



SAP SuccessFactors 

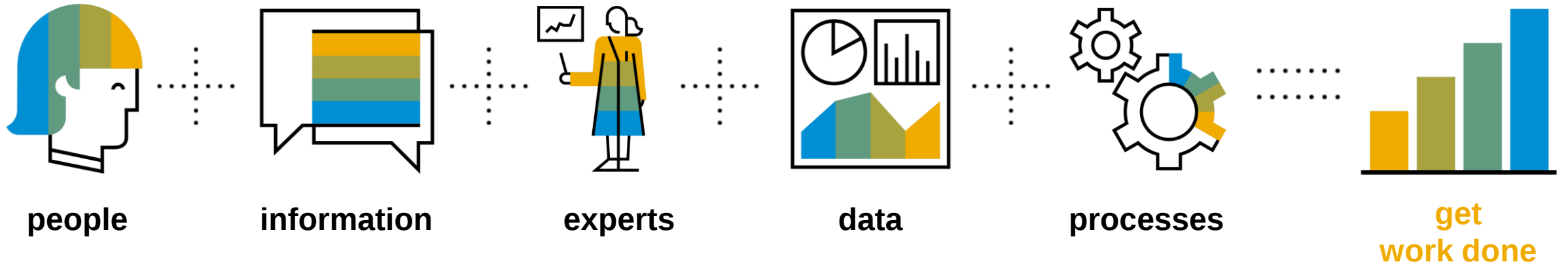
SAP Jam Collaboration for HR

People are the center of HR transformation

Uli Hoffmann, SAP
March 7, 2019

PUBLIC

SAP Jam connects people to your company purpose



Pain Points of HR leaders where SAP Jam can help during the transformation



Connect and engage with a distributed workforce



Upskill the workforce to adapt to business changes



Roll-out HR initiatives, policies and drive change



Scale employee support with self-service information



Digitally transform the workforce experience



Effectively onboard employees at scale, before they even start

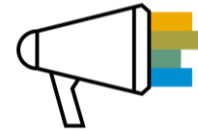
SAP Jam drives workplace transformation across all HR processes



**Employee
engagement**



**Expert discovery
& recognition**



**HR
communications**



**Employee support &
help desk**



Recruiting



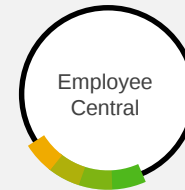
Onboarding



Learning



Performance
& Goals



Employee
Central



Succession &
Development

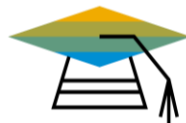
**SAP
Jam**



Pre-hire



**Onboarding
& crossboarding**



**Blended
Learning**



**Mentoring
& coaching**



**Streamline
processes**



**Offboarding
& knowledge
retention**

Collaboration is critical throughout the entire employee life cycle
From pre-hire to retire, collaboration streamlines HR processes

Within HR, collaboration tools can enhance employee engagement — enabling convenient learning options, knowledge sharing, and expertise location services — all conveniently in a manner that is seamless.

Collaboration is key throughout the entire employment life cycle from pre-employment all the way through post-employment.



SAP Jam connects people and business processes to performance

9% 

Faster sales cycle time

11% 

Lower content creation costs

14% 

Faster time to resolve issues

15% 

Easier to find experts and information

19% 

Lower onboarding costs

20% 

Lower training travel costs



Ask for a complimentary copy of the
The Total Economic Impact of SAP Jam, a
July 2016 commissioned study conducted by
Forrester Consulting on behalf of SAP

Collaboration connects people with your business purpose.

Purpose drives people and **people drive business results.**



Work better, together with SAP Jam.

SAP Jam Collaboration

HR Scenarios



Drive effective HR communications and employee engagement

- **Increase awareness and visibility** of HR initiatives by proactively communicating
- **Streamline change management** around new policies and processes
- **Improve employee engagement** and receive immediate feedback from permanent and external workers
- **Examples:**
 - Roll-out a new performance process
 - Drive annual benefits communication
 - Share corporate values and strategy

The screenshot shows the SAP Jam interface for the BestRun organization. The top navigation bar includes links for Home, Groups, Business Records, Knowledge Base, Overview, HR Communications (selected), Employee Services, About, Help, Learning, and Past Posts. A search bar and user profile (Tessa Walker) are also visible.

The main content area features a large banner titled "New for 2018: Compensation Plan" with a background image of a person running on a path. Below the banner, a paragraph states: "Human Resources is dedicated to the continued growth and success of our employees. Our mission is to establish best practices to ensure a safe and healthy work environment while promoting open communication, collaboration, trust, and mutual respect across the organization. We are committed to providing competitive compensation and benefits packages, promoting employee growth and development, and retaining a talented and diverse workforce - all while relentlessly pursuing uncompromising product quality and customer service."

On the left, a sidebar titled "HR in the News" lists several articles by Emily Clark, all dated "8 days ago":

- Dealing with negative employees
- Handling the tricky questions in FML...
- Healthcare services: Employees want to f...
- 8 workplace bully personalities
- Changes for 2018 HSAs, high-deduct...
- Are You Reaching Your Full Potential ?
- Next in Line_ Five Steps for Successfu...

The main content area also features a video player titled "Make a Difference with SuccessFactors Compensation" showing a woman speaking. To the right of the video player, there are three smaller video thumbnails: "Compensation (for managers)", "Onboarding", and "Global Mobility". Below the video player, a large blue box titled "Compensation Guide for Employees" is visible. At the bottom, a post titled "Employee Compensation Guide.pptx" by Tessa Walker is shown, indicating it was posted "1 minute ago" and has 37 likes and 117 views.

Scale employee support by adding a self-service model to HR services

Improve HR Service center efficiency

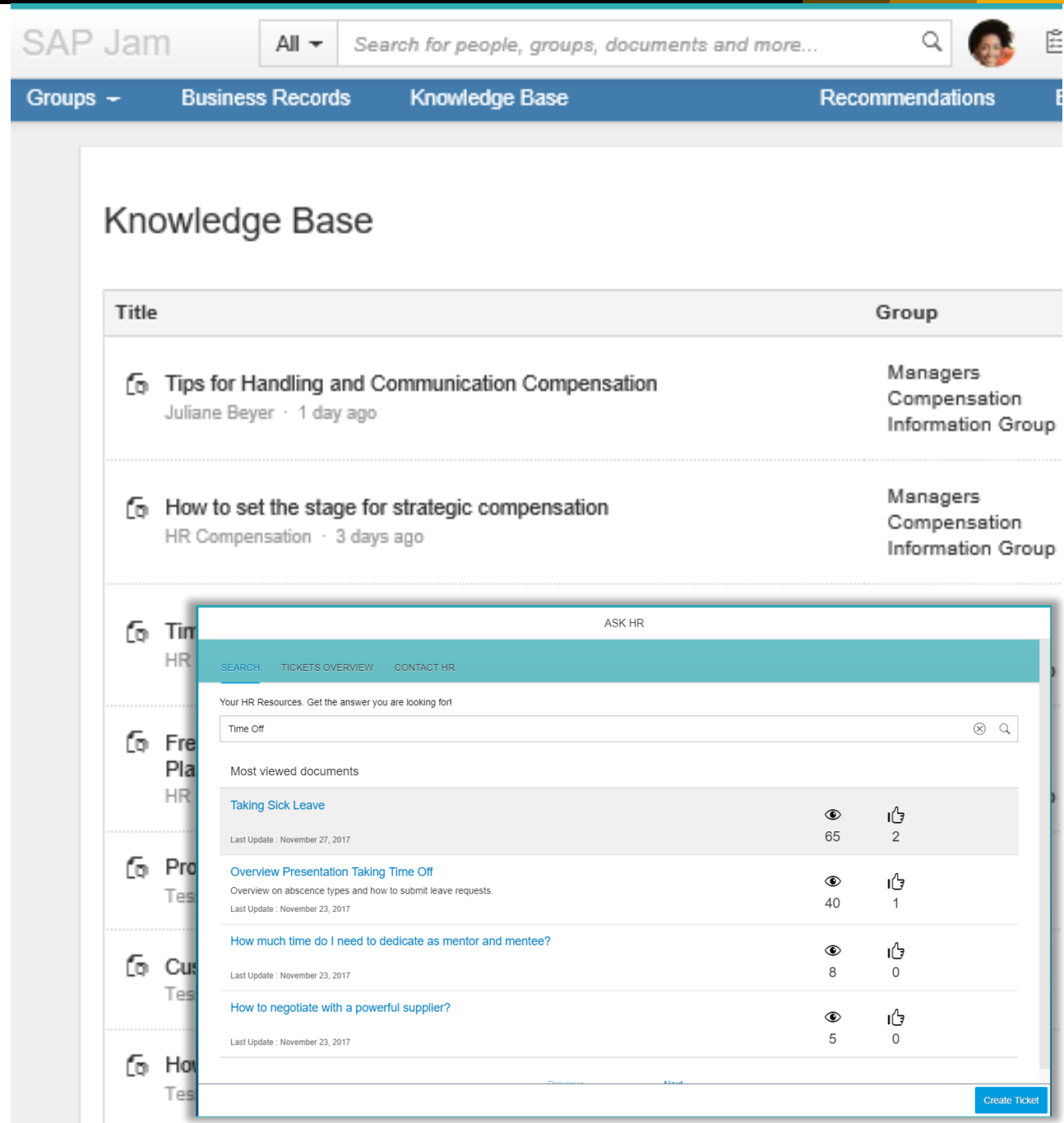
- Minimize volume of common HR inquiries by providing targeted knowledge articles
- Ensure information accuracy and consistency through content approval and moderation
- Integrate to SAP SuccessFactors Employee Central for knowledge base (“Ask HR” and “Agent Workspace”)

Provide employee self-service 24/7

- Employees can browse and search for knowledge base articles across the entire company



According to the Forrester Total Economic Impact of SAP Jam, customers saw a 15% reduction in time to find information and experts with SAP Jam



The screenshot displays the SAP Jam user interface. At the top, there's a navigation bar with 'SAP Jam' logo, a search bar, and user profile. Below this is a secondary navigation bar with tabs: 'Groups', 'Business Records', 'Knowledge Base', and 'Recommendations'. The main content area is titled 'Knowledge Base' and shows a list of articles. Two articles are visible:

Title	Group
 Tips for Handling and Communication Compensation Juliane Beyer · 1 day ago	Managers Compensation Information Group
 How to set the stage for strategic compensation HR Compensation · 3 days ago	Managers Compensation Information Group

Below the Knowledge Base, there's an 'ASK HR' self-service portal. It has a search bar and a list of 'Most viewed documents':

Document Title	Views	Likes
Taking Sick Leave Last Update : November 27, 2017	65	2
Overview Presentation Taking Time Off Overview on absence types and how to submit leave requests. Last Update : November 23, 2017	40	1
How much time do I need to dedicate as mentor and mentee? Last Update : November 23, 2017	8	0
How to negotiate with a powerful supplier? Last Update : November 23, 2017	5	0

At the bottom right of the ASK HR portal, there is a 'Create Ticket' button.

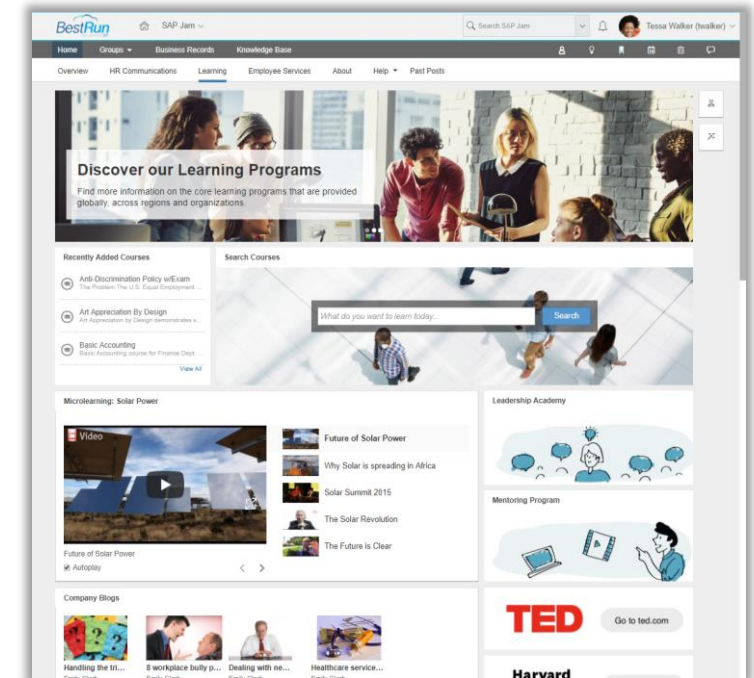
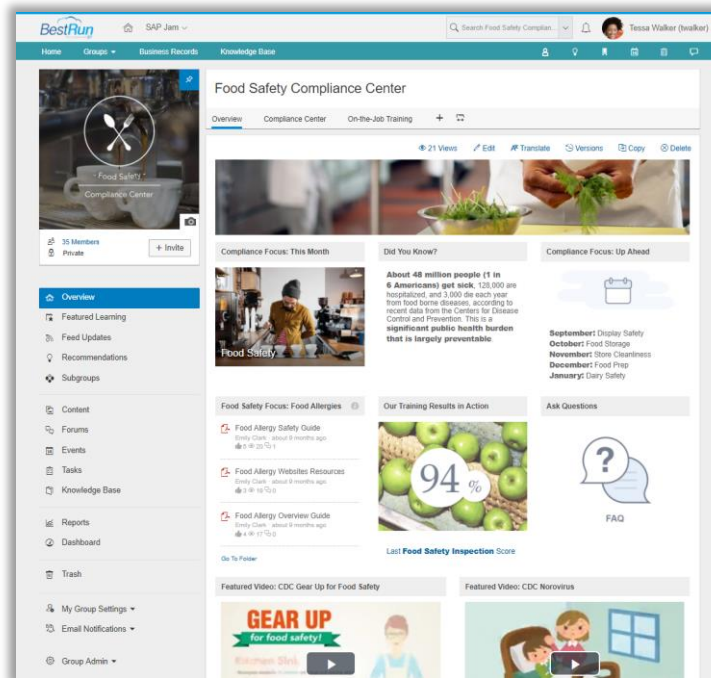
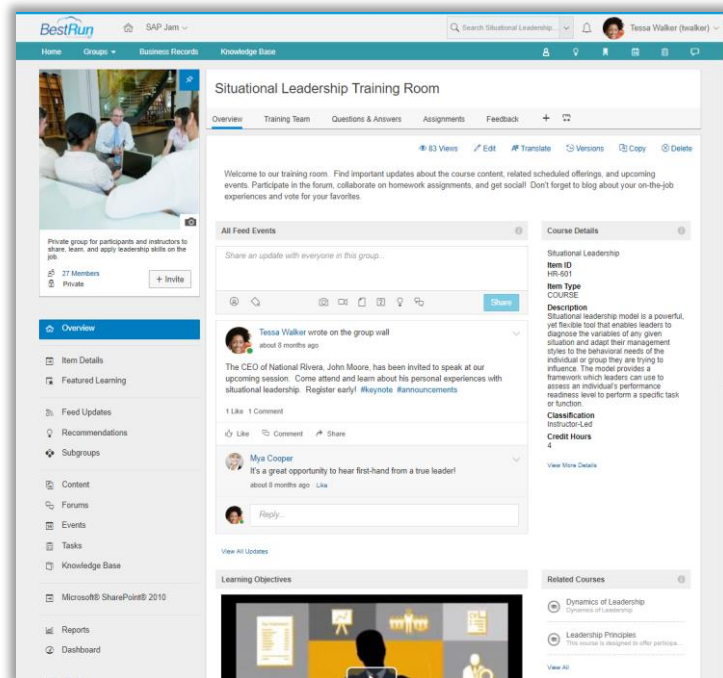
Onboarding communities reduce time-to-contribution

Helping new hires, transitioning or relocating employees connect to experts and information

- **Easier access to relevant information** via a centralized community for new hires
- **Faster access to experts** across the organization help them learn
- **Better preparation for new hires** and internal transfers by automatically assigning them to the right communities
- **New hires get up to speed faster** inviting them to pre-hire communities, connecting them to experts and information – before they even start

The screenshot displays the Jam interface for an 'Employee Onboarding Group'. The top navigation bar includes 'Home', 'Groups', 'Business Records', 'Knowledge Base', 'Recommendations', 'Bookmarks', and 'Calendar'. The group's header features a banner image of hot air balloons and the text 'Welcome to BestRun!'. Below the header, there are tabs for 'Overview', 'Our Management Team', 'HR Contacts', 'Company Information', and 'Discussions'. The main content area is divided into several sections: 'Latest Discussions' with topics like 'Sessions on business etiquette in China' and 'Language classes for expats'; 'Onboarding Guides' including a '90 Day Induction Plan' and a 'New Hire Guide'; and 'Your Onboarding team' featuring a profile for Tessa Walker. A 'Week One Assignments' section lists tasks like 'New Hire Bootcamp' and 'PO and Invoice Management'. An 'Onboarding To Do List' on the right includes tasks such as 'Take a walking tour on campus' and 'Read the China growth plan'. The bottom of the interface shows a video player with a play button and a cup of coffee.

SAP Jam for learning, training, and employee development



Learning Rooms

- Improve training effectiveness by blending formal training with employee contributed content

Learning Communities

- Support business transformations and preserve intellectual capital through learning communities

Learning Academies

- Drive learning ROI by extending reach of employee development offerings

Blend peer-to-peer learning with formal training to improve effectiveness

- **Create learning rooms** where learners and instructors can work together before, during, and after a training event
- Instructors can assign **pre-work** and homework and manage training logistics
- Employees can leverage their learners **network** after course completion

Capabilities

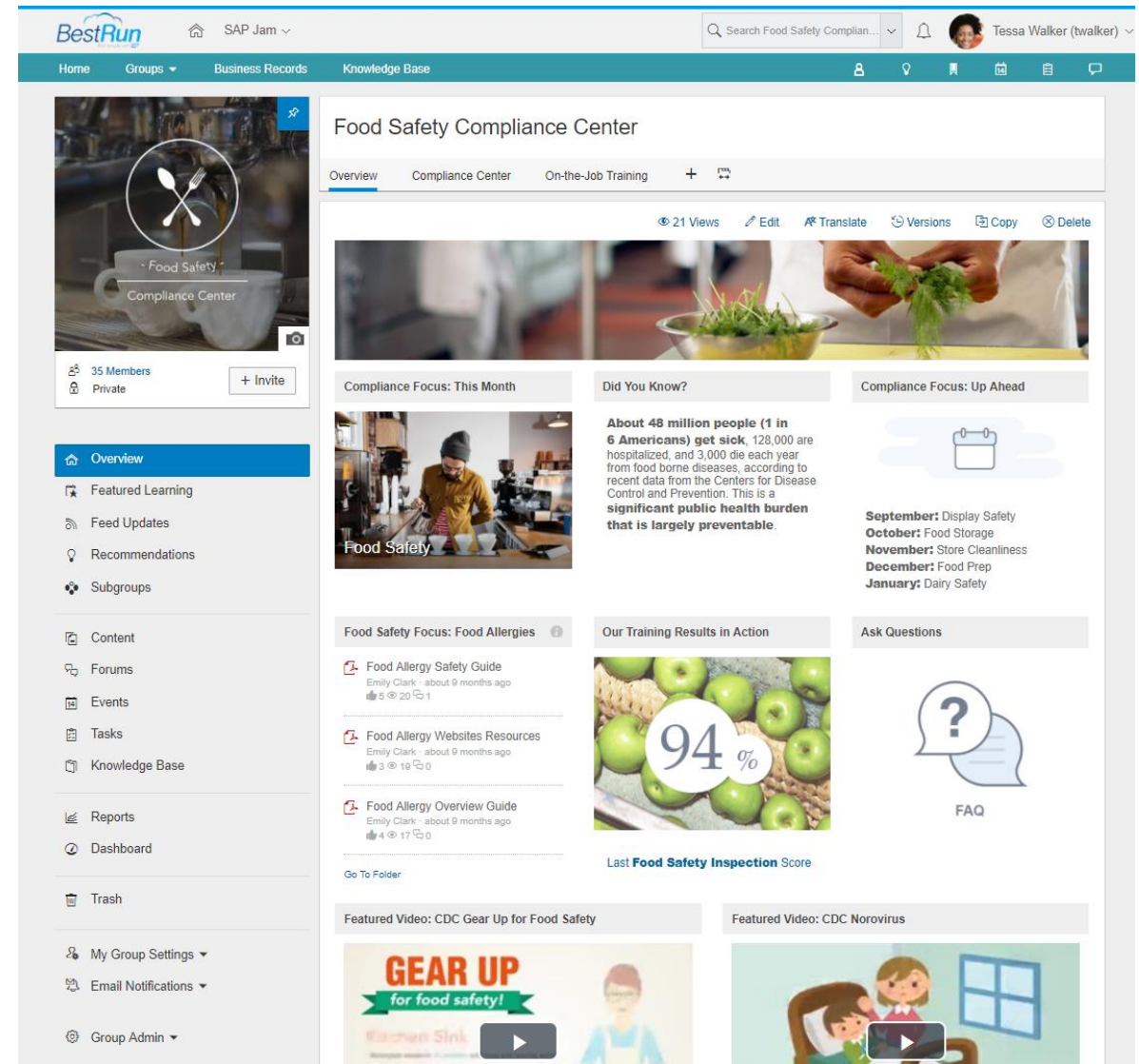
- Group templates for training rooms
- Integrated search & automatic invitations after enrollment
- Pull real-time course(s) information & data

The screenshot displays the SAP Jam interface for a 'Situational Leadership Training Room'. The top navigation bar includes 'Home', 'Groups', 'Business Records', and 'Knowledge Base'. The user 'Tessa Walker (twalker)' is logged in. The room's overview shows 83 views and options to edit, translate, version, copy, or delete. A welcome message invites participants to engage with course content and events. The 'All Feed Events' section shows a post by Tessa Walker about a session with John Moore, CEO of National Rivera, and a comment by Mya Cooper. The 'Course Details' sidebar lists the item ID (HR-601), item type (COURSE), description, classification (Instructor-Led), and credit hours (4). The 'Related Courses' section lists 'Dynamics of Leadership' and 'Leadership Principles'. The bottom section shows 'Learning Objectives' with a video player.

Learning communities to support business transformation

- Foster a **culture of learning and sharing** across the entire company
- **Harness on-the-job training experiences**
- **Preserve intellectual capital** and knowledge
- Utilize **modern learning practices** (e.g. learn-apply-share) via multimedia, micro-learning, multimedia, mobile

SAP was named a CHAMPION in Wainhouse Research's 2017 Video Solutions for Corporate Learning report.



Learning academies improve learning ROI with SuccessFactors Learning

- **Increase exposure** to learning content and learning paths directly where employees work and interact
- **Engage learners** and allow them to share their knowledge
- **Empower learning teams** to promote a culture of learning and share news and updates about global and local development opportunities

The screenshot displays the SAP Jam Learning interface. At the top, the 'BestRun' logo is visible alongside navigation links for Home, Groups, Business Records, Knowledge Base, Overview, HR Communications, Learning (selected), Employee Services, About, Help, and Past Posts. A search bar for 'SAP Jam' and a user profile for 'Tessa Walker' are also present.

The main content area features a large banner titled 'Discover our Learning Programs' with the text: 'Find more information on the core learning programs that are provided globally, across regions and organizations.' Below this banner, there are two sections: 'Recently Added Courses' and 'Search Courses'.

The 'Recently Added Courses' section lists three courses:

- Anti-Discrimination Policy w/Exam (The Problem The U.S. Equal Em...)
- Art Appreciation By Design (Art Appreciation by Design de...)
- Basic Accounting (Basic Accounting course for FI...)

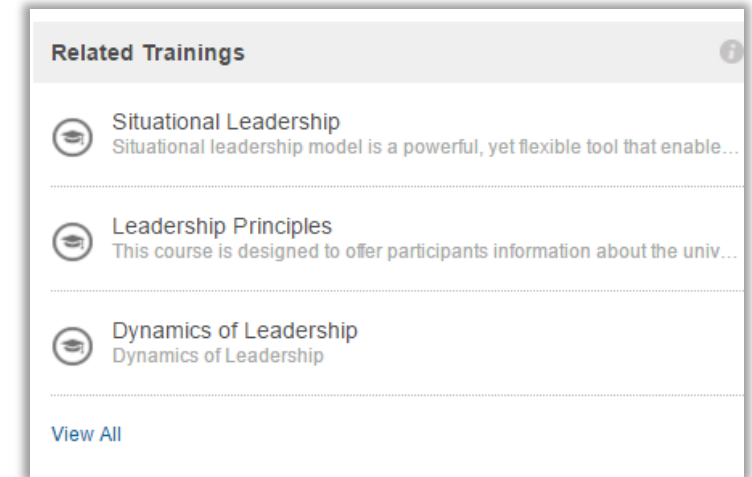
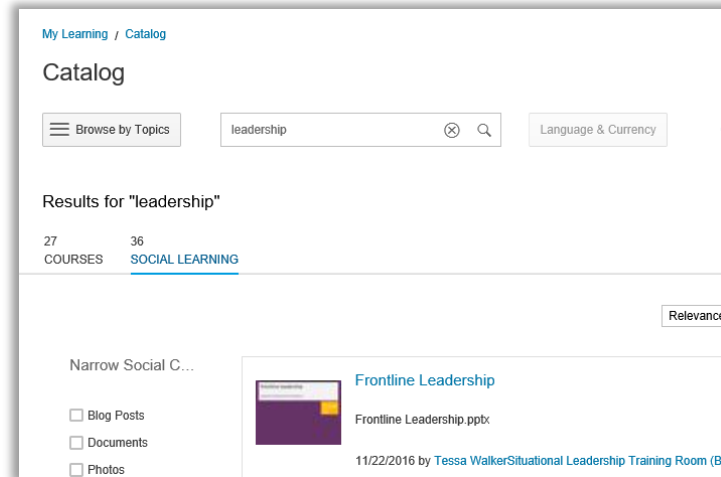
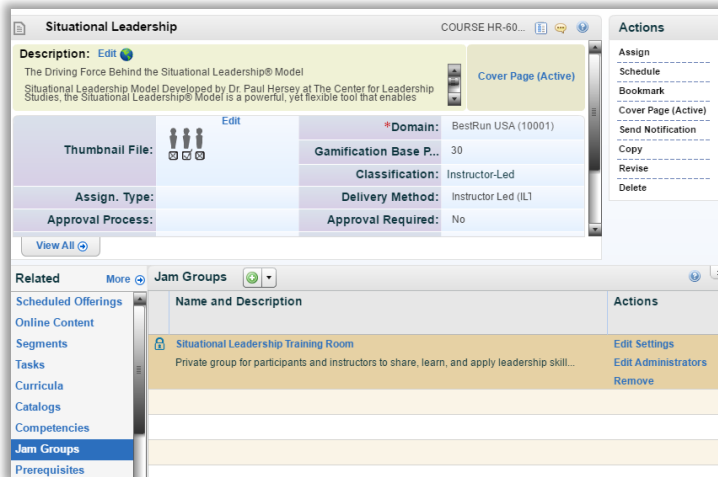
A 'View All' link is provided at the bottom of this list.

The 'Search Courses' section includes a search bar with the placeholder text 'What do you want to learn today...' and a 'Search' button.

Below the search bar, there are two featured learning paths:

- Microlearning: Solar Power**: This section includes a video player showing solar panels with the title 'Future of Solar Power'. Below the video, there is an 'Autoplay' checkbox and a list of related content items: 'Future of Solar Power', 'Why Solar is spreading in...', 'Solar Summit 2015', 'The Solar Revolution', and 'The Future is Clear'.
- Leadership Academy**: This section features a cartoon illustration of a person with a lightbulb idea and a list of related content items: 'Leadership Academy', 'Mentoring Program', and 'The Future is Clear'.

Integration Overview: SAP Jam and SuccessFactors Learning



Automation

- Automate invitations to training rooms to reduce manual processes
- Create template-based learning communities for courses, curricula, and scheduled offerings

SAP Jam content in LMS search

- Easier to find knowledge
 - Search the LMS catalog reveals related SAP Jam content under the Social Learning tab.

Course promotion & discovery

- Show courses, curricula, scheduled offerings in SAP Jam to promote offerings and increase reach
- Link courses & programs to groups
- Users can view SAP Jam groups associated with courses

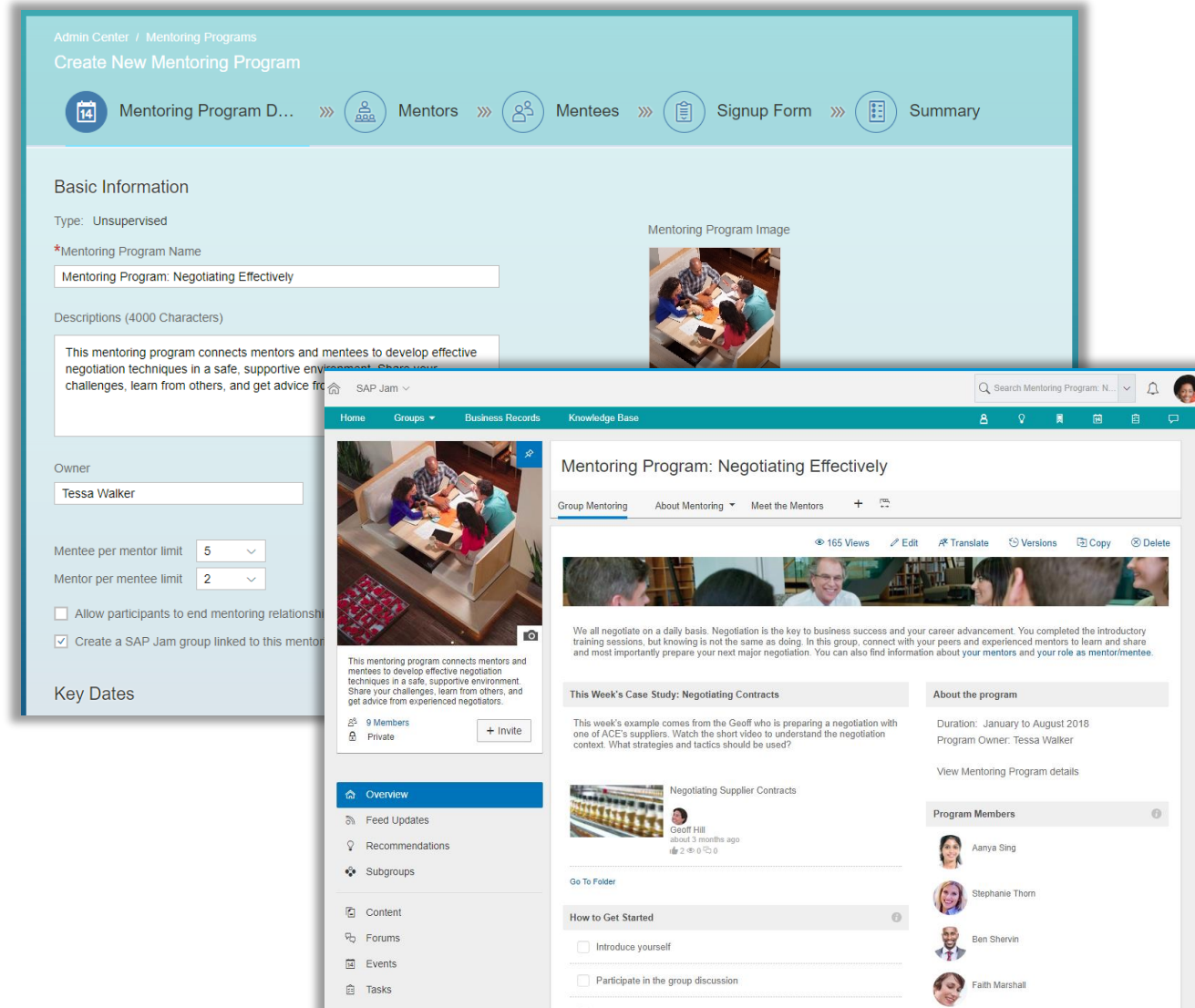
Employee development through mentoring communities

Scale mentoring across the organization

- Reduce time to create mentoring program groups
 - Group creation from within SAP SuccessFactors Succession & Development
 - Automated invitations to matched mentors and mentees
- Establish best practices through templated groups for one-to-many and many-to-many mentoring

Maximize investment in mentoring programs

- Ensure effective roll-out by communicating program goals, participants' tasks and responsibilities
- Drive participant interaction and program engagement



SAP Jam Collaboration Customer Stories



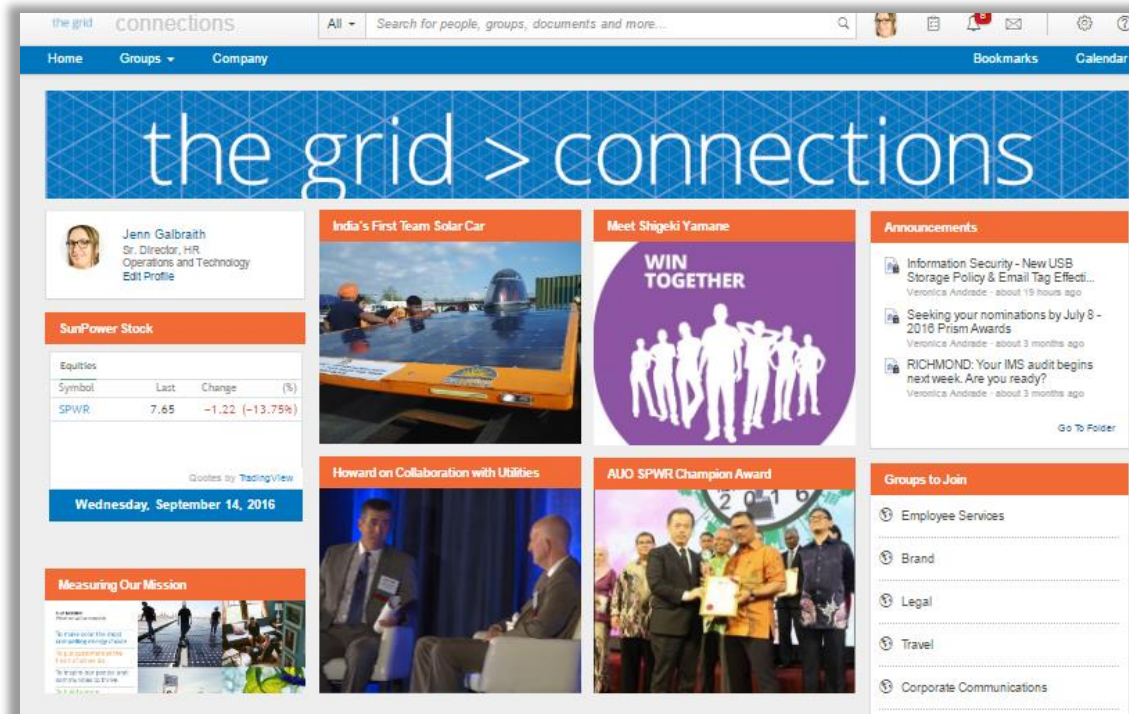
Customer Success Story: SunPower

Business Challenges

- Employees complained it was difficult to find information
- Content was outdated & difficult to update
- Multiple, regional sites expensive to manage
- Lacked personalization & mobile

Solution Benefits

- Engaging: Compelling UI & social features generate high user engagement
- Easier to find information, accessible anytime, anywhere
- Simpler: One, global, elegant solution
- Reduced transaction times
- Increased productivity



Customer Success Story: Sargent & Lundy



Business Challenges

- Train and develop a new generation of talent to meet future business needs
- Facilitate and encourage knowledge sharing across the company
- Retain expertise from long-serving employees close to retirement
- Centralize training and learning facilities for all employees

Solution Benefits

- Gave new recruits and existing employees instant, anytime access to experts who are happy to help
- Helped ensure that industry knowledge and experience is passed on to the next generation
- Boosted overall employee participation and engagement



Customer Success Story: Welcome Break

Business Challenges

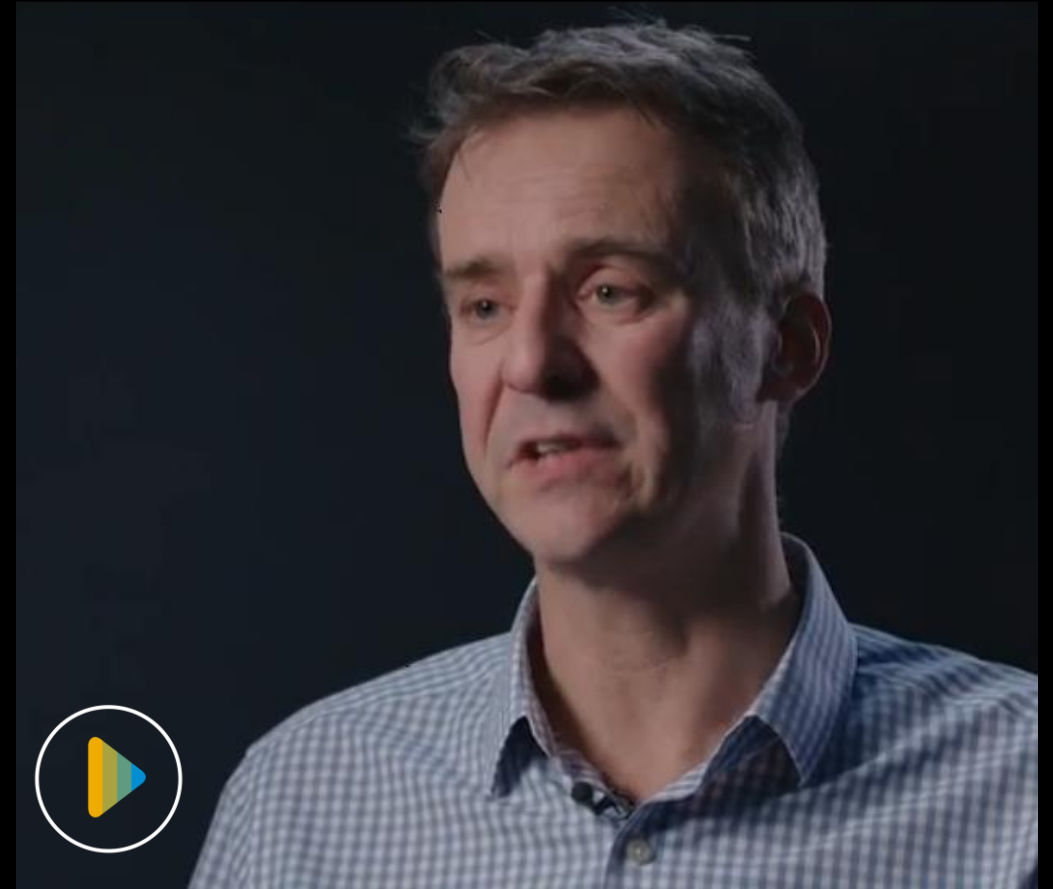
- Were going through big transformation
- Retention and turnover
- Onboarding

Solution Benefits

- Improved retention by 15%
- Enhanced paths for employee recognition
- Increased employee satisfaction
- Successful growth of business was achieved

***“We’ve seen a dramatic decrease in
people leaving our business”***

WELCOME BREAK



Karl Jolly
Director of People, Welcome Break

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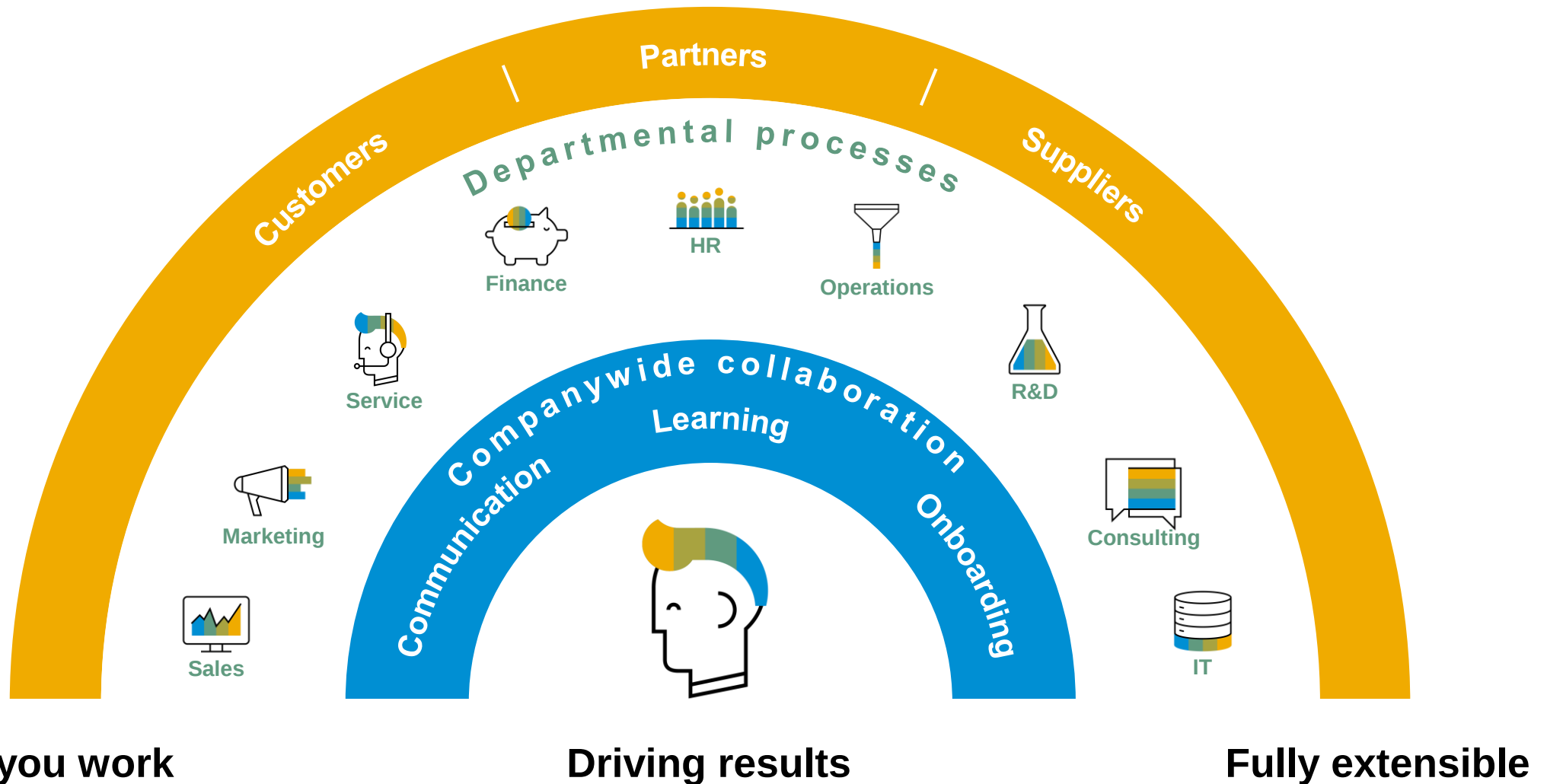
SAP Jam Collaboration

Appendix



Strategy for SAP Jam: Connect employees to company purpose.

Bring together people, data, and processes to drive measurable results



What is a work pattern?

Repeatable, collaborative business process solution

Work patterns:

In process, when and where needed, real-time

Best Practices



Data and Apps



Problem Solving



Content



Expertise



Templates



The screenshot displays a SAP Work Pattern interface for a group named 'ACE CORP'. The interface is organized into several sections:

- Left Sidebar:** Contains navigation links for Overview, Opportunity Details, Feed Updates, Recommendations, Content, Subgroups, Events, Forums, Links, Reports, Tasks, and Trash. A 'Group Admin' dropdown is at the bottom.
- Top Header:** Labeled 'Templates'.
- Main Content Area:**
 - Best Practices:** Includes 'Upcoming Events' (listing a presentation on Oct 31) and 'Active Tasks' (listing tasks like 'Send latest brochures' and 'Review spec sheet').
 - Data & Apps:** Shows 'Opportunity Details' for 'Dynasol 3000 North America', including sales volume and closing date.
 - Problem Solving:** Features a 'Sales strategy' section with items like 'Decision', 'Evaluate products to recommend', and 'Rank features'.
 - Content:** Displays 'Planning documents', including a presentation titled 'National Rivera America opportunity strategy.pptx'.
 - Expertise:** Shows a 'Deal team' profile for 'Carla Grant' with 5 contributions.
 - Forum Topics:** Lists a topic 'What is the maximum wind velocity the DynaWind 1...'.
 - All Feed Events:** Shows a post by 'Carla Grant' about a prospect's expansion plans.

Business transformation comes in many flavors

Sales and Service: Opportunity management

The screenshot shows the SAP Jam interface for the 'National Rivera Canada Account Management Group'. The sidebar on the left contains navigation links: Overview, Corporate Account (ODT) Details, Related Business Records, Featured Business Records, Feed Updates, Recommendations, Subgroups, Content, Forums, Events, Tasks, Reports, Dashboard, and Trash. The main content area is titled 'National Rivera Canada Account Management Group' and includes tabs for Overview, Sales, Service, Documents, and Background. A search bar and user profile are at the top. The main content area displays a list of opportunities and orders, with a detailed view of a 'Wind Turbine Upgrade' opportunity highlighted. The detailed view shows fields for ID, Main Item Name, Prospect, Status, Exp. Sales Val, Closing Date, Chance of Success %, and Featured In. It also includes sections for 'Open Quotations' and 'Open Orders'.

HR

With SuccessFactors, SAP HCM

- Social onboarding
- Blended learning
- Education center
- Mentoring and coaching
- Training room

Company-wide

- Modern intranet
- Help & support
- Planning and implementation
- Team collaboration
- Knowledge sharing

With SAP CRM/ECC/ERP, SAP IT
Hybris Cloud for Customer
Sales

- Account management
- Opportunity management
- Deal room
- Customer engagement
- Order-to-cash
- Quote management
- Enablement

Service

- Knowledgebase
- Service request resolution
- Help and support

Marketing

- Collaborative campaign management
- Enablement

With IT service ticketing systems

- Modern intranet
- Social onboarding
- IT projects room
- IT issue escalation room
- Help and support
- Planning and implementation
- Vendor engagement

Getting started: Success kit for SAP Jam

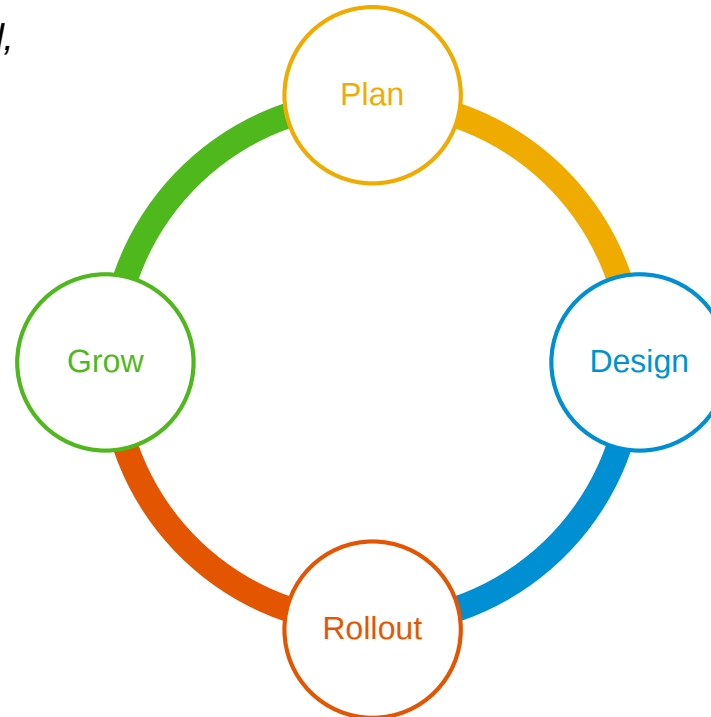
A guide for planning, implementing, and rolling out SAP Jam

Step “grow”: Measure success and plan to scale.

Result: Key metrics are identified and measured, feedback and comments are gathered, and additional use cases are selected.

Step “Rollout”: Plan your rollout in respect to training, support, and communication.

Result: Plans for rollout, training, support, and communication are developed.



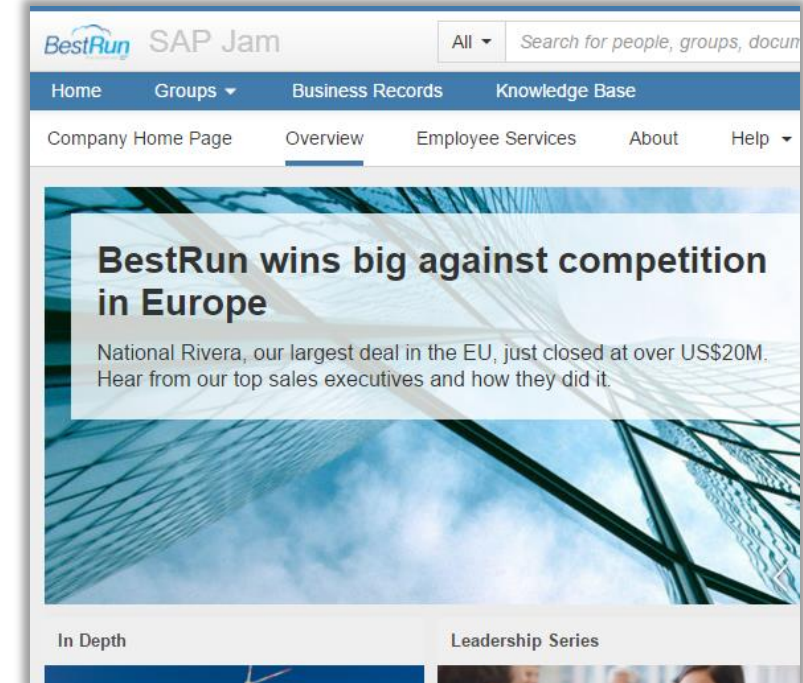
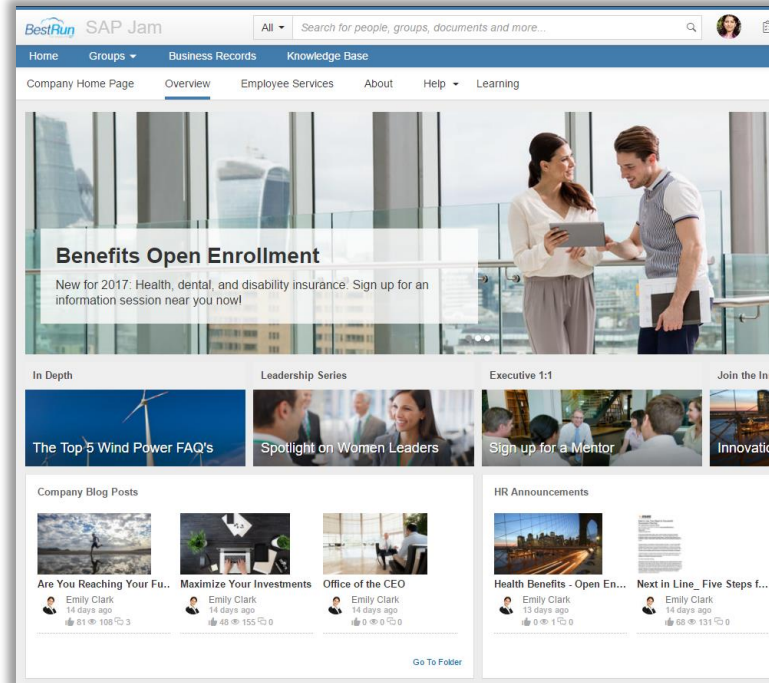
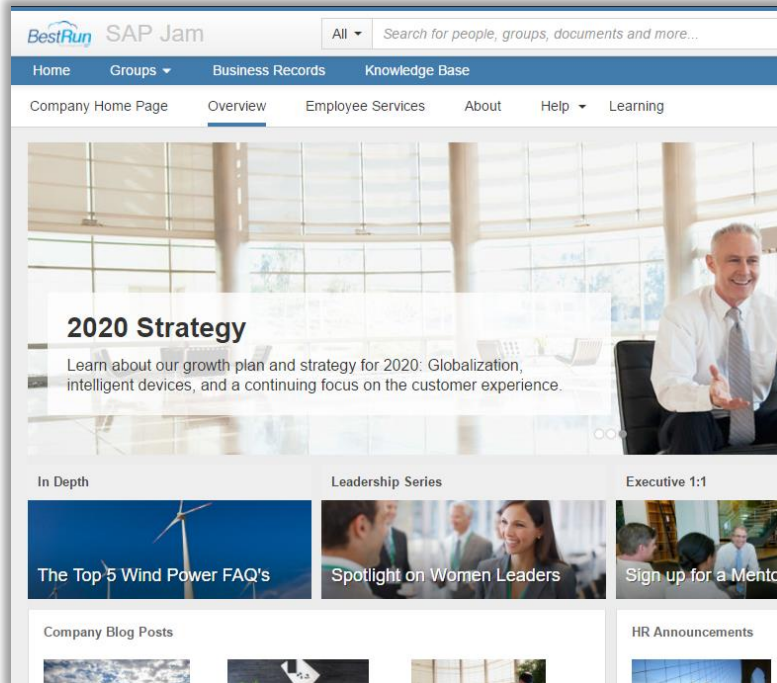
Step “Plan”: Select business goals and use cases for SAP Jam.

Result: Business goals, use cases, sponsors, and champions are identified and documented.

Step “Design”: Create design groups and processes for SAP Jam based on user needs.

Result: Groups and templates are designed according to stakeholder analysis. Process changes are documented.

HR communications



Announce policies & processes

- Provide employees the critical information they need to understand change

Easy access to HR services

- Streamline any HR process
- Easier to find, discover and access information

Share company and HR news

- Empower employees to comment, and contribute to the discussion
- Drive employee engagement

Peer recognition, people and expertise discovery

People and expertise discovery

- Self and peer-nominated informal expertise facilitates expert finding

Peer recognition

- Customizable 'kudos' promote peer social recognition of accomplishments, appreciation and teamwork
- Expertise endorsements recognize knowledge
- Automatic endorsements for triggered social activity encourages interaction and knowledge sharing

The screenshot displays the SAP Jam user interface. At the top, the 'BestRun SAP Jam' logo is visible, along with a search bar containing the name 'tessa'. Below the header, a navigation bar includes links for 'Home', 'Groups', 'Business Records', and 'Knowledge Base'. The main content area features a profile for 'Tessa Walker', identified as an 'HR Business Partner Global'. Her contact information includes an office phone number (1 (215) 555-0622) and a primary email address (Tessa.Walker@Bestrun.com). A section titled 'Expertise' shows a search bar with the placeholder text 'What expertise does Tessa Walker have?'. Below this, a list of endorsements is displayed, each with a count and a category: '3 Employee Onboarding', '2 HR', '1 Collaboration', and '1 Japanese'. Each endorsement includes an 'Endorse' button and a small profile picture. On the left side of the profile, there is a navigation menu with options: 'Overview' (highlighted), 'Achievements', 'Social Graph', 'Groups', and 'Content'. A small photo of Tessa Walker is shown with '0 FOLLOWERS' and '1 FOLLOWING' statistics.

Onboarding communities support all stages of the employee lifecycle

External communities
for pre-hires
(limited access)

Automatic invites based
on employees' profiles

Forums to engage and
ask questions

Centralized access to
relevant information

Role-specific
onboarding activities

Announce onboarding
related news

The screenshot displays the 'Employee Onboarding Group' interface. On the left is a sidebar with navigation options: Overview (selected), Feed Updates, Recommendations, Subgroups, Content, Forums, Events, Tasks, Knowledge Base, Microsoft® SharePoint® 2010, Trash, and My Group Settings. The main content area features a header with 'Subgroups' and 'External Group' tabs. Below this is a large image of a hot air balloon with the text 'Welcome to BestRun!'. The main area is divided into several sections: 'Latest Discussions' with posts like 'Sessions on business etiquette in China' and 'Language classes for expats'; 'Onboarding Guides' with '90 Day Induction Plan' and 'New Hire Guide'; 'Your Onboarding team' featuring a profile for Tessa Walker; 'Week One Assignments' with 'New Hire Bootcamp' and 'PO and Invoice Management'; and 'Onboarding To Do List' with tasks like 'Take a walking tour on campus' and 'Read the China growth plan'. At the bottom, there's a 'Welcome to BestRun!' section with a video player showing a person using a tablet.

SAP Jam for learning, training, and employee development

Use Case Overview



Time-Off with SAP SuccessFactors Employee Central and SAP Jam

SAP Jam Shows Away Status

Based on EC
time-off, show
SAP Jam
away alert

Balances as of Today

Vacation 21 days Sick Leave 10 days

May 2015 June 2015 July 2015

Joan Miller
Analyst

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Primary Email: joan.miller@acecorp.com

Away Alerts
Your away alerts are integrated with Employee Central Time Off.

- ☒ Enable alert for Tue June 30 to Sat July 11
- ☒ Enable alert for Mon October 12 to Wed October 14
- ☒ Enable alert for Mon November 2 to Wed November 4

Save Reset

We are about to kick off a new HRIS project and need your assistance @marcus

Marcus Hoff is away
marcus.hoff@acesolarcompany.com

@@notify
notify all followers

Benefits

- The SAP Jam profile automatically shows that an employee is out-of-office, when the absence is approved or scheduled in SAP SuccessFactors Employee Central
- Others are informed that there may be a delay in the response to questions, invitations, feed posts
- Note: you can also enter away alerts directly in SAP Jam if the integration with SAP SuccessFactors Employee Central is not enabled

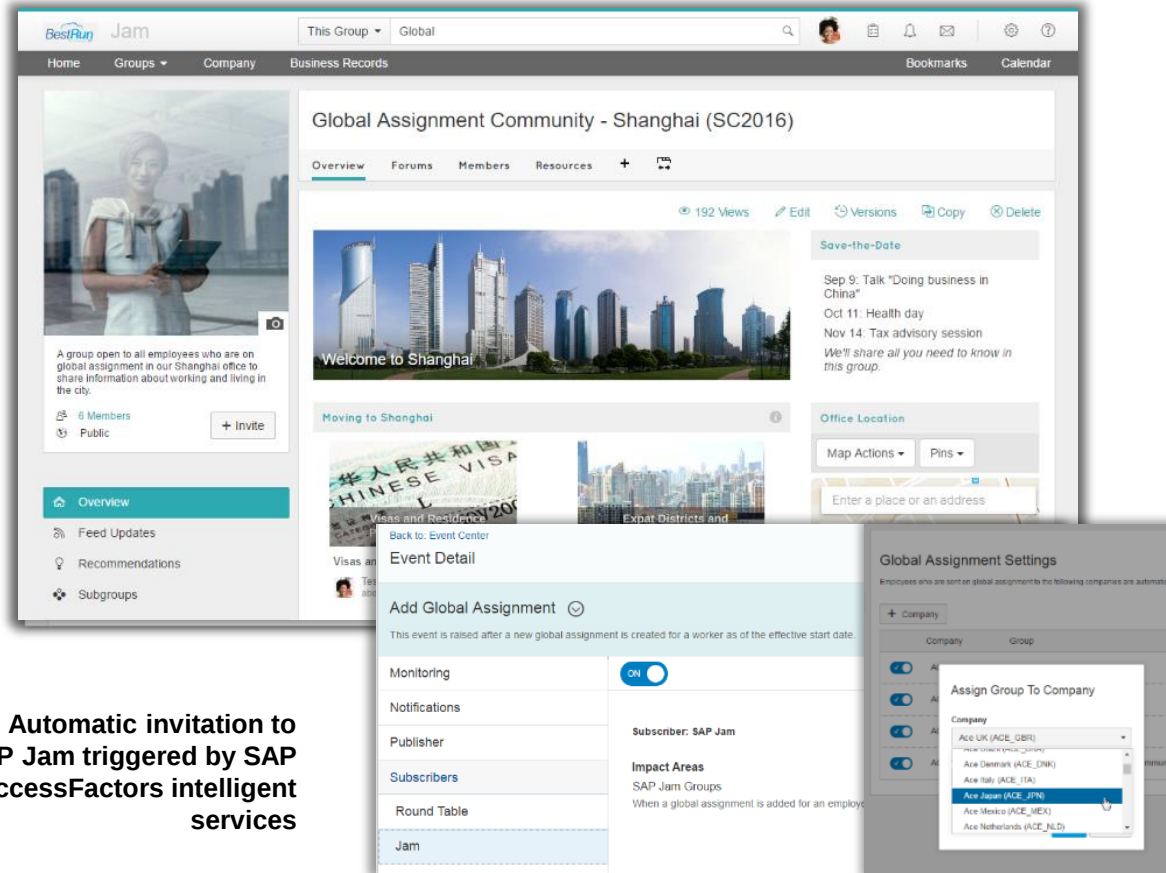
Global assignment communities with Employee Central and SAP Jam

Maximize the investment of global assignments

Benefits

- Maximize the investment of global assignments by helping employees to prepare for the assignment
- Expatriates can connect with other expatriates and local experts about working and living abroad
- By adding external groups family and friends can participate to support the assignment success
- Automatic invitation to SAP Jam triggered by SuccessFactors intelligent services and easy setup with out-of-the-box templates

Automatic invitation to SAP Jam triggered by SAP SuccessFactors intelligent services



Synchronized Employee Profile and profile-based group management

The image shows a user profile for Christine Dolan, Chief Human Resources Officer, with contact information and job details. Overlaid on this is a 'Dynamic Member List Rules' dialog box. This dialog allows users to define rules for group membership based on criteria like Department (Sales, Product Management) and City (San Francisco). Below the rules, there is a section for 'Required Member Lists' which includes 'ACE HR (3 members)' and 'Ace Training Faculty (5 members)'.

Christine Dolan
Chief Human Resources Officer
Office: (91) 80 7827328739x121
Primary Email: Christine.Dolan@Bestrun.com

Expertise
What expertise does Christine Dolan have?
No expertise information available

Job Information
Job Title: Chief Human Resources Officer
Job Description: Chief Human Resources Officer
Start Date: January 01, 2014

Contact Information
Work: (91) 80 7827328739x121
Email: Christine.Dolan@Bestrun.com
Job Code: Executive Management (50071000)

Dynamic Member List Rules

Department: Sales, Product Management
City: San Francisco

Required Member Lists

Group membership will be managed through member lists. Members will be automatically added or removed according to these members lists.

Add Required Member Lists to this Group

Ace

- ACE HR (3 members)
- Ace Training Faculty (5 members)

Benefits

- One consistent and comprehensive profile
 - Profile information can be synchronized from your SuccessFactors profile such as name, job title, contact information
 - Employees can enrich their profile with information they want to share with other colleagues, such as job description or skills
- Automatic group invitations based on employees' profile data
 - Create a rules-based list that updates whenever there are changes for those members who fit the selected rules