Creating a Culture of Continuous Learning and Compliance: Using SAP SuccessFactors Learning
Agenda

Learning use cases
- Developing talent
- Driving external enablement
- Solving compliance needs

Top trends in learning

Your learning culture
- Traditional model
- Culture of learning and sharing model

Wrap-up
Learning Use Cases
Organizations that embrace learning outperform their competition

- 46% more likely to be first to market
- 37% greater employee productivity
- 34% better response to customer needs
- 26% better at delivering “quality products”
- 58% more prepared to meet future demand
- 17% more likely to be market share leaders

Bersin & Associates, 2012
However, there are barriers to learning adoption

What we uniquely do to help you overcome those barriers

MODERN
You can deliver any modality or methodology of training, anytime

PERSONAL
The path to learning is easier and more personalized

MEASURABLE
Learning happens more often, and results are measurable
Modern
We support all modalities and methodologies

- eLearning
- Assessments
- Exams/Quizzes
- Task-based OJT
- SME
- Classroom
- Virtual ILT
- Certifications
- Mentoring
- Collaboration
Personal
The path to learning is open, relevant, and unique to each learner

- Peer-to-peer recommendations
- Premium Content Management Service
- Open Content Network
- SAP Jam Collaboration
  - Learning communities
  - Ad hoc expert and expertise
  - Mentoring and coaching
  - Communities of practice
Measurable
Our approaches lead to greater engagement and improved learning results

- Support for Kirkpatrick Levels 1-4
  - Level 4 is achieved via SAP SuccessFactors Workforce Analytics
- Pre- and post-tests
- Objective-based question pools
- Ratings for courses, items, QuickGuides
- Pre-built reports and dashboards
Solution Overview
SAP SuccessFactors Learning
One Solution. Unlimited Possibilities.

Beautiful, Engaging Experiences for Everyone

Compliance Training

Talent Development

External Audiences

Open Content Solutions & Strategy
Standard Content Storage | Standard Content Bandwidth | Premium Content Management Services
SAP Workforce Performance Builder for Content Development | SCORM/ AICC Standards Support

Learning Management System (LMS)
SAP SuccessFactors HCM Suite | SAP Jam Collaboration | Mobile | Analytics
How we work with you to deliver learning

- Automated learning assignments based on nearly any criteria
- Visibility into compliance training status
- Support for multi-part e-signatures
- Comprehensive reporting
- Optional validated SaaS for LMS option

- Easy to use home page with to-do list, visual KPIs, and quick links
- Powerful My Team, Dashboards, and Reports for managers
- Social learning capabilities (mentoring, communities of practice)
- Programs for continuous learning
- Mobile learning

- Uniquely branded learning sites
- Configurable marketing pages
- eCommerce with multi-currency and multiple payment support
- Customizable course catalogs for each external learning group
Talent Development
Employees aren’t prepared for the future
Top concerns

- 50%: The skills they have now will be what’s needed in 3 years
- 34%: Their company is able to give them the training they need

Oxford Economics
Talent development
Improve employee skills

- Increase agility, speed and quality
- Help employees meet goals
- Improve succession readiness
- Accelerate time to productivity
- Develop new leaders
Talent development
Key Capabilities

- Mobile learning
- Programs for continuous learning over time
- QuickGuides for step-by-step “how tos” on any topic
- Social learning capabilities (mentoring, communities of practice)
External enablement
Organizations that deliver external learning improve results

Those organizations with formal learning programs for both customers and partners saw nearly double the revenue increase, at 9% year over year. Organizations extending learning to both customers and partners saw nearly double the increase in year-over-year revenue per FTE.

Employee Learning: +5%
Employee and Customer or Partner Learning: +7%
Employee, Customer and Partner Learning: +9%

Extended Enterprise systems by the Aberdeen Group
http://www.webcourseworks.com/5 Reasons why an extended enterprise LMS is right for your business/
External enablement
Create unique external/extended environments

- Bring Learning to groups outside of your organization
- Create revenue-generating opportunities for learning organizations
- Retain customers, enable partners
- Provide a strong business case and ROI for learning
External enablement
Key Capabilities

• Uniquely branded learning sites
• Automated learning assignments
• Assign different learning catalogs to different audiences
• Configurable ‘Marketing Pages’
• eCommerce with multi-currency and multiple payment support
External Enablement

Introducing:

SAP SuccessFactors Learning Marketplace
Why Learning Marketplace?

01 Traditional learning solution vendors are simply unable to devote the resources required to build best-in-class commerce capabilities

02 Global commerce solutions don’t meet the unique needs of managing training

03 Enterprises are forced to compromise simplicity or completeness of vision due to technical barriers

04 Customers are asking for an “Amazon-like” consumer experience without the need for custom integration or complex site development
What’s included in the SAP SuccessFactors Learning “Marketplace”

- Core course management
- Qualification and certification management
- Online content handling
- Schedule management
- Training resource management
- Exam generation and management
- Course consumption tracking

- Support for multiple credit card processors
- Integrated to global tax engines
- Support for fraud detection

- Web content management
- Search engine optimization
- Public and private product pages
- Configurable user registration process
- Marketing promotions and recommendations
- Flexible catalog presentation
- Native responsive design for cross-platform deployments

LMS

Commerce Engine

Customer Experience Engine
Compliance
Mandatory compliance training is the majority of learning content. Top concerns include:

- Mandatory and Compliance (e.g., safety and security) - 11.5%
- Managerial and Supervisory - 11.5%
- Profession or Industry-specific (e.g., engineering, accounting, legal, and medical) - 10.8%
- Processes, Procedures, and Business Practices - 9.1%
Compliance-related training
Improve regulatory compliance and reduce legal risk

- ‘Automate and Assure’
- Minimize risk
- Reduce administrative headaches
- Ensure Quality (QxP) Processes
- Enable ISO/manufacturing/sustainability
- Meet government reporting requirements
Compliance training
Key Capabilities

- Automated learning assignments based on nearly any criteria
- Visibility into compliance training status and activities
- Comprehensive reporting
- Support for multi-part e-signatures
- Support for FDA 21 CFR Part 11
SAP SuccessFactors validated SaaS for LMS option

- Premium Multi-Tenant SaaS with annual updates, to provide time for the validation testing process
- Six month window to review and prepare for the annual upgrade (IQ, OQ, PQ testing)
- Patches only applied for stability
Top Trends in Learning

SAP SuccessFactors ❤️
What are some top trends in learning and development?

Gamification

Content

Mobile
Gamification
Tips for gamification

1. Define the learning outcome
2. Define your audience
3. Pilot test
4. Tie it to things that people should be doing anyway
SuccessFactors Learning Integration with Bunchball Nitro
Content
Need to overhaul the economics of learning

$46b
Learning spend on external training expenses

$1,772
Average cost per learning hour created

$1,195
Direct expenditure per employee

ASTD, 2013 Study
Evolving delivery channels and methods

Now, smaller, bite-size pieces of learning content are driven to multiple outputs, such as:

• Mobile devices
• Videos
• Massive Open Online Courses (MOOCs)
• Interactive or on-the-job assessments
SuccessFactors LMS includes content storage and optimized content distribution

- **25 GBs of content** storage is bundled with a new LMS Subscription
- **Reduces dependence** on internal IT Resources
- **Moves the content closer** to the end user with AKAMAI CDN
- **Eliminates** inherent content cross-domain restrictions
- **Reduces** internal network congestion
- **Centralizes content** in one location with the SF LMS
Open Content Network

Enables organizations to offer their employees the ability to easily access fresh, meaningful content at a reduced cost through Massive Online Open Courses (MOOCs).

With the OCN, our partners’ catalogs can be enabled in our LMS and made available in catalogs as part of Programs or Curricula, as well as directly assigned to employees by admins or supervisors.
View of OCN courses in a catalog

- **Budgeting** (AUS_TYPE HARVARDMM.4001)
  Understand what budgets are and why they matter. Develop operating budgets reflecting your group’s needs.
  - Free

- **Business Case Development** (AUS_TYPE HARVARDMM.5003)
  Understand the difference between a business case and a business plan. Learn the process for creating.
  - Free

- **Business Plan Development** (AUS_TYPE HARVARDMM.11003)
  Create a business plan that will sell your idea and help you make strategic decisions. Learn what makes the difference.
  - Free

- **Career Management** (AUS_TYPE HARVARDMM.4002)
  Take control of your career. Learn how to uncover your deepest interests and values, indentify skill needs.
  - Free
Mobile
Mobile opens up new opportunities in learning

Apply knowledge everywhere, anywhere

Reimagine the user experience

Align mobile learning for the entire workforce
Our commitment to innovation in mobile

- Develop solutions that meet employee and organizational needs
- Increase employee productivity, competitive advantage and provide significant differentiation
- Boost employee motivation, creativity, and autonomy
Your Learning Culture
Use the LMS to shape your learning culture

Traditional Learning Culture

De-Centralized Training Organization

Centralized Training Organization
Use the LMS to shape your learning culture (cont.)

Culture of Learning and Sharing

- Learning is integrated into your daily work life
- User-centric
- Doesn’t rely on top-down training
Traditional Model
Tools for traditional learning

- Assignment Profiles
- Course Catalog
- Featured Courses
- Online Courses
- Offline Player
- Course Registrations
- Task Checklists
- Curricula
- Quizzes
- Administrator-Assigned Course Recommendations
Culture of Learning and Sharing Model
Tools for a culture of learning and sharing

- Programs
- External Links
- Open Content Network
- Peer Recommendations
- Content Ratings
- QuickGuides
- Recommendations Newsletter
- Collections
- Personalized Recommendations (BETA)
Demo
Wrap-Up
Where to find more information

- www.successfactors.com
Key points to take home

1. You, and each of your employees, are the best “learning machines” available. How can you engage, rekindle curiosity, and inspire lifelong learning?

2. Learning is the foundation of all other talent processes.

3. Consider gamification and a mobile strategy to motivate your learners.

4. Learning is not just for “top-down” compliance-related training.

5. Try a blend of formal and informal learning activities, depending on what you want to accomplish.

6. You can deploy Learning alone, with SuccessFactors Suite, and/or with your on-premise SAP ERP HCM.
Thank you

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