Looking under the hood:
Answers to top questions CIOs ask cloud-based HR vendors

How SuccessFactors technology optimizes the customer experience for enterprises

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Executive Summary

Research[1] shows that 84 percent of companies are either transforming or planning to transform the way they handle HR functions by moving to the cloud. Yet as HR kicks the tires on new cloud applications, IT may be putting the brakes on.

SaaS vendors, like car companies, often follow the strategy of marketing the features and attractiveness of their products. While a full feature set and an easy-to-use interface make enterprises take a second look at HR cloud solutions, what clinches the deal for CIOs are the safety features and what's under the hood – the underlying platform and the technology and services that support it.

This paper explores the top concerns and questions enterprise CIOs and HR Information Systems leaders have about HR cloud solutions. It explores the technology infrastructure and associated services that comprise SuccessFactors solutions, identifying how the solutions have been architected to maximize the customer experience. The table below summarizes SuccessFactors best practices that help alleviate CIO concerns.

[1] Deloitte, 2011, Human Capital Trends 2011

Table 1: SuccessFactors best practices

Security	Integration	Extensibility	Reliability / Scalability	Migration
✓ Adheres to global data privacy and data handling regulations	✓ Supports, verifies, and tests prepackaged integrations	✓ Supports configuring delivered objects and adding custom objects	✓ High-performance infrastructure that meets the performance needs of thousands of customers	✓ Start anywhere you like: no Core HR heart transplant needed
✓ Makes available results of security audits	✓ Mix and match cloud and on-premise applications	✓ Create new applications using PaaS	✓ No single point of failure	✓ Consultative and iterative implementation methodology
✓ Controlled cloud for data segregation, intrusion prevention, and business continuity	✓ SaaS integration platform integrates any combination of SAP or non-SAP applications	✓ Lower cost of development and distribution than packaged applications	✓ Standard and enhanced support programs	✓ Well-defined implementation process
✓ Daily penetration testing with immediate remediation	✓ Integrate at the data, business process, and user interface level	✓ Integrated test and development environments, built-in integration, and APIs	✓ 24x7 performance monitoring	✓ Includes prepackaged content
✓ Strong encryption of data at rest and in transit	✓ End-to-end monitoring and logging	✓ Extensions do not impact upgrades	✓ Provides in-product support and service status dashboards	✓ Established partnerships with leading global SIs
✓ Geographically dispersed data centers that store data from any country in the world	✓ Use open APIs to connect by using platform of your choice	✓ Access to applications built by the SAP partner ecosystem	✓ Low-latency learning content available worldwide powered by Akamai	✓ Configurability ensures that the system easily adapts to your business
✓ No comingling of customer data	✓ Deploy integrations on-premise or in cloud	✓ Easily extend existing applications to other channels such as mobile or purpose-built user interfaces	✓ Separation of concerns provides flexibility to scale out or scale up	
✓ Patented technology to prevent SQL injection and cross-site scripting attacks				

Introduction
The road to HR SaaS applications

Eighty-four percent of companies are planning or already using SaaS to transform their HR functions[2]. Deciding on the right HR cloud applications for your organization is a bit like deciding on a car. You like the features and how it looks, and you've even test-driven it, but you have real concerns about what you can't see. While SaaS is an efficient way to accelerate HR transformation, IT departments have voiced concerns about the security, reliability, performance, extensibility, and integration and migration capabilities of applications that reside outside their firewall (see Figure 1 below.) To maximize customer experience, HR SaaS vendors must demonstrate to CIOs how they can successfully address these concerns.
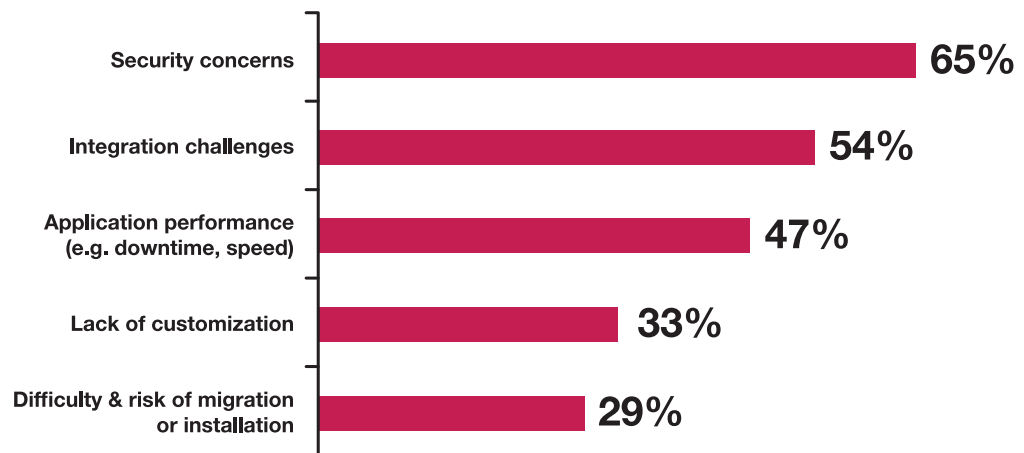
Concern	Percentage
Security concerns	65%
Integration challenges	54%
Application performance (e.g. downtime, speed)	47%
Lack of customization	33%
Difficulty & risk of migration or installation	29%

Figure 1: Top concerns about SaaS based on a survey of over 900 software decision makers[3]

Based on these concerns and feedback from our own customers, SuccessFactors has developed a set of questions that CIOs typically ask HR SaaS application vendors. SuccessFactors answers these questions in detail in the following section.

1. How do you safeguard our data privacy and maintain compliance?

2. How reliable and available is your infrastructure and software?

3. How easily will the solution integrate with our existing on-premise and cloud applications?

4. What are our options for configuring or personalizing this solution and how easy is it to do?

5. How quickly can we migrate to the solution and start to gain value?

6. How will this software help our company achieve its business goals?

7. Once we become a customer, how does your service and support ensure our ongoing satisfaction?

[2] Deloitte, 2011, Human Capital Trends 2011
[3] Forrester Research, 2010, Forrsights Software Survey of 913 NA and European software decision makers

1. How do you safeguard data privacy and maintain compliance?

Car buyers, like enterprise CIOs, rightfully expect security features to come standard with their purchase. Just as it's difficult to determine how safe those air bags and alarm systems will keep you, enterprises cite security as their biggest concern about cloud-based solutions. This concern is amplified for Human Capital Management (HCM) vendors, since personal information is often subject to privacy regulations.

Complying with regulations requires strict rules on data privacy, access controls (defining who can access private data, and how), and data handling procedures that maintain data integrity and prevent misuse. In our six data centers throughout the globe, SuccessFactors implements security at every layer, from the physical layer to the application, and ensures compliance with all privacy and data security regulations.

Standards and testing validate security readiness

With attack vectors changing quickly, it's important not only to adhere to data privacy and security standards, but also to test continually to validate your security stance. SuccessFactors conforms to BS 10012, Federal Information Security Management Act (FISMA), and US-EU Safe Harbor data privacy standards, and completes the SSAE 16 SOC 2 audit report every six months – twice as often as most vendors. SuccessFactors also performs Payment Card Industry Data Security Standard (PCI DSS) penetration testing daily, as it is one of the toughest data privacy standards available. In addition, two separate third-party security providers perform daily vulnerability assessment penetration testing of our solutions and infrastructure in a production environment, and immediately log any potential issues in our tracking system. We share the results of privacy and compliance audits with our customers, offering a level of transparency uncommon in the cloud market.

In addition to international standards, we meet the needs of industry segments that require enhanced security and monitoring due to regulatory environments. For example, we have a Validated SaaS for enterprises in the Life Sciences industry.

Access control and intrusion prevention systems mitigate threats

SuccessFactors uses several techniques to mitigate infrastructure threats from internal or external sources. Highlights include role-based permissions (RBP) at the application layer that allow you to efficiently manage access control policies in your organization. In response to requests from authorized users, SuccessFactors solutions dynamically produce every page and send it encrypted via SSL to the user's device. The SuccessFactors solution uses Advanced Encryption Standard (AES) 256-bit encryption to secure data at the block level of the storage systems. SuccessFactors manages all encryption keys and our key management has passed the Federal Information Processing Standards (FIPS) 140-2 level 3 certification testing. As an option, we can encrypt your database at rest using AES 256-bit encryption.

Our service level agreements (SLAs) with ISPs all include Denial of Service (DoS) response and mitigation support, and gateways include firewalls and Access Control Lists (ACLs). Our global, managed Domain Name System (DNS), hosted by a major third-party provider, is designed to resist Distributed Denial of Service (DDoS) attacks. Beyond these best practices, we adhere to and test

our solution using the industry standard Open Web Application Security Project (OWASP), avoiding attacks that seek to exploit undiscovered application vulnerabilities. Unique to SuccessFactors, our patented technology deployed between the application and database firewall prevents SQL injection attacks and cross-site scripting attacks.

Unique multi-tenant design maintains data privacy

Many SaaS vendors employ multi-tenant systems that use a single database to store data from several customers, separating each data set logically using a primary key such as a company identifier. Unfortunately, this method comingles customers' data and does not allow an individual customer to obtain a copy of the database, bring historical data into the system, or configure company-specific fields or extensions. SuccessFactors uses a different approach, which separates customer data at the database tier. SuccessFactors customers are logically segmented at the database level, complete with their own database schema. You can export your own schema out of the database, import or export data, and configure or modify fields. SuccessFactors also provides a distinct application instance per customer, offering better security through enforced memory segregation.

> Bottom line on security: Some of the world's largest organizations – in manufacturing, utilities, hospitality, finance, government, and more – trust SuccessFactors to safeguard data privacy and maintain compliance. Security at every layer, continuously verified through third-party testing and standards bodies, frees up IT to work on strategic initiatives.

2. How reliable and available is your infrastructure and software?

Even if you are leasing a car, you don't want to be stuck with a lemon. CIOs expect at least as good reliability, availability, and performance from cloud-based applications as they do from existing on-premise applications. With the virtualization and redundancy in many cloud environments, this should not be hard to achieve. However, accountability is often shared between application vendors, cloud service providers, and other suppliers. How can HR cloud application vendors ensure that performance and uptime goals are met?

SuccessFactors has a reliability and availability strategy that encompasses physical infrastructure redundancy, data availability, and performance monitoring software.

Physical infrastructure

SuccessFactors operates a network of six data centers distributed globally. Each data center is American National Standards Institute (ANSI) TIA / EIA-942 Tier III+ rated and SSAE-16 / ISO 27001 certified. All data centers are load balanced across at least three different service providers, so an outage at one provider will not affect availability. Every device in the hosted environment – from disks and servers to routers and switches – is configured with N+1 redundancy, ensuring no single point of failure. Application servers are clustered, ensuring a highly available environment designed to scale. Load balancers at the application tier route each new session to the most available Web and application processor, minimizing response time.

Software and data availability

SuccessFactors maintains encrypted data backups for each customer using tested retention and retrieval practices. Backups are stored at an off-site location using Data Domain replication technology. SuccessFactors performs hourly database snapshots, daily incremental backups, and weekly full backups, minimizing any risk of data loss. Our log file retention policy meets or exceeds the most stringent industry standards.

We also offer geographic failover as an option, further increasing availability for customers that need it. Our solutions employ layered designs with a clear separation of concerns; activity from one customer or one layer does not affect other customers or other layers. Our SLAs start at 99.8 percent application availability for our most critical applications.

Performance

SuccessFactors solutions are deployed on pod architectures, allowing faster provisioning and on-demand scalability. The result is a suite that can scale to millions of transactions per minute. Akamai edge servers around the world power SuccessFactors iContent, our Content-as-a-Service, minimizing latency and providing a better user experience.

Monitoring tools at the hardware, OS, storage, network, and database tiers measure load, remaining capacity, and the volume of transactions in systems, ensuring that the infrastructure can handle it. For example, SuccessFactors performs Website performance tests from 15 different locations globally every five minutes. Monitoring all servers and transactions from our corporate offices allows us to identify performance issues in real time and resolve them promptly. We maintain a minimum 50 percent buffer of capacity above average usage to cover unwarranted spikes, and reserve compute capacity in every location that can come online at a moment's notice. Customers may receive performance information upon request.

> Bottom line on redundancy and availability: SuccessFactors has no single point of failure and historically offers better than 99.96% application availability in the cloud, ensuring your applications and data are there when you need them.

3. How easily will the solution integrate with our existing on-premise and cloud applications?

The best cars take you from point A to point B comfortably and safely. The best HR enterprise software solutions are integration-friendly, and take your data from application A to application B without costly and time-consuming development and testing.

The cost and complexity of integrating SaaS is a barrier to adoption and a key reason for customer dissatisfaction. CIOs want to leverage their on-premise investments without duplicating data or processes in the cloud. For example, many enterprises already use SAP HCM or third-party core HR applications on-premise such as PeopleSoft personnel administration, payroll, benefits, and time management. Simplifying integration for enterprises ensures the best chance of success by keeping the lid on costs and improving business agility. Whether you have SAP applications, third-party applications, or cross-application business processes on-premise or in the cloud, SuccessFactors provides an open and flexible approach to integration that offers many technology choices while reducing risk and implementation time (see Figure 2).
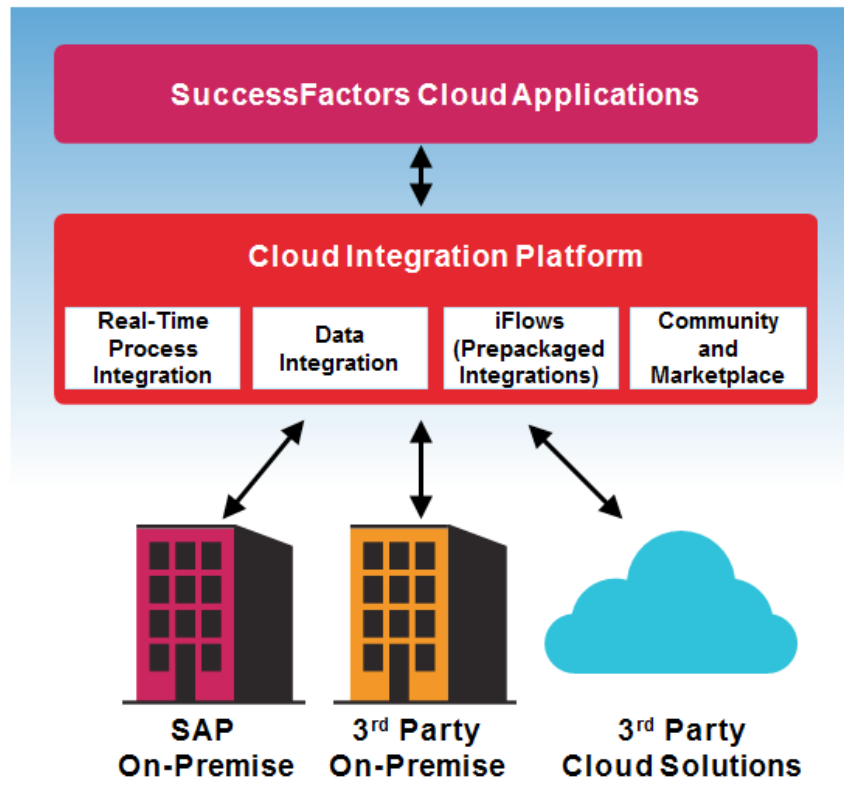
Figure 2: SuccessFactors offers several ways to integrate with other on-premise or cloud applications

Eliminate complexities with prepackaged integrations

SAP has built over 200 prepackaged integrations, called iFlows, which link SuccessFactors solutions to SAP or best-in-class third-party applications deployed on-premise or in the cloud. SAP builds, maintains, tests, and certifies the interfaces, templates, connectors, mappings, and workflows, reducing your risk and cost and ensuring compatibility with upgrades and patches. You can deploy iFlow integrations on-premise or in the cloud, and deploy an SAP integration platform on-premise or in the cloud.

The SuccessFactors Partner Program has validated over thirty integrations from industry-leading vendors. SuccessFactors also offers Web Services APIs for integrating your applications with SuccessFactors solutions.

Use an integration platform to extend, build, and monitor integrations

SAP's wealth of integration options is one of the reasons both Gartner and Forrester have named the company a leader in integration. SAP offers integration at three different layers. Data level integration lets you effectively manage enterprise data distributed across multiple repositories. Integrating at the process layer allows you to orchestrate business processes that span multiple applications. Integrating at the presentation or user interface layer offers a single sign-on and a way to efficiently perform tasks that require information from different systems.

You can also choose your toolset. SAP NetWeaver Process Integration offers on-premise integration of iFlows. You can use the SAP HANA Cloud Integration to integrate SAP or third-party applications – either on-premise or in the cloud – with SuccessFactors solutions.

For customers using SuccessFactors Employee Central or SuccessFactors Employee Central Payroll, SuccessFactors also hosts Dell Boomi as a platform in our data centers, and offers first-line support on the platform. Finally, you can choose to use a different integration platform; SuccessFactors and SAP offer comprehensive, standards-based APIs for building custom integrations.

Bottom line on integration: A variety of proven integration options lets you link SuccessFactors solutions to existing processes and applications on-premise or in the cloud, allowing you to gain visibility into your business and achieve time to value more quickly.

4. What are our options for configuring or personalizing this solution and how easy is it to do?

Like a well-designed car, it should be possible to personalize your HR cloud applications. Yet unlike a car, extending your solution should be quick, inexpensive, and not require a trained technician!

Every business has optimized its own processes, and new applications should be able to fit into those processes, rather than the process having to change for the application. Many SaaS vendors do not offer ways for enterprises to change their applications, and while some vendors offer a degree of configuration, changes often require technical skills. Besides extra time and cost, code changes put customers out of step with software releases, making it difficult to implement new features.

Configure or extend applications with no development effort

Extensibility is a core part of the SuccessFactors architecture, and it provides business users with options to extend their cloud-based applications without coding or affecting the upgrade process. At the simplest level, all SuccessFactors solutions are structured on an object data model and have an XML abstraction layer, which means you can configure or change field labels, hide or reorder fields, and change calculations (for example, how to calculate compensation), with no coding required.

The SuccessFactors metadata framework (MDF) allows deeper changes by providing a generic object that is 100% defined in the metadata. Business users can define objects, fields, behaviors, business logic, and the look and feel of the application through a Web-based user interface. For example, one group in an enterprise may choose to arrange international employee transfers through an effective date change, while another group may choose to handle it as a termination and rehire.

The MDF offers several advantages. It provides complete flexibility without risk. Changes made in the metadata do not affect software upgrades or updates, so you can enjoy new features as they are released while maintaining your configurations and extensions. Rapid changes are possible, since coding is not required. You can quickly integrate changes into business processes, since every MDF object comes out-of-the-box with an API that can both read and write data. Every object has a complete set of features, from reporting to security, ensuring a consistent look and feel, and access across the application suite.

Use a platform-as-a-service to develop and deploy new applications

SuccessFactors also delivers an enterprise-class, standards-based development platform-as-a-service (PaaS) for quickly developing and deploying cloud applications. The SAP HANA Cloud Platform has everything you need to build and deploy applications that extend your SuccessFactors solutions, including development tools, a runtime engine, administration and management tools, and shared services. You can use the SAP HANA Cloud Platform to leverage an ecosystem of independent software vendor applications that are integrated with the SuccessFactors architecture for use on-premise or in the cloud.

The SAP HANA Cloud Platform fills the gap between custom software and a standard cloud application. At a lower cost than packaged applications, you can easily build custom applications with the same look and feel as your existing applications. Once again, the clear separation of ownership between the base application and your extension ensures that custom development does not affect SuccessFactors software upgrades or updates.

> Bottom line on extensibility: SuccessFactors puts control in your hands by letting you quickly and easily extend solutions to meet business needs without introducing upgrade risks or delays in deployment.

5. How quickly can we migrate to this solution and start to gain value?

Once you've decided on a vehicle, you want to pay for it, get the keys, and start driving it right away. Improving business agility and competitiveness is a key reason for adopting cloud-based applications, and the faster you can roll out an application the sooner you can recognize its benefits.

Leverage existing investments and developments

Often enterprises want to start with one or two HR cloud applications. With SuccessFactors, you can start by moving less critical applications to the cloud, for example, while keeping sensitive business functions in your existing infrastructure. You can take advantage of rapid innovations in the cloud, such as mobile or collaborative applications designed for remote access, while leveraging existing on-premise investments.

The SuccessFactors prepackaged integration offerings help new customers reach time to value sooner. SuccessFactors customers who use SAP iFlows typically reduce their implementation time by 80%, since 80% of the integration work is already completed. The SuccessFactors cloud integration platform has been benchmarked at 2.5 times faster[4] than the average for similar data integration solutions. The SuccessFactors MDF also helps you innovate rapidly. For example, if you have previously deployed SuccessFactors position management, and you now want to offer employees remote access via their smartphone, the SuccessFactors architecture can simply replace one user interface code – say from JavaScript to HTML5 – instead of replacing hundreds of pages.

Experience faster provisioning, implementation, and training

Beyond our integration and extensibility capabilities, other solution features and internal business processes further speed implementation. As soon as your order is entered in our ERP system, our automated provisioning process sets up your multi-tenant environment, cutting provisioning time

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[4] Bloor Research, 2012, "The economics of cloud managed integration"

from weeks to a day. Solutions come with a wealth of content – including metrics, libraries, workflows, benchmarks, and key performance indicators (KPIs) – reducing time to value to between four and 24 weeks, depending on the solution. Our implementation methodology uses best practices defined from over 800 go-live customer events, and includes workshops and hands-on experience. Our consultative approach employs defined stages, resulting in 100% of our projects completed on budget and 92% meeting their go-live date. In addition, we have established relationships with industry leaders in sales, consulting, and complementary business solutions through our global SAP PartnerEdge Program. This program benefits our joint customers worldwide by delivering comprehensive, verified, and integrated solutions.

Finally, your organization will realize value sooner if *all* employees are familiar with the solution and understand their role in making it a success. Beyond the training and coaching provided in implementations, the SuccessFactors Academy offers learning for everyone in your organization, from the project team to systems administrators and end users.

> Bottom line on time to value: Our architecture, tools, partners, and internal business processes are designed to allow you to quickly introduce new cloud applications that deliver value sooner.

6. How will this software help our company achieve its business goals?

Nobody buys a subcompact to go off-roading. Deciding on the right car often depends on how you will be using it. As a business decision maker, CIOs want to invest in solutions that contribute to the organization's business goals such as growth, profitability, or efficiency. Whether a solution actually delivers or not is a question that can only be answered by analytics.

SuccessFactors solutions provide extensive reporting and analytics. You can use standard reports, benchmarks, and metrics that come out-of-the box. Or you can design your own, leveraging over 2,000 SuccessFactors measures and metrics to create simple lists to advanced cross-tabs or pivots that can be combined with charting and formatting into multipage reports for distribution within the company. IT simply grants permissions to authorized users, so they can build and run reports.

Traditional workforce analytics applications require managers to comb through reams of data, making it difficult for HR to have a measurable impact on business performance. SuccessFactors Workforce Analytics and Workforce Planning do the work for you, allowing HR and line of business managers to focus on valuable work instead of mundane tasks. Interactive dashboards let managers view real-time, summary performance information on their teams. Managers can filter to view different sets of information, or drill into a list view to get the detail behind the report and take action. Headline reports proactively deliver managers the top needles of insight found in the haystacks of data, customized for their department. Managers can keep on top of the dynamics in their changing workforce and make better fact-based decisions.

SuccessFactors also lets you import data from other sources and analyze it against SuccessFactors data. For example, not only can you measure how many employees complete learning programs, you can also measure the impact of your learning programs on employee performance, employee satisfaction, profit, and revenue. These valuable insights help improve HR programs and business decisions.

Bottom line on impacting your business goals: With SuccessFactors, you can pull information from multiple data sources and use reporting and analytics tools to empower HR professionals, managers, and employees to make better decisions and focus on valuable work.

7. Once we become a customer, how does your service and support ensure our ongoing satisfaction?

In the car business or in the SaaS business, comprehensive support and service is the best way to ensure customer satisfaction – and repeat business. Successful cloud vendors focus heavily on optimizing their customers' experience through the entire solution lifecycle. Like a driver with a six-month car lease, an unhappy customer can switch to a new vendor without the penalty of upfront capital costs. SuccessFactors service and support offerings complement our technology and platform, contributing to a superior customer experience for enterprises.

First, SuccessFactors releases software four times a year. And, you can take advantage of the latest features assured that your configurations or extensions remain intact during the upgrade process. Our strategic consulting services can help you define and communicate a human capital management strategy; define training and accountability metrics; and leverage SuccessFactors technology and data to help you achieve your business goals. You can make the most of your investment by leveraging the SuccessFactors Customer Community[5], working and sharing expertise with one of the largest HR social networking communities online today.

Service and support enhancements

In-product support improves the customer experience by allowing you to access support resources from within SuccessFactors solutions. Product users can access product news and contextual knowledge-based articles and videos that help answer questions. Support administrators can create new support cases, manage existing cases, and chat with the SuccessFactors support team without having to leave the application.

SuccessFactors recently expanded its support offerings from two to three levels of support to better meet the needs of organizations of varying sizes and operational requirements. Our standard support is complimentary and includes standard SLAs, phone and Web support, access to our Customer Community, and free release Webcasts. All customers can log cases through our case tracking application integrated into our solution. Our Premium Plus support adds features such as in-person enhanced SLAs for some applications; 24x7 level 1 and 2 customer support; enhanced community access; and bi-monthly technical check-ins and bi-annual business reviews with a designated Customer Support Manager. Platinum support adds weekly technical account management sessions, enhanced SLAs, on-site visits, and response times as short as 30 minutes.

Bottom line on service: With over 20 million individual subscribers and over 3,600 customers in 168 countries and 35 languages, SuccessFactors enjoys a 5.9 out of 7 customer satisfaction rating and a greater than 95% customer retention rate.

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[5] Are you a SuccessFactors customer? Log into the Customer Community today

The CIO checklist for HR cloud-based applications

While SaaS is an efficient way to accelerate HR transformation, IT departments have voiced valid concerns about the security, reliability, performance, extensibility, and integration and migration capabilities of applications that reside outside their firewall. The table below is a summary of how SuccessFactors addresses the concerns that many of today's CIOs have about the cloud.

Table 2: How SuccessFactors addresses CIO concerns

Security	Integration	Extensibility	Reliability / Scalability	Migration
✓ Adheres to global data privacy and data handling regulations	✓ Supports, verifies, and tests prepackaged integrations	✓ Supports configuring delivered objects and adding custom objects	✓ High-performance infrastructure that meets the performance needs of thousands of customers	✓ Start anywhere you like: no Core HR heart transplant needed
✓ Makes available results of security audits	✓ Mix and match cloud and on-premise applications	✓ Create new applications using PaaS	✓ No single point of failure	✓ Consultative and iterative implementation methodology
✓ Controlled cloud for data segregation, intrusion prevention, and business continuity	✓ SaaS integration platform that integrates any combination of SAP or non-SAP applications	✓ Lower cost of development and distribution than packaged applications	✓ Standard and enhanced support programs	✓ Well-defined implementation process
✓ Daily penetration testing with immediate remediation	✓ Integrate at the data, business process, and user interface level	✓ Integrated test and development environments, built-in integration, and APIs	✓ 24x7 performance monitoring	✓ Includes prepackaged content
✓ Strong encryption of data at rest and in transit	✓ End-to-end monitoring and logging	✓ Extensions do not impact upgrades	✓ Provides in-product support and service status dashboards	✓ Established partnerships with leading global SIs
✓ Geographically dispersed data centers store data from any country in the world	✓ Use open APIs to connect by using platform of your choice	✓ Access to applications built by the SAP partner ecosystem	✓ Low-latency learning content available worldwide powered by Akamai	✓ Configurability ensures that the system easily adapts to your business
✓ No comingling of customer data	✓ Deploy integrations on-premise or in cloud	✓ Easily extend existing applications to other channels such as mobile or purpose-built user interfaces	✓ Separation of concerns provides flexibility to scale out or scale up	
✓ Patented technology to prevent SQL injection and cross-site scripting attacks				

Conclusion

You're in the driver's seat with SuccessFactors

Top-rated vehicles, like top-rated HR cloud solutions, are reliable, perform well, and yet fulfill our diverse needs and wants. By addressing the concerns of CIOs and HR IS staff related to security, integration, extensibility, migration, and more, SuccessFactors optimizes the experience for everyone in the organization, from employees to managers to senior executives.

With over twelve years of experience in building and delivering applications in the cloud, every SuccessFactors solution offers equal or better security, reliability, and performance as the applications that run behind your firewall. Architected for extensibility, SuccessFactors offers enhanced configuration and scaling capabilities that let enterprises take control of their own solutions. Finally, SuccessFactors and SAP offer a wealth of integration options and world-class platform and integration tools that let you link any SuccessFactors solution to any SAP or third-party application, platform, or service.

What the experts say: SuccessFactors is out in front

We're not the only ones tooting our horn. SuccessFactors is positioned as a leader in Human Capital Management solutions, according to the top 10 industry analyst reports from the last year[6], including Forrester Research, Gartner, IDC, and others.

Driving business results

SuccessFactors offers more than great customer experiences. SuccessFactors also helps enterprises grow the bottom line by enabling better decision making based on real-time data, increasing employee productivity, and retaining and motivating employees. As an SAP company with world-class technology under the hood, SuccessFactors provides end-to-end integrated business solutions that tackle key HR and talent management challenges.

If you're ready to start your HR SaaS engine, <u>contact us</u> today.

About SuccessFactors

SuccessFactors, an SAP company, is the leading provider of cloud-based Business Execution Software, which drives business alignment, optimizes workforce performance, and accelerates business results. SuccessFactors customers include organizations of all sizes. With more than 20 million subscription seats globally, we strive to delight our customers by delivering innovative solutions, content and analytics, process expertise, and best practices insights. Today, we have more than 3,600 customers in 177 countries using our application suite in 35 languages. For more information, go to www.successfactors.com.

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[6] For more information, visit http://www.successfactors.com/en_us/lp/hcm-analyst-reports.html?Campaign_ID=19082&TAG=Q213_Global_ AllSegments_10outf10AnalystReport_CmpLeadSource&CmpLeadSource=Web%20Site where you can download the following reports:

- Forrester Research, Inc.'s The Forrester Wave™: Talent Management Q1 2013
- 2012 Nucleus Research HCM Value Matrix
- 2012 Ventana Research Compensation Value Index
- All 6 IDC Integrated Talent Management MarketScape Reports for 2012
- Gartner 2013 Magic Quadrant for Talent Management Suites

For more information on SuccessFactors technology "under the hood," please view these resources:

Cloud Architecture:

SuccessFactors video, 2012, "Cloud architecture design philosophy," Aaron Au, CTO

SuccessFactors video, 2012, "SuccessFactors Cloud Architecture: Transform your business"

SuccessFactors video, 2012, "Get in the cloud with SAP"

Security:

SuccessFactors white paper "SuccessFactors focuses on cloud security – So you can focus on your business"

SuccessFactors video, 2012, "Cloud Security and Privacy," William Harmer, VP Security and Global Privacy Officer

SuccessFactors video, 2012, "Euro Cloud Security and Privacy Concerns," William Harmer, VP Security and Global Privacy Officer

Integration:

SuccessFactors white paper, 2012, "Excellence in HR solutions: Combining the best of cloud and on-premises capabilities"

SuccessFactors video, 2012, "Cloud Integration: Integrating your SaaS applications," Graden Gerig, Practice Director, SuccessFactors

Extensibility:

SuccessFactors video, 2012, "Cloud extensibility: Configuring your SaaS applications," Mike Rossi, Solutions architect

Analytics:

SuccessFactors video, 2012, "Workforce Analytics Promo"

SuccessFactors video, 2012, "Workforce Analytics Overview"

SuccessFactors video, 2012, "Workforce Planning Overview"

SuccessFactors white paper, 2012, "10 Key Workforce Metrics Report"

Service:

SuccessFactors video, 2012, "SuccessFactors improves the support experience with Service on Demand," Heida Biddle, VP client services

SuccessFactors video, "In Product Support DEMO"

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