SAP SuccessFactors

Transforming Public Sector Hire to Retire
Processes with invenioLSI expertise

Contents

invenioLSI

Introduction

The foundation of any public sector organization is its workforce. Nurturing, developing, and supporting this workforce is critical to retaining good employees and strengthening the organization. By unlocking the modern technology and tools within SAP SuccessFactors, Public Sector organizations can evolve with the changing workforce. However, the public sector faces a unique set of challenges to fully meet the needs of an ever-changing standard for a working environment.

SAP SuccessFactors' cloud-based human capital management (HCM) platform provides all the essential tools for core administrative HR and Talent Management functions like recruiting, onboarding, payroll, attendance, analytics, and workflow planning, among others.

While these are all necessary functions that serve the employee, SAP SuccessFactors goes beyond the essential to create an enhanced employee experience with tools like AI Learning.

This agile and truly holistic platform will enable Public Sector organizations to realize the true potential of their most valuable resources - its people.
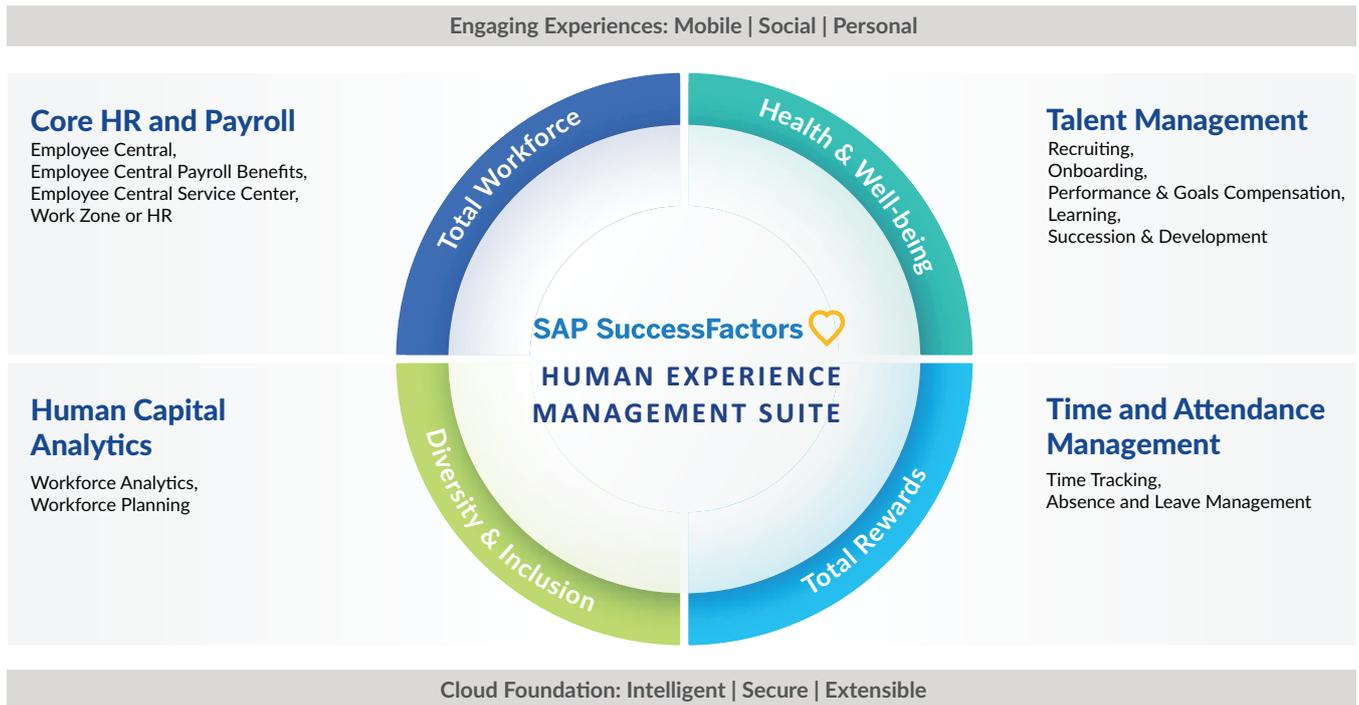
invenioLSI

Why SAP

Public Sector organizations can leverage the multi-functional SAP SuccessFactors Human Experience Management Suite to recruit, manage, develop, and motivate their employees. The platform offers engaging, personalized experiences and strategic solutions that empower employees in achieving their and the organization's goals.

Although today's workforce is more global, multi-generational, and technologically well-connected than ever, it can be challenging to maintain engagement and motivation. This gap is essential to address to avoid high turnover. SAP SuccessFactors HXM Suite is ideal for bridging this gap with its intuitive, easy-to-use platform that dramatically enhances employee engagement and talent development.

Main Components of SAP SuccessFactors Human Experience

SAP SuccessFactors Human Experience Management Suite is the ultimate collaboration tool between HR and the personnel. Plus, the simple and engaging consumer-grade user experience propels adoption among employees, managers, and administrators.

Engaging Experiences: Mobile | Social | Personal

Core HR and Payroll
Employee Central,
Employee Central Payroll Benefits,
Employee Central Service Center,
Work Zone or HR

Talent Management
Recruiting,
Onboarding,
Performance & Goals Compensation,
Learning,
Succession & Development

Human Capital Analytics
Workforce Analytics,
Workforce Planning

Time and Attendance Management
Time Tracking,
Absence and Leave Management

Total Workforce — *Health & Well-being* — *Total Rewards* — *Diversity & Inclusion*

SAP SuccessFactors
HUMAN EXPERIENCE MANAGEMENT SUITE

Cloud Foundation: Intelligent | Secure | Extensible

Some of the key elements of the platform include -

Employee Central: The core HR functions of organization management, global benefits, payroll, and time and attendance are performed here.

Recruiting: Platform allowing you to create an engaging candidate experience and hiring process.

Onboarding: Area providing a seamless onboarding experience that allows managers to familiarize new hires with easy-to-use tools all in one place.

Performance and Goals: Component allowing a transparent employee performance feedback process that, in turn, results in an accurate and fair evaluation.

SAP SuccessFactors Learning: This interactive platform providing an ideal level playing field for knowledge transfer.

SAP SuccessFactors Compensation: Feature that streamlines compensation planning and provides insight into complete rewards management.

Succession and development: Tool that aids talent retention by providing a clear pathway for employees to move up the ladder. It also makes it easy for administrators and managers to identify successors.

Analytics: Public Sector organizations must be particularly mindful of the cost implications of hiring and maintaining their workforce. This tool provides all the insights you need to make strategic workforce decisions judiciously.

invenioLSI

Employee Lifecycle in SAP SuccessFactors HCM Cloud

Track & Pay
Employee Central, EC Payroll

• People Management
• Position Management
• Payroll
• Time & Attendance
• Benefits

Develop & Retain
Learning, Career Development & Succession

• Individual Learning Plans
• Skills Assessment
• Certification
• Fit Analysis
• Mentoring Programs
• Individual Development Plans

Recruit & Hire
Recruiting & Onboarding

• Candidate Relationship Manager
• Job Marketing
• Interview & Offer Management
• Onboarding

Perform & Assess
Performance & Goals

• Individual Performance Plans
• Individual Goal Plans
• Goal Alignment
• Continuous Check-in

Retire
Voluntary & Involuntary Termination

• Offboarding
• Exit Interview
• Alumni Network

Beyond Standard HCM: Embedded Machine Learning

A fully integrated and well-functioning modern digital HCM suite transforms an organization's mindset. But organizations need to create a more personalized and human-centric experience to truly harness the power of an engaged workforce. While there are many ways that invenioLSI can achieve this with customizations to your SAP SuccessFactors suite, there are also great out-of-the-box features built into SAP SuccessFactors.

Eliminate Bias from Your Recruiting with Job Analyzer

The Job Analyzer is designed to help create the best job description possible by providing salary and language recommendations. This unique capability is made possible using machine learning techniques and historical applicant data to identify gender-biased language.

The process starts with collecting data on job postings that are publicly available on job boards and career sites. Next, the data are normalized to store in a unified repository using classification algorithms. Finally, job posting data are enriched with models trained on data from the SuccessFactors recruiting posting, SuccessFactors recruiting management job requisition, and academic sources.

The machine learning algorithms then classify individual words of the job description into three classes - male-biased, female-biased, and neutral. The algorithms are trained on a labelled dataset to make predictions. The dataset contains words labelled with their gender bias (for example, 'dominant' with the label 'male bias').

The Machine Learning results displayed in the Job Analyzer are the outcome of the SAP Machine Learning framework. The labelled dataset is built from linguistic research and historical applicant ratios in job postings. The output of the research and job posting data is processed with the labelled words through a word-association framework, and then used to train a model that can make predictions of gender bias for any new term encountered in job descriptions.
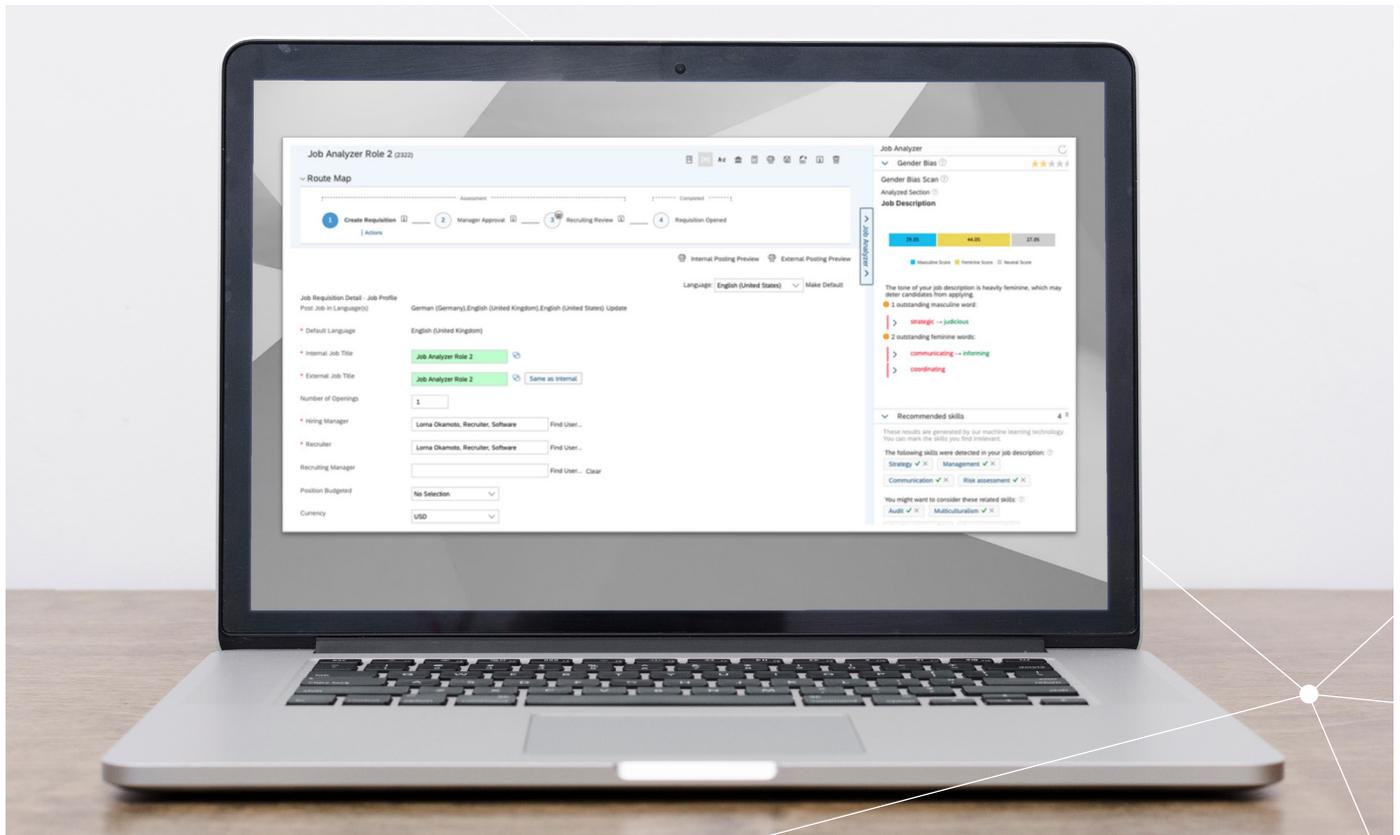
AI Learning Recommendations

With AI Learning Hub, your employees get a personalized dashboard with learning courses that are aligned with their specific career growth trajectory and interests. The dashboard recognizes the specific interests of the employee using machine learning technology and then tailors a course selection for them.

By enabling personalized learning, an organization can empower its employees to achieve their learning goals and meet career growth milestones. A report released by TalentLMS, backed by Epignosis, and the Society for Human Resource Management, states that 76% of employees are more likely to stay with a company that offers continuous training. Additionally, a study by PWC found that 74% of employees are ready to learn new skills or re-train, if necessary, to remain employable. These statistics demonstrate that employees are essentially looking for jobs that both value and provide continued learning opportunities; with these opportunities, in turn, leading to growth.

The Journey to Implementing SAP

Planning and Preparation

Transitioning from an existing HR system to SuccessFactors is not a simple "lift-and-shift" proposition. Preparation is key to ensuring a successful implementation.

invenioLSI has implemented many SAP projects and has identified here crucial considerations to achieve seamless execution, resulting in less disruption to your day-to-day business.

1. Scope Alignment

There are several areas of scope alignment that are critical to project success.

- Defining the strategic direction of the project or the why. Why do we need a new software platform? What are the benefits we expect to receive?

- What are the pain points we expect to resolve?

Creating a requirements document that outlines your desired features and expected behaviors serves as a blueprint for managing the scope of a project, provides a reference for system testing and validation and is a framework for project resource planning.
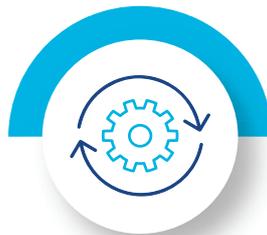
2. Business Process Alignment

The journey from your existing HR system to SAP SuccessFactors will not be a simple swap from one platform to another.

SuccessFactors is based on a best-practice methodology that does not lend itself to heavy customization. Therefore, reviewing and refining, when possible, your HR processes is critical to the overall success of the project.

The end goal for the project is to seamlessly combine your HR management processes with effective HR technology, SuccessFactors.

3. Resource Alignment

Public sector organizations require project participants from various groups and entities. Ensure that the project team includes the correct mix of representatives from the impacted lines of business, project management, and functional and technical users.

You will also want to align this team to the strategic direction of the project that includes the desired outcome, project goals, and guidelines to provide the foundation for individual and project success. For example, determine if your project team has the insight and authority to make decisions that impact a business process. Or will those decisions be made by the steering committee or the business?

If this decision tree is not defined before the start of the project, the project will experience delays while waiting for a decision and potential rework if an empowered decision maker does not make the decision.

SAP SuccessFactors Success

SAP SuccessFactors implementation success indicators traditionally consist of the top 6 indicators listed here. The experts at invenioLSI suggest a key indicator (point 7) that can make or break the project.

	1. Automation of Manual HR Processes
	2. Expediting the Onboarding Process
	3. Empowering Employees
	4. HR-User System Acceptance
	5. Intuitive Management of Attendance and Absence Hours
	6. Timely and Accurate Payroll

A critical integration that is often missed is:

	7. 'Posting Payroll to Finance'

Public Sector organizations need to be particularly mindful of cost implications in hiring and maintaining their workforce. Plus, unlike most private sector organizations, public sector organizations have multiple sources of revenue, such as grants, donations, and the like. Syncing these multiple finance elements to the SAP SuccessFactors HXM Suite is crucial.

invenioLSI's unique competitive advantage is found in the aforementioned finance integration, "point 7". Traditionally, Public Sector organizations will have to rely on an external source to perform this integration, but with decades of experience in providing finance-related SAP solutions, invenioLSI has financial expertise embedded in our DNA. We look to and can expertly provide a synchronized cost allocation orchestration in the SAP SuccessFactors and EC payroll implementation, thereby removing the need for any reliance on an external source.

Depending on specific requirements, to eliminate the need to go to a third party for this essential integration, the SuccessFactors EC payroll project can make use of instructions from the finance system to assign appropriate cost centers, functional areas, internal orders, WBS elements, and/or funds to the correct employees or their positions.

invenioLSI Experts:
Driving SAP SuccessFactors

invenioLSI has a troop of incredibly talented, experienced, and dedicated SuccessFactors experts available to cater to our clients. Amongst them, Heather Kuligowski (SAP HCM/SuccessFactors Solution Architect) and Bryan Myers (SuccessFactors Specialist - SuccessFactors SAP HCM Implementation Lead) hold more than 43 years of combined experience.

Heather Kuligowski

(SAP HCM/SuccessFactors Solution Architect): With an impressive 22 years of experience in HCM, Heather has successfully led 22+ SuccessFactors implementations across multiple industries, including financial services, manufacturing, public sector, and retail. She has designed numerous HR landscapes incorporating various technologies for clients.

Bryan Myers

(SuccessFactors Specialist - SuccessFactors SAP HCM Implementation Lead): Bryan is a SuccessFactors SAP HCM Implementation Lead with 25 years of experience. Holding technology certifications in SAP HCM and Employee Central Payroll. During his career, Bryan has successfully performed in roles from Practice Advisory to Project Manager to Solution Architect to Payroll Team Lead.

Industries We Work In

We've helped public sector organizations across the board including:

State and Local Government

Setting the pace for digital innovation, service optimization, and social

Learn more

Healthcare

Supporting the healthcare industry and those who deliver health and human services to drive improvements in cost and quality, innovations, and outcomes.

Learn more

Education

Delivering digital transformation to provide a harmonized system to manage data and support a curriculum for a socially networked community.

Learn more

Military

Supporting military and defense to rapidly identify the location, quantity, configuration, and mission readiness of equipment and resources.

Learn more

Utilities

Supporting utility organizations through streamlined business solutions fit for even the most complex processes.

Learn more

Tax Authorities

Accelerating public sector digital transformation to create a data-driven tax authority, delivering better outcomes to taxpayers and the economy.

Learn more

invenioLSI

![invenioLSI logo]

Succeeding Together

About invenioLSI

invenioLSI is the largest independent SAP solutions provider serving the Public Sector and also offering specialist skills in the media and entertainment sector. With deep expertise and advanced technologies, we enable organizations to modernize so they can run at the speed of today's business. We know how to navigate the extraordinary complexities of public sector organizations, working with stakeholders to drive change and create the agile organizations of tomorrow using the technologies of today. Our cloud solution allows your business to scale quickly, reduce overheads and offer the flexibility your employees and customers need.

Contact us:

North America Office Locations:

USA

Invenio Business Solutions Inc.
Suite 1059, 6303 Owensmouth Avenue
Woodland Hills, California – 91367
USA

Tel: +1 732 213 5868

Canada

Invenio Business Solutions (Canada) Inc.
161 Bay St, 27th Floor,
Toronto, ON
M5J 2S1

Tel: +1 416 572 2066

East Coast, HQ
LSI Consulting
303 Wyman Street Suite 300
Waltham, MA 02451

Tel: +1 978.261.6100

Raleigh NC
LSI Consulting
555 Fayetteville St,
Industrious,
3rd Floor
Raleigh, NC 27601

Tel: +1 978.261.6100

West Coast
LSI Consulting
550 W B Street, 4th Floor
San Diego, CA 92101

Tel: +1 858.342.6665

invenioLSI.com
sales@invenioLSI.com

SAP

Contact us:

Europe, Middle East & Africa Office Locations:

UK – Global Headquarters

Invenio Business Solutions
Limited
125 Wharfedale Road,
IQ Winnersh, Reading,
RG41 5RB
United Kingdom

Tel: +44 (0) 330 440 1800

Germany

Invenio Business Solutions
GMBH
Kurfuerstendamm 21, Berlin
10719
Germany

Tel: +49 (0) 30 8870 61203

Mauritius

Invenio Business Solutions Ltd
Suite 4B, Fourth Floor, Ebene
Mews,
57 Ebene CyberCity, 72201,
Mauritius

Tel: +230 4642237

UAE

Invenio Business Solutions
DWC – LLC
Suite 1702, Level 17,
Boulevard Plaza Tower 1,
Sheikh Mohammed Bin
Rashid Boulevard,
Downtown Dubai, Dubai,
UAE

Tel: +971 (4) 4054136

Saudi Arabia

Invenio Business Solutions
Building No. 4396,
Additional No 6750, Unit No 63,
Prince Muhammed Ibn
Abdulaziz Rd,
Al Olaya Dist, Riyadh 12331
Kingdom of Saudi Arabia

Tel: +966 531 88 5595 / +966
551 27 8084

Bahrain

Invenio Business Solutions
S.P.C
Building No. 580, Flat No 43,
Road No 1706, Block No 317,
Diplomatic Area
Bahrain

Qatar

Invenio Business Solutions
8th Floor,
Al Fardan Office Tower,
Al Fundoq St.,
West Bay,
Doha, Qatar

Tel: +974 50736720

invenioLSI.com
sales@invenioLSI.com

SAP