

Implementation of cloud solution & optimization of HR process in (un)modern companies

Anna Mashinskaya, Business Process Senior Consultant

SAP SuccessFactors 





Agenda

- Introduction
- Service Portfolio
- Implementation Approach & Methodology
- Roles & Responsibilities
- Implementation Pitfalls / Use Cases
- Why & what do I study?

Who am I?



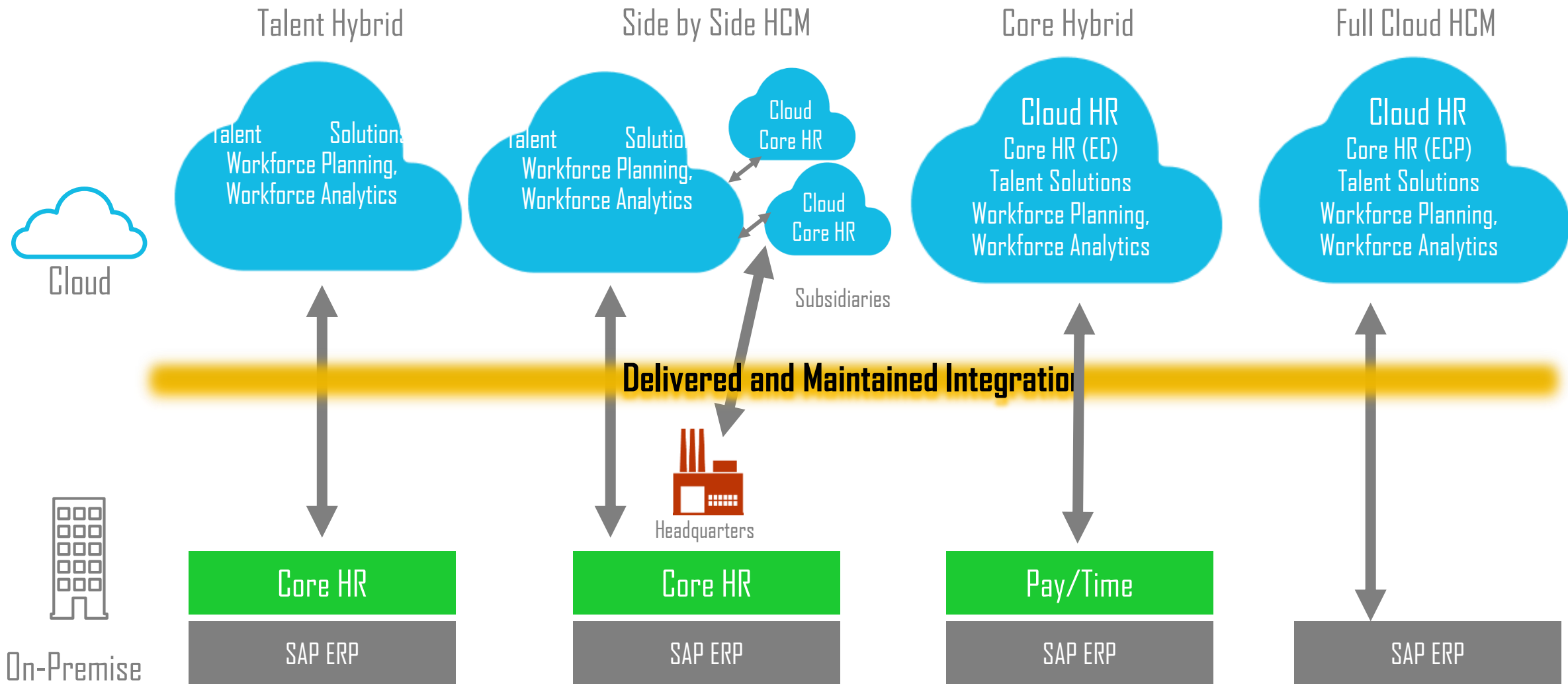
Anna Mashinskaya





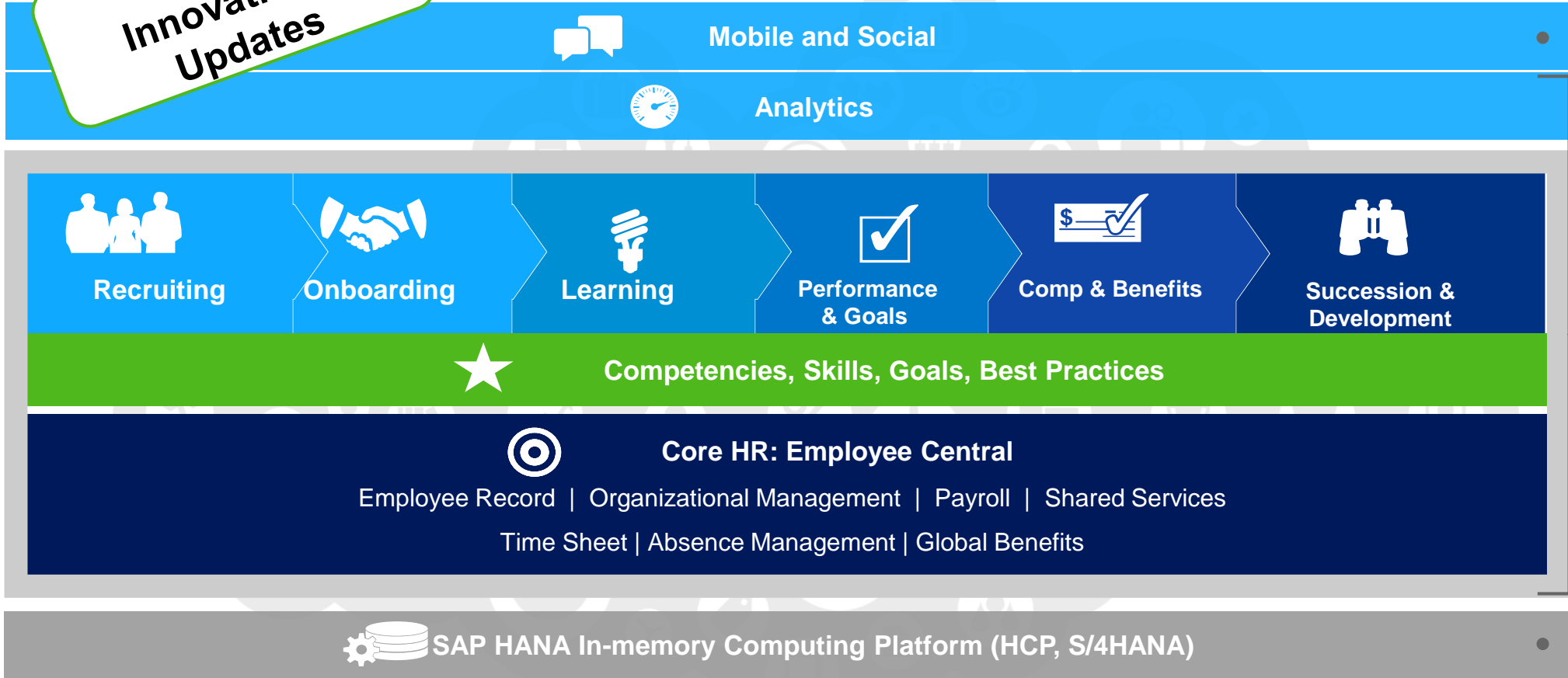
SAP SuccessFactors Service Portfolio

DELIVERING THE SERVICE IN SaaS TRANSITION TO THE CLOUD



SAP SuccessFactors - through and integrated

Ongoing
Innovations-
Updates



latest user
experience

Most complete
cloud solution

State-of-the-art
technology

SAP Services Delivers the “Service” in SaaS

Comprehensive portfolio to help ensure success



ASSESS

- Business case development
- Business transformation Roadmap



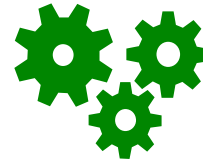
PREPARE

- Deployment Planning
- Solution Architecture Services
- Quality Assurance and Risk Management Services
- Business Process and Design Services
- Change Management Services



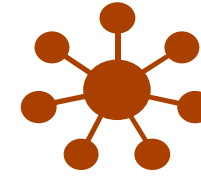
IMPLEMENT

- Implementation Services
- Rapid Deployment Services (RDS)
- Integration and Extension Services
- Data Migration
- Project Management Services



RUN

- Several Support Options
- Managed Service Offerings
- Center of Excellence
- Value Improvement Program
- Customer Community / User Groups



OPTIMIZE

- Solution Expansion
- Solution Enhancements
- Process Re-design
- System or Form Upgrades
- Expert on Demand Services

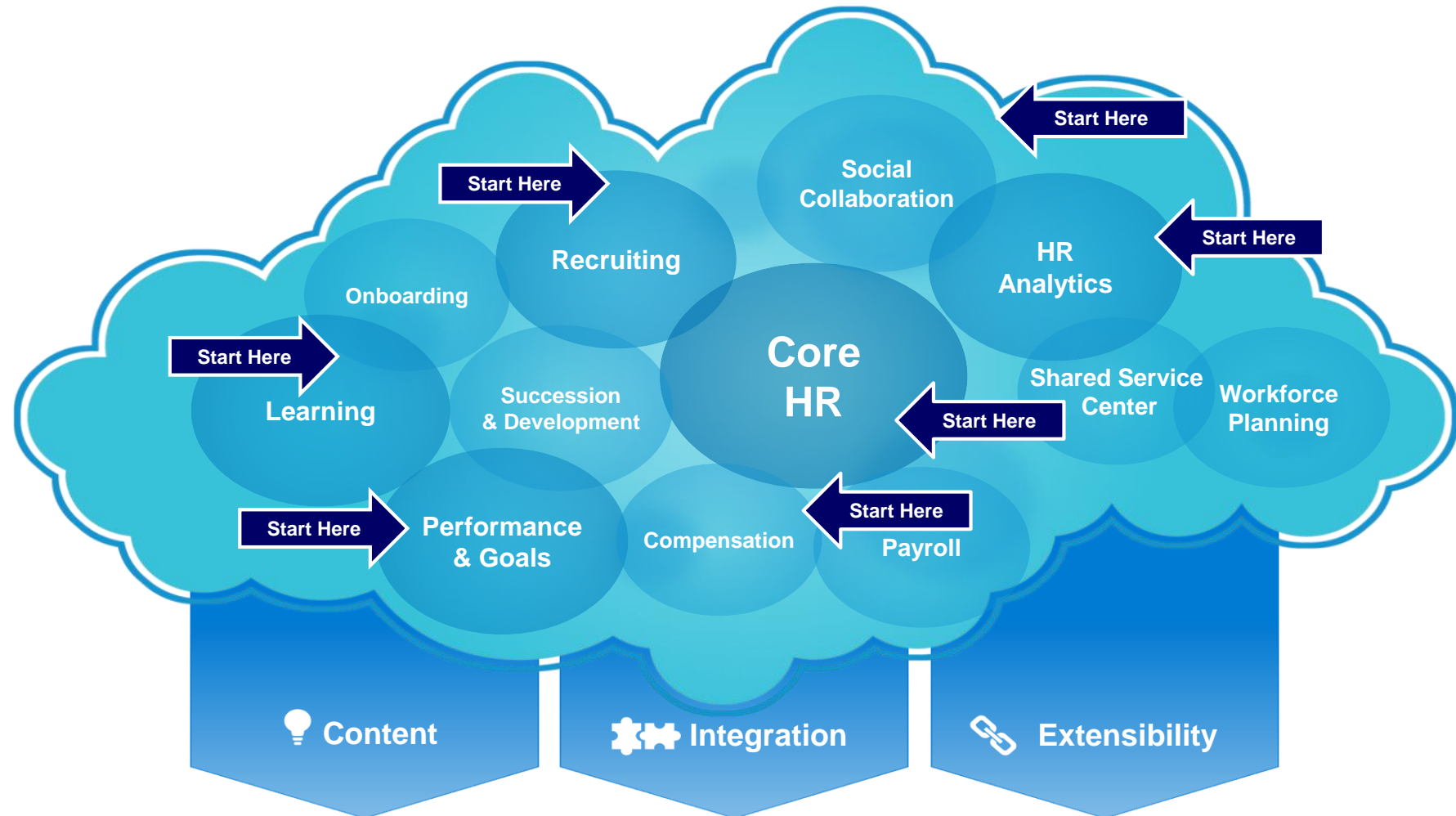


LEARN

- Online training
- Custom Training Materials Development
- Pre developed editable training materials
- Community based knowledge sharing

Flexible Deployment options to “Start Anywhere”

- **Start:**
Solve an immediate pain point (e.g. Learning)
- **Replace:**
Disparate Legacy Systems
- **Group:**
Leverage more than one to solve a bigger pain (e.g. Core HR + Recruiting)
- **Leverage:**
On-premise ERP Investment



Jump-start adoption with SAP Activate



SAP Best Practices

- Ready-to-run optimized business processes available with the product
- Delivery of a reference solution in the cloud for a fast start
- Continuous process of refinement of SAP SuccessFactors Best Practices



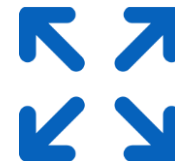
SAP Activate methodology

- Start with SAP SuccessFactors Best Practices for any implementation
- Agile methodology for rapid delivery and quality control
- Designed for partner extensions

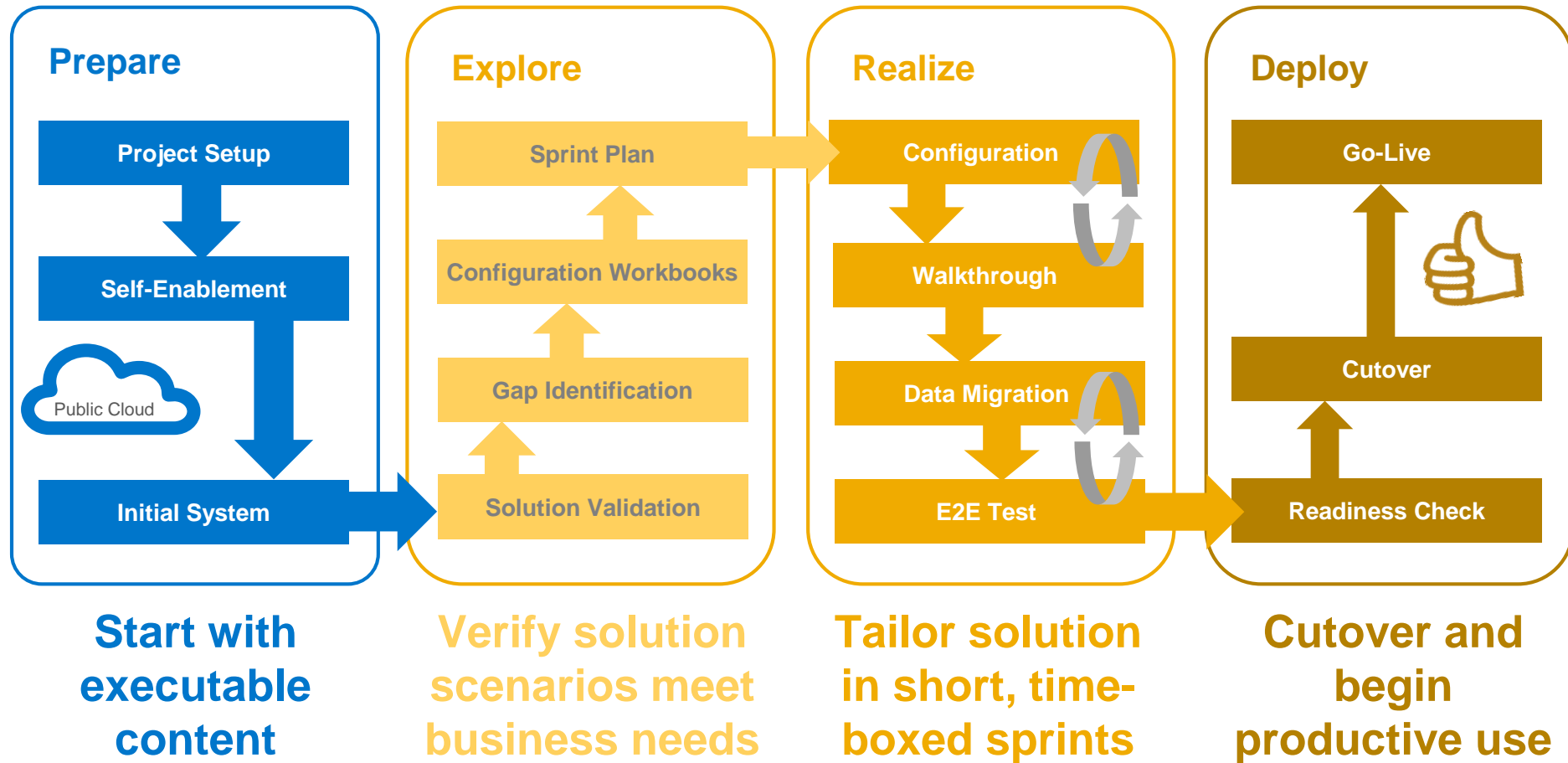


Guided configuration

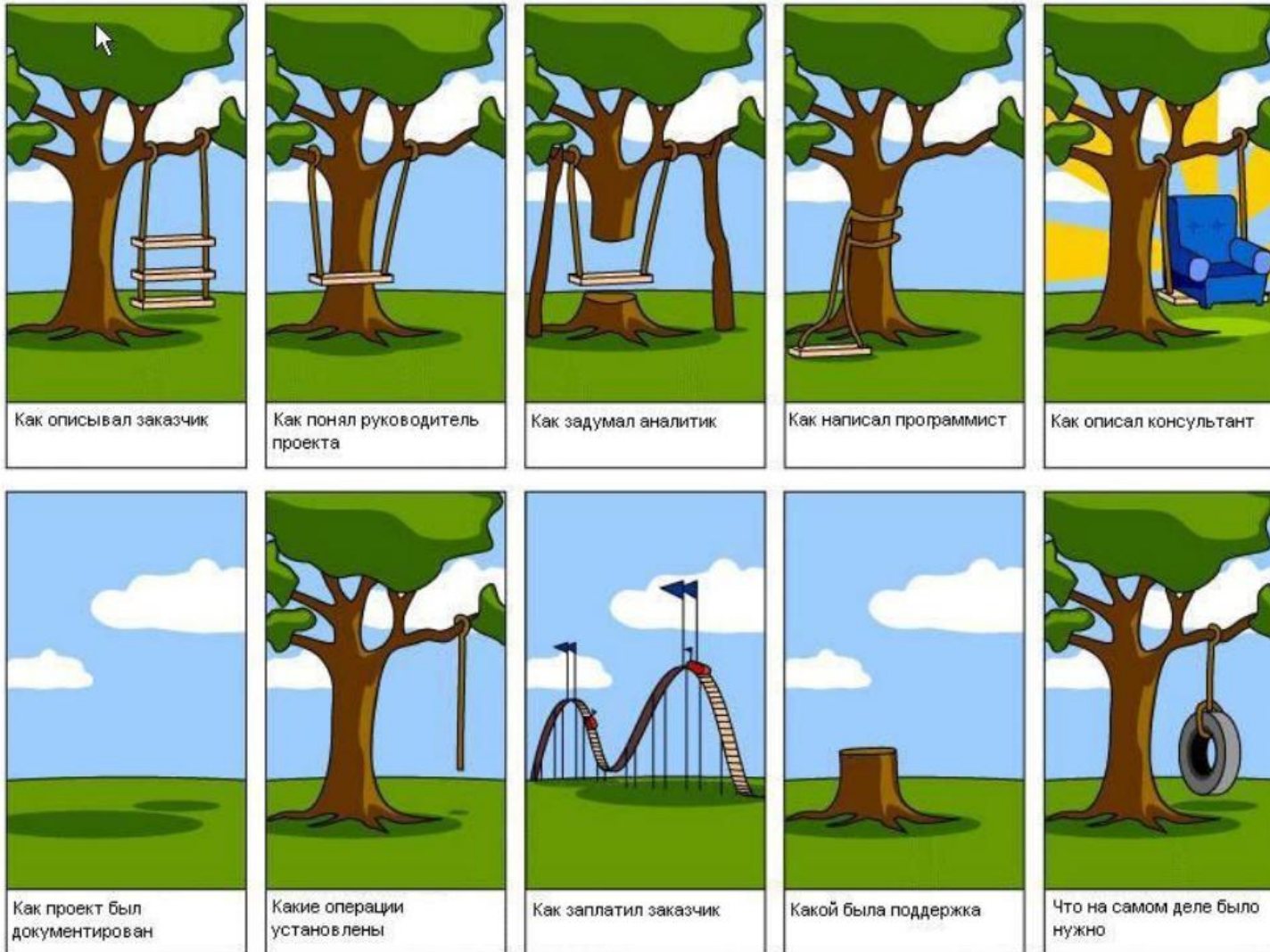
- Tools to assist rapid implementation such as SuccessFactors Admin Tool and Setup Wizards
- Know content and context of successive configuration, integration and value delivery projects
- Provides a combination of HCM, SuccessFactors product and implementation experience



SAP *ACTIVATE* Methodology for SuccessFactors Implementations

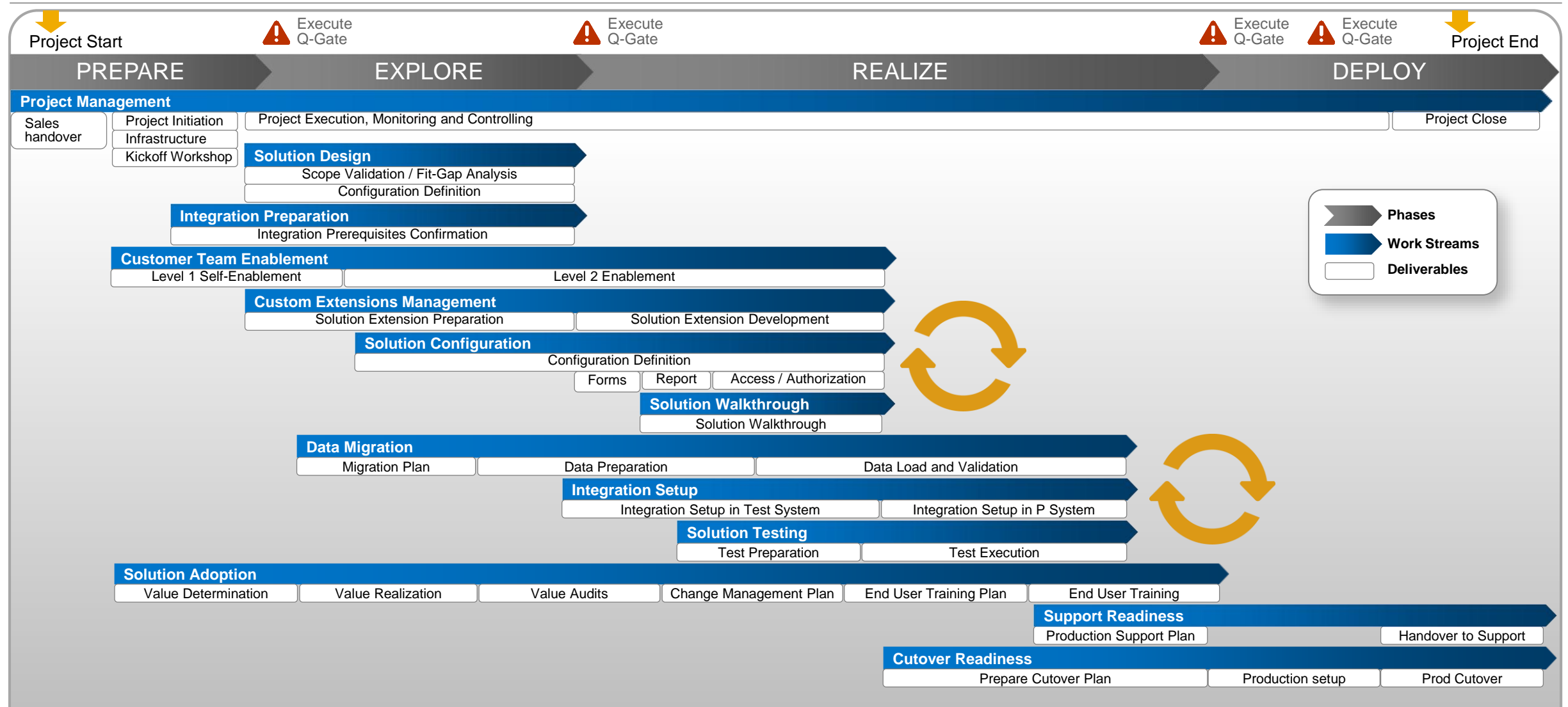


Why do we use SAP *ACTIVATE* Methodology?



SAP Activate Methodology

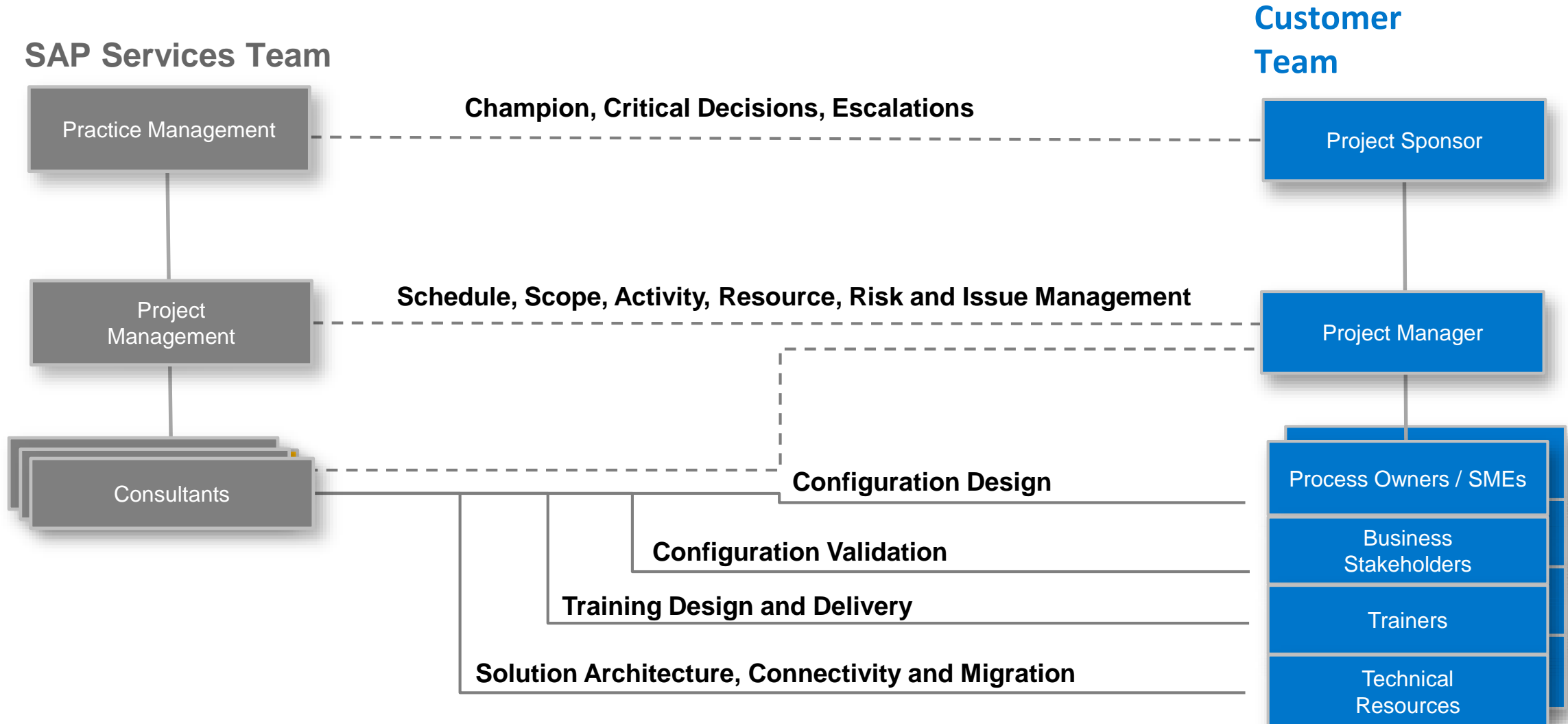
New Implementation - Public Cloud Solution Work Streams and Deliverables



Project Roles and Responsibilities – High-Level Overview



Project Roles and Responsibilities



SAP SuccessFactors Roles & Responsibilities

Practice Manager

- Manage all SAP SuccessFactors work efforts
- Ensure appropriate SAP SuccessFactors resources are allocated
- Provide guidance on implementation best practices
- Provide a communication channel to all areas of SAP SuccessFactors

Project Manager

- Manage day-to-day SAP SuccessFactors activities
- Provide regular communications to all stakeholders and serve as communication channel to SAP.
- Maintain logs for risks, issues, and change
- Ensure methodology compliance including PMBOK knowledge plans
- Manage scope and protect the critical path

Consultant(s)

- Provide subject matter expertise on processes and software
- Guide the team on best practices
- Module Configuration and Testing
- Conduct training sessions

Solution Architect

- Review current and to-be HR calendar and processes
- Review SAP SuccessFactors modules – Data flows and Integration points
- Conduct a high-level systems integration review, identify key dependencies
- Conduct a stakeholder analysis to identify key usage patterns
- Review deployment plan (with SF Project Manager)
- Discuss future considerations

Customer Project Roles

Exec / Project Sponsor <ul style="list-style-type: none">Champion the project within your organizationValidate key decisions of strategy and policyEnsure that the required resources are in place to support project 5-20%	Functional Lead / Process Owner(s) <ul style="list-style-type: none">Provide knowledge of existing processesProvide future visionLead future process designDesign and execute user acceptance tests (UAT) 60-70%	Technical Resources <ul style="list-style-type: none">Testing Strategy / PlanIntegration Design, BuildSSO AuthenticationData MigrationCustom ReportingTesting Varies based on Modules / Integrations	Trainer(s) / Change Mgt <ul style="list-style-type: none">Define training plan/strategyPrepare training tools and materialsDeliver (or manage the delivery of) training to Executives & Employees Varies based on Modules / Training Approach
Project Manager <ul style="list-style-type: none">Create, validate, maintain project planManage all customer activities and resourcesManage internal risksEnsure customer dependencies satisfied 80-100%	Business Stakeholder(s) <ul style="list-style-type: none">Validate new process designsProvide feedback on configured solutionInfluence Executive & Employee engagement & adoption 20-75%	System Administrator <ul style="list-style-type: none">Participate in all project phases and ongoingAttend Administration and Reporting TrainingAssume System Administration responsibilities post launch Varies based on Modules	Marketing / Communications <ul style="list-style-type: none">Required for RMK implementationsProvide Logo graphics and access to brand guidelinesApprove Mock up, copy, graphics 5-10%

Implementation Pitfalls / Use Cases

The opposite of the **Leading Practice** is the **Pitfall**. These are common decisions that can impact the overall success of a project.

- The goal of a solution is to improve processes, not simply make bad processes more efficient.
- Full Detail of the below **Pitfalls** are included in the appendix

Common Implementation Pitfalls	
• Process not documented	• Not understanding permissions
• Attempt to duplicate existing process	• Repurposing functionality
• Complicated workflow	• Inadequate testing and test scenarios
• Limited resources	• Training resource not involved
• Delays in identifying a system admin	• All regions/locations not involved
• Inability to make decisions	• Unfamiliarity with Upgrades

- ЗАБУДЬ ВСЁ, ЧЕМУ ТЕБЯ УЧИЛИ В ИНСТИТУТЕ.**
- Я НЕ УЧИЛСЯ В ИНСТИТУТЕ.**
- ТОГДА ВЫ НАМ НЕ ПОДХОДИТЕ, НАМ НУЖНЫ ЛЮДИ С ВЫСШИМ ОБРАЗОВАНИЕМ.**



Thank you

Kontaktinformationen:

Anna Mashinskaya
Business Process Senior Consultant
anna.mashinskaya@sap.com
+49 170 3728621

© 2018 SAP SE or an SAP affiliate company.

All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. Please see <http://global12.sap.com/corporate-en/legal/copyright/index.epx> for additional trademark information and notices.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors.

National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP SE or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP SE or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platform directions and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.