



SAP HR App

Your branded employee app
for SAP HR services like pay stubs, leave
requests and time management.



In Collaboration with



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Your Branded Employee App for SAP HR Services

SAP provides you with one integrated platform for all HR processes. With Employee Self Services (ESS), many companies already give their employees the option to access their employee data and a number of HR-related services via an intranet portal. Use cases for HR services include:

- ✓ Employee data
- ✓ Leave/Vacation requests
- ✓ Time tracking & time card accounts
- ✓ Shift plans
- ✓ Paystubs
- ✓ Travel expense reporting
- ✓ Applications, forms, confirmations

There are numerous reasons to invest in providing your SAP HR services with a branded “Your Company” app:

- Reach all employees, including non-desk workers without access to corporate hardware, email, and the intranet.
- Create an easy point of access to all HR services, one that lives on the homescreens of your employees’ smartphones (imagine “My logo” next to Facebook and WhatsApp) and has much higher retention compared to a browser page.
- Increase employer branding and position yourself as a forward-thinking organization.
- Leverage push notifications to actively reach out to employees.
- Use the employee attention created with your HR services app for other related content: HR helpdesk access, onboarding for new employees, HR engagement, anniversary/birthday messages, corporate news, internal job offerings, HR training, an employee directory, etc.



In our experience around the globe with hundreds of employee apps, we've found that HR services in particular guarantee high rates of adoption and retention. An employee app offers a great way for people to check next week's shift plan before sitting down to dinner, or to plan a vacation in the presence of your whole family. Apps are how people today deal with just about everything (think of Amazon, Airbnb, Uber, etc.). It's natural to want to organize work via a corporate app.

Four Ways to Integrate SAP HR Services into a Branded App

"SAP Integration" can mean a lot of things. Depending on your use case, different approaches to an integration are valid. Staffbase supports four different integration scenarios. Before going into the details of each of them, here is a quick overview:

	Supported by Staffbase	Implementation	Result/Impact
Option #1: Integration with the SAP HR User Directory	✓ Yes	Easy (based on CSV or API)	<u>A foundation for your app</u> with built-in automated onboarding & offboarding
Option #2: Link to an Existing SAP HR Online Service	✓ Yes	Easy , if services exist	One entry point to all services, but <u>limited user experience</u> caused by multiple logins
Option #3: Use an HR Chatbot	✓ Yes	Potentially complex chatbot setup; easy integration if it already exists	<u>Limited</u> , recommended for special use cases only
Option #4: Provide HR Services as a Native Part of Your App	✓ Yes	Needs Single Sign-On , complexity depends on your SAP landscape (easiest: SAP Fiori)	<u>Significant improvement</u> in user experience—app feels like a true employee app with access to all relevant features within it



Option #1: Integration with the SAP HR User Directory

In many cases, the user directory of an employee app must be synced against your SAP HR system. That's because IT systems responsible for identity management (Active Directory) often don't include non-desk workers and therefore can't be used as a complete reference for the employee app. You might also want to import additional data, such as departments, locations, birthdays, or start dates (for anniversary notifications). The SAP HR user directory integration will import this data and also ensure that employees will lose access to your app upon leaving your organization.

Implementation:

Easy; often done via a CSV file exported from SAP HR. Standard feature in the Staffbase platform.

Option #2: Link to an Existing SAP HR Online Service

You might already have SAP HR services available via a web browser (e.g. Fiori Apps). If they have a responsive mobile view, they can be linked in your app (so that they will open in a smartphone's browser) or they can be embedded inside your app (called "embedded page" in Staffbase). The major disadvantage is that users will have an additional login in your SAP HR online service. If the app credentials are different from your SAP ESS credentials, people will have to remember two different logins.

Implementation:

Easy, if responsive web versions of your SAP HR services already exist and are accessible from outside your company network. Standard feature in the Staffbase platform.



Option #3: Use an HR Chatbot

Chatbots are a hot topic in HR IT right now. It's a bit like teenage sex: everyone's talking about it, but nobody's actually doing it. The major obstacle we see with chatbots is that they're still a relatively unknown concept for the average user in the US and Europe. We all use smartphone apps these days, but chatbots aren't widely used in the consumer Internet. Ordering pizza still mostly gets done via bespoke apps, not *WhatsApp*.

We think it's a risk to bet on a technology that isn't widely used among your target group. That being said, we do see valid use cases for chatbots to handle non-repetitive tasks, such as answering queries like, "Who is my HR representative?" or "Please send me my tax income report!" On the other hand, "Show me today's shift plan" would be a bad example; access to any kind of information that people need frequently should never be more than a tap away in the mobile app. Again, think of how *Amazon* or *Airbnb* work without chatbots.

Many HR services are simply better supported by a dedicated user interface to answer questions compared to an artificial intelligence trying to do the job.

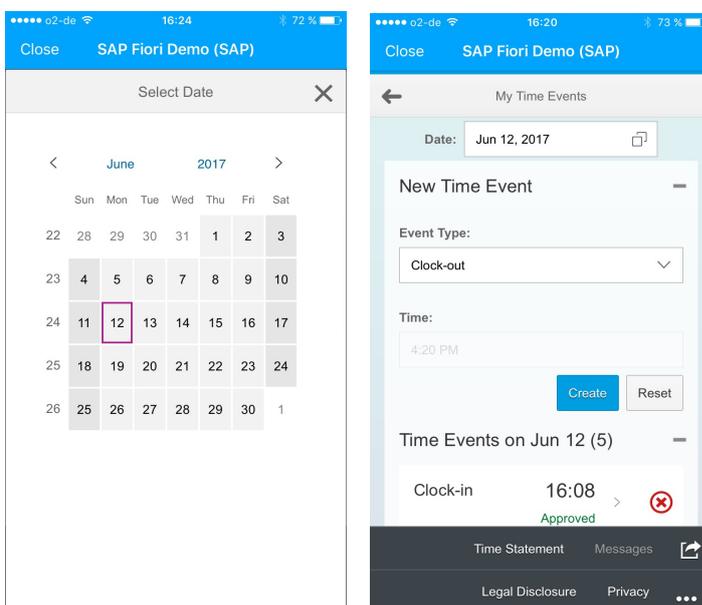
Implementation:

Your employee app by Staffbase comes with a chat that has a programming interface (API). It's therefore easy to plug an existing chatbot into your app, letting it send push notifications as well as documents, images, and links. The harder part with chatbots is introducing a chatbot platform, integrating it with your existing HR systems, and developing the intelligence of the chatbot.



Option #4: HR Services as a Seamlessly Integrated Part of Your App

The best integration is the one your users don't even notice. Think of an app with corporate news (from SharePoint), a menu plan (managed by your cafeteria's service provider), a survey option, and access to an employee's shift plan (from SAP). Your workers don't care where this content comes from as long as it's accessible in the app at hand.



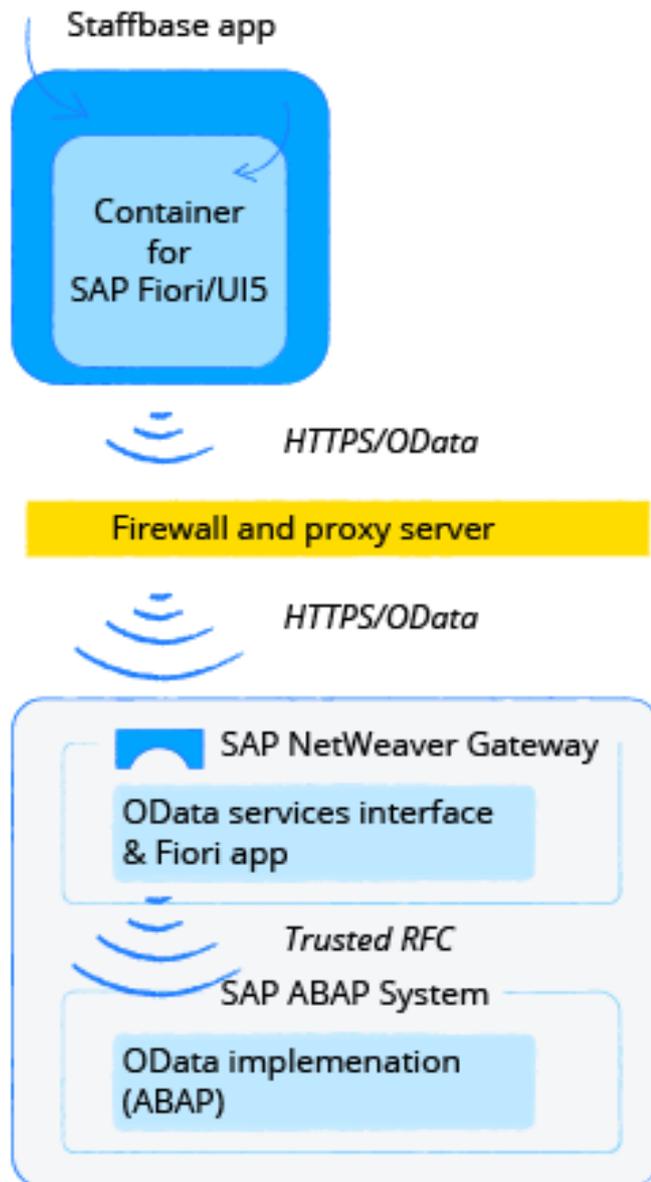
On the technical side, this can be achieved by leveraging Staffbase's unique *Plugin API*, which provides you with a container inside the app that can be seamlessly integrated into the experience of the rest of the app. This includes Single Sign-On (so users won't need an additional login to access SAP services).

Implementation:

To use the Plugin API for embedding your SAP HR services, we would need to provide a mobile-ready web application which supports Single Sign-On and is accessible from outside the firewall.

If you're already on the road to rolling out SAP Fiori or your own HTML5 apps for SAP, this will be pretty much an easy plug-and-play integration. SAP services like vacation or absence requests via SAP Fiori can easily be integrated into Staffbase by using OData and HTTPS. The proxy server is configured in the way that it is only allowed to see the demanded paths for the specific service. Within your SAP system landscape the NetWeaver Gateway should be configured to run OData, and the app specific services must be activated:





The Staffbase Plugin API is the only solution on the market that seamlessly integrates existing HR services from SAP or others into your app without the need for an additional login and without custom development work.



Questions?

Email Staffbase at:

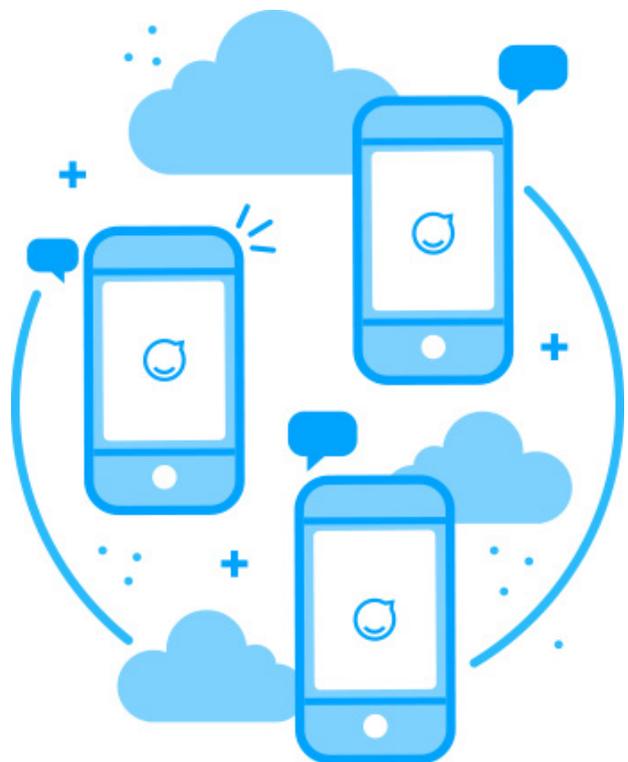
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About Staffbase

Our Mission

Staffbase is the world's first Employee Experience Platform that helps HR and Communication leaders to transform their organizations into places where people feel connected and proud to come to work. Company Venture-funded by Kizoo Technology Ventures and Capnamic Ventures and founded in 2014 in Germany, Staffbase was created by a team of veteran entrepreneurs and experts in the fields of employee communication and organizational culture. As of early 2017, 26 employees are working between two offices in Germany (Chemnitz) and the US (New York City).

Customers

Staffbase currently serves more than 120 global businesses on 4 continents. Our customers are industry leaders such as Adidas, Audi, Hilton, Siemens, Ogilvy, Tradewinds and T-Systems [a T-Mobile sister co.]. All together, we have helped more than 1 million employees become "better connected". These organizations are now actively engaging their teams with a selfbranded app with which, they immediately experience greater reach, engagement and, as a result, employee satisfaction:

- 50-90% of employees download and use their company app
- 75% of users read content within an hour after receiving a push notification
- Highly targeted, authentic messages to employees by work group, region, employment stage or title
- 3x higher employee reach compared to their existing intranets

Product

Staffbase's German-engineered, modular SaaS platform is 100% customizable and proudly bolsters the most comprehensive feature set, allowing customers to "grow as you go". Features include: pre-boarding, orientation and initial training, services (e.g. paystubs), learning and development, engagement and surveys, communication and messaging, recognition and benefits communications. Implementing Staffbase is fast and easy for HR and Internal Comms leaders. Its open API lets users rapidly integrate their corporate databases and all major HR systems, promoting greater employee self-service and putting the power in the employee's hands.

