SAP SuccessFactors Market Report

As a TrustRadius award winning HCM offering, SAP SuccessFactors solutions for core HR, time, payroll, and service delivery outperform the HR management category in overall satisfaction, ease of use, and feature quality, and has firmly established itself as a leading option for organizations of all sizes.



Overall Satisfaction

SAP SuccessFactors solutions for core HR, time, payroll, and service delivery outperform other HR Management offerings in likelihood to renew, indicating high levels of user satisfaction.

Flexible and scalable.

"The benefit of SAP SuccessFactors is its flexibility. I have implemented SAP SuccessFactors at companies with as little as 1,500 employees and also with as many as 120,000 users. It can handle the complexities of global requirements while still being able to scale to a small, midsized business in a cost-effective manner."



Brian Shellhorn | HRIS Manager | Great Lakes Cheese (1,001-5,000 employees) Incentivized



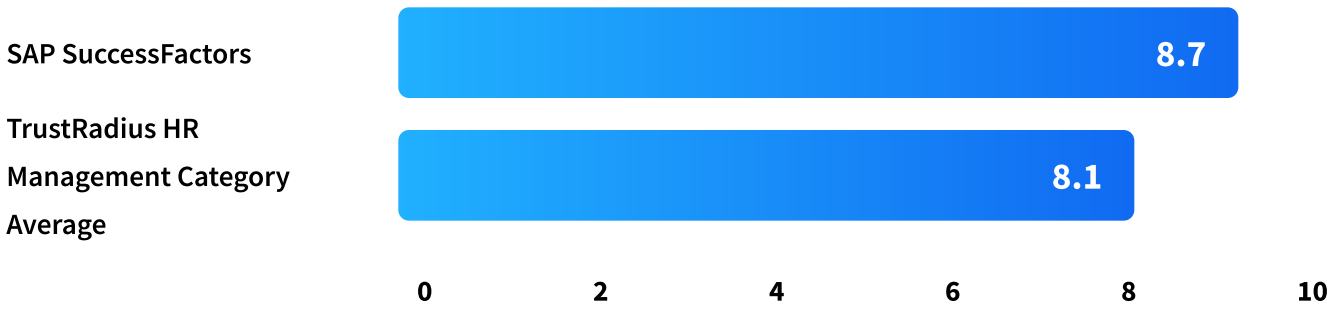
SAP SuccessFactors empowers this workforce.

“We are daily users of SAP SuccessFactors HCM. The software enables us to empower our workforce and ensure compliance with all regulatory requirements. Use of the software ensures seamless human resource processes thus promoting proper visibility and accountability. Management of human resources in our organization is by far much easier since we started using this tool.”

Maicol Grillo | Customer Manager at Gruppo Samed | Hospital Health Care, 201-500 employees Incentivized

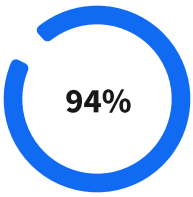


The SAP SuccessFactors likelihood to renew score indicates high levels of customer satisfaction and beats the average for HR Management solutions

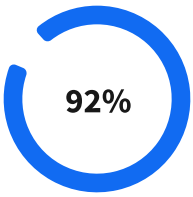


SAP SuccessFactors customers are happy with the value for price and the feature set and say they would purchase the product again.

SAP SuccessFactors Key Insights



Would Buy Again



Happy with the Feature Set



Delivers Good Value for the Price

SAP SuccessFactors is capable of supporting the entire employee lifecycle.

“SAP SuccessFactors is a fully integrated HR System with best of breed functionalities and solutions that support the entire employee life cycle. The full and seamless integration of all modules pulling from the Employee Central database of employee data without the need for added APIs and plug-ins is a huge plus.”

Femi Akinnusi | Global HRIS at Martinrea International Inc | Automotive, 10,001+ employees Incentivized



Quality Features of SAP SuccessFactors vs. Competition

Feedback from SAP SuccessFactors customers indicates that it's a robust platform with highly rated features that set its users up for growth.

Feature	SAP SuccessFactors Rating	HR Management Category Average
Line-of sight-visibility	7.9	7.2
Employee demographic data	8.2	8.0
Organizational charting	8.1	7.5
Benefit plan administration	7.5	7.2
Salary revision and increment management	8.0	7.8
Compliance data (COBRA, OSHA, etc.)	7.6	7.3
Approval workflow	8.4	7.7
View job history	8.3	7.8
Update personal information	8.6	8.2
View and generate pay and benefit information	8.3	8.1
View company policy documentation	7.9	7.7

SAP SuccessFactors provides comprehensive capabilities that help drive this organization's digital transformation.

"We chose SAP SuccessFactors HCM for its robust functionality, user-friendly interface, and its ability to adapt to our evolving needs. Its flexibility and scalability make it an ideal solution to support our HR strategy and drive digital transformation across the organization."

Juan Felipe Alvarez Moreno | SuccessFactors Admin at Sura Asset Management | Financial Services, 5001-10,000 employees Incentivized



SAP SuccessFactors easily automates the payroll process for this company.

"We use the product in our organisation to automate payroll processes and enquire on daily attendance and performance of our employees. The software is scalable and easy to use."

Bettaglio Alessandro | System Administrator at Fastcon Srl | Telecommunications, 11-50 employees Incentivized

As a highly configurable system, SAP SuccessFactors can be tailored to fit your unique business needs.

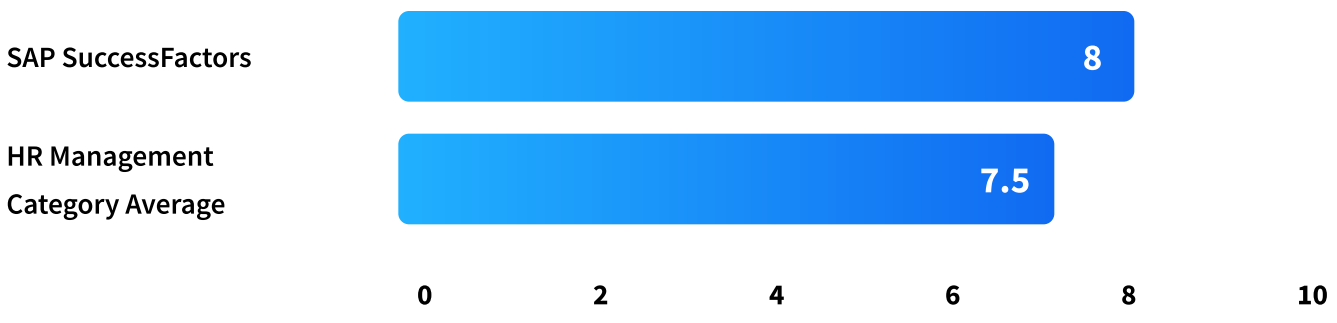
"Some highlights where SAP SuccessFactors stands out are: configuration, integration with Employee Central, and data imports. The system lends itself to be highly configurable. It is very easy to create user defined records / fields and leverage them in the employee profile and reporting. The ability to create business rules, templates, and forms enables SuccessFactors to be tailored for your business needs."

Verified User | Manager in Human Resources | Medical Device Company, 10,001+ employees Incentivized

SAP SuccessFactors Achieves High Ratings for its Ease of Use

SAP SuccessFactors outperforms the HR Management solution category in its ease of use, indicating a quality user experience.

SAP SuccessFactors ease of use rating compared to the HR Management category average.



This manager appreciates the easy implementation and well designed UI.

“I like how this tool interacts and works. UI is perfectly designed to maintain and record leaves, attendance in very easy and effective way. It provides perfect data for analysis and provides a report as well. Implementation is hassle-free and very convenient to work with.”



Himanshu Jain | Real Estate Sales Manager at squareyards | Real Estate, 501-1000 employees Incentivized

This Global HRIS Lead considers SAP SuccessFactors “best of breed.”

"SAP SuccessFactors HCM is considered a "best of breed" for a reason, the fact that it does allow for in-depth customization, and it's ability to be tailored not only to individual business needs, but also it allows for best practice follow up, while ensuring organisations remain compliant with several legal requirements. It is the only system currently on the market that can be customized and integrated to a level that really benefits an organization."

Pedro Costa | Global HRIS Lead at AB Agri Ltd | Consumer Goods, 1001-5000 employees Incentivized

Find out more about SAP SuccessFactors HCM.

This report was created using TrustRadius reviews and data by the TrustRadius Research Team in July 2025.