisals, and talent management.

Our solutions also help you track your on-the-move digital economy workforce. You can monitor employees on the road with intuitive and powerful tools that make it easy to see every traveler, assess their risk, and keep in contact with them until they reach their destinations safely. If your people need quick answers to common questions, we provide a 24x7 help desk that can assist your employees and keep them productive.

To put even more control in your hands and make life easier for you and your employees, we also make third-party apps available – with new apps added regularly. This allows you to solve not only today’s challenges but also future challenges that we haven’t yet imagined.

TRACK MILES – WITHOUT THE HEADACHES

Nobody ever said, “I love doing my travel reports.” At SAP, we get it. This is why we strive for easy. Take, for instance, our app to auto-track vehicle miles. Employees using this app simply power it on and the app creates the expense automatically. That’s a better employee experience.
Drive Productivity

In the face of ever-increasing business and technology complexity, maintaining and increasing employee productivity can be a tremendous challenge. By simplifying and streamlining processes as part of your digital transformation effort, you can increase employee productivity – freeing up time for your people to focus on innovation and other higher-level tasks that advance your business strategy.

Our solutions help you achieve this objective by centralizing employee data and harnessing the power of mobile computing so you and your employees have access to it in real time from anywhere. Leverage analytics to highlight hotspots in your workforce and drill into root causes. Confidently make decisions that refine talent management, and shape a workforce that can execute your business strategy. Our solutions, for example, support connected spend management that brings together travelers, budget approvers, finance, accounts payable, HR, security, and IT. Encompassing travel, expense, and invoice tracking and reporting, these solutions help ensure compliance and minimize risk.

With connected spend data, you can unlock powerful insights. You’ll see spending clearly and negotiate with vendors from a position of knowledge and strength. You can also put invoice management in the hands of the spenders and budget owners, with time-saving tools that drive productivity.

Our solutions use purchase requests to validate spend before it happens. Three-way PO matching compares invoices to purchase orders and received goods and services – saving you time while minimizing rogue spending. A robust workflow, meanwhile, keeps the approval cycle moving with automated receipt matching, spending approvals, and payments according to your policies and procedures. The result is smoother processes for all involved, with improved visibility into relevant data for insight and ongoing improvement.

MAKE TRAVEL PLANS – FASTER

Putting together a business trip can take a tremendous amount of time. Our solutions speed things along with tools that help your people organize and share their travel plans no matter where they book. Travelers simply forward their travel confirmation e-mails from more than 3,000 sites to our cloud service, and we automatically create a master itinerary that combines all their travel plans plus maps, directions, and more. Itineraries can be accessed online or through the dedicated mobile app. Travelers can also share and collaborate on trips with friends and colleagues using social networks.
Transform disjointed HR processes into automated “intelligent services” for performance monitoring, appraisals, and talent management.
Engage Your Employees

As you move forward with digital transformation, think about ways to positively engage your people across the employee lifecycle. This can give you a significant competitive advantage: connected employees with a sense of commitment to the organization and the drive to continuously improve.

One way that companies seek to engage is through social media. This is why our solutions support an enterprise social platform that fosters always-on collaboration between employees. Employees can create rooms, exchange messages, and post blogs. The business, meanwhile, can track metrics to evaluate levels of engagement.

Giving employees a sense of purpose also helps drive engagement. Our solutions help you develop this sense of purpose with a full range of tools and processes for employee development, feedback, coaching, and evaluation. With tools for goals and continuous performance management, you can connect employees to what the company strives to do – while helping them guide their career paths and assess their own role readiness. Organizations that get this right can speed time to productivity, retain high performers, and more effectively share talent across the company.

Employees also want to know that you have their backs. To this end, our solutions help you ensure employee safety and come through in emergencies – even when your duty-of-care team is away. No matter the time of day, we make it easy to reach employees through automated and intelligent workflows that are triggered based on risk-level assessments. From natural disasters and civil unrest to inclement weather and flight delays, you’ll receive automatic notifications if any employees are affected by events occurring anywhere in the world. This helps you show your employees that you care.
Connect employees to what your company strives to do – while helping them guide their career paths and assess their own role readiness.
Put Your People First – and Reap the Rewards

Leading companies know that a big part of digital transformation is transforming the way people work. This is why they’re looking to SAP SuccessFactors and SAP Concur solutions to help move that transformation along.

With our solutions, you’ll be able to:

- **Simplify critical employee processes**: Your people can get their work done in a hassle-free way – with governance and compliance built into the processes.
- **Improve the employee experience**: You can give your employees the kind of consumer-grade experience they expect, leading to higher employee retention.
- **Increase productivity**: With cloud-based access to solutions and apps, and consolidated employee data accessible to authorized users, you’ll increase employee efficiency.
- **Engage employees more effectively**: Our solutions help you connect with your employees in ways that are mutually beneficial to you and your employees.

FIND OUT MORE

To find out more about how SAP SuccessFactors and SAP Concur solutions combine to help you keep the focus on your people as you pursue digital transformation, call your SAP representative today or visit us online at [www.successfactors.com](http://www.successfactors.com) or [www.concur.com](http://www.concur.com).