

THE VALUE OF HUMAN CAPITAL MANAGEMENT TECHNOLOGY

Findings From a Study Done With Self-Reported Data From 105 SAP SuccessFactors Customers

On 305 HR Metrics in 12 Categories | May 2018

THIS DATA:

- 1** Demonstrates measurable gains and financial benefits customers received from investing in SAP SuccessFactors HCM solutions
- 2** Is not intended to show how much value a specific company will get from using SAP SuccessFactors solutions
- 3** Provides an answer to the question: "What results have companies seen from using SAP SuccessFactors solutions?"
- 4** Shows results categorized into 4 areas:
 - Productivity, Performance, & Engagement
 - Data Quality
 - Speed & Efficiency
 - User Experience

THEME ONE PRODUCTIVITY, PERFORMANCE, & ENGAGEMENT

A

Increased Performance



Greater job productivity, customer service, or sales.

- **Productivity** positively impacted an average of 12%
- Linked most often to staffing, performance management and learning **solutions**



B

Decreased Turnover



The percentage of the workforce that voluntarily or involuntarily leaves the organization over the course of a year.

- **Decreased turnover** by average of 30% with reduced hiring and onboarding costs
- Reflects the **relative change in overall turnover**; not the absolute level of turnover



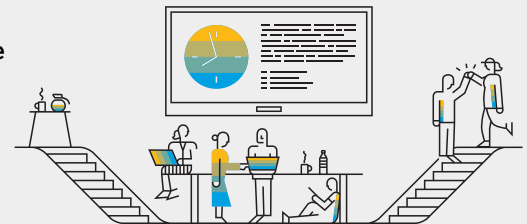
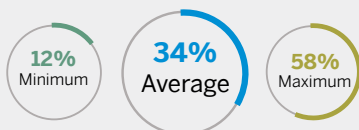
C

Employee Engagement



Degree to which employees feel a sense of commitment toward their jobs and organization

- **Engagement scores increased** average of 34%
- Reflects the **relative change in overall engagement**; not the absolute level of engagement



THEME TWO DATA QUALITY

D

HCM Data Accuracy



HCM data accuracy is a common benefit after implementing SAP SuccessFactors solutions.

- **Accuracy** increased an average of 61%
- Moving from multiple systems to a **single solution** increases data quality
- **Greater visibility** into data drives faster correction of errors



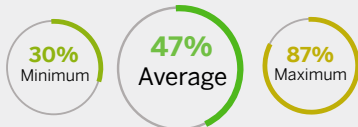
THEME THREE SPEED & EFFICIENCY

E

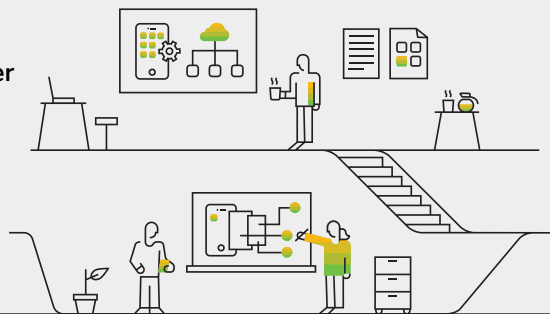
Process speed



Time required to complete HR processes.



- HR processes 47% **faster**
- **Efficiency and agility** dramatically impacted



F

HR Time Savings



Decrease in time spent by HR professionals supporting HR process.



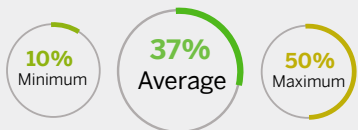
- 59% average **time savings** for HR departments
- **Automation** of reporting and overall process **simplification** key factors
- **Shifted resources strategically** mostly in recruiting, talent, and reporting areas

G

Manager Process Efficiency



Reduction in time spent by line managers performing HR-related tasks



- Average **decrease of 37%** of time managers spent on HR processes
- Sometimes time savings is not the goal if **trying to improve** a process e.g. manager employee performance conversations

THEME FOUR USER EXPERIENCE

H

User Adoption of HCM Processes



Percentage of managers and employees completing HR processes



- To get value from a solution, **employees have to use it**
- **100% adoption rate** is certainly doable if solution is simple and of value
- Adoption higher for **performance management and career development**

I

User Experience



Perceptions on simplicity and effectiveness of HCM tools and processes



- User experience improved 85% and tasks were **easier to perform**
- Some requests to use the system are "just not fun" thus will never impact **the user experience**



To view the full study highlighted in this infographic, plus additional HCM whitepapers, research, and articles, please visit the SuccessFactors HCM Research site: https://www.successfactors.com/en_us/download.html?a=/content/dam/successfactors/en_us/resources/white-papers/value-of-hcm-technology.pdf&FormResultID=c3bdd383-9428-4bb4-9430-ac2427cf905a