

# SAP + SuccessFactors: 關鍵人才 • 價值創造

Ethan Huang / Presales / SAP  
July 19, 2012



# 人力資源管理發展的三階段

## Core HR

## Talent Management



### 人事管理

- 新資福利
- 勞健保
- 員工資訊
- 考勤



### 人力資源管理 (選育用留)

薪酬激勵  
招聘  
培訓  
學習發展  
員工績效  
人才庫



### 戰略人力資源管理

- 目標管理
- 績效監控與溝通
- 人力規劃和分析
- 員工職涯發展
- 接班人計畫
- 溝通與協作

人才管理

## Better together

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### #1 Core HR

40 years of business software and solutions experience and expertise

### #1 Talent Management

10+ years experience in the cloud, delivering enterprise-class SaaS

**Accelerating our customers' ability to perform better**

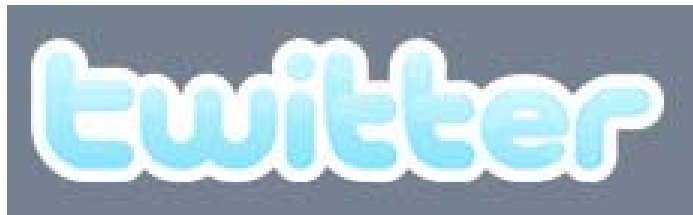
**Why Cloud HR?**



# 新世代的工作族群他們長這樣子



每天他們所使用的軟體是...



# 但傳統供應商的軟體的介面卻是...

Work Location   Job Information   Job Labor   Payroll   Salary Plan   Compensation

Moore, Catherine J   Employee   ID: KC0005   Empl Rcd#: 0

**Work Location**   View All   First 1 of 1 Last

**Employee Status:** Active   **Date Created:** 04/27/2000   + -

**\*Effective Date:** 03/22/1985   **Effective Sequence:** 0   **\*Job Indicator:** Primary Job

**Action / Reason:** Hire

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**Position Number:** 19000088   Payroll Clerk   **Position Entry Date:** 03/22/1985

**Position Data Override**    **Position Management Record**

**\*Regulatory Region:** CAN   Canada

**\*Company:** GBI   Global Business Institute


**\*Business Unit:** CAN01   GBI BU for Canada

**\*Department:** KC005   Finance   **Department Entry Date:** 03/22/1985


**Location:** KCON00   Cdn HQ

**Reports To:** 19000603   Manager Payroll Services

**ID:** KC0006   Jubinville, Pierre

▼  France

**Establishment ID:**



或是...

**Employee Center**

Create New: >>

**January 2011**

Today: January 19, 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

**Calendar Activities**

No activities scheduled for today.

**Employee Center - Home Links**

<b>My Information</b> <a href="#">Employee Profile</a>	<b>Purchase Requests</b> <a href="#">Enter Purchase Requests</a> <a href="#">Approve Purchase Requests</a> <a href="#">View Purchase Requests/Orders</a>	<b>Documents</b> <a href="#">File Cabinet</a> <a href="#">New</a> <a href="#">Search</a> <a href="#">Status</a>
<b>Time Tracking</b> <a href="#">Track Time</a> <a href="#">Search</a> <a href="#">Weekly Time Sheet</a> <a href="#">View Time Reports</a> <a href="#">Customize</a> ↳ <a href="#">Detail</a> <a href="#">Customize</a> <a href="#">Approve Time</a>	<b>Activities</b> <a href="#">Phone Calls</a> <a href="#">New</a> <a href="#">Search</a> <a href="#">Tasks</a> <a href="#">New</a> <a href="#">Search</a> <a href="#">Calendar</a> <a href="#">New</a> <a href="#">Search</a>	<b>Search</b> <a href="#">Saved Searches</a> <a href="#">New</a>
<b>Expense Reports</b> <a href="#">Enter Expense Reports</a> <a href="#">List</a> <a href="#">Search</a> <a href="#">Approve Expense Reports</a> <a href="#">View &amp; Edit Expense Reports</a> <a href="#">New</a> <a href="#">Search</a>	<b>Relationships</b> <a href="#">Contacts</a> <a href="#">New</a> <a href="#">Search</a>	<b>Help Desk</b> <a href="#">See Support Cases</a> <a href="#">New</a> <a href="#">Search</a>

**Recent Records**

<a href="#">Purchase Order #PO0009685</a> <a href="#">Edit</a>
<a href="#">Purchase Order #PO0009461</a> <a href="#">Edit</a>
<a href="#">Purchase Order #PO0009363</a> <a href="#">Edit</a>
<a href="#">Purchase Order #PO0009002</a> <a href="#">Edit</a>

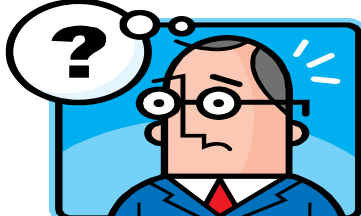
**Quick Search**

Search For

Name/ID

**Project Tasks**

Permission Violation: You need the 'Lists -> Project Tasks' permission to access this page. Please contact your account administrator.



**Settings**



這不是肯德基?!



## 可以輕易在行動裝置上操作使用



# 並且能提供常用的KPI指標 不需另外花時間成本開發

## Metrics that Matter

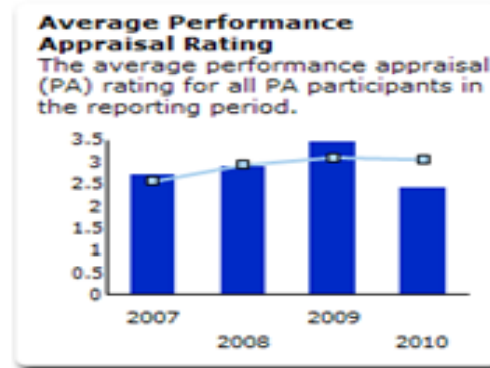
Compared to the rest of your company, is your team:

■ Your Team □ Company

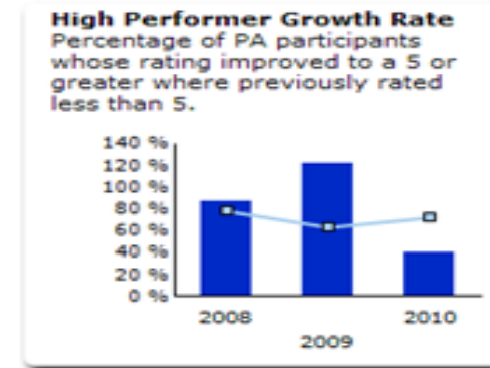
Compliant?



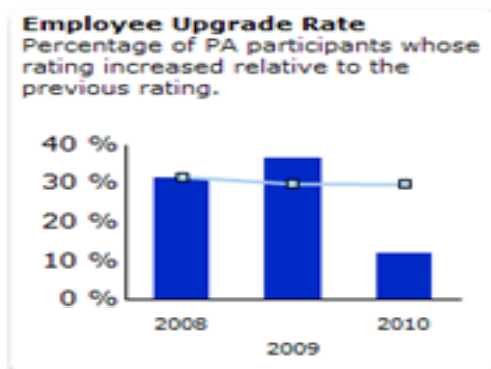
Performing?



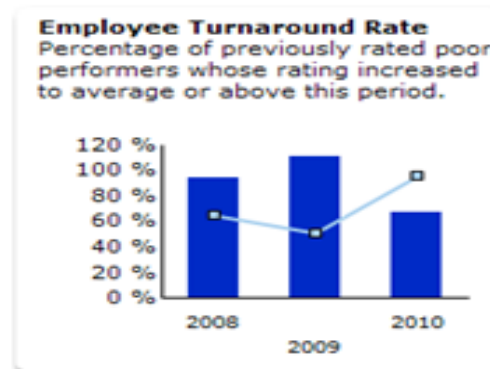
Accelerating?



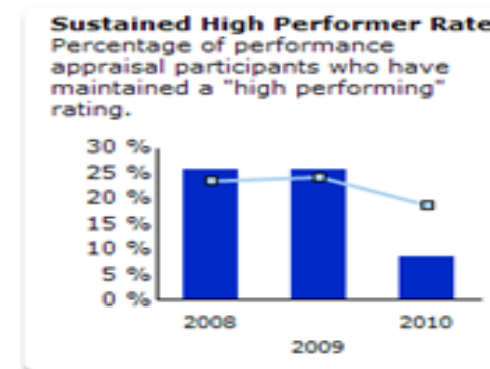
Improving?



Re-engaging?

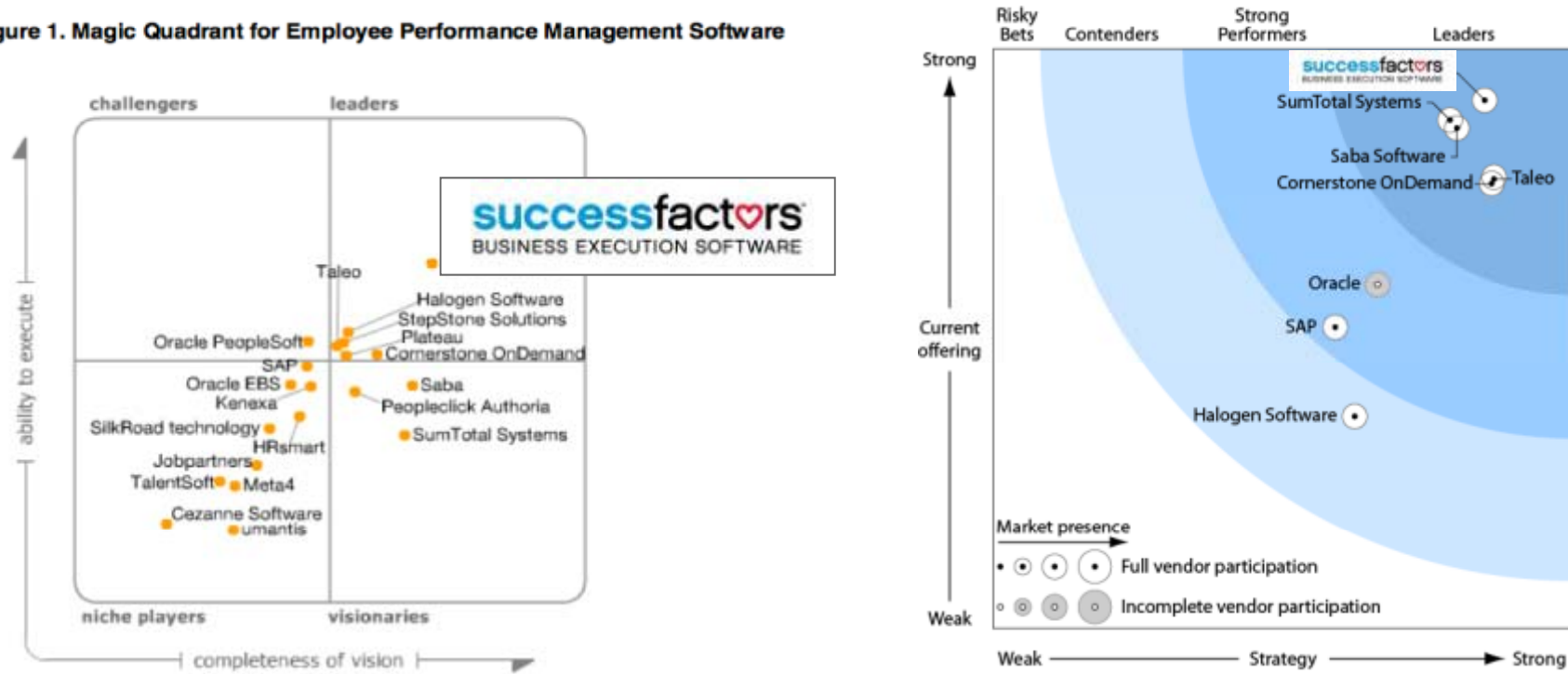


Sustaining?



# SuccessFactors 領先其他競爭對手

Figure 1. Magic Quadrant for Employee Performance Management Software



Gartner

Top 1  
in Talent  
Management

FORRESTER

# SAP + SuccessFactors

合併創造最大綜效,前進雲端市場!!



## #1 Core HR



## #1 Talent Management

- 40 years of business software and solutions experience & expertise
- 15,000 SAP HCM customers
- Unmatched multi-country availability: 51 countries provided by SAP + 28 by SAP partners



- 10+ years experience in the cloud, delivering enterprise-class SaaS
- 3,500+ customers/~15M users
- Largest cloud customer with 2M users
- 34 Languages – customers in 168 countries

# 全方位的SAP HCM解決方案













# 全方位的SAP HCM解決方案 with SuccessFactors





# Summary of Solution Portfolio for HR

Go-forward Solution highlighted\*

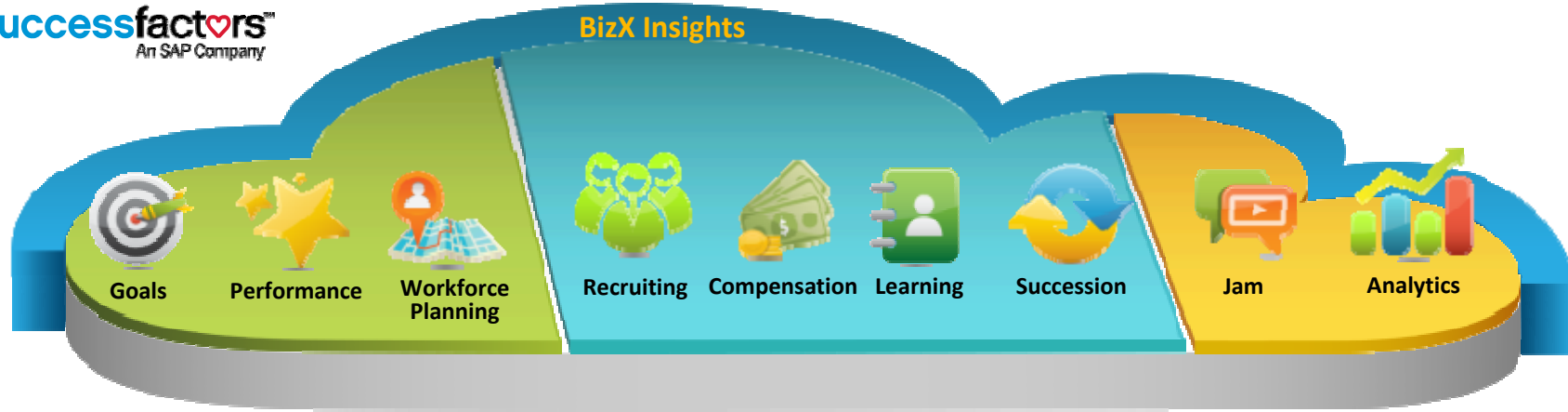
	On Premise Solutions	Cloud Solutions
 <b>HR Core</b> 基本人事資料	SAP ERP HCM <sup>(1)</sup>	SuccessFactors Employee Central
 <b>Performance &amp; Goals</b> 目標與績效	SAP ERP HCM	SuccessFactors Performance & Goals
 <b>Compensation</b> 報酬	SAP ERP HCM	SuccessFactors Compensation
 <b>Succession &amp; Development</b> 接班人	SAP ERP HCM	SuccessFactors Succession & Development
 <b>Recruiting</b> 招聘	SAP E-Recruiting	SuccessFactors Recruiting
 <b>Learning</b> 學習	SAP Learning solution	SuccessFactors Learning
 <b>Social Talent Management</b> 社交平台		SuccessFactors Jam
 <b>Workforce Planning</b> 人力規劃		SuccessFactors Workforce Planning
 <b>Workforce Analytics</b> 人力分析	SAP Business Objects for HCM Analytics	SuccessFactors Workforce Analytics
 <b>Mobile HCM</b> 行動運用	SAP mobile apps based on Sybase Unwired Platform	SuccessFactors BizX Mobile

\* Go-forward solution indicates SAP's intention to focus our innovation investments and what to position with new customers. Solutions not highlighted will see continuous improvement investments and support. (1) Including payroll, benefits administration, time & attendance management

# Hybrid HR = SAP Core HR + SuccessFactors Talent

Cloud

**successfactors**  
An SAP Company



On-Premise



**SAP HCM**

Core HR and Payroll

Time & Attendance  
Management

# Non-SAP + SuccessFactors



## Non- SAP HR

國內HRIS

Oracle

Peoplesoft

Ultimate

ADP

Lawson

# 成功的關鍵 Success Factors



# 如果成功的關鍵不是基因，那麼究竟是什麼？

- 非關天份,而是長時間不斷的努力練習
  - 任何領域想達到世界頂尖的地位,至少要花上10年的功夫(頂尖運動員,高階經理人...)
1. 清楚知道目標→才可能累積“有意義”經驗
  2. 創造合適的環境→開發潛能與培育
  3. 反饋機制→透過回饋建議改善執行效率



## 調查卻發現...

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95%員工們不曉得企業  
的核心戰略與目標

Norton & Kaplan

84%企業還不能妥善促  
使員工發揮潛力

Saratoga Institute

企業裡50%勞動力浪費  
於非生產性的工作

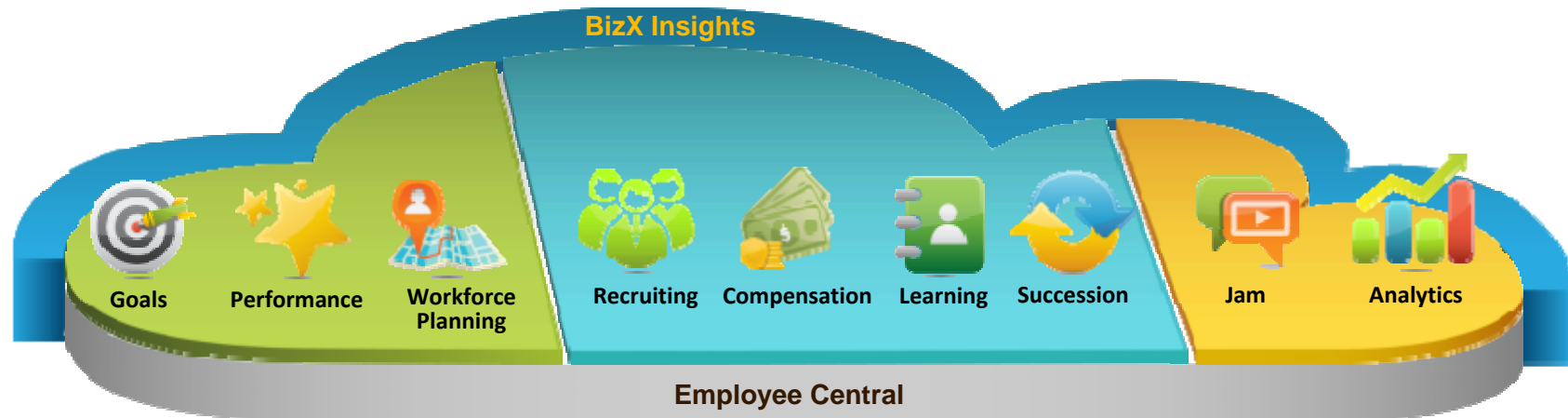
Corporate Strategy  
Board Research:  
Measures that Matter

You cannot optimize company performance without  
optimizing workforce performance

# SuccessFactors 可以協助企業

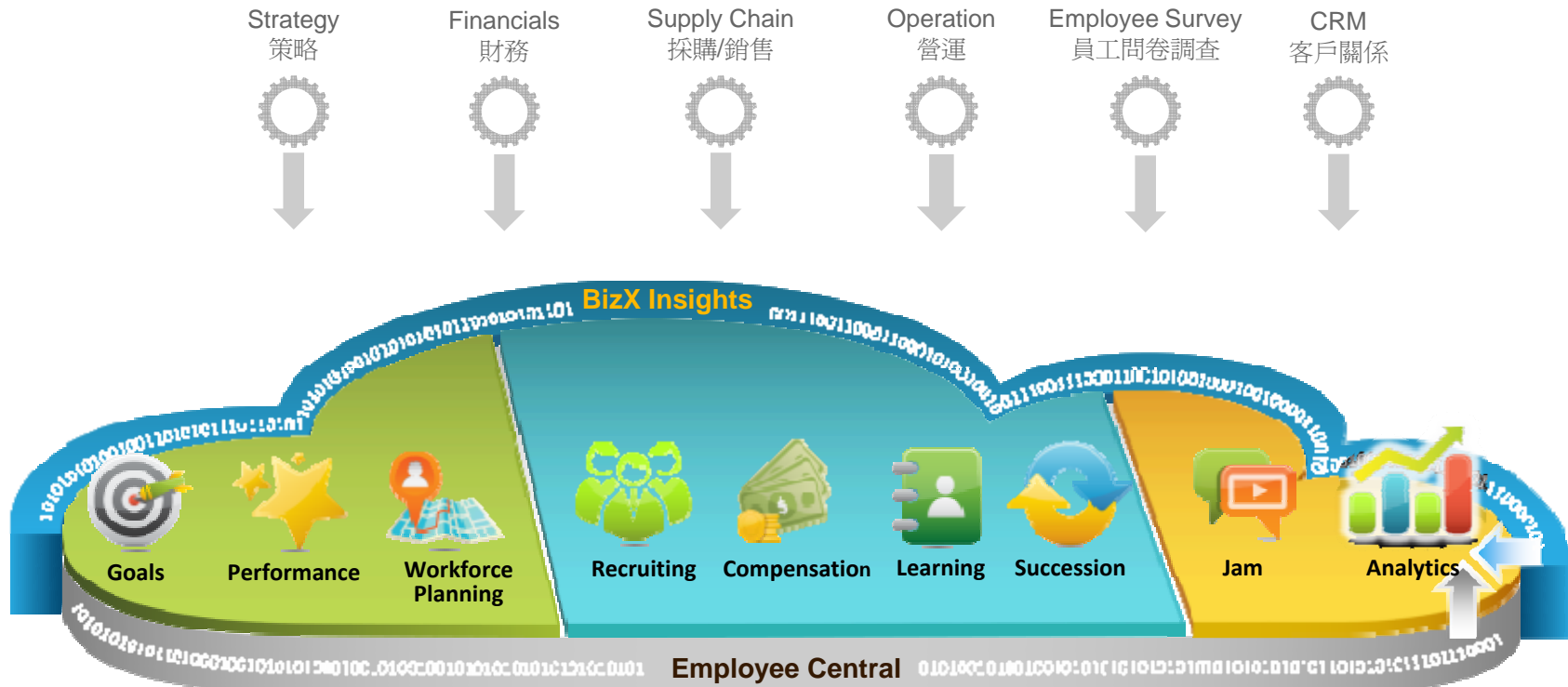


# 完全整合的人才管理平台 提供Business Insight





# 完全整合的人才管理平台 提供Business Insight

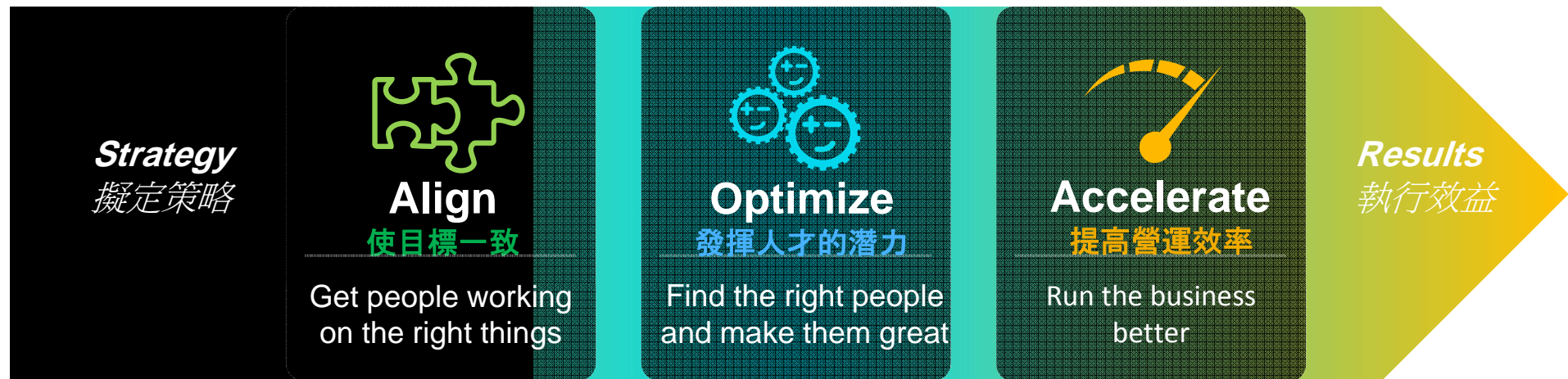


## 經驗證的實際效益

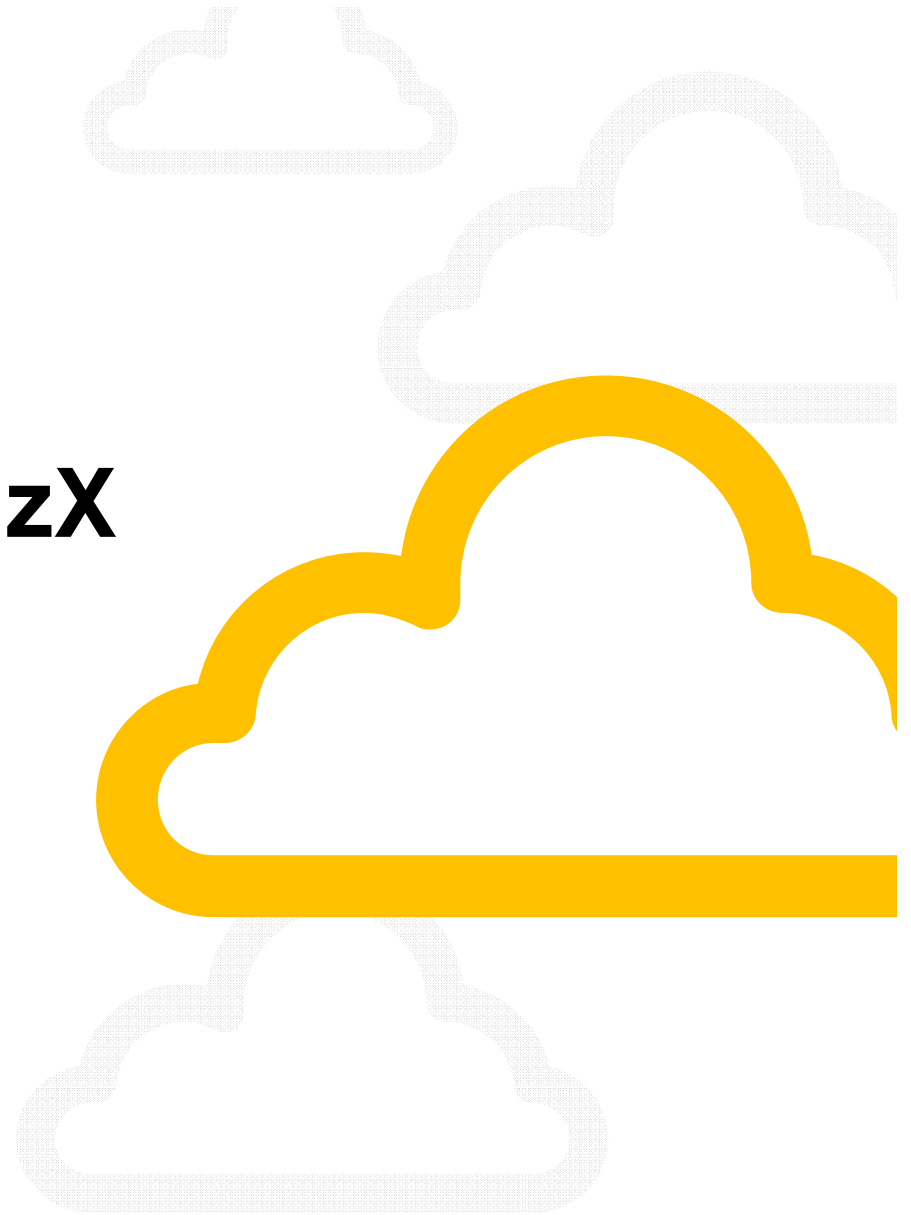


**Over 3500 customers and 15 million subscribers**

# 人→是企業績效的關鍵



# SuccessFactors BizX Solution Demo 解決方案展示



# 解決方案特點



# 1 更為友善的操作介面

Work Location Job Information Job Labor Payroll Salary Plan Compensation

Moore, Catherine J Employee ID: KC0005 Empl Rcd#: 0

Work Location View All First 1 of 1 Last

Employee Status: Active Date Created: 04/27/2000

\*Effective Date: 03/22/1985 Effective Sequence: 0 \*Job Indicator: Primary Job

Action / Reason: Hire

Current

Position Number: 19000088 Payroll Clerk Position Entry Date: 03/22/1985

Position Data Override  Position Management Record

\*Regulatory Region: CAN Canada

\*Company: GBI Global Business Institute

\*Business Unit: CAN01 GBI BU for Canada


\*Department: KC005 Finance Department Entry Date: 03/22/1985

Location: KCON00 Cdn HQ

Reports To: 19000603 Manager Payroll Services

ID: KC0006 Jubinville, Pierre

France



**Marcus Hoff**  
General Manager, Industries

I am good at positioning and selling office productivity and project management software. In just 15 years, I sold more than \$50 millionworth of software licenses and improved my teams' win rates by 20%. I helped take startups and Fortune 500 companies to market leadership positions, and I am here to do the same.

+49 (0) 89 288 515 Singapore (SG\_SNG)  
mhoff@successfactors.com My local time: Friday, 3:02:08 PM  
hoff\_marcus  
bonn.marcus.hoff

Public Profile -

Badges

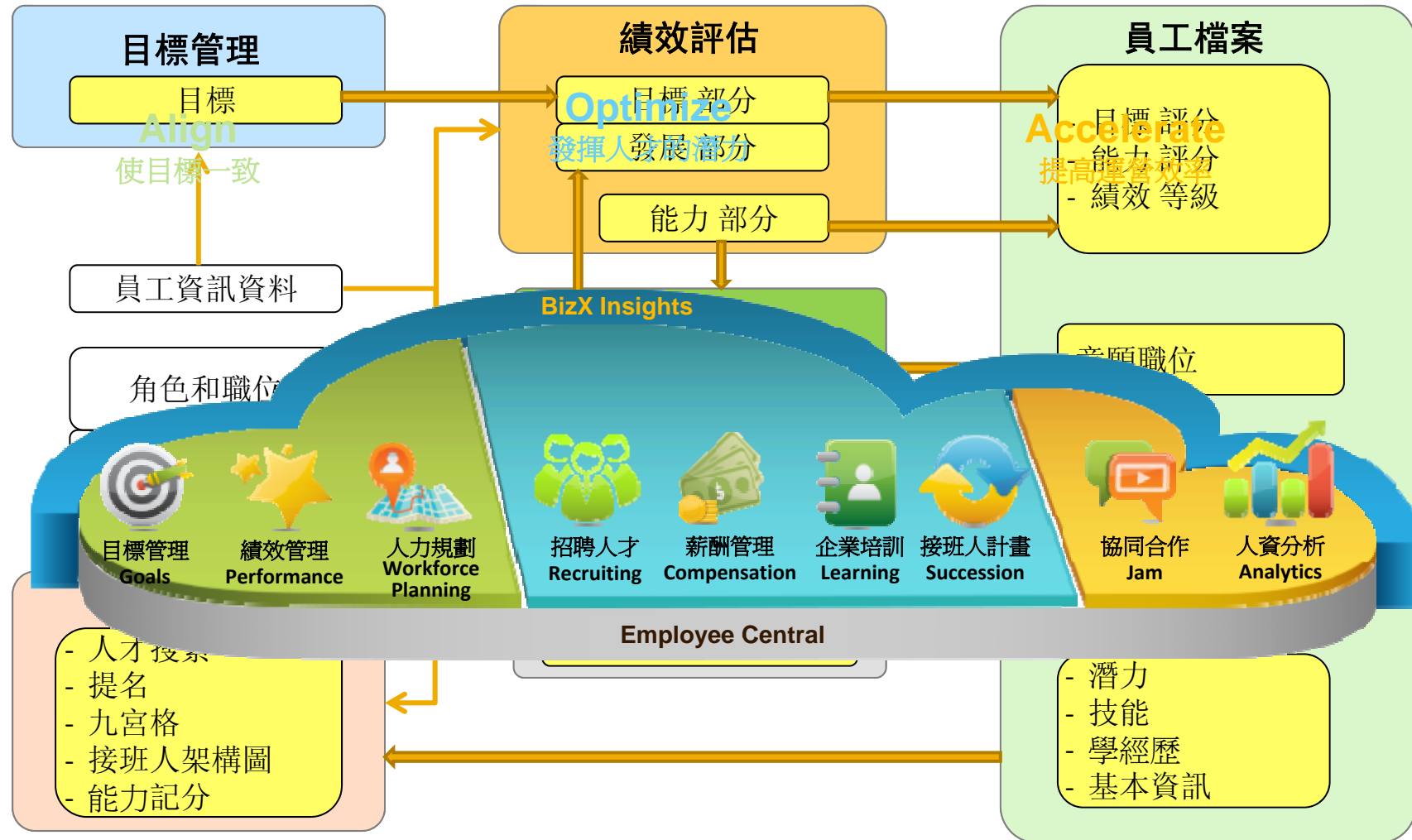
**Team Player**  
Marcus, you did wonderful helping the team out when I was away on vacation! Thanks for being such a team player!  
Rita Singh  
November 12, 2008

Tags  
Sales Management Soccer Team  
Financial Planning Executive  
Presentations

Organization  
Org Chart

Driven by talent legacy; designed for 8M+ users

## 2 整合的人才應用平台



### 3 珍貴的實務內容提供決策分析



## 2000+ Standard Workforce Metrics

- 建議衡量指標
- KPI指標公式與定義
- 如何解讀數據
- 各維度分析(性別,年齡,背景...)
- 工作職等分析(薪資,部門,任期...)
- Benchmark 外部基準比較:  
產業、地區、員工數量、薪資...

**Measure Explanation**

**Termination Rate - <1 Year Tenure (Voluntary)**

**Description**  
Voluntary terminations with an organization tenure of <1 year as a percentage of headcount with <1 year tenure.

**Formula**

$$\text{Termination Rate : <1 Year Tenure (Voluntary)} = \frac{\text{Terminations : <1 Year Tenure (Voluntary)}}{\text{Average Headcount : <1 Year Tenure}} \times 100$$

[Terminations - <1 Year Tenure \(Voluntary\)](#)  
Number of employees with <1 year service who voluntarily terminated their employment with the organization.

[Average Headcount - <1 Year Tenure](#)  
The average number of people employed with less than 1 year service in the reporting period.

**Purpose**

This measure reports on t  
comparison to the total nu

Termination Rate - <1 Ye  
tenure length of employe  
service is considered und  
recruiting, selecting and t

**Description**  
Voluntary terminations with an organization tenure of <1 year as a percentage of headcount with <1

**Formula**

$$\text{Termination Rate : <1 Year Tenure (Voluntary)} = \frac{\text{Terminations : <1 Year Tenure (Voluntary)}}{\text{Average Headcount : <1 Year Tenure}} \times 100$$

Employee retention is a fu  
policies, and career devel  
for a high result on this m  
conducting this investigation. Exit interviews conducted by employers at the time of resignation will often fail to identify the most crucial reasons for leaving, as employees attempt to avoid 'burning bridges'.

OK Edit Comments





# 成功案例



# SAP + SuccessFactors 共同攜手 邁向市場

## 美洲



## 歐非中東



## 亞太



# 產業指標客戶



# 通訊科技產業客戶



# 金融壽險產業客戶



# 零售業客戶



# 飯店業客戶



# 醫療服務與研究機構客戶







**It's time to love work again.**



# Thank you

Contact information:

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Solution Advisor

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Mobile: 0933313012