Feature Scope Description | PUBLIC
2023-11-15

Feature Scope Description for SAP SuccessFactors Workforce Analytics

© 2023 SAP SE or an SAP affiliate company. All rights reserved.

Content

1 About This Document 3

2 Features 4

3 Service Availability 8

4 Security, Privacy, and Compliance 10

5 Browser Support 11

1 About This Document

This document describes the features that are available in SAP SuccessFactors Workforce Analytics. The availability of some of the features may depend on your license agreement with SAP.

To illustrate integration with other SAP offerings, the product documentation on SAP Help Portal might include references to features that are not included with SAP SuccessFactors Workforce Analytics. Features that are not included in this feature scope description might require a separate license.

> **i** Note
>
> This document does not include any information about:
>
> - Packages and pricing available for SAP SuccessFactors Workforce Analytic. For more information, see SAP Discovery Center.

2 Features

SAP SuccessFactors Workforce Analytics facilitates with decision making by helping Customers to find answers to key questions about workforce challenges and provides guidance to assist solving them with answers that can help drive successful workforce initiatives.

KEY FEATURES AND FUNCTIONALITIES

- Workforce Analytics
- Workforce Analytics Reporting
- Workforce Analytics Security

WORKFORCE ANALYTICS

Workforce Analytics facilitates with decision making by helping Customers to find answers to key questions about workforce challenges and provides guidance to assist solving them with answers that can help drive successful workforce initiation.

Key Feature	Description
Core Metrics and Analysis Options	Delivers core workforce and mobility metrics for use across defined sets of core HR dimensions and hierarchies. The core metrics and dimensions form the foundation of SAP SuccessFactors Workforce Analytics.
Metrics Catalogue (Optional Additional Data Sources)	Allows additional metrics for in-depth analysis across HR, talent management and business functions. Additional metrics can be categorized by absence management, career and development planning, compensation planning, financial, goals management, health and safety, learning, leave accrual, payroll and benefits, performance, recruiting, span of control, succession management, talent flow analytics, and Fieldglass contingent workforce management. Templates are available for employee relations, HR service delivery and surveys.
Metric Definitions	The measures and metrics delivered with SAP SuccessFactors Workforce Analytics metrics catalogue come with a formula for how analytics are calculated. The purpose of the formula is to help ensure a standard and mutual understanding for all Users. Where applicable, a list of related measures that can assist in providing a more comprehensive view is also provided. Customers can publish their own definitions or add their own comments to tailor descriptions specific to their organization
Trends	The Flexibility to choose time range and interval for viewing metric data.
Analysis Filters	Ability to choose relevant filters for hierarchy, and analytics.
Drill to Detail (Drill-Down Capability)	Ability to drill down to the employee level to review transactional details, which includes viewing quick card details about the employee.
Take Action (Using Drill-to-Detail)	Ability to view the quick card details of an employee and initiate an action directly.
Benchmarks	Ability to use built-in benchmarks to measure the Customer against peer organizations. Benchmark reports are generated only if customer data of at least seven or more peer organizations are available. SAP first removes all references to Customer and any personal information of a User included in the Customer Data; and publishes data in the form of aggregate anonymous benchmarks.
Data Exploration	Ability to analyze trends across multiple metrics and dimensions using an interactive user interface.

WORKFORCE ANALYTICS REPORTING

Key Feature	Description
Report - Canvas	Ability to generate reports and dashboards using an interactive user interface and a rich library of visualizations and chart types. Ability to publish and distribute reports, including charts, in Adobe PDF and/or Microsoft Word, Excel or PowerPoint formats. Reports are automatically updated when data is refreshed. Features include drill-down, trending through time, and report filtering.
Reporting Templates	Provides for a series of report templates that bring together related metrics and focus on specific issues that are of high interest to organizations. Examples of issues include Aging Workforce, Diversity, Low Tenure Terminations, Internal Mobility, and Workforce Generations.
Report Distributor (Scheduling and Delivery)	Ability to automate email distribution of reports to designated Users and schedule reports to run at specific times

3 WORKFORCE ANALYTICS SECURITY

Key Feature	Description
Role-Based Security	Ability to customize many aspects of a User's SAP SuccessFactors Workforce Analytics experience through role based security functionality. This includes the ability to place restrictions on which tools a User has access to, for example, access to data exploration or the Online Report Designer, which reports Users have access to, which analysis options they can use, and which data they are permitted to access.

4 Service Availability

This section describes the service availability aspects.

Availability Aspect	Description
Regions	See SAP Discovery Center
Infrastructure Regions	We run on several underlying Infrastructure-as-a-Service technologies and regions. Some are owned by SAP, and some are owned by our partner infrastructure providers, including Microsoft Azure, Google Cloud Platform, and Converged Cloud (SAP)
Availability	Service Availability is a customer contractual commit that is pegged at 99.7% This would imply that our services / product will be available for the customer to use with an uptime of our Core Product for ≥ 99.7% of the times SAP Trust Center is the trusted document reference for SLA which is also visible to the customers SERVICE LEVEL AGREEMENT FOR CLOUD SERVICES
Environments	Cloud Foundry environment.
Languages	The web-based administration user interface is available in the following languages: • Arabic • Bulgarian • Catalan • Chinese (China - simplified) • Chinese (Taiwan) • Croatian • Czech • Danish • Dutch • English (Great Britain) • English (United States of America) • Estonian • Finnish • French (France) • French (Canada) • German (Germany) • German (Switzerland) • Greek • Hebrew • Hindi • Hungarian • Indonesian • Italian

- Italian (Switzerland)
- Japanese
- Korean
- Latvian
- Lithuanian
- Malay
- Norwegian
- Polish
- Portuguese (Brazil)
- Portuguese (Portugal)
- Romanian
- Russian
- Serbian (Latin)
- Slovak
- Slovenian
- Spanish (Spain)
- Spanish (Mexico)
- Swedish
- Thai
- Turkish
- Ukrainian
- Vietnamese
- Welsh

The SAP SuccessFactors documentation on SAP Help Portal is available in the following languages:

- English

Accessibility	SAP SuccessFactors' design and development guidelines for its software cover the Web Content Accessibility Guidelines 2.1 Level A and AA, US Section 508, and the EN 301 549 Chapter 9, 10 and 11. Additional accessibility information can be found in our Customer Success Accessibility Hub.

5 Security, Privacy and Compliance

SAP fosters trust through responsible actions in the context of security, privacy, compliance and transparency. We build secure-by-design solutions, help you meet regulatory and compliance requirements, collect and process personal data lawfully. SAP SuccessFactors Recruiting ensures cloud compliance, security and privacy at multiple levels.

Security

SAP protects businesses' applications and data by building, running, and maintaining more-secure operations.

See our security measures to help protect your data's integrity, availability, and confidentiality and explore security products and services from SAP here.

SAP is committed to delivering trustworthy products and cloud services. Secure configuration is essential to ensuring secure operations and data integrity. We have therefore documented security recommendations that are consolidated in this one place to help you configure the best in security for your SAP portfolio. You can access the SAP SuccessFactors HXM Suite Security Recommendations here.

Privacy

SAP SuccessFactors Recruiting follows SAP's global Data Protection and Privacy (DPP) guidelines. You can find more information on the guidelines here.

SAP constantly improves upon Technical and organizational measures (TOMs) for Cloud Services to protect the data we process on behalf of customers against unauthorized access, change, or deletions.

Furthermore, you can access the Data Processing Agreement for Cloud Services (DPA) for your region here.

You can also access our Data Transfer Fact Sheets and Sub-processor lists here.

Additionally, you can learn about data protection and privacy capabilities available in the SAP SuccessFactors HXM Suite here.

Compliance

At SAP, we keep our finger on the pulse of ever-increasing security challenges by building a security foundation based on industry standards and compliance and regulatory requirements. View SAP's latest security compliance offerings and reports.

To access our Certificates, Reports, and Attestations, please visit our SAP Compliance Offerings.

Visit My Trust Center

My Trust Center, an area within SAP Support Portal for SAP Trust Center, extends the public offering by granting access to additional documentation available only to SAP customers and partners with a valid SAP user ID. You can access My Trust Center here.

6 Browser Support

Overview of the browser support.

For the UIs of the service, the following browsers are supported on Microsoft Windows PCs and, where mentioned below, on macOS:

Browser	Versions
Google Chrome	Latest version
Mozilla Firefox	Latest version
Microsoft Edge	Latest version **i** Note Internet Explorer 11 or lower versions are not supported.
Safari	Latest version (for macOS only)

For additional information, please view our Desktop Browsers and Browser Configuration Requirements support page.

For mobile browsers:

Browser	Versions
Google Chrome for Android	Latest version
Google Android default browser	Latest version
Safari for iOS	Latest version (for macOS only)

For additional information, please view our Mobile Browser support page.

Important Disclaimers and Legal Information

Hyperlinks

Some links are classified by an icon and/or a mouseover text. These links provide additional information.

About the icons:

- Links with the icon : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:
    - The content of the linked-to site is not SAP documentation. You may not infer any product claims against SAP based on this information.
    - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.
- Links with the icon : You are leaving the documentation for that particular SAP product or service and are entering an SAP-hosted Web site. By using such links, you agree that (unless expressly stated otherwise in your agreements with SAP) you may not infer any product claims against SAP based on this information.

Videos Hosted on External Platforms

Some videos may point to third-party video hosting platforms. SAP cannot guarantee the future availability of videos stored on these platforms. Furthermore, any advertisements or other content hosted on these platforms (for example, suggested videos or by navigating to other videos hosted on the same site), are not within the control or responsibility of SAP.

Beta and Other Experimental Features

Experimental features are not part of the officially delivered scope that SAP guarantees for future releases. This means that experimental features may be changed by SAP at any time for any reason without notice. Experimental features are not for productive use. You may not demonstrate, test, examine, evaluate or otherwise use the experimental features in a live operating environment or with data that has not been sufficiently backed up.

The purpose of experimental features is to get feedback early on, allowing customers and partners to influence the future product accordingly. By providing your feedback (e.g. in the SAP Community), you accept that intellectual property rights of the contributions or derivative works shall remain the exclusive property of SAP.

Example Code

Any software coding and/or code snippets are examples. They are not for productive use. The example code is only intended to better explain and visualize the syntax and phrasing rules. SAP does not warrant the correctness and completeness of the example code. SAP shall not be liable for errors or damages caused by the use of example code unless damages have been caused by SAP's gross negligence or willful misconduct.

Bias-Free Language

SAP supports a culture of diversity and inclusion. Whenever possible, we use unbiased language in our documentation to refer to people of all cultures, ethnicities, genders, and abilities.

© 2023 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company. The information contained herein may be changed without prior notice.

Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

Please see https://www.sap.com/about/legal/trademark.html for additional trademark information and notices.