



Simplify work life. Achieve more.

Zalaris | SuccessFactors and FieldGlass Integration

Erfaringer fra implementering fra en stor norsk kunde

19.05.2021

Short introduction – What?



SAP SuccessFactors

SAP FieldGlass

SAP Cloud Integration

Benefits of integrating the systems

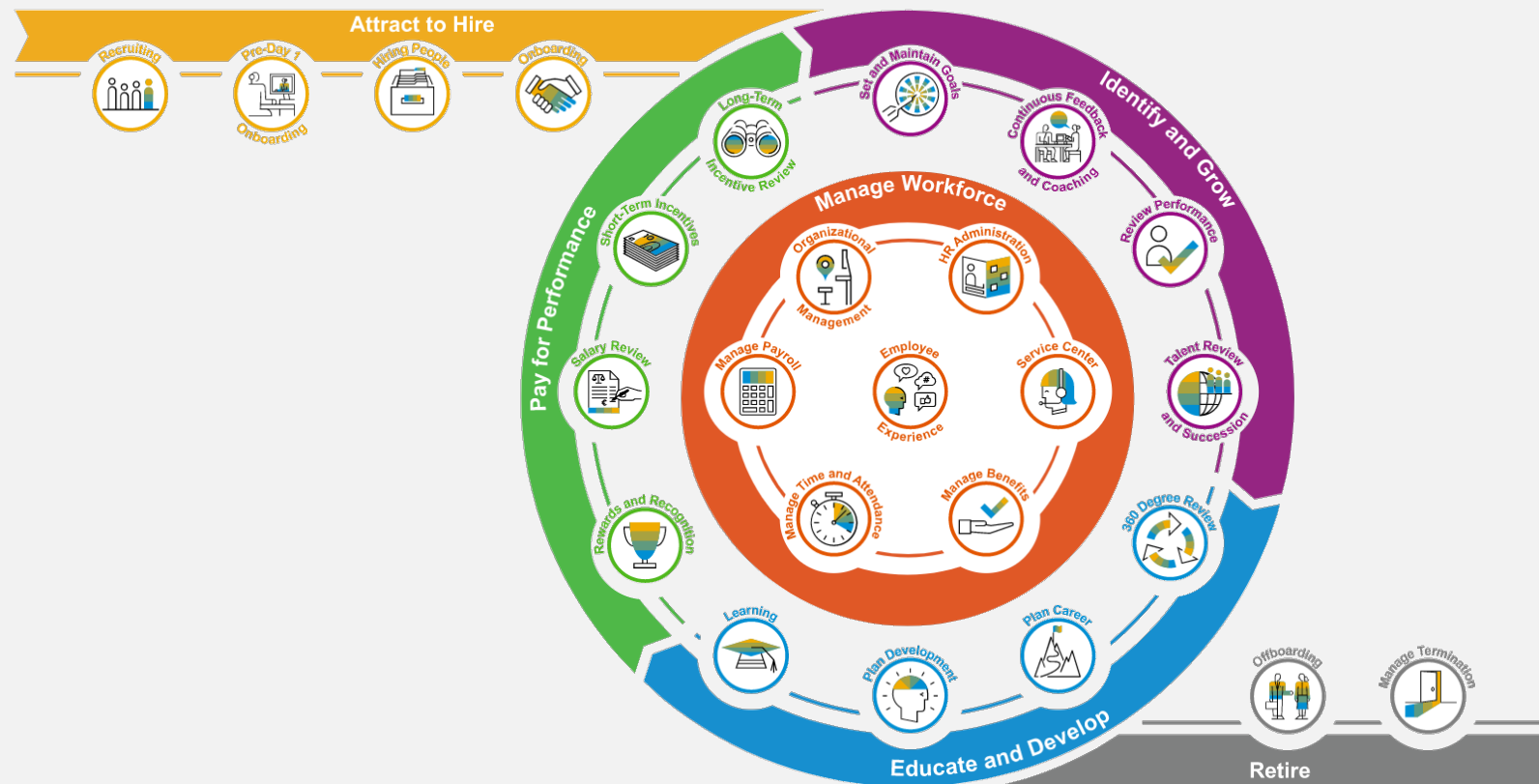
Project Experience and Challenges

Summary and Q&A

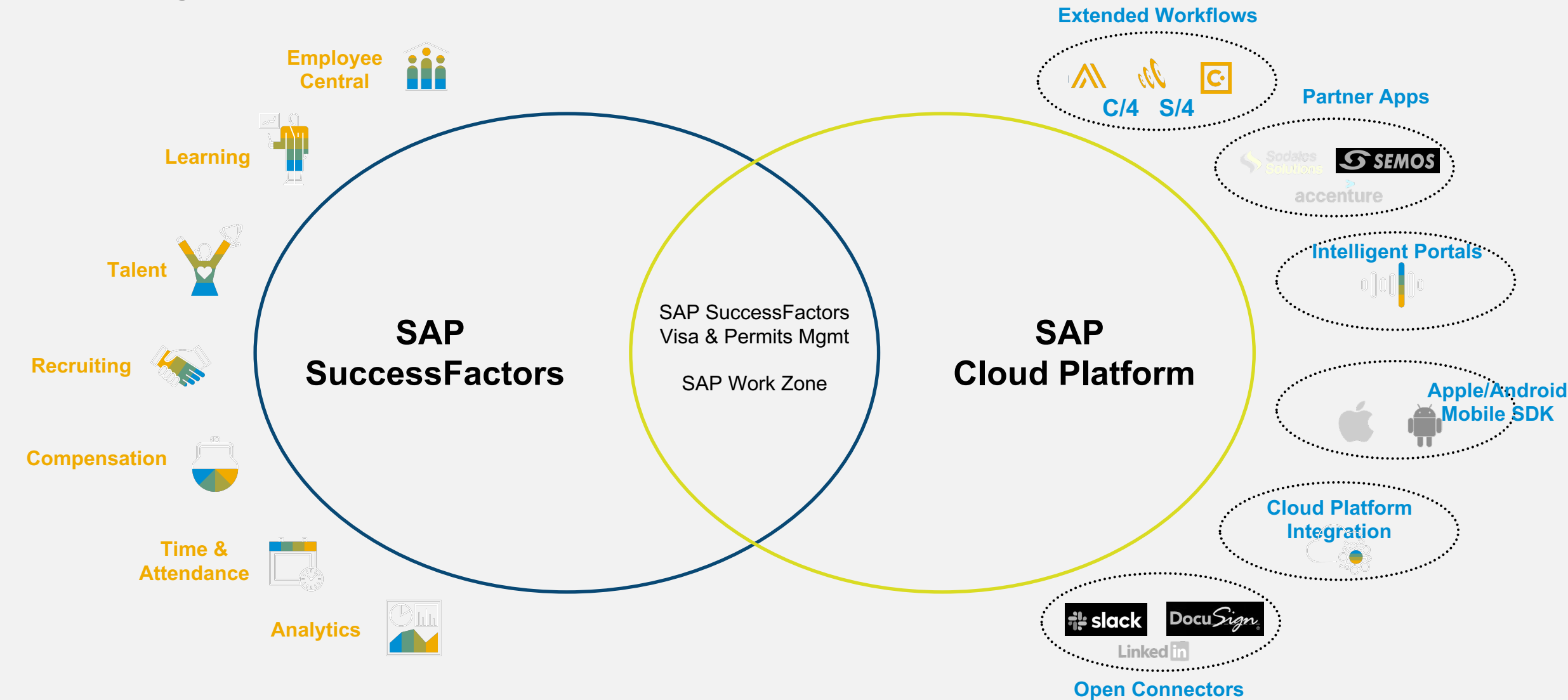
Total Workforce Management

SAP SuccessFactors 

SAP Fieldglass 



Extending SAP SuccessFactors with SAP Cloud Platform



American Airlines invests in its digital transformation

Challenge

- Recognizing a people-first view, AA began targeting HR and consolidating their systems and for their next generation solutions

Solution

- Looked to SAP to unify systems globally by: moving to SAP SuccessFactors for the HR systems, SAP Fieldglass for contingent workers, and taking a platform-first mentality by using SAP Cloud Platform to optimize processes and user experience in all of their projects

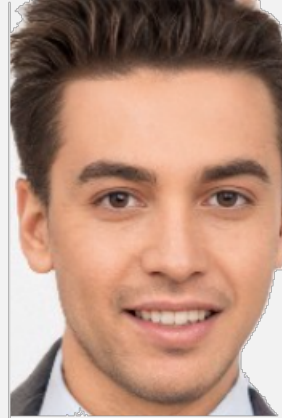
Benefits

- Improved team member experiences through faster, more streamlined HR services

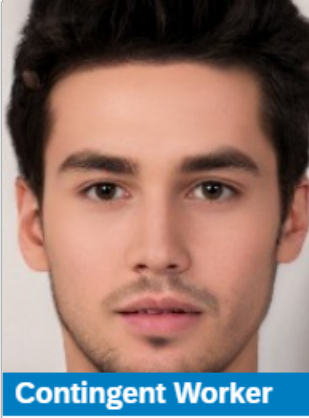


Our Experience | Why





Adam Karlsen
Junior SAP Consultant (300016)



Contingent Worker
Bruce Wayne
SAP Consultant (80000082)



Dan Berg
Senior SAP Consultant (300020)



Elise Hagen
Senior SAP Consultant (300022)

Employee Files ▾

Employee Files Help & Tutorials



Contingent Worker
Bruce Wayne ▾ ZIPCorp (2001), Co

PROFILE SUMMARY PERSONAL EMPLOY

SAP Fieldglass

Search by ID or text
 24
Help
Settings
Profile

[Home](#)
[View](#)
[Create](#)
[Analytics](#)
[Governance Dashboard](#)

Austin, Karen | CRPA

Workers List



Ballantino, Jeremy | Receiving Clerk (Central Fill Receiving Clerk)
CRPAPW00001018 **PROFILE WORKER**

Status: Open
 Period: 04/13/2020 to 10/12/2020
 Vendor: Red Branch Services
 Master Worker Record ID: CRPAWM00004264
 Earliest Start Date: 04/13/2020

Actions ▾

Details Onboard & Offboard Tenure Approvals Related Documents

Activity Items

Group By: Type ▾ [Expand All](#) [Collapse All](#)
Items Found: 8
[Apply Filters](#)

Status	Type	Action	Completion Type	Actor	Due Date	Send Work I...	Escalate On
All ▾	All ▾	Enter Criteria	All ▾	All ▾			
▼ Type: Offboarding Activity Item (2)							
Pending	Offboarding Activity Item	Close Network ID	Complete Offboarding Task	Requisition Owner			
Pending	Offboarding Activity Item	Return Security Badge	Complete Offboarding Task	Requisition Owner			
▼ Type: Activity Item (6)							
Completed	Activity Item	Step 1: Attach DOE Security Clearanc	Add Form Attachment	Vendor Account	04/09/2020	04/02/2020	04/16/2020
Completed	Activity Item	Step 1: Complete Background Check	Complete Custom Fields	Vendor Account	04/30/2020	04/23/2020	05/01/2020
Completed	Activity Item	Step 2: Create Network ID and email	Complete Onboarding Task	IT Access Control Team	04/23/2020	04/23/2020	
Completed	Activity Item	Step 2: Issue Security Badge	Complete Onboarding Task	Security - View Only	04/23/2020	04/23/2020	
Completed	Activity Item	Step 2: Sign and attach completed N	Add Form Attachment	Worker	04/08/2020	04/06/2020	04/13/2020
Pending	Activity Item	Step 3: Complete Safety Training	View Website	Worker	04/13/2020	04/10/2020	04/14/2020

[Clear Sort](#)
[Clear Filters](#)

Edit Work Order WKO00002

Work Order ID*
 WKO00002

Responsible*
 John Marcus Mayer

Workers List



Ballantino, Jeremy | Receiving Clerk (Central Fill Receiving Clerk)

CRPAPW00001018

PROFILE WORKER

Status	Period	Vendor	Master Worker Record ID	Earliest Start Date
Open	04/13/2020 to 10/12/2020	Red Branch Services	CRPAWM00004264	04/13/2020

Actions

Details Onboard & Offboard Tenure Approvals Related Documents

Activity Items

Group By
Type
Expand All
Collapse All

Items Found: 8

Apply Filters

Status	Type	Action	Completion Type	Actor	Due Date	Send Work I...	Escalate On
All	All	Enter Criteria	All	All			
Type: Offboarding Activity Item (2)							
Pending	Offboarding Activity Item	Close Network ID	Complete Offboarding Task	Requisition Owner			
Pending	Offboarding Activity Item	Return Security Badge	Complete Offboarding Task	Requisition Owner			
Type: Activity Item (6)							
Completed	Activity Item	Step 1: Attach DOE Security Clearance	Add Form Attachment	Vendor Account	04/09/2020	04/02/2020	04/16/2020
Completed	Activity Item	Step 1: Complete Background Check	Complete Custom Fields	Vendor Account	04/30/2020	04/23/2020	05/01/2020
Completed	Activity Item	Step 2: Create Network ID and email	Complete Onboarding Task	IT Access Control Team	04/23/2020	04/23/2020	
Completed	Activity Item	Step 2: Issue Security Badge	Complete Onboarding Task	Security - View Only	04/23/2020	04/23/2020	
Completed	Activity Item	Step 2: Sign and attach completed N	Add Form Attachment	Worker	04/08/2020	04/06/2020	04/13/2020
Pending	Activity Item	Step 3: Complete Safety Training	View Website	Worker	04/13/2020	04/10/2020	04/14/2020

Clear Sort
Clear Filters

Ascending Descending

Time Sheets and then choosing the Approve or Reject button. If you prefer to view the Time Sheet details prior to approving, select one or then have an opportunity to page through each of the selected Time Sheets as you make your approval decisions.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Non-billable	Billable	Total Spend
	0	8	8	8	8	8	0	0	40	2,600.00 USD View Details
	0	8	8	8	8	0	0	0	32	1,984.00 USD View Details
	0	6	4	6	5	6	0	0	27	810.00 CAD View Details
	0	6	8	8	8	1.5	8	0	38	1,288.00 CAD View Details
	0	0	0	0	0	0	0	0	0	0.00 USD View Details
	0	0	6	0	8	0	7	0	12.5	1,072.00 USD View Details
	0	8	7	8	0	8	0	0	31	

Employee Files

Search for actions or peo...

4

7



zalaris

Employee Files

Help & Tutorials



John Marcus Mayer

ZIPCorp (2001), Management (1)

Actions

Header

As of Today

Search

☐ Include inactive users in search

Direct Reports



Oliver Kristiansen
Chief Financial Officer (300012)



Cathrine L
Chief Operations Officer (300013)



Vera Moen
Department Director (300007)



Linn Stokke
HR Manager (300050)

EMPLOYMENT

JOB DESCRIPTION

SALARY

GLOBAL BENEFITS

TALENT PROFILE

Position Information

Effective as of: May 13, 2021

Position	CEO Norway (300006)	Time in Company	1 Years 10 Months 18 Days
Time In Position	1 Years 10 Months 18 Days	Time in Department	1 Years 10 Months 18 Days

Organizational Information

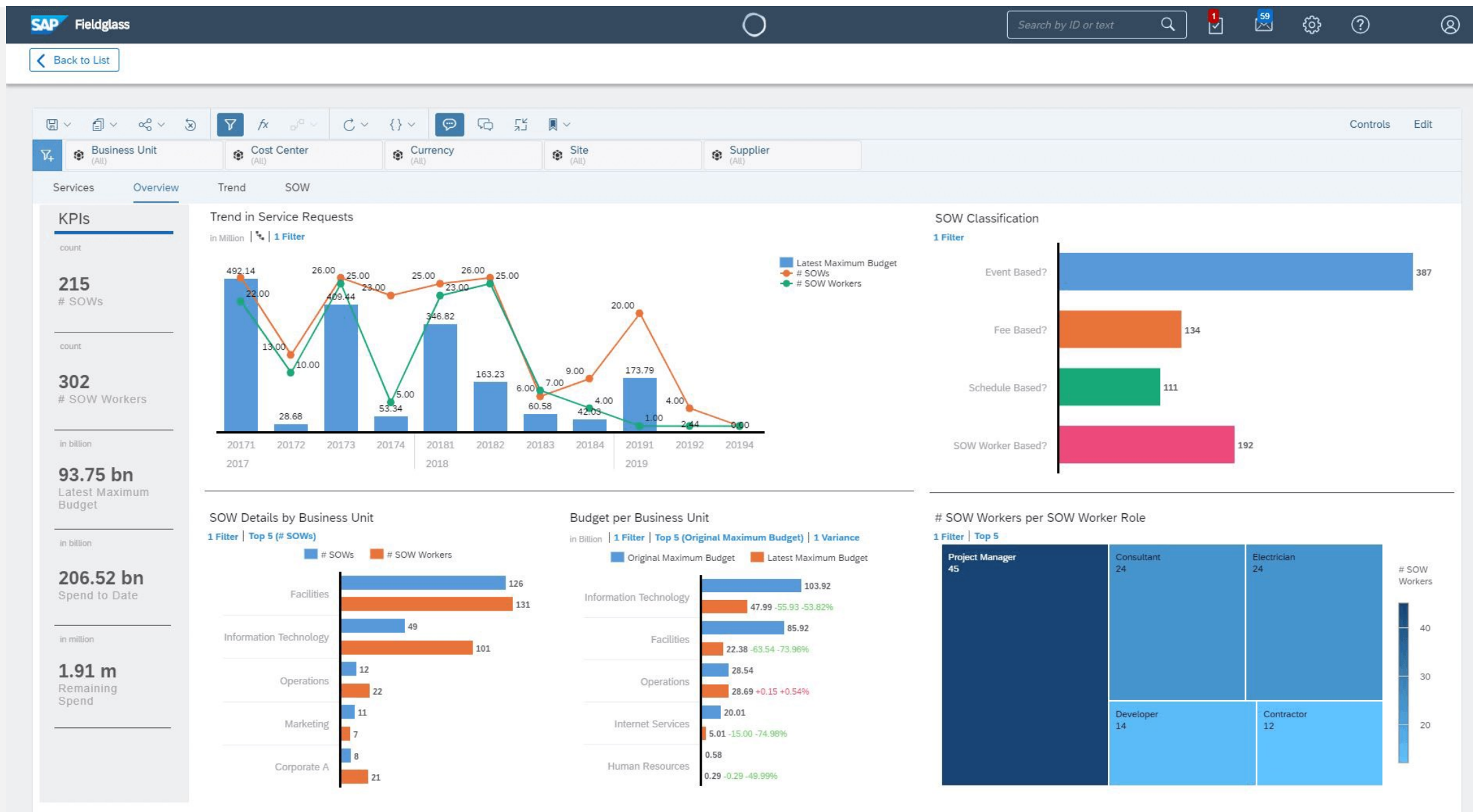
Legal Entity	ZIPCorp (2001)	Division	Management NO (15)
Business Unit	Management (1)	Department	Executive Management (1002)

Show More

Job Information

Effective as of: May 13, 2021

Employee Status	Active	Employee Subgroup	Monthly paid (N0)
 Supervisor		Pay Grade	Grade A - Level 1 (A-01)
Global Job Title	CEO	Pay Scale Type	Tariff NO (NOR/01)
Job Function	Executive Management (EXM)	Pay Scale Area	Monthly NO (NOR/01)
Job Classification	CEO (15)	Pay Scale Group	INDIV (NOR/01/01/INDIV)
Employee Group	Permanent Employee (1)	Pay Scale Level	-



{}
127
Headcount

{}
123.57
FTE

{}
50
Male Headcount

{}
77
Female Headcount

in % | {}
60.6%
Percentage Female

{}
39.65
Average Age

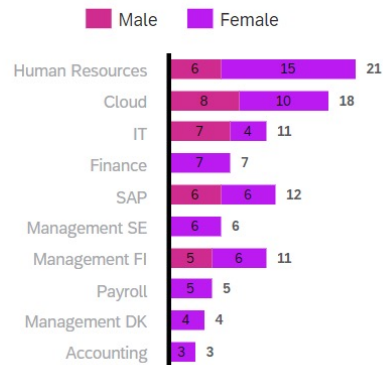
{}
1.40
Average Tenure

- By...
- ☐ Legal Entity
 - ☐ Business Unit
 - ☒ Division
 - ☐ Cost Center
 - ☐ Department
 - ☐ Location
 - ☐ Job Title
 - ☐ Pay Grade

Headcount/FTE (1)
Headcount

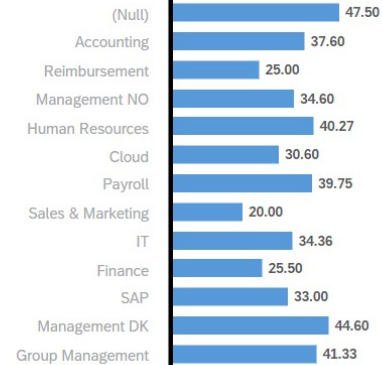
Headcount per Division, Gender

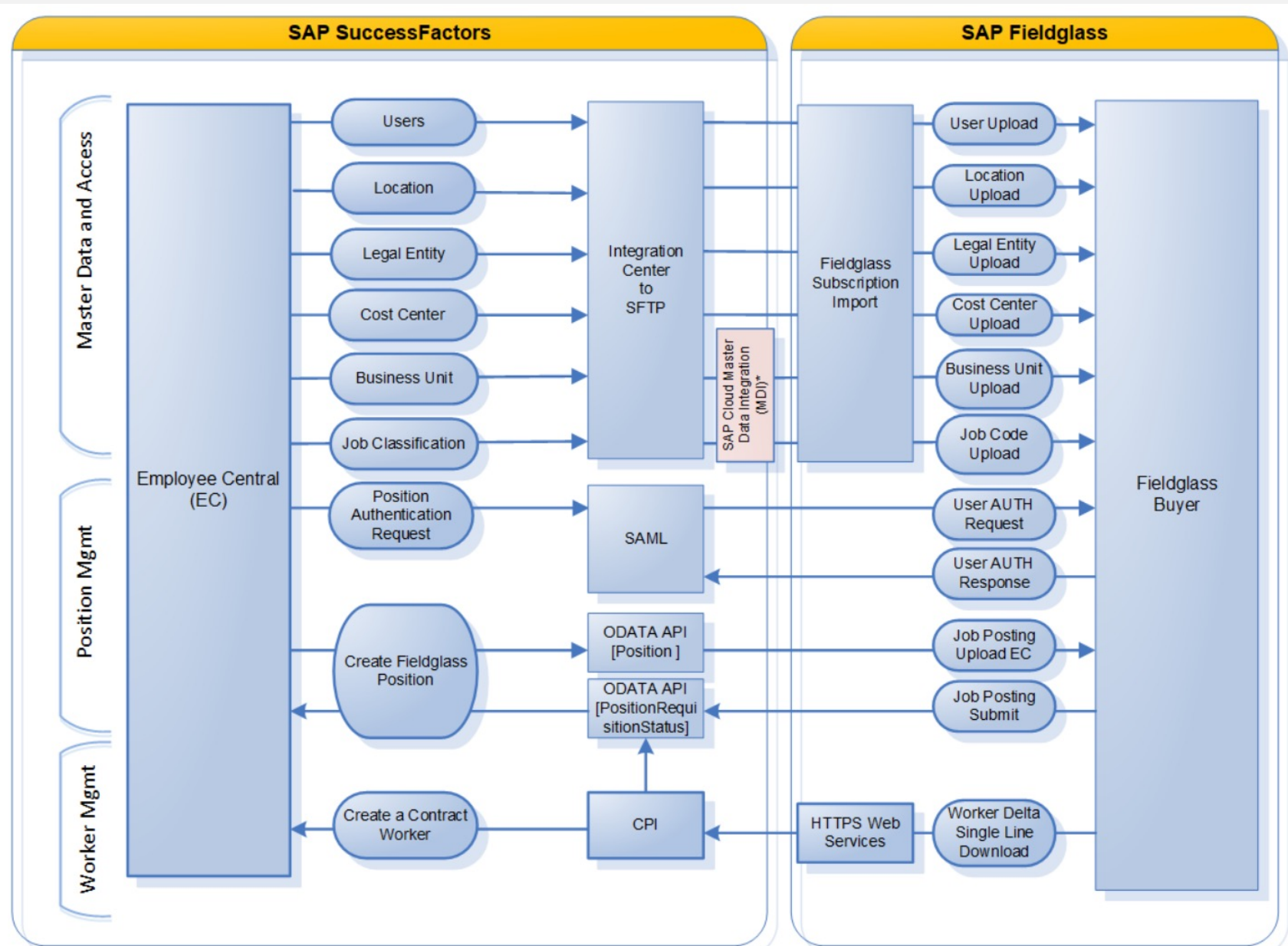
Top 15 | Explorer Available | {}


Measure (1)
Average Age

Average Age per Division

Explorer Available | {}





General Benefits of integrating SAP SuccessFactors og SAP FieldGlass

Shared Architecture

Shared Org Structure and Management Structure

One source of truth

Global Reporting

Follow Access Integrations

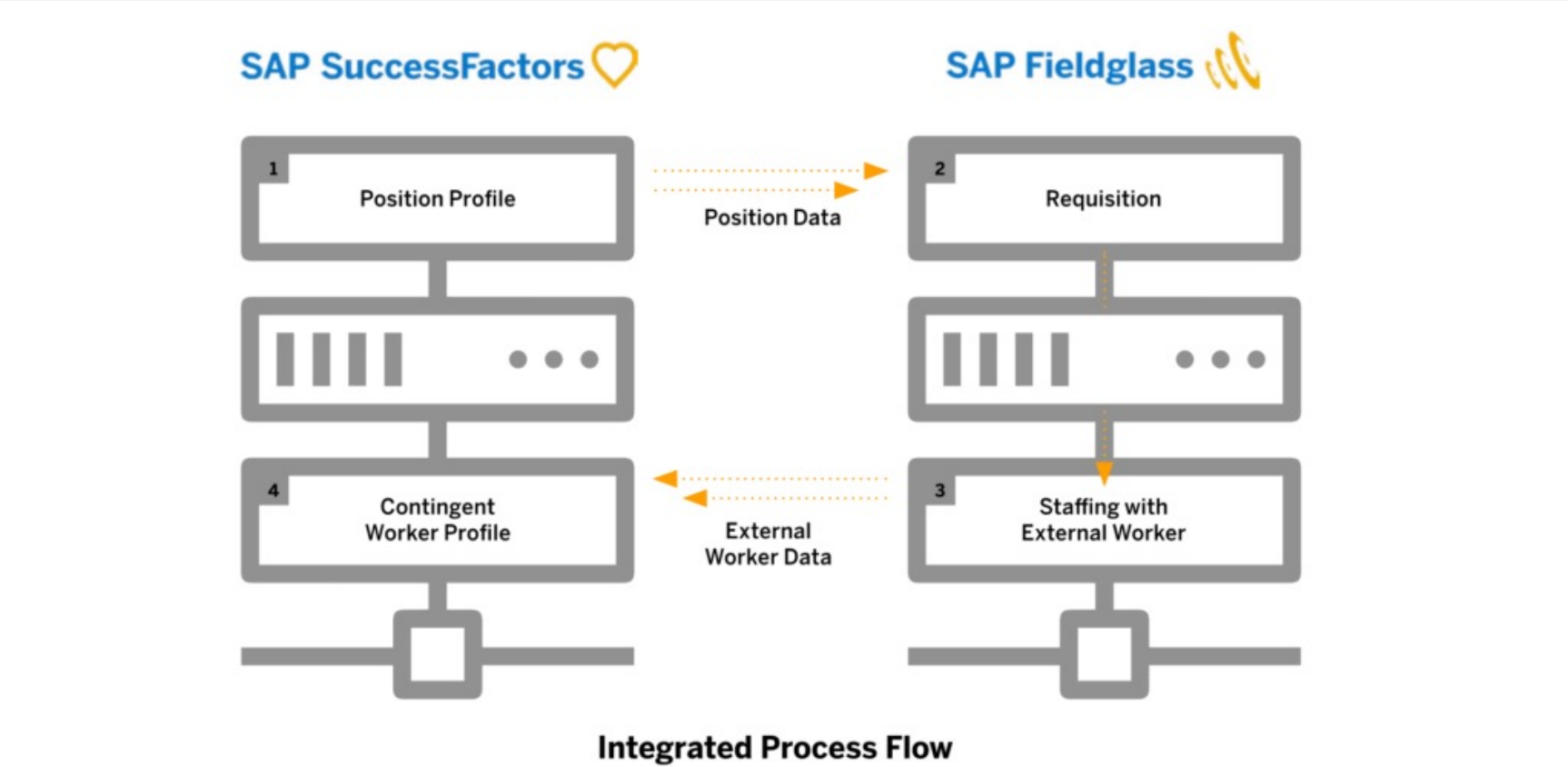
Data Warehouses

There are 3 integration scenarios:

1. Replicating master data from Employee Central to SAP Fieldglass.
2. Creating the SAP Fieldglass Job Requisition from Employee Central Position Management.
3. Replicating worker data from SAP Fieldglass to Employee Central.

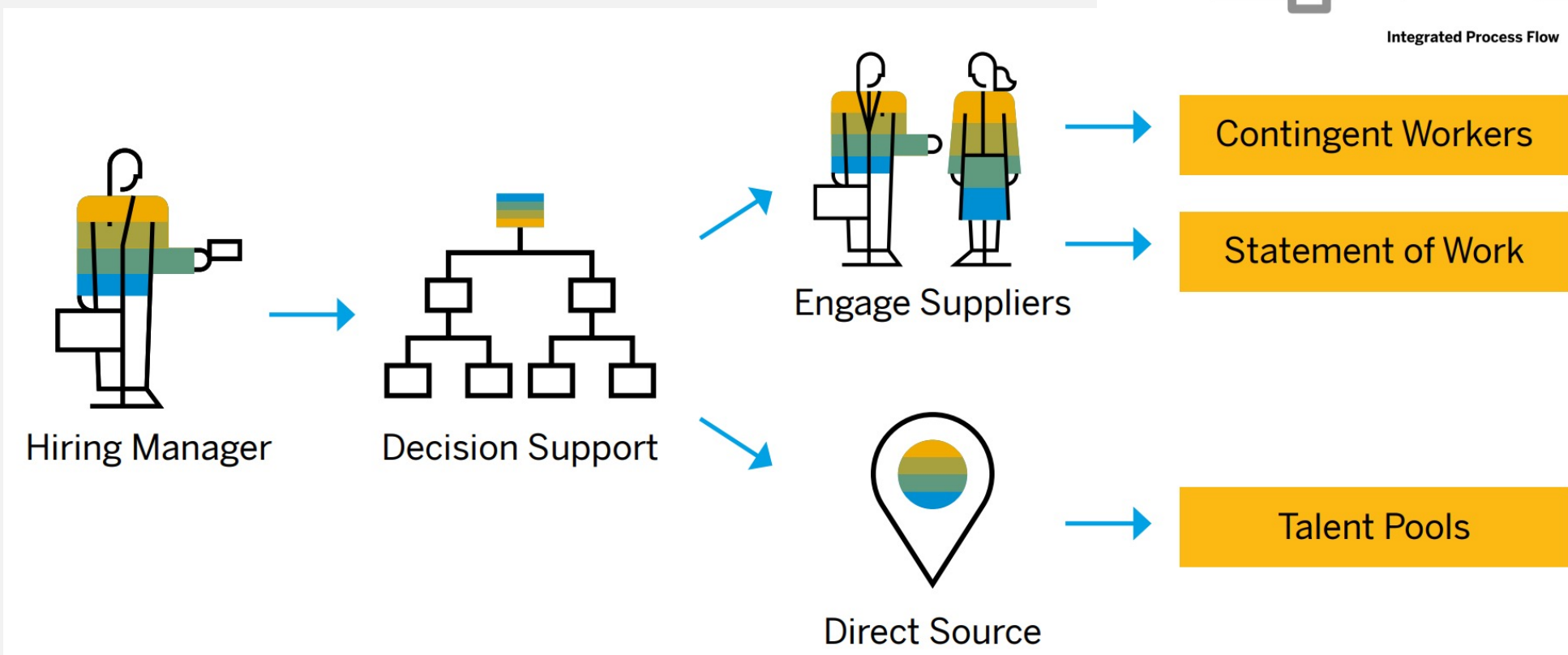
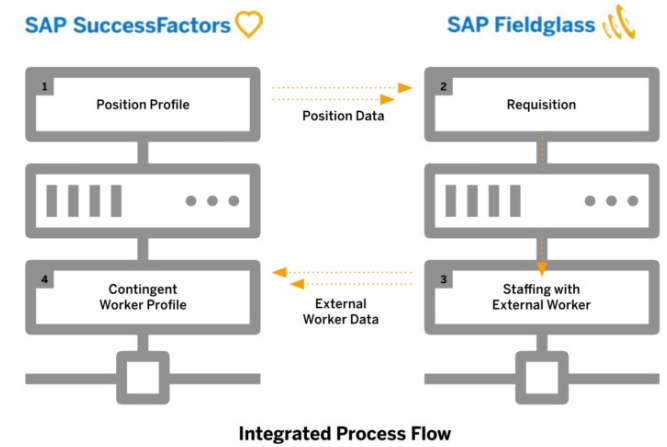
•Standard Integration Definitions

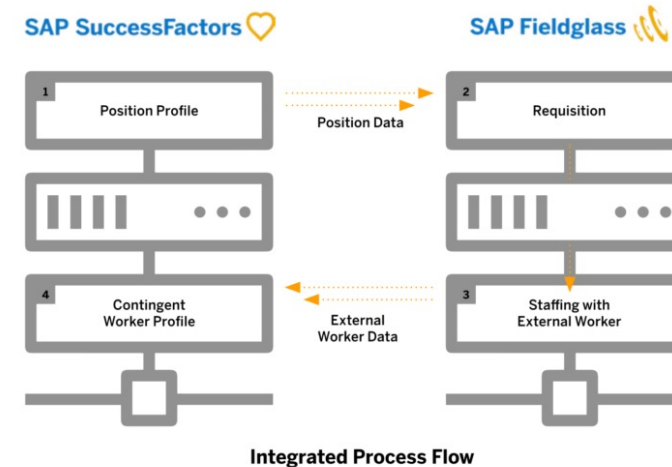
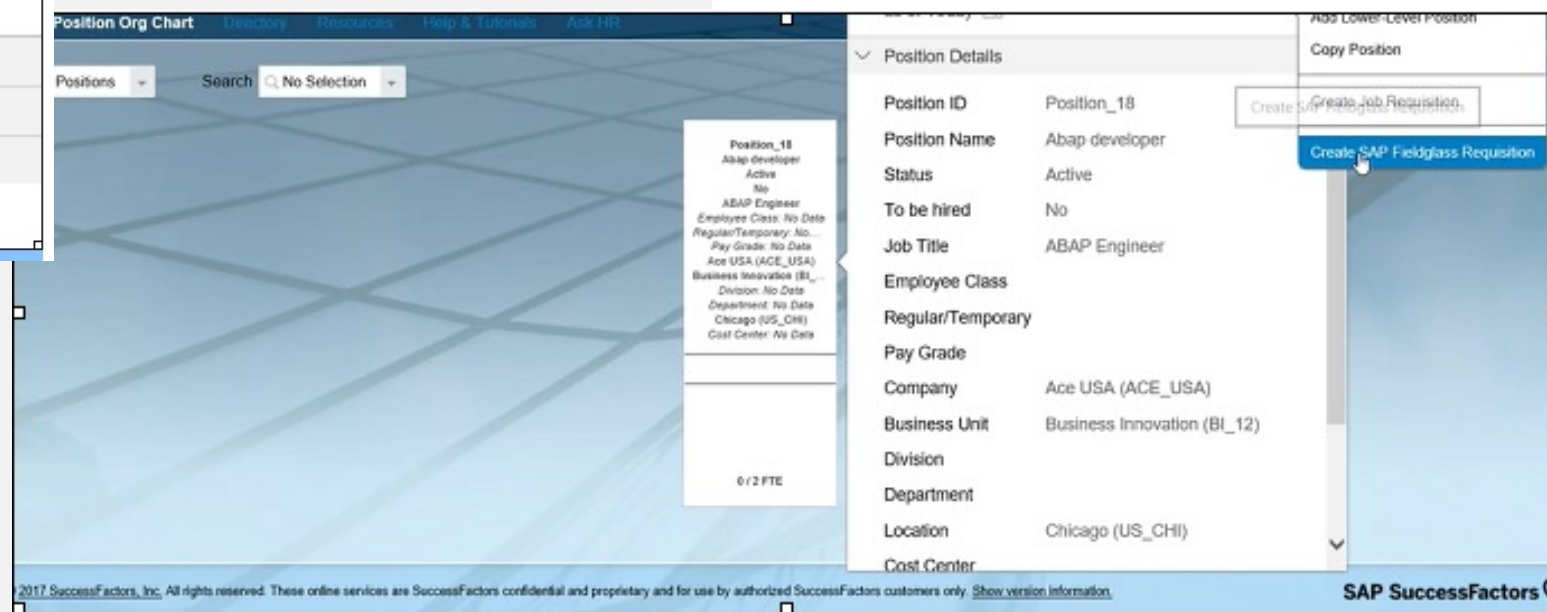
- Fieldglass User Integration
- Fieldglass Foundation - Legal Entity
- Fieldglass Foundation - Cost Center
- Fieldglass Foundation - Site
- Fieldglass Foundation - Business Unit



There are 3 integration scenarios:

1. Replicating master data from Employee Central to SAP Fieldglass.
2. **Creating the SAP Fieldglass Job Requisition from Employee Central Position Management.**
3. Replicating worker data from SAP Fieldglass to Employee Central.



The screenshot shows the SAP SuccessFactors Position Org Chart interface. The main area displays a search bar with "No Selection" and a list of positions. A sidebar on the left shows details for "Position_18" (Abap developer, Active, No, ABAP Engineer, Employee Class: No Data, Regular/Temporary: No Data, Pay Grade: No Data, Ace USA (ACE_USA), Business Innovation (BI_12), Division: No Data, Department: No Data, Chicago (US_CHI), Cost Center: No Data). The bottom right shows a "Position Details" panel with fields like Position ID, Position Name, Status, To be hired, Job Title, Employee Class, Regular/Temporary, Pay Grade, Company, Business Unit, Division, Department, Location, and Cost Center. A "Create SAP Fieldglass Requisition" button is visible in the bottom right corner.

- There are 3 integration scenarios:**
1. Replicating master data from Employee Central to SAP Fieldglass.
 2. Creating the SAP Fieldglass Job Requisition from Employee Central Position Management.
 3. **Replicating worker data from SAP Fieldglass to Employee Central.**

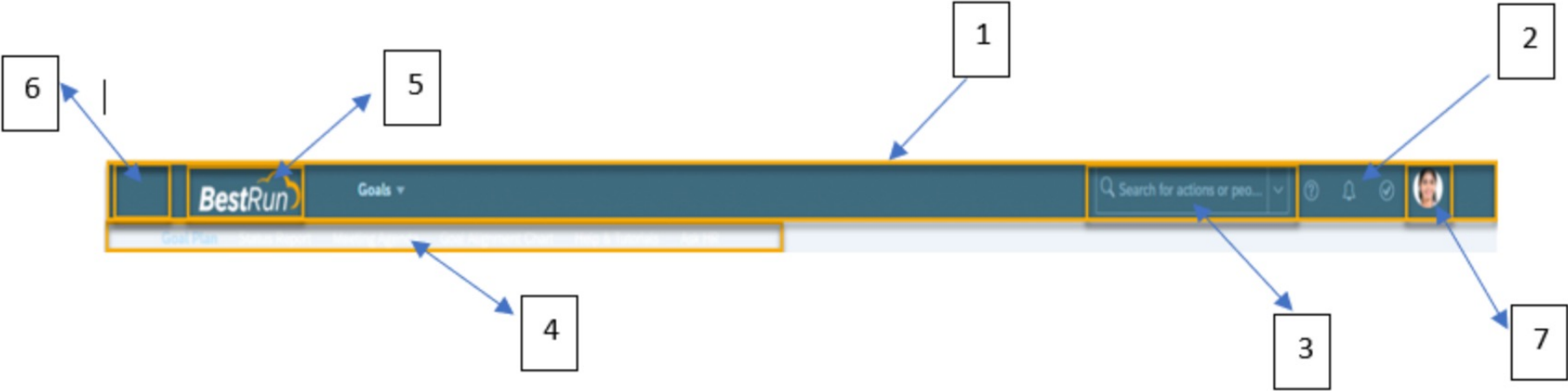
WorkOrder Entity Information

Employee Central Field Label	SAP Fieldglass Field Label	HCI Mapping Label	Description	Data Type
workOrderOwnerId	Work_Order_Owner_ID	WorkOrder	Work order owner ID	HRIS_Finduser (256)
workOrderName	Job_Posting_Title	WorkOrder	Work order owner name	String(128)
workOrderId	Work_Order_ID	WorkOrder	Work order ID number	String (100)
Vendor	Vendor_Code	WorkOrder	The vendor name	String (100)
userSysId	Work_Order_ID	WorkOrder	Unique ID for a contingent worker in SAP Fieldglass	String(128)
startDate	Start_Date	WorkOrder	Work order start date	Date
endDate	End_Date	WorkOrder	Work order end date	Date
effectiveStatus	NONE	WorkOrder	Always true = "A"	String
effectiveStartDate	Start_Date	WorkOrder	Work order start date	Date

UserInfo Entity Information

Employee Central Field Label	SAP Fieldglass Field Label	HCI Mapping Label	Description
username	Work_Order_ID	User	Unique ID
userID	Work_Order_ID	User	Unique ID
Status	status	User	Contingent
lastName	Last_Name	User	Contingent
firstName	First_Name	User	Contingent
email	Worker_Email	User	Contingent

How the Header Looks Now:



How the Header Looked Before:



Planned for Q2 2021 [Disclaimer](#)

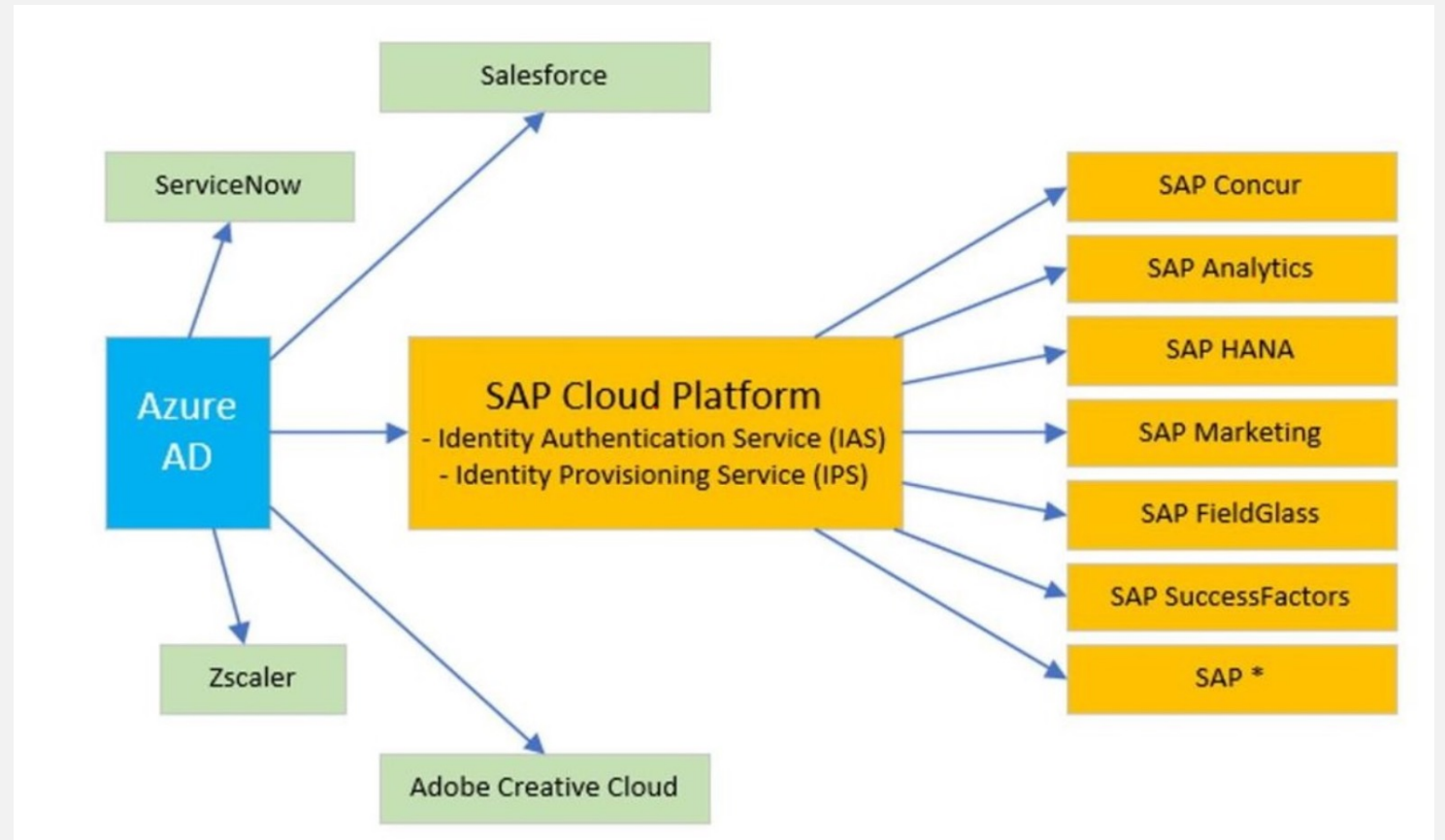
SAP Fiori shell bar as a universal feature

User Experience

- SAP SuccessFactors HXM Suite
- Effectiveness
- Experience
- Integration
- User Experience

Benefits and Cloud Example Architecture

One Login to multiple systems



Our Experience | How a project with a large client went



Our Experience | How a project with a large client went

There are 3 integration scenarios:

1. Replicating master data from Employee Central to SAP Fieldglass.
2. Creating the SAP Fieldglass Job Requisition from Employee Central Position Management.
3. Replicating worker data from SAP Fieldglass to Employee Central.

Standard mapping and integration was one person to one user in Fieldglass

Project Experience with large customer

Round 1:

Deployed Standard process and integration with a few custom fields.

Tested with test data

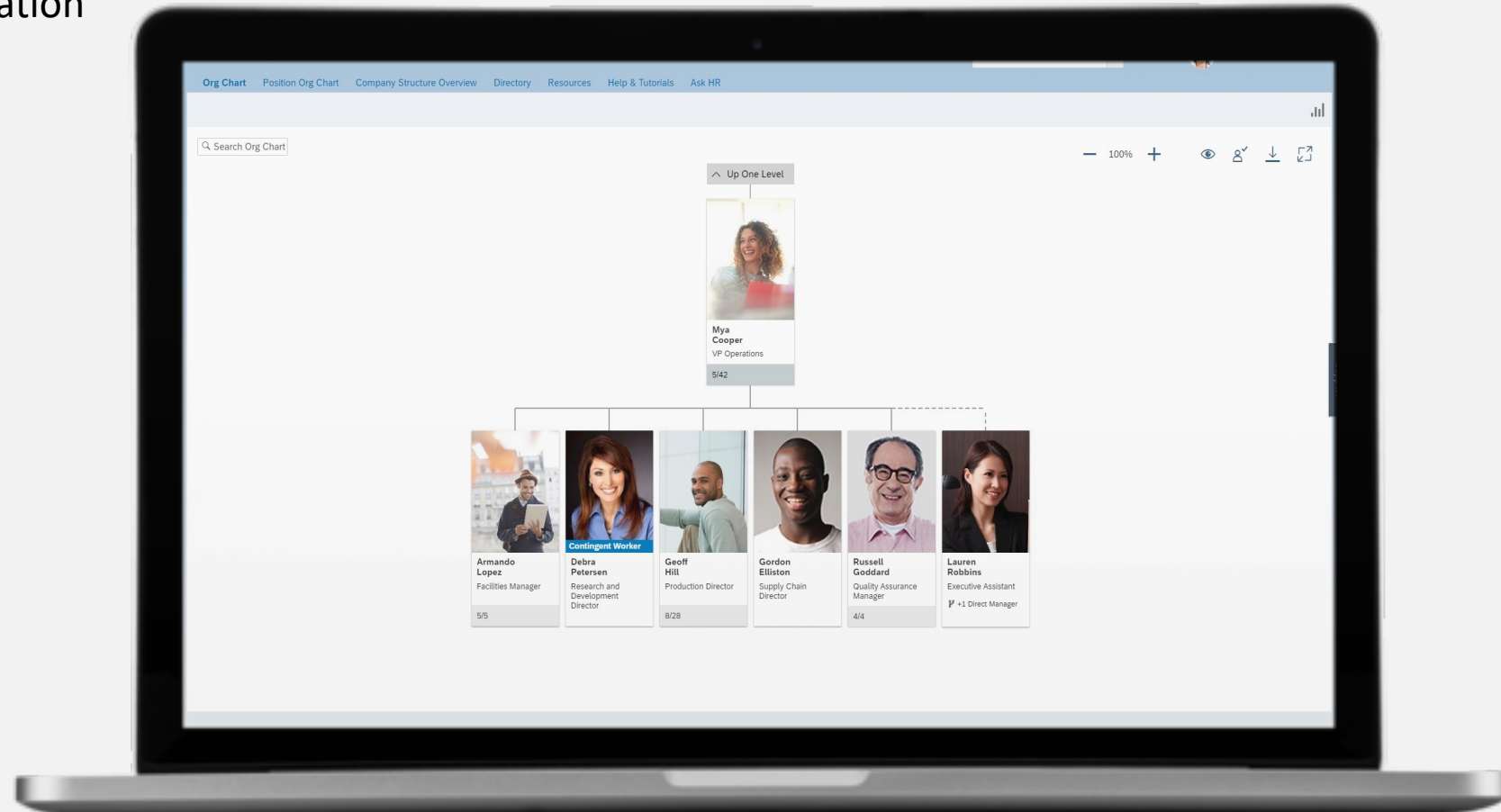
Standard integration processes only

Output:

Multiple Scenarios failed and integration had to be stopped.

Example:

Worker with new work order in the future got overwritten with a new start date and turned inactive, before the new updated date.



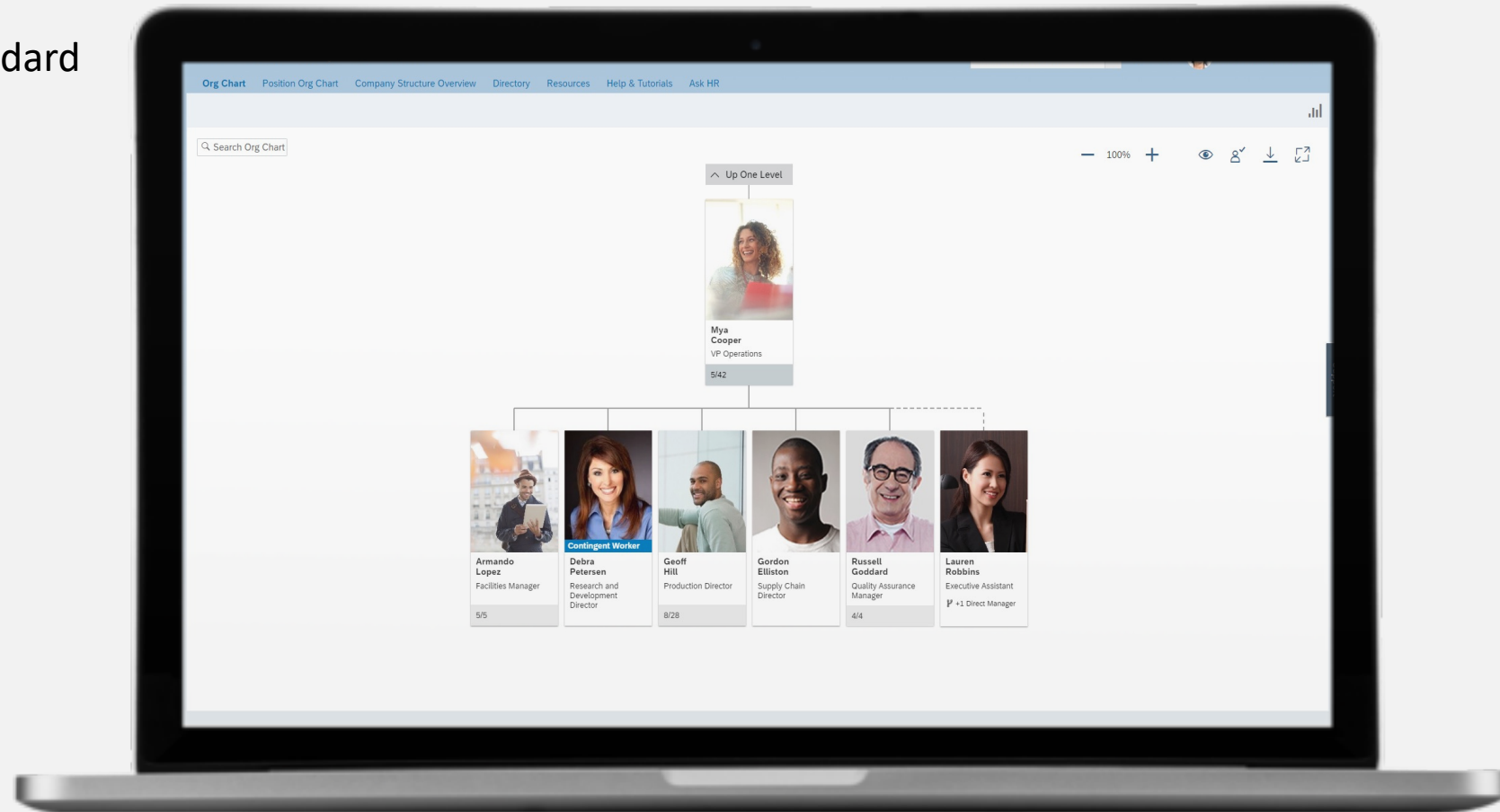
Key Points

Overlapping Assignments

Real data and processes were not standard

Test with test data not sufficient

Standard integration processes only



Round 2

Assumptions:

Concurrent Employment solves one case that was failing earlier with multiple assignments
Logic is required to add multiple streams of data in specific order

Prestudy was completed to verify initial thesis

Concurrent Employment For Contingent Workers – H1 2020 Release

User ID and Username Change

After this feature is activated, the system will create new employments when a contingent worker is rehired. **Previously, existing employments were reused, and work order/employment was overwritten** when a contingent worker rejoined your company.

What this means is that, for every add assignment or rehire action, a completely new User ID as well as Username gets created. What also gets created is a detached job and a completely new work order.


My Employee File

Employee Files
Help & Tutorials
Ask HR



Contingent Worker

Ruth Smith (103267-1) ▼

Craft Workers

Sales (5000139)

Craft Workers (past)

Sales (5000139)

Ended on February 4, 2020

Boston (10000-0001) (US/Eastern)

Local time: Monday, 04:23:15 PM

test@bestrun.sap.com

f
in

STATUS	USERID	USERNA	FIRSTN	NICKNA	MI	LASTNA	SUFFIX	TITLE	GENDE	EMAIL
active	103269	103267-1	Ruth			Smith		Craft Wor		test@bes
inactive	103267	103267	Ruth			Smith		Craft Wor		test@bes

Key Changes

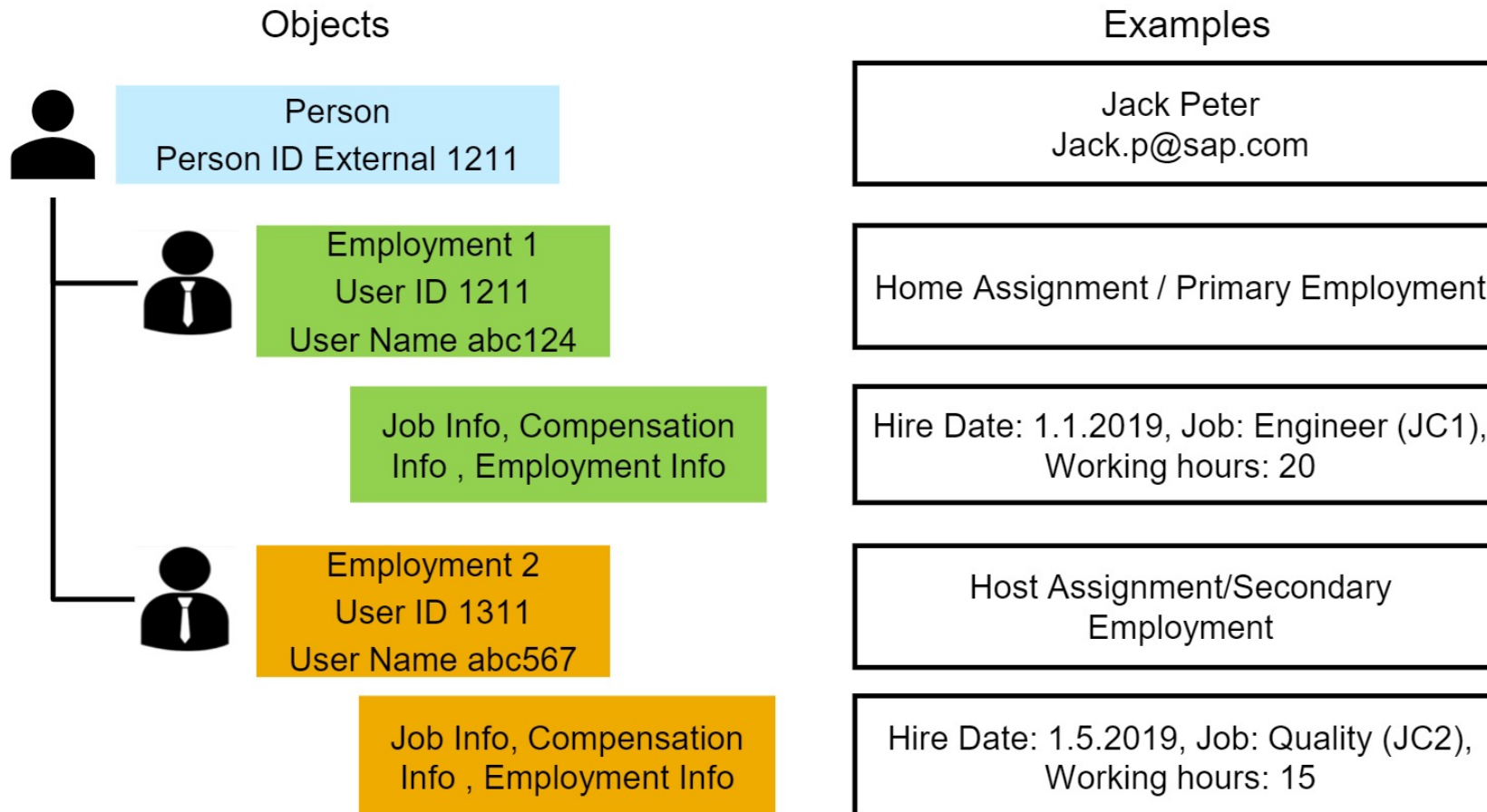
Employee Central		HCI Mapping		
Field Label	SAP Fieldglass Field Label	Label	Description	Data Type
<i>username</i>	<i>Work_Order_ID</i>	<i>User</i>	Unique ID for a worker in SAP Fieldglass	String(100) NCRU_U
<i>userID</i>	<i>Work_Order_ID</i>	<i>User</i>	Unique ID for a worker in SAP Fieldglass	String(100)_CRU_U
<i>Status</i>	<i>status</i>	<i>User</i>	Contingent worker status	String(17)_CRU_U
<i>lastName</i>	<i>Last_Name</i>	<i>User</i>	Contingent worker last name	String (128)
<i>firstName</i>	<i>First_Name</i>	<i>User</i>	Contingent worker first name	String (128)
<i>email</i>	<i>Worker_Email</i>	<i>User</i>	Contingent worker email address	String NCRU_U

Standard mapping and integration was one person to one user in Fieldglass

New logic is one User to Each Work Order

Multiple employments in EC

- ❑ EC provides the ability to separate the Person – human being from the contractual arrangement with the company
- ❑ An employee's contractual relationship with the company, is captured as an employment which tracks contractual events within the lifecycle of that employment.



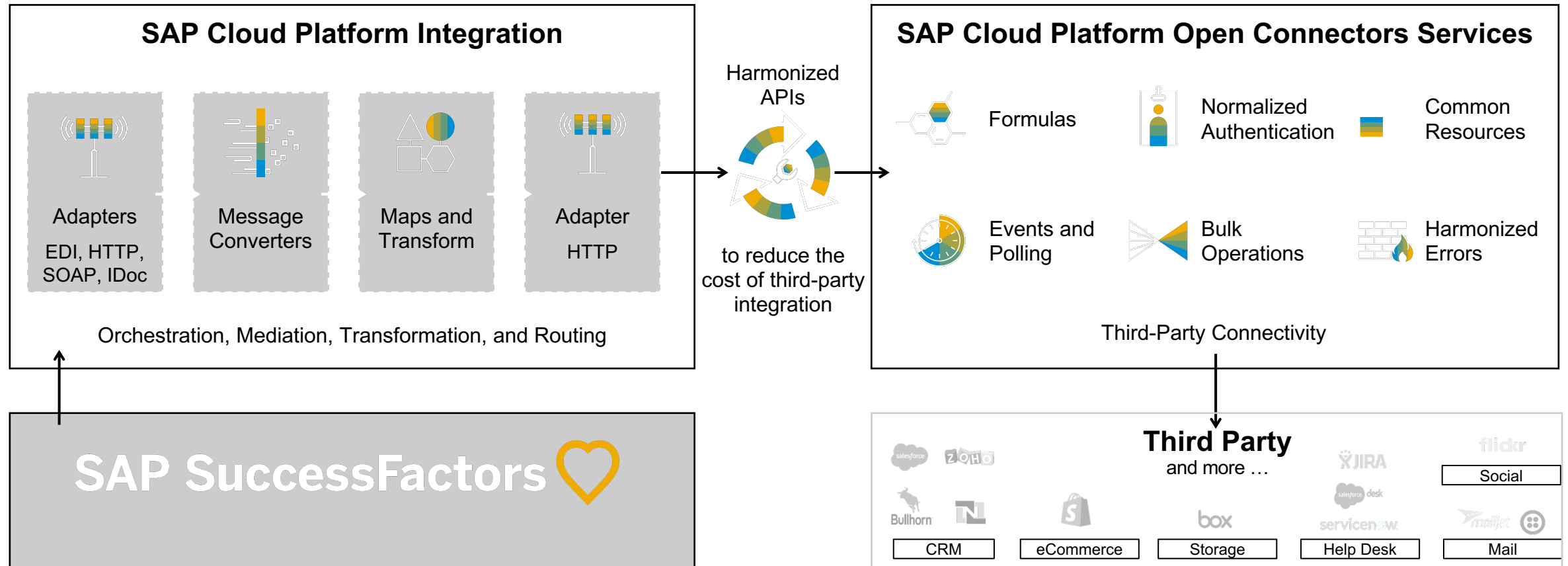
A short introduction to FG to Employee Central Data Transfer Process

- 1. Fieldglass creates output file of all changes
- 2. Cloud Platform Configures the data to a import friendly format, splitting the it into multiple files and adding transformational and logical changes.
- Based on a decision tree, a specific route is chosen for what logic is chosen.

#	FG Name
1	Job Seeker ID
2	Worker ID
3	Person ID
4	Security ID
5	Status
6	First Name
7	Last Name
8	Worker Email
9	Consultant Request
10	Work Order ID
11	Work Order/Work C
12	Work Order/Work C
13	Department Code
14	Department Name
15	Vendor Number

#	FG Name
29	Worker Supervisor
30	Work Order Status
31	Transaction Code
32	Last Revision Date
33	Worker Type
34	Company Code
35	Position ID
36	Job Code
37	Job Family
38	Event Reason
39	Email Type
40	Email IsPrimary
41	Phone Type
42	Phone IsPrimary
43	Employee Group
44	Employee Subgrou
45	Regular/Temporar

Integrate: Open Connectors



Scenarios for transfer of data and new employments

Scenario 1: New Active Work Order, New Worker.
Status: Hire



Scenario 2: Update to an existing active Work Order.
Status: Update



Scenario 3: 1) Close Action take by User with Future End date.
2) Doesn't resend when status changes to close.
Status: Term



Scenario 4: Close Action taken by System after end date.
Status: Term



Scenario 5: 1) A new work order with the same worker is entered.
2) Overlaps an existing active work order.
3) Close Action Taken by User at end of first Work Order.
Status: Update



Scenario 6: 1) A new work order with the same worker is entered.
2) There is no overlap.
3) Close Action Taken by User at end of first Work Order.
Status: Term



Scenario 7: 1) A new work order with the same worker is entered.
2) There is no overlap.
3) Auto close Action is taken on the first Work Order after it's end date.
Status: Update



Implementation Notes

- 1) Security ID is implemented.
- 2) Buyer Reference will contain the External Person ID.

Scenario 7: 1) A new work order with the same worker is entered.
2) There is no overlap.
3) Auto close Action is taken on the first Work Order after it's end date.
Status: Update



Scenario 8: 1) A new work order with the same worker is entered.
2) The gap of previous worker close date and current worker start date should be more than 1 day.
3) The previous work order is in termination status.
Status: Rehire



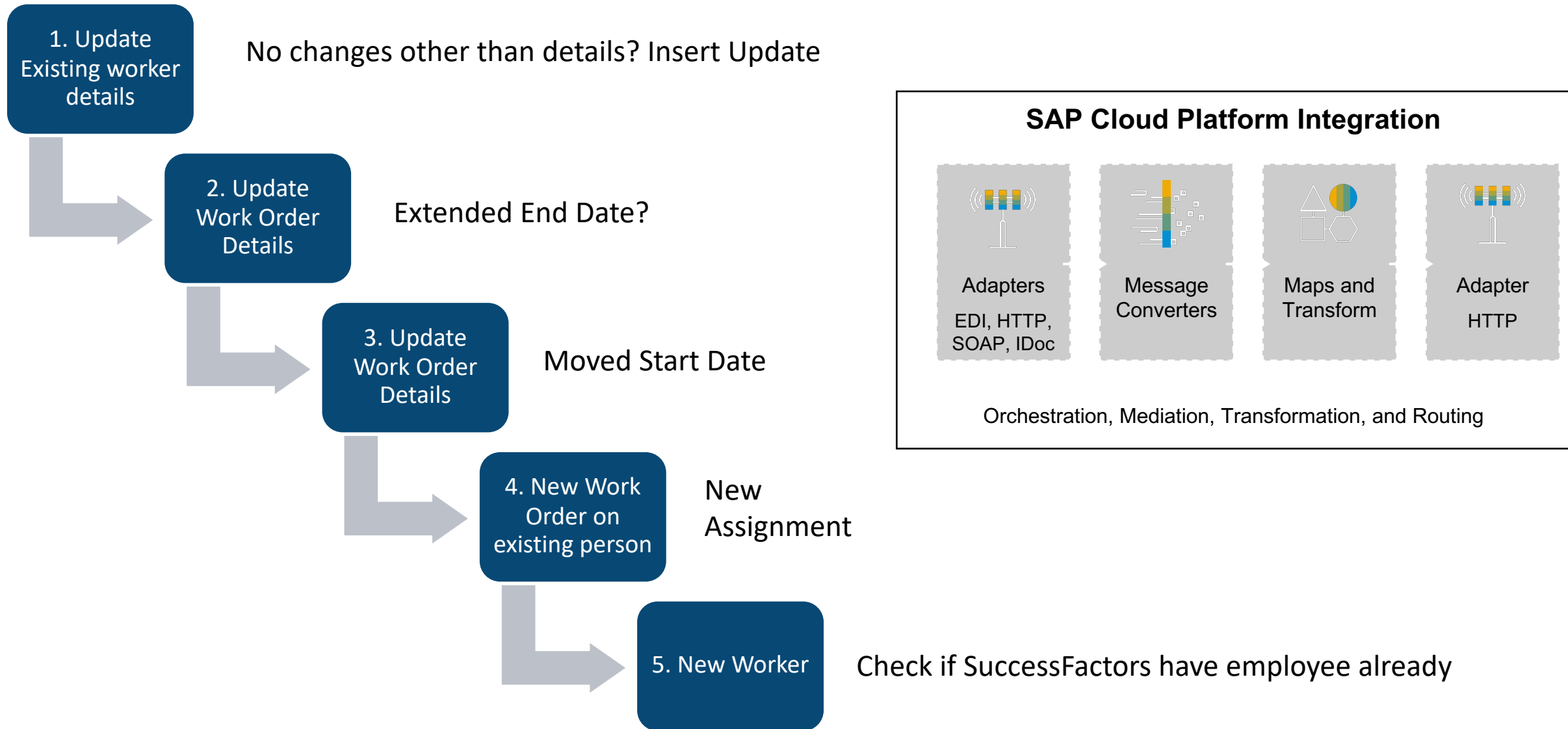
Scenario 9: 1) A new work order with the same worker is entered.
2) Previous Work Order is already termed.
3) Overlaps an existing active work order.
Status: Rehire



Scenario 10: 1) A new work order with the same worker is entered.
2) There is a gap in coverage between previous work order end date and second work order start date
3) The previous work order is in termination status.
4) The second work order already sent rehire status.
Status: Update



FieldGlass to SuccessFactors Integration Field Mapping

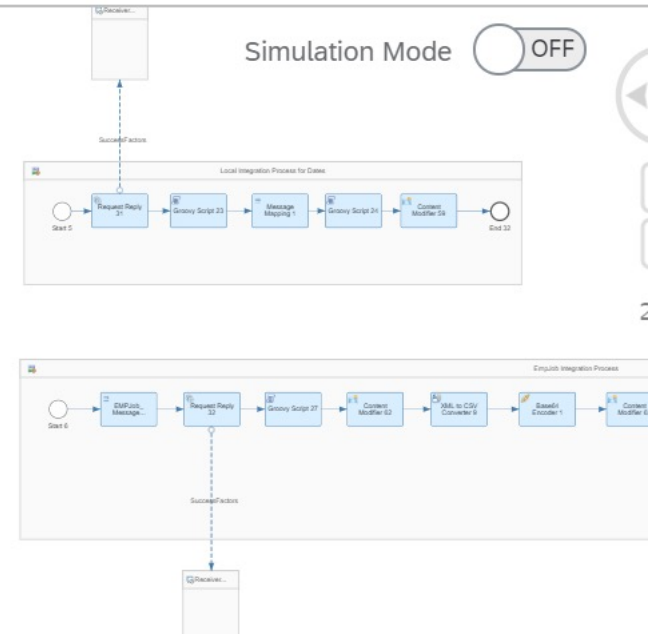
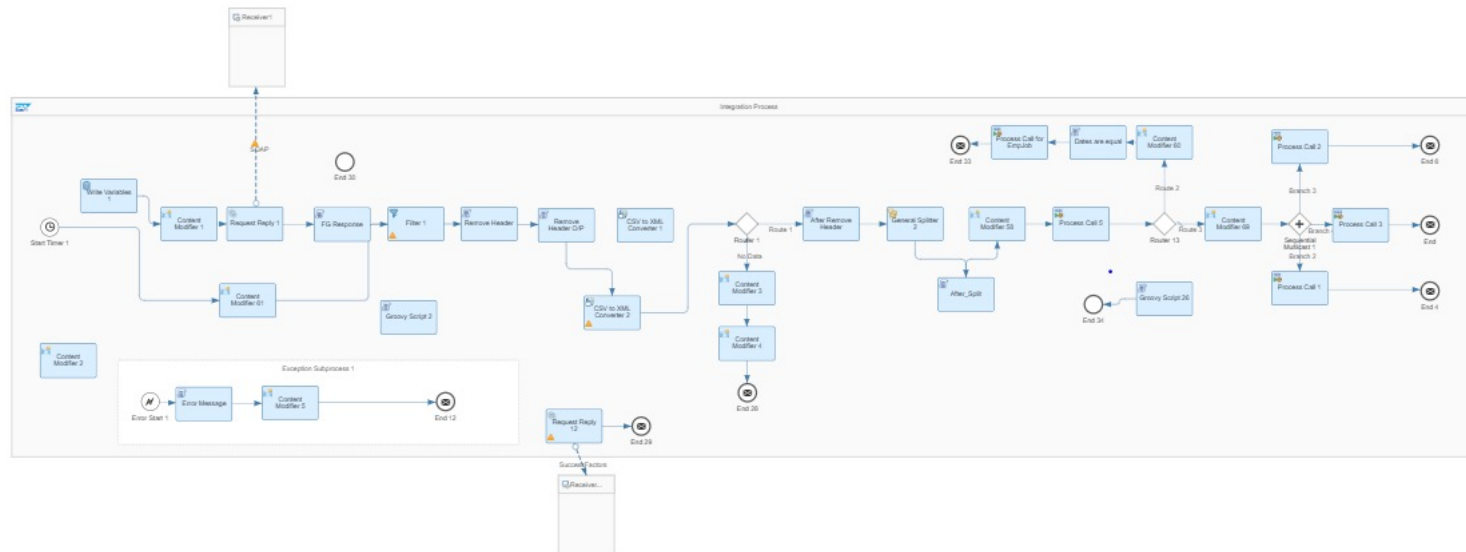


2. Cloud Platform Configures the data to a import friendly



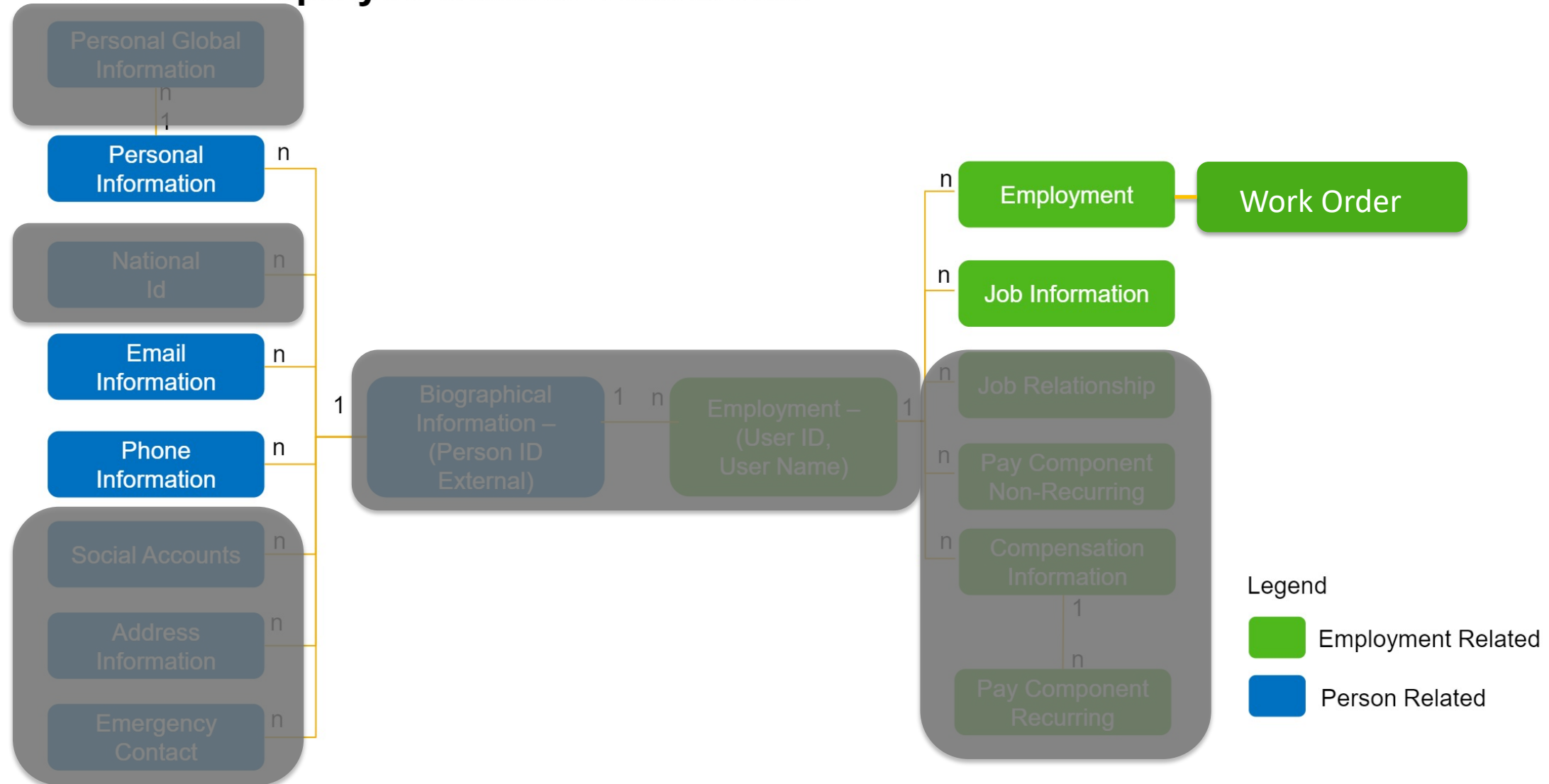
Design / SAP Fieldglass to SuccessFactors EC - Contingent Worker / Fieldglass to SF EC - Contingent Worker_POC /
Fieldglass to SF EC - Contingent Worker_POC

Edit Configure Deploy Delete



Scenario 1 Update Information on existing Employee

Overview Employee Central Data Model



	Event Name	Event Description	Event Type	Created Date	
	Integration Execution Status Messages	User ODATA Response	END	Thu May 06 2021 12:41:12 GMT+0200 (Central European Summer Time)	
	Integration Execution Status Messages	PerPersonal SF ODATAResponse	END	Thu May 06 2021 12:41:07 GMT+0200 (Central European Summer Time)	
	Integration Execution Status Messages	PerEmail SF ODATAResponse	END	Thu May 06 2021 12:41:05 GMT+0200 (Central European Summer Time)	
	Integration Execution Status Messages	PerPhone SF ODATAResponse	END	Thu May 06 2021 12:41:03 GMT+0200 (Central European Summer Time)	
	Integration Execution Status Messages	PerPerson ODATAResponse :	END	Thu May 06 2021 12:40:58 GMT+0200 (Central European Summer Time)	
	Integration Execution Status Messages	PerPersonal SF ODATAResponse	END	Thu May 06 2021 12:40:55 GMT+0200 (Central European Summer Time)	
	Integration Execution Status Messages	PerEmail SF ODATAResponse	END	Thu May 06 2021 12:40:52 GMT+0200 (Central European Summer Time)	
	Integration Execution Status Messages	PerPhone SF ODATAResponse	END	Thu May 06 2021 12:40:50 GMT+0200 (Central European Summer Time)	
	Integration Execution Status Messages	EmpJOB ODATAResponse	END	Thu May 06 2021 12:40:48 GMT+0200 (Central European Summer Time)	
	Integration Execution Status Messages	WorkOrderSF ODATAResponse	END	Thu May 06 2021 12:40:45 GMT+0200 (Central European Summer Time)	

Process Instance Name	Process Definition Identifier	Process Definition Name	Timestamp	Process State
FeildGlass to SF EC_PerPerson: 2021-05-06T10:41:08	FeildGlass to SF EC_PerPerson	FeildGlass to SF EC_PerPerson	Thu May 06 2021 12:41:08 GMT+0200 (Central European Summer Time)	FAILED
FieldGlass To SF EC_EMP JOB: 2021-05-06T10:41:02	FieldGlass To SF EC_EMP JOB	FieldGlass To SF EC_EMP JOB	Thu May 06 2021 12:41:02 GMT+0200 (Central European Summer Time)	FAILED
FeildGlass to SF EC_WORK_ORDER2021-05-06T10:4...	FeildGlass to SF EC_WORK_ORDER	FeildGlass to SF EC_WORK_ORDER	Thu May 06 2021 12:41:00 GMT+0200 (Central European Summer Time)	FAILED
FieldGlass To SF EC_EmpEmployment2021-05-06T10:...	FieldGlass To SF EC_EmpEmployment	FieldGlass To SF EC_EmpEmployment	Thu May 06 2021 12:40:56 GMT+0200 (Central European Summer Time)	FAILED
Packaged Integration FieldGlass To SF EC_2021-05-06...	Packaged Integration FieldGlass To SF EC	Packaged Integration FieldGlass To SF EC	Thu May 06 2021 12:40:45 GMT+0200 (Central European Summer Time)	COMPLETED_SUCCESSFULLY

Summary and Q & A



Concurrent Employment is a must



Once logic for scenarios are applied, the integrity of integration is solid



The road to get there requires expertise on desired process steps in target and source system

Some Processes triggers different responses in FieldGlass

Expected outcome of each process change and how it changes data open for transferred must be addresses and tested



A solid amount of testing with real data is required

Both Change Manager in the future, and extent start date, then do an org change later at the same date?



Post Implementation Ownership is required



Process owners must agree across systems for new changes

“

We simplify HR and payroll administration, and empower you with useful so that you can invest more in people.

Thank you!

Sondre Grahl

Manager – Cloud Consulting
Sondre.grahl-jacobsen@zalaris.com



Hans-Petter Mellerud, CEO & Founder