

IBM SAP SuccessFactors Reinvention for HR Design for Me

Now is the time for your organization to reinvent itself, with a focus on people at the core.

We now live in a time where the lines between customer experience and employee experience are blurred.

Employees demand a personalized, more consumer-like experience at work. And there is increasing evidence of a positive correlation between an improved people experience and an improved customer experience. If you want the experience on the outside to be great, then you need to work on a great experience on the inside, as well.

And, given the continuous, fast pace of change, speed is the new business competency. It is essential that people have the ability to access systems whenever they need to, wherever they are, and that managers are able to get the insights they need to attract, identify and retain top performers — and use that information to solve the most complex business problems.

An adaptable, self-reinventing, fast learning workforce gives you the competitive advantage you need.



65%

CEOs who expect people skills to have a strong impact on their businesses over the next several years¹



71%

CHROs who value personalized learning over any other capability²



8%

1% increase in employee engagement can drive 8% increase in sales³



73%

Percentage of employees who go above and beyond at organizations that are focused on employee engagement⁴

IBM Services



IBM

Design for Me Approach

The IBM Journey

Powered by Watson

Digital Change

Progressive CHROs are rewriting the rules for HR

The change begins with HR. Today's CHROs are getting in front of disruption. They are reinventing and modernizing with tools and processes to accelerate a move from analog to digital and cognitive. They are attracting, retaining and engaging their people to drive positive outcomes, and they are unleashing a new HR operating model to create an agile and future-proofed organization with budgets reinvested for innovation. Successful organizations are designing for people at the center of every system and experience — and are talent-centric and AI-powered.

Building better business from the inside out

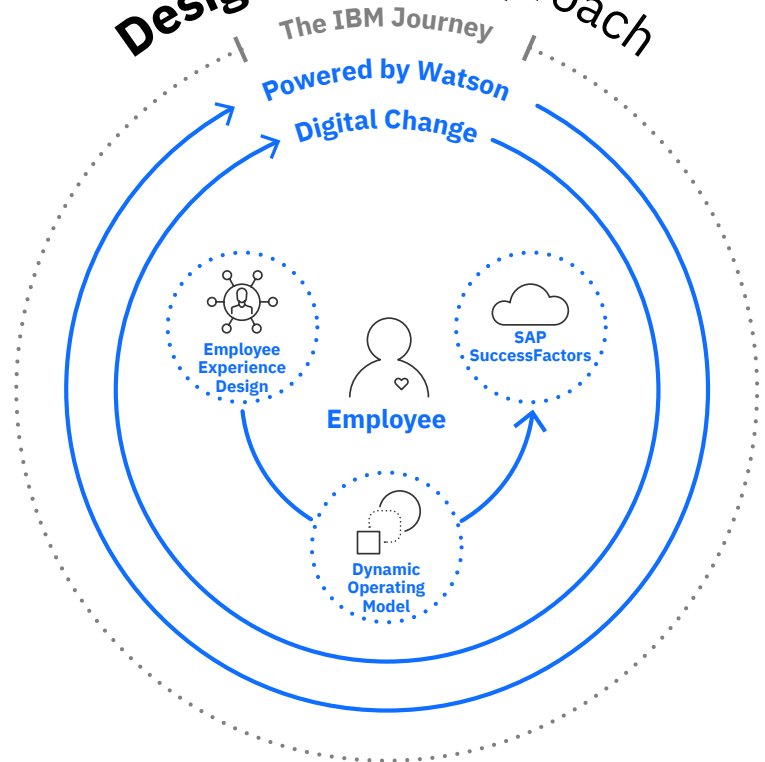
IBM knows about HR reinvention because we have reinvented our own business from the inside out. Responding to marketplace disruption, as well as internal demand, IBM wanted to reimagine Human Resources and become more agile at scale. IBM was disruptive by design... employing Design Thinking to unleash its talent and reinvent the employee experience overall.

IBM SAP SuccessFactors Reinvention for HR

IBM has learned from its own transformation journey and its experience from helping other leading organizations reinvent. We've taken the best insights, tools and methods — having gone from a process-driven mindset to one that's employee-centric, integrating Design Thinking and Agile methods — and brought them forward with IBM SAP SuccessFactors Reinvention for HR. IBM SAP SuccessFactors Reinvention for HR is designed with people at the center. We start with the employee experience and embed that throughout our approach—resulting in a successful and widely adopted SAP SuccessFactors solution.

IBM's Design for Me Approach starts with people. It is powered by Watson and influenced by the IBM journey — incorporating digital change throughout to create a shift — from managing resistance to embracing change. It leverages IBM's leading Digital Change methodology, Change Insights Dashboards and IBM's ThinkXChange platform.

During Employee Experience Design, you'll define the HR vision and identify challenges and opportunities from the user's perspective. Design Thinking principles guide you as you shape the employee experience and incorporate best practices like social sentiment analysis to build a more transparent organization where employees are not simply consumers but co-creators of the organization.



Deploying SAP SuccessFactors is the right opportunity to reimagine HR, and IBM is a trusted partner that brings its experience as an SAP SuccessFactors partner to fuel your success. Our expertise and approach gives you the ability to continuously innovate and keep pace with business while driving positive outcomes.

At IBM, we believe the journey of deploying SAP SuccessFactors is just as important as the decision to choose SAP SuccessFactors. We know the people you partner with matter. IBM will partner with you as a trusted advisor as you reinvent your organization with people at the core.

Are you ready to reinvent?

Learn more

IBM puts the power of innovative technology to work to modernize and reinvent Human Resources. With proven expertise and innovative practices, IBM helps transform multinational organizations through ongoing strategic consulting services.

Learn more at ibm.com/services/sap/successfactors



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- 1 Plotting the Platform Payoff: The Chief Executive Officer Perspective. IBM Institute for Business Value. May 2018
- 2 Unplug from the Past: The Chief Human Resources Officer Perspective. IBM Institute for Business Value. May 2018
- 3 Kenexa Workforce Science Research
- 4 Unplug from the Past: The Chief Human Resources Officer Perspective. IBM Institute for Business Value. May 2018