You’ve invested heavily in talent. You recruit strategically, develop talent carefully, and reward your top performers appropriately. But can you be sure of the impact your talent is having on your bottom line?

Most organizations don’t make decisions about people with the same confidence that they launch products, open new branches, and acquire competitors. Why not? Because it has traditionally been difficult to gain access to reliable metrics on profit per employee, goal achievement, voluntary turnover, and even global headcount. The SAP® SuccessFactors® Human Capital Analytics solution – which comprises the SAP SuccessFactors Workforce Analytics and SAP SuccessFactors Workforce Planning solutions, as well as reporting and analytics embedded across the entire SAP SuccessFactors HCM Suite – helps you overcome these challenges by providing concrete and actionable insight into your workforce data. You can use this insight to drive your business strategy today and plan for future success.

By using the industry-leading workforce analytics and workforce planning capabilities made possible with SAP SuccessFactors solutions, your organization can begin to use even your largest volumes of strategic HR data to enhance your business results.

With SAP SuccessFactors solutions, your organization can:

• Understand what’s truly happening in your workforce – and why
• Establish a consistent language for business discussions by using 2,000 predefined metrics and measures
• Improve workforce profitability by creating initiatives based on evidence, not “gut feelings”
• Add context to talent management issues by correlating core HR metrics with financial, customer relationship management, and survey data
• Measure your progress against your peers by using extensive benchmarks

How are leading organizations using SAP SuccessFactors Human Capital Analytics to answer their most important questions about workforce challenges? Read on to find out.

“With SAP SuccessFactors Workforce Analytics, our HR staff and managers can truly speak the same business language. Using metrics as our starting point, we’re having conversations about what leads to quality hires or retention.”

Sean Junor, Manager of Workforce Planning and Talent Management, Cameco Corp.
Customer References
By Industry Area

High Tech
05  SAP SE

Mining
09  Cameco Corp.

Sports and Entertainment
13  Cirque du Soleil

Industrial Machinery and Components
06  The Timken Company

Professional Services
11  SHORE Solutions Inc.

Utilities
14  Alberta Electric System Operator (AESO)

Media
08  DBSTAR Limited
Customer References
By Alphabetical Order

14 Alberta Electric System Operator (AESO)

13 Cirque du Soleil

11 SHORE Solutions Inc.

08 DBSTAR Limited

06 The Timken Company

05 SAP SE

09 Cameco Corp.
SAP Runs SAP: Tackling Diversity Challenges in the Workplace with SAP® SuccessFactors® Solutions

Objectives
• Promote diversity across the company for an engaged, productive workforce
• Identify areas to improve to achieve maximum diversity and inclusion
• Have 25% of management roles filled by women by 2017

Why SAP® SuccessFactors® solutions
• Solutions that empower HR with data-driven insight
• Software that integrates data from internal HR, finance, business warehouse, and employee survey management software at SAP
• Fast access to a wide range of standardized metrics

Resolution
• Started using the SAP® SuccessFactors® Workforce Analytics solution across the HR organization
• Introduced standard monthly reporting on 15 high-priority areas
• Enabled easy, self-service access to data for HR managers

Benefits
• Gained deeper insight into the employee lifecycle, enabling targeted, data-driven actions
• Identified areas where improvement can catalyze diversity and inclusion efforts
• Increased the number of women in leadership positions by 4.2 percentage points since the fourth quarter of 2012 to 23.6% today, putting SAP well on its way to meeting its 2017 goal of 25%

"With SAP SuccessFactors Workforce Analytics, we are able to be much more calculated in our strategic approach toward diversity and inclusion."

Anka Wittenberg, Chief Diversity and Inclusion Officer, SAP SE
The Timken Company: Simplifying and Improving Business Decisions with SAP® SuccessFactors® Solutions

**Objectives**
- Deliver valuable knowledge, products, and services to customers
- Deploy employees with specialized skills more effectively around the globe to support a highly complex business
- Simplify the task of gathering and analyzing data on the workforce
- Develop and train 16,600 associates worldwide

**Resolution**
- Implemented the SAP® SuccessFactors® Employee Central, SAP SuccessFactors Employee Central Payroll, SAP SuccessFactors Performance & Goals, SAP SuccessFactors Succession & Development, SAP SuccessFactors Learning, SAP SuccessFactors Compensation, SAP SuccessFactors Workforce Analytics, and SAP SuccessFactors Recruiting solutions one by one as it made sense within the business cycle
- Began by implementing SAP SuccessFactors Performance & Goals and finished by going live on SAP SuccessFactors Employee Central Payroll just in time for the new year’s first payroll run
- Deployed business intelligence functionality to provide decision makers with better views of the global workforce
- Deployed the SAP® Jam™ social software platform

**Benefits**
- Generated accurate headcount reports in seconds
- Gained new insights on how to deploy talent around the globe
- Simplified the IT environment by deploying in the cloud
- Enabled managers to look up employee information on mobile devices
- Paid 23,500 U.S. employees and retirees and drove global payroll through a single, multilingual solution

“We simplified the environment. We made all the connections, and now we can make better business decisions. It just doesn’t get much better than that.”

Rob Arbogast, Director of Organizational Advancement, The Timken Company
The Timken Company: Simplifying and Improving Business Decisions with SAP® SuccessFactors® Solutions
DBSTAR: Lowering Costs and Streamlining HR with SAP® SuccessFactors® Talent Management Suite

**Objectives**
- Automate and accelerate time-intensive tasks
- Deliver data to decision makers more quickly
- Minimize time spent on transactional tasks to focus more on strategic work, such as refining the enterprise culture and improving employee relations
- Simplify and standardize HR processes
- Make data-driven improvements to business processes through analytics

**Why SAP® SuccessFactors® solutions**
- Flexible solutions that meet specific needs
- Professional implementation and support

**Resolution**
Selected SAP® SuccessFactors® Talent Management Suite, including core HR solutions like the SAP SuccessFactors Performance & Goals, SAP SuccessFactors Compensation, and SAP SuccessFactors Workforce Planning solutions to meet local requirements while supporting HR best practices

**Future plans**
- Explore more SAP SuccessFactors solutions such as the SAP SuccessFactors Succession & Development, SAP SuccessFactors Learning, and SAP SuccessFactors Recruiting solutions
- Build an employee self-management platform to drive participation in enterprise management
- Integrate finance and customer relationship management systems with SAP SuccessFactors Performance & Goals and SAP SuccessFactors Compensation

“SAP SuccessFactors Talent Management Suite had an immediate and significant impact on our business operations. For the first time, our internal stakeholders can quickly access reports, assess areas for improvement, and implement data-driven change to maximize our company's performance.”

Hong Bo, Vice Manager, Human Resources, DBSTAR Limited
Cameco: Planning the Workforce of the Future with SAP® SuccessFactors® Solutions

Objectives
• Continue attracting top talent despite intense competition for labor in western Canada
• Enable managers and HR to have more meaningful discussions about talent
• Hold leadership accountable for building and developing the workforce

Why SAP® SuccessFactors® solutions
• One integrated platform, including the SAP® SuccessFactors® Employee Central, SAP SuccessFactors Recruiting Management, SAP SuccessFactors Succession & Development, SAP SuccessFactors Workforce Analytics, and SAP SuccessFactors Workforce Planning solutions
• Single source of truth for workforce metrics
• Ability to share workforce analytics data in the field as well as at corporate headquarters

Benefits
• Helped managers work closely with HR business partners to enhance employee retention
• Delivered a modern, Web 2.0 employee experience
• Integrated data smoothly from SAP solutions to SAP SuccessFactors solutions

"With SAP SuccessFactors Workforce Analytics, our HR staff and managers can truly speak the same business language. Using metrics as our starting point, we're having conversations about what leads to quality hires or retention."

Sean Junor, Manager of Workforce Planning and Talent Management, Cameco Corp.
Cameco: Planning the Workforce of the Future with SAP® SuccessFactors® Solutions
SHORE: Accelerating Onboarding and Driving Profitability with SAP® SuccessFactors® Solutions

Company
SHORE Solutions Inc.

Headquarters
Manila, Philippines

Industry
Professional services

Products and Services
Business process outsourcing

Employees
2,000

Web Site
http://shoreoutsourcing.com

Objectives
• Hire, train, and reassign multiskilled employees quickly and efficiently
• Keep employees engaged and connected for greater productivity and less turnover

Resolution
Deployed SAP® SuccessFactors® solutions, including the SAP SuccessFactors Recruiting, SAP SuccessFactors Employee Central, SAP SuccessFactors Learning, SAP SuccessFactors Performance & Goals, SAP SuccessFactors Succession & Development, and SAP SuccessFactors Workforce Analytics solutions, and the SAP Jam™ social software platform

Key benefits
• Marketing and training to quickly attract and onboard employees
• One system of record to standardize processes and minimize redundancy
• Greater engagement and cross-location collaboration with mobile and social capabilities
• Real-time analytics to show productivity and profitability per employee
• Cost-effective, scalable, cloud-based solution requiring no in-house IT support

“We’re in the people business. SAP SuccessFactors solutions help us increase the number of people we have generating revenue, accelerate our time to productivity for new hires, and measure the incremental profitability created by each additional employee.”

Darcy Lalonde, CEO, SHORE Solutions Inc.
SHORE: Accelerating Onboarding and Driving Profitability with SAP® SuccessFactors® Solutions

Darcy Lalonde
CEO, SHORE Solutions
Cirque du Soleil: Creating the Workforce of the Future with SAP® SuccessFactors® Solutions

A people organization with ambitious global growth goals, Cirque du Soleil needed a solution that would grow, adapt, and provide self-service functionality to employees around the world. Learn how Cirque du Soleil uses the SAP® SuccessFactors® Employee Central and SAP SuccessFactors Workforce Analytics solutions to create the workforce of the future.
Objectives
- Attract, engage, and retain highly skilled talent following massive growth
- Increase talent maturity and IT integration for more-agile HR that can respond flexibly to changes in strategy and shifts in operational planning

Why SAP® SuccessFactors® solutions
Comprehensive software evaluation process to examine technology, processes, and organizational impact that showed SAP® SuccessFactors® solutions satisfied requirements better than the competition

Resolution
- Deployed the complete SAP SuccessFactors HCM Suite, including the SAP SuccessFactors Employee Central, SAP SuccessFactors Workforce Analytics, and SAP SuccessFactors Workforce Planning solutions, and SAP SuccessFactors Talent Management Suite
- Aligned business priorities and HR by integrating processes
- Increased lateral communication across HR, enhancing teamwork
- Accelerated implementation using a blueprint to guide design decisions
- Eased adoption with a change management strategy to orchestrate communications consistently for each program work stream

Future plans
- Integrate SAP SuccessFactors solutions with solutions from ADP
- Enhance internal expertise with the SAP SuccessFactors HCM Suite to help ensure clients have the best possible experience

“With our SAP SuccessFactors solutions, we now have integrated, holistic information about our talent and capabilities within the organization as well as meaningful data and analytics that help us make better business decisions.”

Lisa Nadeau, Chief Human Resources Officer, Independent System Operator, Alberta Electric System Operator (AESO)