

## **Success factor**

Success factor is next big thing happening in SAP HCM front . We will discuss the details of this new technology in a series of articles. As this is cloud based technology based on SaaS it is imperative that we start with brief understanding of SaaS.

### **What is SaaS:**

SaaS otherwise known as Software as Service, is a shared system of software and resources used by multiple companies. This is based on Cloud computing technology where multiple vendors use the same software and servers for the execution of their tasks and Processes.

This is different from on premise software model where the following are distinct features in a SaaS model.

- Access from anywhere
- No hardware or maintenance required
- Regular releases, updates, and enhancements
- Subscription-based licensing model
- Multi-tenant platform

### **Who is Success factors( the company )?**

Prior to the acquisition, SuccessFactors was a vendor of SaaS “business execution” (BizX) software for the Human Capital Management (HCM) market. SuccessFactors was formed in 2001 is based in South San Francisco, CA.

The company has offices in more than 35 locations worldwide, including several countries in South America, Europe, and Asia–Pacific. It went public in November 2007 on the NASDAQ stock market.

In 2011 moved from NASDAQ to become the first company ever to be triple-listed on the New York Stock Exchange, Euronext Paris, and Frankfurt Stock Exchange.

Its business is focused around providing SaaS software services covering core HR, workforce planning, talent management, social collaboration, and analytics. Talent management, social collaboration, and analytics are particular strengths of Success Factors.

SuccessFactors has more than 3,500 customers in 168 territories using 35 different languages.

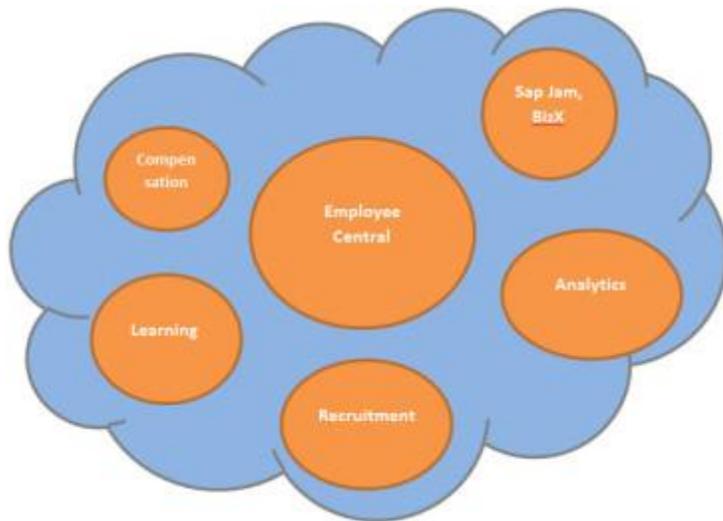
Originally SuccessFactors focused on performance management software, but in 2009 the company expanded its strategy to offer what it called “business execution” software. SuccessFactors launched the business execution suite – originally known as the BizX suite and now called the HCM suite – to extend its reach from measuring employee performance and goal setting to supporting companies in executing business strategy. By expanding its portfolio to full HCM, SuccessFactors was aiming to double its market potential.

SuccessFactors has made a number of acquisitions to strengthen its existing portfolio.

It has acquired six companies worth more than \$400 million:

- YouCalc
- Jobs2Web
- Inform Business Impact
- Jambok
- Cubetree
- Plateau Systems

**Modules of Success factors**



The SuccessFactors HCM suite contains the following applications:

- Employee Central – The core HCM system
- SAP Jam – Social collaboration and networking platform
- BizX Mobile – Mobile application to perform processes on the go
- Performance and Goals – Performance and goal management
- Recruiting – Recruiting management and marketing
- Compensation – Employee compensation planning
- Learning – Learning management system for training and learning activities
- Succession and Development – Succession planning and employee development
- Onboarding – Employee onboarding solution for pre and new hires
- Workforce Analytics – Comprehensive analytics and reporting
- Workforce Planning – Workforce planning and resource allocation within Workforce analytics.

## **Integration:**

SuccessFactors BizX **SFAPI** to the Dell Boomi platform. The **SFAPI** is an entity/object based web services (SOAP) interface that provides typical Create, Read, Update and Delete operations for specified BizX object types and **forms**.

The success factor modules can also be integrated seamlessly with the core HCM modules like, Payroll, Time management. This type of model is called Hybrid model where there is combination of On-Premise and Cloud system working together.

**1. SFAPI:** This is a SOAP based web-service designed to connect to SuccessFactors tables called Entities or SF Objects. This web-service is stateful, i.e., the web-service must keep track of the session which is maintained using HTTP cookie.

- SFAPI provides CRUD (Create, Read, Update, Delete) operations to import or export data to or from SuccessFactors.
- SFAPI calls can be monitored within the instance using SFAPI Audit Log option. SFAPI is capable for extracting almost all types of data SuccessFactors has.

**2. File Based Communications:** The traditional yet easy and powerful way to import or export data to or from SuccessFactors is using the File based communication. There are 2 ways in which you can use File based integration:

### **Manual File Based:**

- You may import/export data directly from/ to your local computer where you are accessing SuccessFactors.
- You may use Instance as well as Provisioning for this manual transfer.
- As you use a secure URL to access SuccessFactors, the manual import process uses HTTPS protocol within.

### **Automated File Based:**

- You can schedule file import/ export as batch jobs.
- This is the only way to automate file import/ export.

## SuccessFactors connection

In the SuccessFactors Connection, you specify the data center, Company ID, and credentials for executing SFAPI transactions. Connecting to an existing Company ID requires both the endpoint URL to the data center and the Company ID specifying a specific instance in the data center. See the SuccessFactors reference material for more information on configuring SFAPI connections.

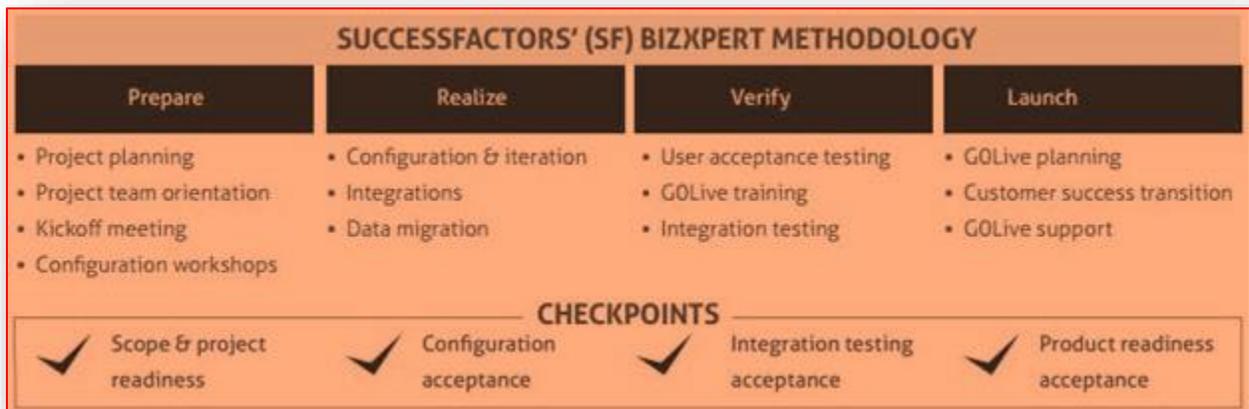
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### Connection tab

<b>Name</b>	<b>Description</b>
<b>Endpoint</b>	The endpoint to the SFAPI servers. The endpoint is specific to the global datacenter where the BizX Company ID instance is deployed. The endpoint URL specifies where to send the SOAP XML request payloads. If your URL is not listed, select Other and manually enter the URL in the Other Endpoint field. There is an endpoint and accompanying WSDL for each data center.
<b>Other Endpoint</b>	(Available only if Other is selected as the endpoint.) The custom URL endpoint.
<b>Company ID</b>	The instance for the connection. In combination with the endpoint, Company ID specifies a unique instance in a specific global data center. You must provide the SFAPI provision for this specific Company ID for SFAPI transactions to execute.
<b>Username</b>	<p>The user name for a valid user in the specified client instance. The user should have the SFAPI Login Permission and permissions to access any desired data objects and Read or Write actions.</p> <p>Prefix this user name in the form sfapi-&lt;vendor or module use&gt; in lower case. For example: sfapi-ec, sfapi-rcm, sfapi-saperp, sfapi-sapbyd, etc. This indicates to administrators that this user is used for integration and not to disable the user, which would disable SFAPI access and break scheduled integration processes.</p>
<b>Password</b>	The password associated with the user name. Configure this password so that it does not expire. Also, white-list the IP address of any Dell Boomi Atoms or Clouds that access the SFAPI. You

can set this in **SuccessFactors > Admin Tools > Set Password Policy**.

## Implementation Methodology :



Unlike ASAP methodology, Success factors implantation consists of four major phases.

### ***Prepare: (INITIAL PHASE OF SAP HCM)***

The first phase is the Prepare phase and is for defining the project framework and project objectives, make the users, customer acquainted with Success Factors and the project team, and undertake the configuration workshops.

### ***Realization: (SIMILAR AS SAP HCM REALIZATION)***

The Realization phase is where the configuration of Success Factors takes place. One major difference between the BizXpert methodology and the ASAP methodology is the inclusion of three configuration

cycles, rather than one. These cycles – called iterations – allow customers to review the configuration defined in the Define phase after the first and second iterations, and change/modify accordingly. This gives customers flexibility in getting their system configured as per their expectations.

In this stage the user / customer tests the configured objects and if any changes are required, those are done and re-testing is done. This phase also features the data migration and integration designs.

***Verify: ( FINAL PREPARATION PHASE IN SAP HCM)***

The Next phase – the Verify phase – is where the testing and training occurs and the go-live activities begin. The activities include execution of the communications, training, and risk management strategies.

***Lunch: (GO-LIVE)***

Finally, the Launch phase is where the go-live activities are completed, the customer transitions to Success Factors support, and the project comes to a close.

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## **Architecture**

The Success Factors HCM suite is primarily built in Java and uses the J2EE specifications.

The transactions in the application are independent and does not depend on other transactions or previous requests.

The main difference between SAP HCM and this architecture is that, Multi-vendor database. The same instance is used by Multiple vendors at the same time.

The downside of this architecture is that when the instance is down, all the vendors suffer.



## User Interface

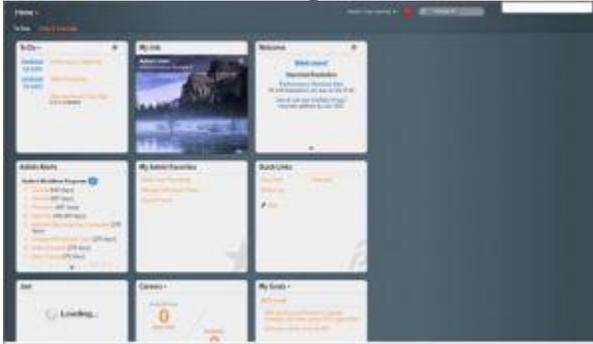
User Interface is more graphical and module driven with better user interface and usage of picture and diagrams unlike SAP GUI screen.



## No Infotype Concept

Central data is accessed and maintained in pages such as Employee Profile or Employee Information. There is no concept of info-types in Success Factors. No info-type controls or Validity restrictions are in built.

## How is this configured?

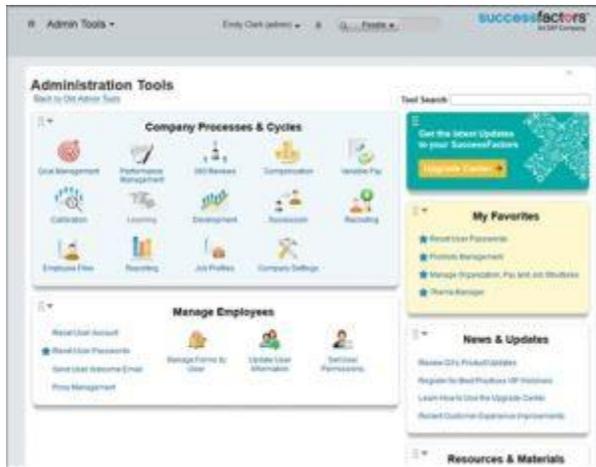


The prime method used for configuration is using Metadata Framework.

The Metadata Framework enables customers to make changes to the configuration of Success-Factors through the Admin Tools user interface, such as modifying existing objects, creating new objects, modifying business rules, or creating new interfaces.

New objects can be created with various attributes, such as effective dates, user interface (UI) behaviour, security, reporting, language-dependent texts and translations, rule-based validations and logic, and approvals.

These new objects can be similar to traditional SAP objects, such as a new type of Work Centre object, or simply new fields. Existing objects can have attributes modified to fit customer-specific logic or behaviour, such as compensation logic or cost center validations.



This model allows users complete control over creating new objects without performing any coding or custom development. However, unlike in on premise SAP, the objects created in Success Factors can have attributes that are unique to those specific objects. *There are no specific info type controls or validity restrictions.* This is a principle that is new to SAP on premise users and initially the concept might seem alien or limited in its practical use.