



HR | SAP SuccessFactors HCM

The SAP SuccessFactors HCM suite in action

Enabling a skills-based enterprise with AI-powered workforce intelligence



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A skills-first enterprise requires more than isolated HR tools. It requires a unified HCM suite that connects recruiting, core HR, payroll, learning, and performance into one intelligent workforce platform.

The SAP SuccessFactors HCM suite brings together global HR capabilities, harmonized data, and embedded AI to help organizations move from siloed systems to a connected, skills-driven operating model.

The skills-first imperative

Real HR transformation requires going beyond point products.

Organizations have spent years digitizing HR processes, yet many still struggle with fragmented systems, limited visibility, manual work, and siloed talent data. Despite modernization, HR often operates across disconnected tools that can't keep pace with how work—and skills—are changing.

A skills-based enterprise requires something different: an integrated HCM suite that connects people, skills, and workforce intelligence across the entire talent lifecycle.

Skills shift quickly, employees expect personalized development and mobility, and organizations must adjust talent deployment in real time as business needs change. But without unified people and skills data, HR teams struggle to anticipate talent gaps, guide workforce decisions, or create effective growth pathways.

A skills-focused enterprise shifts workforce decisions away from static job titles and toward real, evolving capabilities. Instead of defining people by fixed roles, organizations focus on what employees can do today, how their skills are developing, and where they can contribute next. In practice, this means skills—not positions—inform hiring, development, performance, mobility, and workforce planning.

Getting there requires more than digitizing processes. You need a unified HCM suite to harmonize data, apply AI effectively, streamline workflows, and connect HR to the broader business.



The [SAP SuccessFactors HCM suite](#) enables this model by bringing people, skills, and workforce intelligence together in a single cloud platform. By connecting recruiting, core HR, payroll, workforce management, learning, and performance, SAP provides a consistent foundation where skills data is shared, trusted, and actionable.

With a common workforce data layer and embedded [SAP Business AI](#), SAP's HCM suite helps organizations move beyond fragmented tools to an integrated, skills-based operating model. HR no longer has to piece together information from disconnected systems; instead, leaders can act with clarity using insights that reflect the current state of the workforce.

This shift positions HR to play a more strategic role—helping leaders anticipate future capability needs, translate workforce insight into action, guide mobility with greater precision, and shape development experiences that align employee aspirations with business priorities.

A skills-driven enterprise is ultimately a more agile one, able to redeploy talent, support internal movement, and respond as market demands shift—because decisions are informed by a single, connected HCM suite that carries skills insight across the workforce lifecycle.



What a skills-based enterprise looks like with an integrated HCM suite

In a skills-based enterprise, skills aren't an abstract concept—they're embedded into how workforce decisions are made every day. Rather than treating skills as static attributes or isolated data points, organizations use them as a shared reference across the entire talent lifecycle.

With the SAP SuccessFactors HCM suite, this operating model becomes actionable.

- **Recruiting becomes capability driven.** Hiring decisions focus on verified skills and adjacent strengths, helping teams identify best fit candidates and expand access to talent beyond traditional credentials.
- **Core HR establishes consistency.** People and skills data is shared across processes, creating a single, reliable foundation for downstream decisions.
- **Performance supports development.** Managers assess progress through evolving capabilities, making feedback more objective and growth oriented.
- **Learning and mobility stay connected.** Development opportunities, projects, and roles align to current skills and future needs, enabling more fluid internal movement.
- **Workforce planning looks ahead.** Leaders identify emerging capability gaps and prepare for future demand using connected insight rather than static reports.

Because these processes all draw from the same framework, decisions reinforce one another instead of creating friction across systems or teams.

A unified HCM suite built for AI-driven action

While many HR platforms assemble skills data from separate tools, SAP SuccessFactors is built as an integrated HCM suite, not a collection of point solutions.

Harmonized workforce data across HR and the business powers embedded AI, enabling coordinated decisions across recruiting, workforce management, payroll, learning, and planning. This unified approach supports workforce intelligence across lines of business to move organizations from insight to action.

Where skills, data, and AI come together

Within the SAP SuccessFactors HCM suite, a shared data layer allows skills data to flow continuously from recruiting through development, compensation, and planning. This shared context gives HR and business leaders a common view of workforce capabilities—reducing manual reconciliation and enabling more confident, coordinated action.

This integration also enables effective AI. When skills, performance, learning, and workforce data are connected, AI can surface patterns, highlight gaps, and recommend next steps that reflect the broader workforce picture—not just a single moment or process. Insight is delivered directly within everyday workflows, supporting decisions where they're made.

The result is a stronger partnership between HR and the business. Instead of managing disconnected activities, HR can help leaders deploy talent with greater precision, support internal mobility at scale, and adapt the workforce as priorities change—making the skills-based enterprise a working reality, not just a vision.



Recruiting: The front door to the HCM suite

Recruiting is where the SAP SuccessFactors HCM suite first brings the skills-based enterprise to life. It's the entry point into the suite's shared skills framework and unified data foundation—and the moment when workforce intelligence begins to take shape across the employee lifecycle.

Within the suite, recruiting operates as part of an integrated foundation, not a standalone function. Hiring decisions are immediately connected to how talent is developed, deployed, and rewarded over time, ensuring skills captured at the point of hire don't disappear downstream.

[SAP SuccessFactors Recruiting](#) connects directly to core HR, learning, performance, workforce management, and compensation, allowing organizations to establish skills and talent data once and carry it forward as employees move.

SAP Business AI is embedded into recruiting workflows across the HCM suite, bringing intelligence directly into the hiring process. AI analyzes job requirements, candidate profiles, and skills signals to:

- Identify relevant and adjacent skills
- Surface candidates with strong potential
- Reduce manual screening and administrative effort
- Improve consistency and fairness in hiring decisions

With SAP's [Joule](#) AI solution, recruiters and hiring managers can access summaries, recommendations, and guidance directly within the flow of work, without switching tools or reports.



Recruiting as a foundation, not a handoff

As part of the suite, recruiting establishes the skills and data baseline that carries forward across the employee lifecycle. Skills captured during hiring immediately inform:

- **Onboarding**, by connecting new hires to relevant learning and development.
- **Learning and mobility**, through skills-based recommendations and opportunities.
- **Performance management**, by grounding goals and feedback in capabilities.
- **Workforce planning**, by improving visibility into current and emerging skills.

This continuity eliminates the traditional gaps between hiring and talent development. Instead of redefining skills at each stage, organizations benefit from a single, shared understanding of workforce capabilities that evolves over time.

Organizations establish a strong skills foundation from the very beginning of the employee journey. Hiring decisions strengthen learning, performance, mobility, and planning—rather than creating downstream complexity.

Recruiting becomes more than filling roles. It becomes the first step in building a connected, adaptable workforce—one where every talent decision contributes to a cohesive, skills-driven operating model.

“At FC Bayern München, transparent HR IT-supported people development processes create clarity, trust, and speed—so every teammate knows the why, the how, and the next step, turning shared ambition into consistent excellence on and off the pitch. ”

Christoph Steinberg, Director HR at FC Bayern München AG

1000+

FC Bayern employees worldwide benefit from improved HR processes.



Core HR and performance: The data backbone of the HCM suite

Core HR provides the system of record for a skills-based enterprise. It's where people, job, organizational, and skills data are defined, governed, and kept current, forming the foundation every other workforce process depends on.

In the SAP SuccessFactors HCM suite, [core HR](#) goes beyond administration. It establishes a single, trusted source of workforce data that connects recruiting, workforce management, payroll, learning, performance, and planning. This ensures every process draws from consistent definitions.

Without an integrated core, even simple workforce changes require reconciliation across systems, increasing effort and risk.

With [SAP SuccessFactors Employee Central](#), updates are made once and reflected everywhere they matter. This reduces manual work, improves accuracy, and gives leaders confidence that workforce decisions are based on current, reliable information.

This workforce data foundation allows SAP Business AI to operate with context. Instead of producing isolated insights, AI can identify patterns across roles, teams, locations, and skills—supporting decisions that reflect how the organization actually works.

Within core HR, skills become a living part of the employee record. HR and managers gain visibility into current capabilities, emerging gaps, and development over time.

104

localized countries
and territories

700+

regulatory changes
addressed annually

SAP SuccessFactors HCM

Performance management builds naturally on the same foundation. Rather than relying on static, backward-looking evaluations, performance conversations are informed by real skill development and contribution over time.

With insights delivered through Joule, managers can more easily interpret data, receive summaries, and act on recommendations directly in the flow of work without switching systems or manually assembling data.

Because performance, learning, compensation, and mobility all draw from the same underlying data, insights remain consistent across the employee journey. AI agents can support multi-step decisions—such as identifying successors, aligning development plans, or preparing compensation inputs—using shared context data rather than siloed snapshots.

The result is greater clarity for everyone involved. HR gains consistency and governance across the organization. Managers gain a reliable view of their team's capabilities. Employees gain transparency into how their skills connect to performance expectations and future opportunities.

As the backbone of the HCM suite, core HR and performance ensure that skills intelligence is accurate, trusted, and usable across day-to-day operations.

This foundation sets the stage for workforce management, where skills insight moves from understanding into schedules, coverage, and execution.



Workforce management: Putting skills to work

Workforce management is where skills intelligence is applied to daily operations. It's how organizations turn insight about skills, availability, and demand into scheduling, time tracking, and staffing decisions that keep everything moving.

Within the HCM suite, SAP Workforce Management translates skills insight into execution—connecting planning decisions to real-world coverage, capacity, and compliance.

Workforce management operates on the same foundation established in core HR. People, role, and skills data flow directly into labor planning and scheduling, ensuring operational decisions are based on accurate, current information rather than manual workarounds.

SAP SuccessFactors Workforce Analytics extends this execution by showing how well workforce plans perform over time. By analyzing trends in time, attendance, coverage, and capacity, leaders gain insight into where staffing assumptions hold, and where adjustments are needed to better align skills with demand.

AI supports this by identifying coverage gaps, flagging compliance risks, and highlighting workload patterns—helping teams adjust proactively using insight that reflects practical constraints.



For employees, this integration creates a fairer and more transparent experience. Schedules align more closely with skills and availability. Time and attendance data stays accurate. Changes are reflected consistently across HR, workforce management, and payroll, reducing errors and rework.

For HR and operations leaders, workforce management becomes a strategic lever rather than a reactive function. Workforce insights extend beyond HR, supporting decisions about how work is planned, staffed, and executed across the organization.

With better visibility into how skills are deployed across shifts, locations, and roles, leaders can anticipate demand, respond to change more effectively, and ensure the workforce remains aligned with operational priorities.

By operating as part of the HCM suite, workforce management moves beyond manual scheduling to consistent, skills-informed execution.

This consistency creates the stability and predictability required for payroll, where workforce decisions are translated into trusted, accurate outcomes employees rely on.



Payroll: The operational trust layer

Payroll is the point where workforce decisions become tangible outcomes employees rely on. In a skills-based enterprise, it provides the consistency and accuracy that reinforce trust—turning how work is performed into correct, timely pay across roles, locations, and employment types.

As part of the SAP SuccessFactors HCM suite, payroll translates workforce inputs into reliable pay results across the business.

Rather than operating as a back-office function, payroll acts as a control point that validates changes made across the workforce, ensuring reliability, compliance, and confidence throughout the organization.

Because payroll draws directly from workforce management, time, and core HR data, changes to roles, schedules, or work arrangements are reflected consistently, reducing manual intervention and minimizing risk.

Operating in global and regulated environments adds complexity. SAP supports payroll with embedded localization across more than 100 countries and payroll support in over 50—helping organizations stay compliant as labor laws, tax rules, and employment models evolve.

Because payroll draws on a consistent workforce data foundation, leaders gain clearer visibility into labor costs and workforce impact without reconciling information across systems.

AI further strengthens payroll operations by automating processes and helping teams spot anomalies and compliance risk.

By functioning as part of the HCM suite, payroll delivers the stability that underpins workforce agility. It reinforces employee trust, supports compliance, and ensures decisions made across HR and the business are reflected correctly in how people are paid.

When payroll is accurate and predictable, employees trust the system and organizations can move faster without introducing risk.



Learning + mobility: The activation engine

Learning and mobility are where skills insight becomes momentum for employees and the business. After skills are captured through recruiting, governed in core HR, applied through workforce management, and reflected accurately in payroll, learning and mobility turn that insight into growth, movement, and opportunity.

With [SAP SuccessFactors Learning](#) as part of the integrated HCM suite, learning and mobility are designed to activate skills through experiences that align individual growth with business priorities.

Development opportunities are informed by real skill profiles, workforce needs, and emerging demand, making learning more relevant and mobility more intentional.

Instead of static course catalogs or manual career planning, organizations can support continuous development. Employees gain visibility into the skills they have today, the skills they need next, and the learning experiences, projects, or roles that can help them progress.

Growth becomes clearer and more attainable because it's tied to actual work and tangible opportunities, not abstract career paths.

Mobility as a force multiplier

Mobility plays a critical role in activation. When skills are visible and consistently applied, organizations can match internal talent to opportunities based on capabilities rather than job titles alone.

This supports faster redeployment, reduces reliance on external hiring, and helps close skill gaps using existing talent while giving employees clearer pathways to grow and move inside the organization.

AI enhances learning and mobility by helping organizations operate at scale. Recommendations for learning, projects, or potential roles are informed by current skills and workforce demand, helping balance individual aspirations with organizational needs.

Insights are delivered in context, supporting managers as they guide development and movement without adding complexity.

When learning and mobility operate as part of an integrated approach, decisions become easier and more consistent, development becomes continuous rather than episodic. Employees see how growth connects to opportunity. Managers gain confidence guiding progression. And organizations build capability from within.

Development becomes a consistent, strategic motion, reinforcing skills growth while strengthening workforce resilience over time.

AI + harmonized data across the HCM suite

AI delivers value only when it operates on consistent, connected data. In a complex organization, that consistency doesn't happen by accident—it's the result of aligning people, skills, and business information across HR and the broader enterprise.

In an HCM suite, this alignment gives AI the context it needs to generate insight that reflects how the organization actually works, rather than producing fragmented or contradictory outputs.

With that foundation in place, AI can move beyond reporting and analysis. Instead of surfacing isolated metrics, AI helps identify patterns, highlight emerging gaps, and surface opportunities across roles, locations, and skills, supporting decisions that span the full employee lifecycle.

SAP Business AI is embedded directly into HR workflows, so insight appears where work happens, not in disconnected dashboards or reports. Managers and HR teams can access summaries, recommendations, and guidance in context, reducing manual effort and accelerating decision-making without adding complexity.

40+

embedded AI models

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Coordinating decisions with collaborative AI agents

Collaborative AI agents extend this capability by helping coordinate action across interconnected workforce decisions.

Built on SAP's deep business-process expertise, agents can guide users through multi-step workflows—such as preparing workforce plans, aligning development actions, or supporting talent and compensation decisions—while maintaining governance and consistency.

Rather than replacing human judgment, agents reduce friction across systems and steps, helping teams move rapidly from insight to execution with greater confidence.

Because AI operates on a shared workforce data foundation that links HR and the business, its recommendations reflect operational constraints such as demand, capacity, compliance, and cost. This allows organizations to coordinate decisions across functions, rather than optimizing outcomes in isolation.

Insight becomes actionable. Decisions become connected. And the workforce becomes more responsive as conditions change, supported by intelligence that's trusted, contextual, and built into everyday work.

From fragmented systems to a connected workforce

For [Liberty Latin America](#), connecting a dispersed workforce required more than local process fixes.

By integrating SAP SuccessFactors and SAP Cloud ERP, the organization connected HR and finance on a single foundation—improving visibility, accelerating reporting, and reducing manual work.

Headcount reports now take minutes instead of days, new employees can submit expenses on day one, and thousands of tasks are automated.

The result is a more efficient HR function that can focus less on administration and more on supporting business and culture.

The activation roadmap: Putting the skills-based enterprise into motion

Becoming a skills-based enterprise doesn't happen all at once. It's the result of connecting people, data, and processes in a way that allows skills insight to move continuously from understanding to action.

With the SAP SuccessFactors HCM suite, this activation follows a clear, practical progression. The journey begins with establishing a trusted workforce foundation. Core HR provides a consistent system of record for people and skills, creating the clarity needed for reliable decision-making.

From there, skills are applied through recruiting, workforce management, and payroll—ensuring that how people are hired, scheduled, and paid reflects how work is actually performed.

Learning and mobility then activate that foundation. Skills insight is translated into development, movement, and growth opportunities, helping employees progress while enabling the organization to respond more quickly to changing needs.

Throughout the lifecycle, AI and workforce data work together to help guide decisions, reduce manual effort, and support coordination across HR and the business.



What makes this roadmap effective is that progress compounds over time within the suite. Skills captured during hiring inform development. Workforce execution feeds accurate payroll outcomes. And AI, operating on consistent data, helps ensure insight leads to action—not delay.

The result isn't a one-time transformation, but a continuously adaptive operating model. As roles evolve, markets shift, and priorities change, organizations can adjust with confidence—knowing workforce decisions are grounded in consistent data and supported by intelligent guidance.

By bringing these capabilities together in a single, integrated suite, SAP SuccessFactors HCM helps organizations move beyond fragmented initiatives to a more resilient, skills-driven way of working.

The skills-based enterprise is no longer a future vision—it's a model that can be put into motion today and strengthened over time.



Build a connected, skills-based workforce with the SAP SuccessFactors HCM suite

Find out how SAP SuccessFactors HCM helps turn skills insight into action.

[Learn more](#)



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