



**mySAP™ ERP HUMAN CAPITAL MANAGEMENT**  
**SOLUTION OVERVIEW**

**HUMAN CAPITAL ASSETS ARE VITAL**



## **mySAP™ ERP HUMAN CAPITAL MANAGEMENT: MAXIMIZING WORKFORCE POTENTIAL**

We invite you to explore the human capital management features of the world's most complete enterprise resource planning (ERP) software – the mySAP™ ERP application. mySAP ERP is the trusted foundation for business excellence and innovation. It gives organizations the ERP functions they need to gain strategic insight, competitive differentiation, increased productivity, and business agility. With mySAP ERP, SAP has transferred its vision of increasing efficiency within an organization to ERP applications that help automate end-to-end business processes and extend those processes to the entire business ecosystem, including customers, partners, and suppliers. With mySAP ERP, you can increase your employees' productivity and provide them with the insight needed to make decisions that set you apart from the competition.

The mySAP ERP Human Capital Management (mySAP ERP HCM) solution offers leading-edge HCM functions that empower organizations of all sizes to maximize workforce potential while supporting future innovation, growth, and flexibility. It helps you attract the right people, develop and leverage their talents, align their efforts with corporate objectives, and retain top performers. And it helps you ensure that the right people with the right skills are assigned to the right jobs at the right time.

The solution automates talent management, workforce process management, and workforce deployment, enabling increased efficiency and better compliance with changing global and local regulations. Moreover, its workforce analytics functions provide you with real-time, personalized human resources (HR) process and workforce measurements and metrics, supporting workforce planning and HR process optimization.

After 35 years of experience in ERP, SAP supports a base of more than 10,000 HCM customers in 110 countries worldwide, managing more than 60 million employees. Organizations in all industries are benefiting from SAP's expertise in developing, selling, implementing, and supporting HCM solutions.

### **Powered by SAP NetWeaver®**

mySAP ERP is powered by the SAP NetWeaver® platform. SAP NetWeaver unifies technology components into a single platform, allowing organizations to reduce IT complexity and obtain more business value from their IT investments. It provides the best way to integrate all systems running SAP® or non-SAP software.

SAP NetWeaver also helps organizations align IT with their business. With SAP NetWeaver, organizations can compose and enhance business applications rapidly using enterprise services. As the foundation for enterprise service-oriented architecture (enterprise SOA), SAP NetWeaver allows organizations to evolve their current IT landscapes into a strategic environment that drives business change.



## MANAGING THE HUMAN CAPITAL OF YOUR BUSINESS

To meet business challenges today and tomorrow, you have to maximize the potential of your workforce – the human capital pivotal to your success – while increasing efficiency. This requires transforming traditional HR functions into a comprehensive HCM program; that is, integrating employee processes and knowledge with business processes and strategies.

To maintain your competitive edge and support innovation and growth, you need to perform the following activities:

- Plan, monitor, and optimize HCM strategies
- Find the best people and put their talents to best use

- Make sure you retain your top performers
- Assign the right people to the right projects at the right time
- Ensure seamless succession
- Align team and individual goals with corporate strategies
- Ensure that HCM processes are streamlined and integrated seamlessly across global operations
- Make workforce-related decisions quickly using real-time information
- Reduce the cost and effort of complying with regulations
- Enable flexible processes that balance global demands with local needs
- Adapt processes quickly to changing business needs using a flexible, scalable solution

These activities require the following organizational shifts:

From	To
Tracking HR data	Planning, measuring, and optimizing the effect of HCM strategies on business results
Isolated HR processes	Interconnected HCM processes that enable you to plan, develop, and motivate your workforce
Disparate, isolated systems	Standardized, localized, industry-specific, and flexibly deployed HR processes
Using administrative self-services	Managing within context, with insight, and by action, using common desktop tools

**“With SAP E-Recruiting, we can improve personnel selection while maintaining a high level of efficiency in our back-office processes. Our initial experiences have shown that we’re on the right track.”**

Christoph Griesshaber, Human Resources Manager, HUGO BOSS AG



**mySAP™ ERP HCM Provides Features and Functions to Support the Following Business Activities:**

**Workforce Analytics**

- Strategic alignment
- Workforce planning
- Workforce cost planning and simulation
- Workforce benchmarking
- Workforce process analytics and measurement
- Talent management analytics and measurement

**Talent Management**

- Recruiting
- Career management
- Succession management
- Enterprise learning
- Employee performance management
- Compensation management

**Workforce Deployment**

- Project resource planning
- Resource and program management
- Call-center staffing
- Retail scheduling

**Workforce Process Management**

- Employee administration
- Organizational management
- Global employee management
- Benefits management
- Time and attendance
- Payroll and legal reporting
- HCM processes and forms

**End-User Service Delivery**

- Employee interaction center
- Manager self-services
- Employee self-services
- Business roles
- Microsoft® Office integration (Duet™ software)

## PROVIDING A FLEXIBLE FOUNDATION FOR GROWTH AND INNOVATION

### Increase Efficiency Through Process Automation

Transform your HR organization by changing your tactical, reactive approach to HR into a strategic and proactive approach based on mySAP ERP HCM. Instead of struggling with routine administrative tasks, free your HR department to work on tasks generating real business value.

make up the workforce, and analytical tools for driving strategy in all areas. SAP's talent management strategy integrates all core processes required to manage a workforce: attracting and acquiring talent and bringing it on board, educating and developing talent, identifying and growing future leaders, and aligning and motivating talent with corporate objectives.

The SAP NetWeaver Business Intelligence component contains pre-delivered queries that provide unique insight into the talent available to an organization. This provides you with the insight required to tie talent management initiatives to real business results.

### Lower Costs and Increase Workforce Productivity by Extending the Reach of Business Processes

Your goal in transforming your HR organization is to enable everyone who can benefit from HCM services to be able to do so. But users' expectations have changed, thanks to their growing familiarity with commercial software and their online experiences. The business solutions you implement must provide the same ease of use your employees are accustomed to. With mySAP ERP HCM, employees at all levels of your organization work with friendly software interfaces and have innovative support for their business roles. Their views of information are tailored to their needs, expectations, and goals.

Simplified access to relevant information empowers employees and managers while boosting motivation, productivity, and efficiency. It also lowers the cost and time per process. All of this translates into a smarter and more effective workforce – which is key to your organization's success.

**“We gain a lot of synergy with mySAP ERP HCM. It enables us to bundle high-quality HR services in a shared service center so that they can be delivered more cost-effectively. Thanks to this new center – and to the many other employee and manager self-services available through mySAP ERP HCM – our HR staff is spending less time on administrative work and more time on value-adding tasks. HR has become a business partner, helping the company reach its corporate goals.”**

Claus Heinrich, Member of the Executive Board, Labor Relations Director, SAP AG

### Take a Comprehensive Approach to Talent Management

Successful talent management requires that you dismantle the organizational walls that separate traditional HR practices – such as recruitment or performance management – and unify the software that supports the processes bridging these practices. Underlying all of these disparate practice areas is a common understanding of the critical competencies needed to make an organization run successfully, basic information about the individuals who

mySAP ERP HCM enables a singular view of available talent worldwide while at the same time allowing all talent-related practices to speak a common language. The solution also provides an organizational framework that immediately simplifies reporting relationships, hierarchies, and workflows involving cross-functional talent management processes. By storing all employee data in one place, it allows for rapid identification and authentication of individuals in the workforce and greatly accelerates the implementation and rollout of talent management processes.

Using self-services, employees and managers can maintain their own personal information and control many of the transactions and processes once handled by the HR staff. Self-services in mySAP ERP incorporate a broad range of interaction technologies. These include Web browser, voice, and mobile devices that allow easy access to internal and external business content, applications, and services.

Via the business-driven enterprise services architecture enabled by SAP NetWeaver, SAP and Microsoft can provide a jointly developed and designed product (Duet™ software) that delivers information, transactions, and functions from mySAP ERP HCM through the familiar Microsoft® Outlook® interface.

### **Comprehensive Insights and Actionable Information Through Workforce Analytics**

To gain complete insight into workforce processes, it is crucial that the processes be rooted in an ERP solution. For example, to plan and analyze HCM processes and associated investments, you need access to financial and operational data. By integrating actual financial and business results into an HR analysis, you can understand opportunities fully and measure the results of strategies.

mySAP ERP provides workforce analytical and reporting tools as well as strategic planning and alignment functions. These tools and functions empower you to develop workforce strategies, analyze results, and monitor typical ongoing key performance indicators to ensure optimum process performance. You can use them to analyze employee turnover and retention, implement and monitor corporate strategy, evaluate how various scenarios affect business goals, and align employee goals with corporate strategy. The tools can also help you monitor progress of workforce performance toward organizational goals as well as measure standard workforce processes and compare them with external benchmarks and internal operating thresholds.

Talent management analytics and measurements enable you to identify key attributes of a talent pool, measure recruiting processes, measure and analyze learning programs, analyze succession programs, monitor performance management processes, and measure employee compensation programs. Instead of hoping you have the information required to execute effective HCM strategies, you can be confident you have it – and that you can meet the challenges that arise today as well as tomorrow.

An integrated HCM solution provides strategic power through the following functions:



- Consolidating analytics needed to plan, monitor, and measure
- Integrating end-to-end business processes to speed decision making, drive effectiveness, and reduce costs
- Tying investments in recruiting, training, and compensation to business results
- Maximizing reuse of HR data to drive HCM processes
- Providing direct visibility into workforce performance
- Enabling agility in workforce deployment so that organizations can readily respond and adapt to change

# CHOOSE A COHERENT TECHNOLOGY FOUNDATION

## USING THE mySAP ERP SOLUTION MAP TO UNDERSTAND BUSINESS

mySAP ERP supports your most important business processes and provides tools to help you understand how these processes work. One of these tools is the solution map shown in Figure 1.

Built using input from customers and industry analysts as well as the technical expertise SAP has acquired through extensive business experience and research, SAP solution maps are multi-level blueprints of processes. They help you visualize, plan, and implement a coherent, integrated, and comprehensive IT solution.

They also show how various processes are covered, including the processes that SAP and its partners support. With solution maps, you quickly understand business solutions and the business value they can bring. The solution map for mySAP ERP is available at [www.sap.com/businessmaps](http://www.sap.com/businessmaps).

	End-User Service Delivery							
Analytics	Strategic Enterprise Management		Financial Analytics		Operations Analytics		Workforce Analytics	
Financials	Financial Supply Chain Management		Financial Accounting		Management Accounting		Corporate Governance	
Human Capital Management	Talent Management		Workforce Process Management			Workforce Deployment		
Procurement and Logistics Execution	Procurement	Supplier Collaboration	Inventory and Warehouse Management	Inbound and Outbound Logistics		Transportation Management		
Product Development and Manufacturing	Production Planning		Manufacturing Execution		Product Development		Life-Cycle Data Management	
Sales and Service	Sales Order Management		Aftermarket Sales and Service		Professional-Service Delivery		Incentive and Commission Management	
Corporate Services	Real Estate Management	Enterprise Asset Management	Project and Portfolio Management	Travel Management	Environment, Health, and Safety	Quality Management	Global Trade Services	

SAP NetWeaver®

Figure 1: The mySAP™ ERP Solution Map

## IMPROVING SERVICE, LOWERING IT COSTS

The unique global design of mySAP ERP HCM supports languages, currencies, best practices, and regulatory requirements for 45 countries and enables you to standardize and consolidate all workforce-related processes and data onto a single platform. This allows you to deploy HCM solutions that are specific to your industry – and your country – quickly and efficiently.

Because it's a flexible and scalable solution, it lets you adapt your processes quickly to changing business needs. It works just as effectively for large global installations as it does for small, single-country installations. And because it's a single solution, it lets you deliver better service at lower IT support costs.

mySAP ERP HCM helps you standardize and automate essential workforce processes such as employee administration, organizational management, payroll, time management, and legal reporting. Because it is rooted in an

ERP solution, it introduces opportunities to automate more fully the many “people processes” that cross traditional company boundaries.

With an integrated ERP solution such as mySAP ERP, you can look at these processes more comprehensively and generate business value by maximizing automation and efficiency. The solution's workforce process analytics and measurement tools provide you with the transparency you need to fulfill statutory requirements. And its unmatched functionality, combined with SAP support structures and expertise, helps you reduce the cost and effort of complying with local regulations. Just as important, mySAP ERP HCM is fully integrated with the mySAP Business Suite family of business applications, which decreases your total cost of ownership.



**“... best practices for human capital management enabled us to use much of the delivered solution ‘as is,’ fulfilling our IT goal of minimizing changes to off-the-shelf solutions.”**

Marilyn Becker, SAP Project Manager, Adobe Systems Inc.

## mySAP ERP HCM BENEFITS

Increase top-line performance and support growth, innovation, and flexibility – while improving your operating margin.

Activity	Benefit
<b>Workforce Analytics</b>	<ul style="list-style-type: none"><li>▪ Improve decision making through real-time reporting</li><li>▪ Empower your organization to develop workforce strategies, analyze results, and monitor ongoing key performance indicators (KPIs) to ensure optimum process performance and compliance</li></ul>
<b>Talent Management</b>	<ul style="list-style-type: none"><li>▪ Consistently achieve corporate objectives by aligning workforce with organizational objectives and by finding the best people and leveraging their talent in the right job at the right time</li><li>▪ Retain your talented people by clearly defining their career and development plans and by linking their performance to compensation programs such as variable pay plans and long-term incentives</li><li>▪ Identify and fill talent gaps proactively and identify and track high-potential employees to ensure that future leaders can be promoted from within and successors for key positions are identified</li><li>▪ Optimize processes and evaluate the readiness of employees to support the strategic priorities of the organization by using real-time, personalized measurements and metrics</li></ul>
<b>Recruiting</b>	<ul style="list-style-type: none"><li>▪ Provide an end-to-end solution for the entire recruiting process</li><li>▪ Reduce time- and cost-to-hire</li><li>▪ Enable long-term relationships with both current and potential employees</li><li>▪ Integrate with external job boards and recruiting service providers as well as internal systems</li></ul>
<b>Enterprise Learning</b>	<ul style="list-style-type: none"><li>▪ Provide your employees with the skills they need to handle future growth and innovation</li><li>▪ Make the learning process more efficient through personalized education offerings based on employees' jobs, tasks, preferences, and qualifications</li></ul>
<b>Employee Performance Management</b>	<ul style="list-style-type: none"><li>▪ Enable consistent achievement of corporate objectives by aligning the workforce to support these objectives</li><li>▪ Motivate employees through clearly defined career and development plans</li></ul>
<b>Payroll and Legal Reporting</b>	<ul style="list-style-type: none"><li>▪ Reduce costs through standardized and automated HR processes</li><li>▪ Reduce risk of noncompliance with support for current legal regulations</li><li>▪ Reduce risk of legislative infringement with in-depth reporting and analytic tools</li></ul>
<b>Manager Self-Services</b>	<ul style="list-style-type: none"><li>▪ Ensure faster and more informed decision making by providing real-time access to needed information such as KPIs, warnings, and analytical information</li><li>▪ Reduce cycle times through process automation</li></ul>
<b>Employee Self-Services</b>	<ul style="list-style-type: none"><li>▪ Improve productivity and job satisfaction by enabling employees to manage life and work events</li><li>▪ Reduce cycle time and error rate by giving employees fast and easy access to the data they need</li><li>▪ Improve HR productivity by automating paper-based processes</li></ul>



To learn more about how mySAP ERP HCM can help your organization reach its business goals, call your local SAP representative or visit our Web site at [www.sap.com/hcm](http://www.sap.com/hcm).

**... AND TOMORROW**





THE BEST-RUN BUSINESSES RUN SAP™



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