Market Report

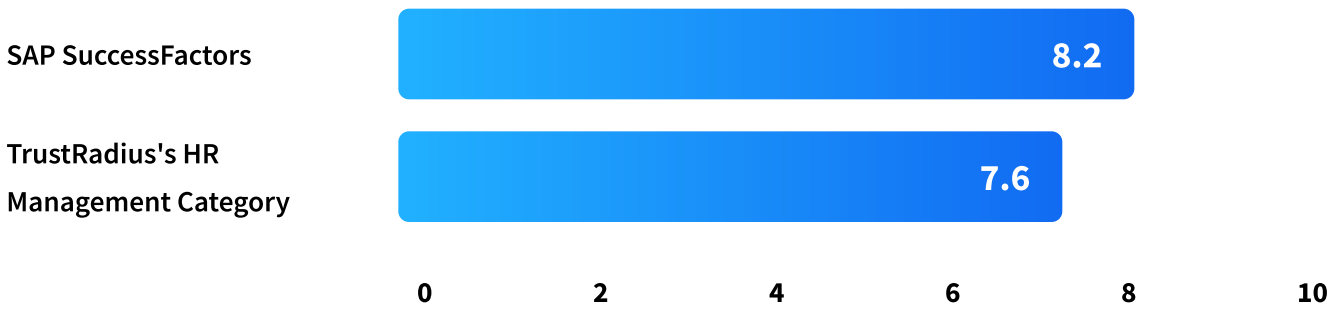
The SAP SuccessFactors suite is a TrustRadius award winning product portfolio that **outperforms the HR Management software category** in overall satisfaction, talent and learning feature quality, and AI capabilities.



Overall Satisfaction

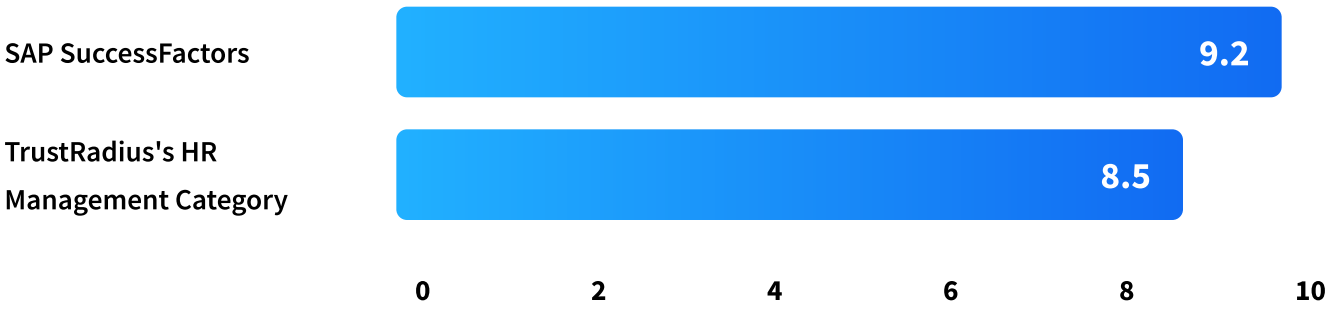
TrustRadius uses trScore as a measure of overall customer satisfaction with business software products. SAP SuccessFactors has a high trScore, indicating that their customers are happy with the capabilities that the product provides.

SAP SuccessFactors's trScore outperforms the HR Management category average.



Beyond high levels of overall customer satisfaction, SAP SuccessFactors customers indicate that they are likely to renew their contracts and continue using SAP SuccessFactors.

The SAP SuccessFactors likelihood to renew score indicates high levels of customer satisfaction and beats the average for HR Management solutions.



SAP SuccessFactors helps this user streamline their talent management processes.

“We use SAP SuccessFactors to streamline our recruitment process and Learning and Development department. It helps in the hiring process and makes candidate selection procedures efficient, also helpful in performance review to ensure the achievement of goals. [The] Learning and Development [capabilities] help to track the learning progress and skills gaps.”

Verified User | Team Lead in Corporate | Staffing & Recruiting Company, 51-200 employees Incentivized

SAP SuccessFactors provides “seamless” recruiting and onboarding capabilities.

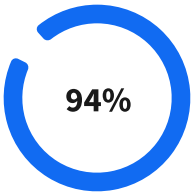
“The integration between the various modules is what it does best. We use recruiting, onboarding, and employee central, which makes the process seamless from beginning to end when we're bringing new employees on.”

Madison Ruff | HRIS Manager | ACA Group, Management Consulting, 1,001-5,000 employees Incentivized

Quality Features of SAP SuccessFactors vs. the Competition

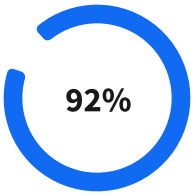
SAP SuccessFactors customers are happy with the value for price and the feature set and say they would purchase the product again.

SAP SuccessFactors Key Insights



Would Buy Again

94% of TrustRadius reviewers said they would buy SAP SuccessFactors again.



Happy with the Feature Set

92% of TrustRadius reviewers indicated being happy with SAP SuccessFactors's feature set.



Delivers Good Value for the Price

95% of TrustRadius reviewers said SAP SuccessFactors delivers good value for the price.

SAP SuccessFactors enables on-time performance evaluations.

“We moved to a focal appraisal process when we moved to the performance module. Now we provide employees with on time appraisals 99% of the time. The compensation module saved hours and hours of work previously spent on creating complex spreadsheets for both the merit and incentive processes.”

Verified User | C-Level Executive in Human Resources | Building Materials Company, 501-1000 employees Incentivized



Recruiting and talent management are “smooth” with SAP SuccessFactors.

“We use it for new hire reqs, onboarding, goals, performance management, and learning. SAP SuccessFactors makes sure the whole process is smooth.”

Verified User | Director in Information Technology | Utilities Company, 501-1000 employees Incentivized



Feedback from SAP SuccessFactors customers indicates that its talent and learning management features set them up for success.

Feature	SAP SuccessFactors Rating	HR Management Category Average
Employee recognition	7.7	7.3
Review reminders	7.7	7.3
Candidate development	7.7	7.5
Review status tracking	7.6	7.2
Performance plans	7.6	7.2
Corporate goal setting	7.6	7.3
Candidate search	7.6	7.2
Multiple review frequency	7.6	7.2
Performance improvement plans	7.5	7

AI Capabilities

SAP SuccessFactors is bringing AI into HR processes from hire to retire. Here's what their customers have to say about SAP's AI capabilities and future potential.

SAP SuccessFactors's AI capabilities improved time to hire for this customer.

"AI-assisted applicant screening helps recruiters find the right candidate. [SAP SuccessFactors] improved time to hire by extracting and inferring applicant skills from resumes and matching them with the skills on a job requisition."

Verified User | Partner in Sales | Research Company, 501-1000 employees Incentivized

SAP's AI will create a better user experience for this Director in Human Resources.

"AI will assist employees and managers with using and navigating the platform, creating a better user experience."

Verified User | Director in Human Resources | Internet Company, 1,001-5,000 employees Incentivized

Tyler plans to use SAP SuccessFactors's generative AI capabilities for goal setting.

"We plan on allowing employees and managers to leverage the AI capabilities. We have a big focus on goal planning, and some of our employees struggle with starting points. I think the generative AI capabilities for creating goals will be a big help."



Tyler Discenza | Client Engagement Director | Veritas Prime, Staffing & Recruiting, 201-500 employees Incentivized

This customer believes that SAP's Joule will save the HR department time.

"I am really looking forward to using AI / Joule in SAP SuccessFactors. It looks really cool and I believe it will make the HR staff's lives easier. I want to transfer to the HR department when this is activated in our organization just to try this stuff!"

Verified User | Employee in Information Technology | Government Administration Company, 1,001-5,000 employees Incentivized

Take a Product Tour

This report was created using TrustRadius reviews and data by the TrustRadius Research Team in September 2024