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## SAP Solution Brief

Human Experience Management Solutions from SAP | SAP Work Zone for HR

# HR Digital Transformation: Unlocking a **New Workforce Experience**

THE BEST RUN



# Empower Employees with a Unified, Digital Work Experience

In times of rapid change, productive and engaged employees are your most valuable resource. Are you, as a strategic HR leader, equipping your employees to respond to disruption by providing a **digital workplace experience** so they can do their best work? Are you offering them the applications, information, and collaboration they need to do their job – regardless of where they work?

This is no small task given the proliferation of applications across the modern enterprise. Most workers log in to 10 or more applications to do work, handle HR tasks, find an expert, procure goods, and more.\* This increases stress and hurts employee experiences – and makes it harder to lead people in times of disruption and change.

Reimagine work experiences with SAP® Work Zone for HR, tools for an intelligent workplace, delivering

hyperpersonalized, smooth experiences to employees so they can do their best work, stay engaged and informed, and grow their knowledge and network – wherever they are. Part of the comprehensive human experience management solutions from SAP, it empowers your intelligent enterprise by connecting experiences across SAP software landscapes and third-party apps, streamlining work and intelligently surfacing relevant content, recommendations, insights, and actions.

**Empower Employees with a Unified, Digital Work Experience**

\*IDC InfoBrief, sponsored by SAP, "The Intelligent Digital Workplace," Doc # US46188420BROI, April 2020.

# Enable People to **Work Smarter** and **Faster from Anywhere**

When employees have to log into multiple applications and hunt down the information, processes, and people they need, it breaks their flow, reduces productivity, and results in frustration and stress.

With SAP Work Zone for HR, you can create a digital work environment that helps everyone work smarter, faster, and with agility. Each employee gets comprehensive, personalized access to everything they need to do their job through a single home page, including applications, guided experiences

and processes, knowledge base, collaboration workspaces, training, and communications.

Employees can hyperpersonalize their digital workspace in meaningful ways that enhance their personal productivity and ease of use. With SAP Work Zone for HR, they can change the layout of their page, pull in the applications they need to do their work, access the enterprise data they need to monitor and analyze, and more.

## **Enable People to Work Smarter and Faster from Anywhere**

Engage Employees with Top-Down and Two-Way Communications

Foster a Culture of Continuous Learning

Optimize Employee Onboarding, Cross-Boarding, and Offboarding

Support Remote Workforces Flexibly and Securely

Proactively Monitor and Improve the Employee Experience

Embedded intelligent functionality in your employees' workspace helps them get their work done faster. For example, workers benefit from:

- Guided experiences that help them navigate complex processes across your company's SAP software landscape and third-party applications – and get tasks done efficiently
- A personalized, consumer-grade experience – designed for ease of use – that provides the content they need the way they want to see it

- Intelligent surfacing of the most relevant data, trending content, recommendations, insights, and actions for each employee
- Proactive notifications and alerts to help them prioritize and execute tasks
- Tools to connect people and content so they can continue to learn and do their job more efficiently and effectively

### **Enable People to Work Smarter and Faster from Anywhere**

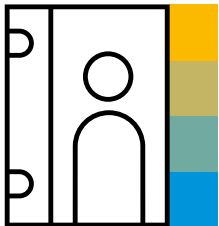
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SAP Work Zone for HR brings together everything HR and your people need in one tidy, **employee-centered place**.

# Engage Employees with **Top-Down and Two-Way Communications**

As your organization responds to new opportunities, risks, and uncertainties, your employees need to be agile and informed, moving in lockstep with the latest programs, plans, strategies, health and safety requirements, and more. This requires frequent, clear corporate communications to departments, teams, divisions, and even your entire workforce – and assurance that employees understand them.

With SAP Work Zone for HR, you gain a new, secure channel for both creating and distributing **top-down communications** – confident they will reach intended audiences every time. When employees log in to their personalized digital

workspace, they gain immediate access to whatever communications are relevant to them. Employees no longer need to go to a separate corporate portal or check e-mail to stay informed.

Equally important, with SAP Work Zone for HR, your HR team can create and publish employee communications swiftly and easily – and without IT involvement – using the solution's intuitive interface and templates. This not only saves HR a great deal of time and money but also empowers HR leaders to respond to unexpected events, opportunities, and threats with unprecedented speed and agility.

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Equally important, SAP Work Zone for HR uniquely supports **two-way employee communications** – not just one-way broadcasts – so you can assess employee understanding, sentiment, and more. For example, you can facilitate employee discussions, deepen engagement, and build community by:

- **Improving transparency and deepening understanding with ongoing, open communications and discussions** – When launching a new program (for example, a new employee benefit program), your benefits team can easily create a workspace and share key information with the regions and departments for which those benefits are applicable.

- **Enhancing top-down communication with bottom-up Q&A and discussion sessions** – Whether people are cheering, speculating, or just wondering what's next, create and share communications that inform, inspire, and give employees a two-way channel to respond, ask questions, and get answers.
- **Increasing visibility into employee issues with instant feedback** – Now you can repurpose employee questions and expert answers by centralizing them in topic-specific workspaces and providing answers to their questions. You can also extend understanding by providing instant access to relevant knowledge-based articles on lengthy, instructional topics. This makes your content widely available so employees can easily search and find what they are looking for.

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# Foster a Culture of Continuous Learning

To keep your workforce agile and ready to meet future demands, give employees access to remote training and learning opportunities anytime, anywhere. SAP Work Zone for HR makes it easier for people to find, access, and participate in a wide range of learning and knowledge-sharing resources that align with their natural learning styles. This helps them engage, learn faster, and retain more information.

Using built-in discovery and collaboration capabilities, peer resources, and intelligent recommendations, SAP Work Zone for HR helps employees find the educational resources they need to learn on the job, build new skills and expertise, and step into new roles created within your organization with confidence. It also delivers:

- **Learning rooms tied to courses** where employees can access preclass content, ask questions, comment and share, and enhance their learning experience
- **Learning communities** that provide informal, topic-based places to network, connect with experts, and share knowledge with a broad audience
- **Learning academies** that serve as an advertising, promotion, and communications platform for learning programs across your organization
- **Collaborative workspaces** that facilitate timely employee knowledge sharing with employees in related areas

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# Optimize Employee Onboarding, Cross-Boarding, and Offboarding

Fast-paced organizational change means HR has more employees to onboard and offboard, as well as more employees to cross-train and upskill to meet new and expected business demands. SAP Work Zone for HR streamlines these processes and empowers new hires to start delivering value faster. Your new employees' personalized, role-specific digital work environment:

- Gives them access to onboarding and cross-boarding communities that provide a safe place to ask questions and learn from others
- Makes it easy to explore and learn about their new organization
- Puts everything they need to do their job at their fingertips
- Enables continuous learning, skills development, and on-the-job training anytime and anywhere
- Brings employees into discussions with HR and each other

Enable People to Work Smarter and Faster from Anywhere

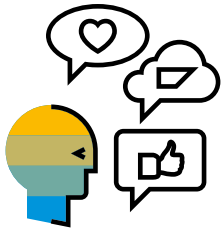
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Empower new hires to **adapt and succeed** in a fast-changing business environment.



# Support Remote Workforces Flexibly and Securely

SAP Work Zone for HR is designed to provide easy access to relevant business applications, information, and collaboration tools in a unified place from any device or location. As a result, your employees can work productively from anywhere, on any PC or mobile device.

Now, you can flexibly manage having much of your – and even your entire – workforce working remotely for extended periods of time. Employees will know how to communicate and collaborate and where to access everything they need to stay productive and manage HR-related tasks. At the same time, your organization can continue to function efficiently and align its workforce to its priorities without skipping a beat.

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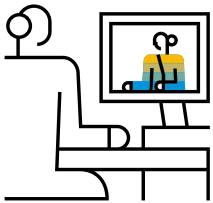
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Employees can access their entire digital workplace **remotely** from any device, maximizing productivity.

# Proactively Monitor and Improve the Employee Experience

Managing and improving workforce experiences isn't about focusing on a single event or moment. It is about continuously listening to the beliefs, emotions, and intentions of employees at every moment that matters.

With the addition of Experience Management solutions from SAP and Qualtrics, SAP SuccessFactors® solutions enable organizations to use a wide range of employee-listening mechanisms across a variety of engagement channels. These help you create what we call a "digital open door" to capture feedback at all the key moments that matter and

take action. These moments include traditional work events such as onboarding, role changes, performance reviews, and help-desk interactions, as well as more-personal events such as work anniversaries and returning from parental leave.

The capabilities above are a key element of comprehensive human experience management solutions from SAP. These solutions make it easier for organizations to collect operational and experience data, and act on what drives outcomes, at every moment along the employee journey.

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# Realize the Benefits of a People-Centered Solution

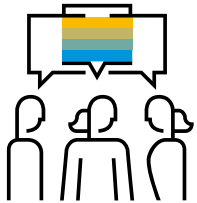
The world of work is changing rapidly – and it will continue to evolve in response to new opportunities, challenges, and threats. Through these changes, SAP Work Zone for HR equips you to deliver a consistent, personalized, and employee-centered digital workplace. This helps people be heard and understood, stay informed, and remain productive and connected wherever they need to work – at home, in the office, in the field, or on the road.

The solution helps make all engagement, communication, collaboration, and daily work tasks easier and more streamlined. It also helps vastly reduce

the time and effort people normally spend searching for and accessing what they need and switching between applications. You'll benefit from:

- Faster and more-effective employee onboarding and offboarding
- Increased productivity across your workforce, regardless of where they work
- Higher employee job satisfaction and retention
- Reduced employee anxiety and stress levels
- Greater agility to respond to changing business demands
- Deeper insights into how people are feeling about their employee experience so you can proactively improve it

## Realize the Benefits of a People-Centered Solution



Give employees one location with easy access to everything they need to do their job – with the **employee experience at the center**.

## Summary

SAP® Work Zone for HR enables organizations to provide each employee with an intuitive, personalized digital workplace that's centered on optimizing the employee experience. Employees are empowered to be productive anywhere, thanks to convenient access to relevant business applications, information, learning, collaboration tools, processes and guided experiences, and more. The solution also centralizes employee communications, ensuring people are informed, connected, and focused on what matters most.

## Objectives

- Increase employee productivity
- Improve employee engagement
- Promote a learning culture
- Drive workforce agility
- Streamline and integrate business processes

## Solution

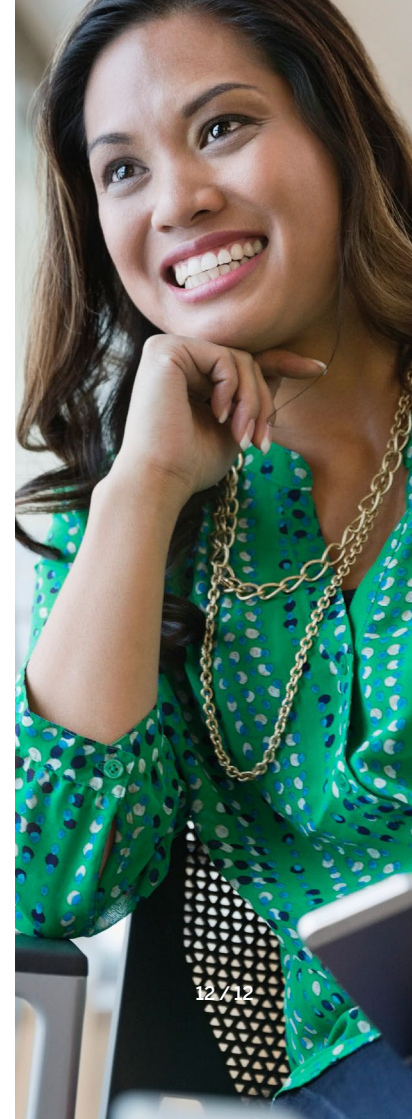
- Access to everything employees need to work on any device
- Intelligently surfaced, employee-relevant recommendations, insights, and actions
- Personalized, consumer-grade user experience
- Cross-departmental guided experiences that simplify complex processes
- A two-way employee communications channel

## Benefits

- Faster, more-effective employee onboarding and offboarding
- Increased productivity
- Higher employee job satisfaction and retention
- Greater agility to meet demand for new skills and expertise
- Deeper insights into the employee experience

## Learn more

To find out more, call your SAP representative today or visit us [online](#).



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