

Q3 2018 SuccessFactors Review

Employee Central

- James Clough, Solution Architect

I've gone back to the 2017 roadmap to see what almost made it but were delayed because of the European General Data Protection Regulation (GDPR). Better search, configuration integration, more country localisation, let's see if these changes have arrived.

Best Practice for Employee Central

Best practice allows customers to automatically activate and deploy templated configuration.

Eleven more countries have now been delivered to improve the time to value and adopt the best practice.

- EMEA/MEE: Switzerland, Spain, Italy, the Netherlands
- North America: Canada
- Latin America: Brazil, Colombia, Mexico
- Asia Pacific: India, New Zealand, Singapore

Deploy the configuration content in your customer instance via the Upgrade Centre after enabling corresponding Provisioning switches.

Position Management/Company Structure

In Company Structure you will now be able to show the level of an object within the hierarchy. Define whether the level shown is as a text or an icon, plus set the number to start counting as the root object. It's also useful when there are multiple parents. See *Figure 3.1*.

Workflow

Alert Job logic has been changed to increase performance which has been a problem in the past. It now uses multi-threading in the rules engine when scanning huge amounts of data. They have also made some improvements on Alert tile display to remove count errors and exclude terminated users.

Previously when uploading attachments in workflows, it could happen that they became orphaned (meaning attachments have no

association to an entity) when the save step didn't occur. This has now been eliminated by saving attachments temporarily and once portlet/blocks are saved the status is then set to Active.

A significant fix, this release, is for unblocking InProcess workflows. Where the workflows `last_date_modified > 10` hours the workflow will be changed from InProcess to pending so that workflows are no longer stuck. Also, the status of InProcess will be set as 1 (New) instead of 3 (Done).

Employee Central Core

A few new items centred around multiple employments and a couple of them are Customer Community Ideas as well; it goes to show that SuccessFactors are listening. Vote now in [Influencing the Customer Roadmap](#) and perhaps consider adding some ideas of your own.

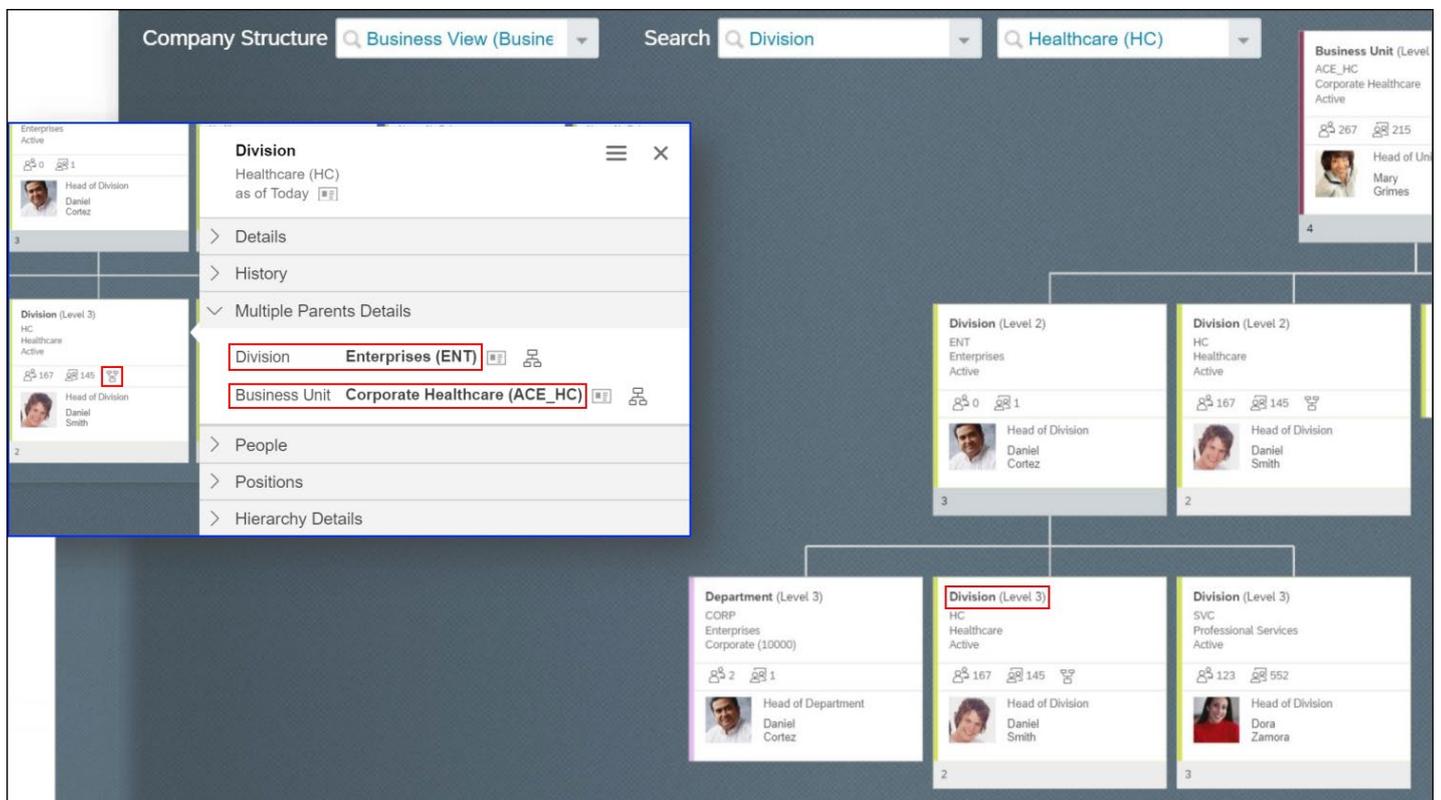


Figure 3.1



There's a new People search which has a better visualisation for Global Assignment (GA) or Concurrent Employment (CE), making it more obvious that it's a single person with multiple employments highlighting info on Job Title and Primary contract. See *Figure 3.2*.

- The Change Hire Correction was limited to New Hires and Single Employments, now it works for Rehires and GA/CE but only for future hire dates so far.
- A new configuration setting is provided to restrict the deletion of specific address types in Employee Self Service (ESS). You don't want payroll processes failing when the employee deletes their home address, and replication doesn't work.
- When creating a new employment on Rehire:
 - There is now Recruit/Rehire configuration to assign a rule to generate the next employee ID. This rule didn't work for Rehires before this update.
 - When changing Legal Entity, it is now possible to choose the option of retaining the existing log-on name.

- Business Rules have been extended to calculate FTE assignments across all employments by setting limits, using new functions "Get Date of Maximum Total FTE for Time Period()" and "Get Maximum Total FTE for Time Period".

Employee Central Localisations and Document Generation

Document Generation, up to now, has only been possible for a single user but now it's possible to mass generate documents and email the PDF. Initially, the process can do up to 500 users from a template for use cases such as organisation changes, transfers, new hires or bonus letters. Users can be filtered by legal entity, location, department or other criteria using a business rule.

With the introduction of Kuwait as an EC Payroll, there are now new fields in Employee Central for Global and Job Information.

Iraq now has Payment Information detail, and there are further countries this quarter with updated National ID validation/formats and some others have address field corrections.

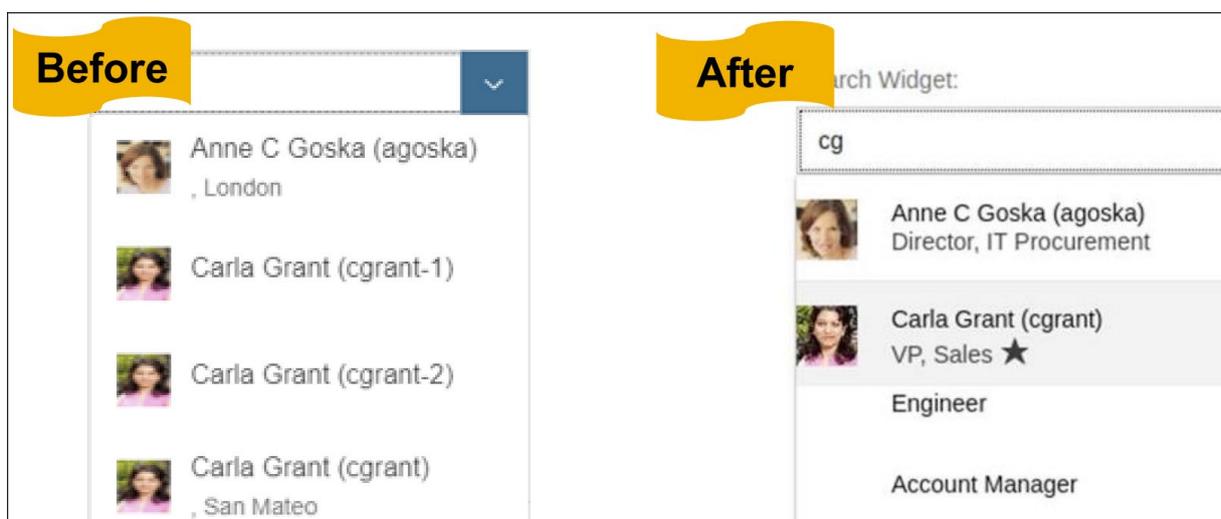


Figure 3.2



Visas and Permits

- A new feature allows the collection of employees' dependents Visa (and Permits) information. Use cases include:
 - Initiate requests to issue/renew/cancel document or visa for employee dependents.
 - Agent assignment to process employee dependents document or visa.
 - Review and update status of process and activities for documents.
 - Employees can see their dependents visas and documents.
- A new extension for Visa and Permit Management APIs.
- Dashboard Enhancements can now provide chart view for Admins to monitor processes in chart or grid format with drill down for further detail.
- Agent Assignment can now be marked with Urgent by Admin to help prioritise.

EC Suite Integration

When Employee Central (EC) is integrated with Recruitment (RCM) and Onboarding (ONB), it's now possible to rehire an Ex-Contingent worker as an employee using Manage Pending Hire (MPH).

Some fixes include; Payroll data replication not failing in RCM/ONB Rehire, Pre-Day 1 onboardee now doesn't receive additional

button is correctly active on Internal Hire. unnecessary Welcome emails, and Submit

Global Benefits

A new US Savings Plan is being added; Health Savings Account (HSA). Options include employer and catch-up contributions. This tax-exempt savings account links to people enrolled in a high-deductible health plan (HDHP). See *Figure 3.3*.

It also includes enhanced beneficiaries' management to distinguish between primary and a contingent beneficiary.

US Benefits require certain dependencies between different types, for example, US employees must enrol in HDHP benefits before being able to enrol in HSA. Now Admin functionality allows definitions of Leading and Dependent Benefits to be configured. See *Figure 3.4*.

Open Enrollment - Health Savings Account

Your annual contribution maximum depends on your coverage.

Employer Contributions

To view employer contribution, please "click" on the quick card.

My Contributions

Please enter either a per pay period or annual contribution amount.

Per Pay Period Contribution			
Contribution Amount	Minimum Contribution	Maximum Contribution	Currency
<input type="text"/>	0	270	USD

Annual Contribution			
Contribution Amount	Minimum Contribution	Maximum Contribution	Currency
<input type="text"/>	0	6500	USD

Figure 3.3

Manage Benefit Dependencies

Manage the dependencies between Benefits and Benefit Plans for a specific time period.

Dependency Sets (2)	Revised Dependency				
	If			Then	
	Leading Benefit	Leading Benefit Plan	Enrollment Option	Dependent Benefit	Dependent Benefit Plan
Revised Dependency Jun 15, 2018	Health Insurance (50321)	A Health Plan (12512)	Enrolled	Vcare LifeInsurance (9826)	MercerLife (9823)
Initial Dependency Jun 1, 2018	Health Insurance (50321)	Select Leading Plan	Enrolled	HSA Benefit (HSA)	Select Dependent Plan

Figure 3.4



Time and Attendance Management

The EC Time Sheet is expanding further with a new OData API which goes beyond the current import capability of a single default time type and duration-based only records.

- A record can be duration only (i.e. 8.5 hours) or with start/end times (08:30 – 10:30 Working time).
- Multiple attendances, break or even on-call time types

This should allow for some more detailed evaluation but there is a caveat though as it's not clocking integration, the time pairs need to be correct (pair formation) before they come into the EC Time Sheet, and it's also not possible to include allowances or cost centre information yet. Make sure you set your expectations of what the solution is capable of currently, but there are plans in the roadmap for more, including a pair-formation app. Three years ago, there weren't plans to do positive time evaluation at all, but now it's almost here.

Timesheet data can now be used in the time account accruals engine, rather than just using employee master data, you can accrue leave quota/vacation balances based on recorded attendance.

Time account deduction sequencing now has a more flexible configuration to allow a selection of which account balance to deduct from using a posting order and selecting which account types expire first including previous years.

Particularly useful for the Netherlands. See [Figure 3.5](#).

A few other enhancements to mention this quarter:

- Colombia now has Sickness handling to link different sickness records and replicate to EC Payroll.
- For time account payout scenarios; further enhancements allow for extra email notifications and additional validations for Posting Date, Payout and Rate fields.
- The Time Admin Workbench now aligns with the old Manage Time Off having visible detail of Absences to show Approval information (Status, Name, Date).
- Some more checks are now included in the Check Tool for Time Management to ease configuration in this complex area.

For much more detail you can read [this Volker Ruof blog post](#).

EC Payroll

This release there is another new country version, Kuwait. This includes completeness of fields, mashups for payroll and replication of all EC fields to payroll. This requires EA-HRRXX Support package 54 in your EC Payroll system.

Some minor country updates this release:

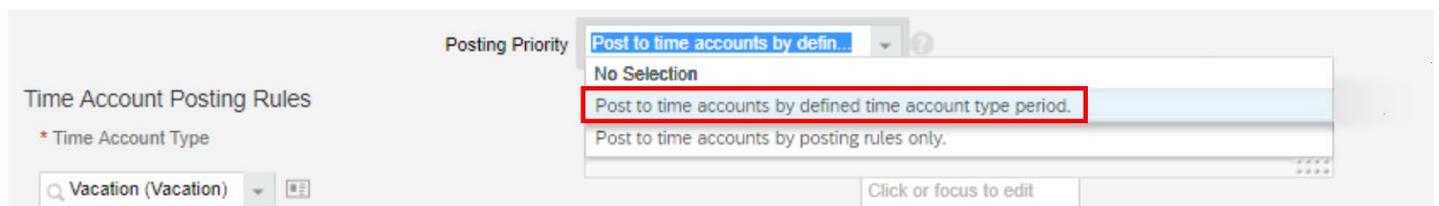


Figure 3.5



- Chinese Name replication to Alternative Names Asia (IT0182 subtype 03).
- Guided Answers created and linked with Integration to Business Software Inc. (BSI) TaxProfileFactory.
- Replicate linked sickness absences for Colombia from EC Time Off to EC Payroll.
- Complete Payroll Tasks has had the header improved with additional information and a quick card to reduce time/effort for Admin from switching between screens. See *Figure 3.6*.
- Check Tool enhancements include Addresses for non-EC Payroll countries, Job/Position lengths, and further Data Model updates.
- Absence and Time Sheet replication now has improved logic to avoid unnecessary transfers.

Conclusion

In this release, there are several great improvements.

The highlights for me are:

- The addition of best practise templates for 11 countries, allowing a quick start for both implementation and expansion.
- The EC Time Sheet now allows actual start/end times, with more to follow for full clock time recording and evaluation in upcoming releases.
- The improved search for Global Assignments and Concurrent/Multiple Employments.

Complete Payroll Tasks Info



Hanna Jo
Job Code US_U1 (Full time)
(US_U1)

Follow Up Contacts

HR Business Partner:
None

Manager:
None

Payroll Information

Employee Class:
Employee

Employment Type:
Salaried employees USA (U4)

Pay Group:
Pay Group Monthly for US (UM)

Figure 3.6



How Can We Help?

Zalaris excels in delivering comprehensive HR and payroll services across the UK, Northern Europe, the Baltics and Poland. Our industry leadership position, however, goes beyond the borders and constraints of other providers to enable what matters most to our clients: maximising the value of human capital through excellence in HR processes.

- **Scoping Services** - for if you are thinking of moving to the HCM Cloud but are unsure of where to start.
- **Support Services** - for if you are already using SAP SuccessFactors and want a flexible support partner.
- **Release Management Services** - for if you are struggling to take advantage of the quarterly innovations in SAP SuccessFactors.
- **Business Process Services** - for if you are looking for operational support with your HCM processes.
- **Training Services** - for if you are not getting the most out your SuccessFactors system.

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