

Accenture Software for
Human Capital Management

Your Success is our Business

Customer Success Assurance Program



Introduction

On the path to productivity!

Are you already using our SAP SuccessFactors extensions in your daily work routine? Or are you planning to do so shortly?

Then you probably know what it feels like to be constantly searching for that elusive function in the app that speeds up tasks and makes your work easier? Sometimes a conversation with a colleague over a cup of coffee can help discover new ways to use the software and bring you closer to your goal. But why not talk to specialists and streamline the process?

That's why we have developed our Customer Success Assurance (CSA) program with virtual encounters that point you in the right direction on the path to success. The CSA program is designed to make sure you get the most out of our applications. After all—we are only as successful you are.

We would be delighted to hear from you.

Yours sincerely



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Your success is our success

Our applications and services should not just satisfy your technical demands, they should also make you demonstrably more successful. We aim to support you and your teams in making the best possible use of our offering to optimally achieve your goals.

Our support is always available to help you with any problem or question after go-live. But we want to do more. We want to have informal discussions with you at an early stage, give you tips and tricks and look for ways to make your experience better. You tell us what you need, and we get a better idea of which solutions and help we can offer you in the future.

What can the CSA program do for you?

Our CSA program is designed to proactively support you through virtual meetings. We will talk about ways to improve your HR processes, make your work easier and how to overcome technical hurdles. This happens live, on the system and in a simple, informal way. The purpose of the program is to give you the advice you need when you need it.

By having in-depth conversations, we can assess if there are useful functions you are not aware of and explain how to take advantage of them. We can also structure meetings for you using frequently asked questions based on the experience of others.

The focus is always on how you can use our products optimally for your purposes, whatever your needs are, we enable you to handle applications more easily and help you to discover the art of the possible in our solutions.

You can ask questions about our applications and their functions in advance. You set the focus of your topics, contribute your requests and ideas and suggest new

features. You can determine who from your company will participate in these meetings. Together, we can agree on the dates that are most convenient to you.

You will also find out about further planned developments—giving you the opportunity to influence the development roadmap. In this way, you can seek out new value in your HR work.



What to expect from our virtual meetings

New features—unknown functions

Your questions—our answers

Delivery

Video conference via Microsoft Teams, approx. 1 x per quarter

Duration

Approx. 45 minutes each

Your Contact

CSA customer advisers dedicated to you, supported by experienced product managers.

Topics

Use of our apps for SAP SuccessFactors

Setting

An exclusive dialogue: an open conversation, not a sales call

Participation

Upon invitation from us

Only employees of your company

Prerequisites

None

Commitments

None

Costs

None

What our customers say



It was a good opportunity for us to gain deeper insights and more profound knowledge.

Understanding the product roadmap has helped us a lot.

We loved meeting the team behind the app.

I have been a participant in several CSA sessions, and I am impressed by the exceptional level of service provided by the Accenture Software team.



How the CSA program helps

Our customers can benefit from our sessions according to their individual needs.

An **SAP HR specialist at an Austrian mineral oil company**, for example, found the copy function in Accenture Clone and Test for Cloud to be cumbersome and slow. During the conversation, our software expert was able to show the customer a solution with a spontaneous quick live demo in the system.

The **project manager at a Dutch company responsible for the migration to SAP SuccessFactors** used our CSA meetings to prepare for status review meetings with her senior management.

Currently, one in three of our cloud customers benefit from these scheduled conversations, and the number of customers joining continues to grow. It's a program that thrives on input and experience between all participants.

Here's a sample of the organizations we are helping today:

Global pharmaceutical company

More than 50,000 employees

Accenture Clone and Test for Cloud



International automotive supplier for driveline and chassis technology

160,000 employees worldwide

Accenture Clone and Test for Cloud, HR Data Loader und Document Composer



Regional energy provider

Approx. 2,800 employees

Accenture Clone and Test for Cloud



Family-owned technology group

14,900 employees

Accenture Clone and Test for Cloud, HR Data Loader und HR Audit and Compliance as-a-Service



Integrated oil and gas company

20,000 employees

Accenture Clone and Test for Cloud



Consulting company for the construction and real estate sector

3,700 employees

Accenture Document Composer



Typical questions we answer

How can I get more out of the app for my company?

Which functionalities in the app can make my work easier?

How do I best implement a specific use case?

What does the development roadmap for this app look like?

What is the testing process after new releases?

What do I need to know when switching from the on-premise version to the cloud version?

What support does Accenture Software for HCM provide in the countries relevant to me?

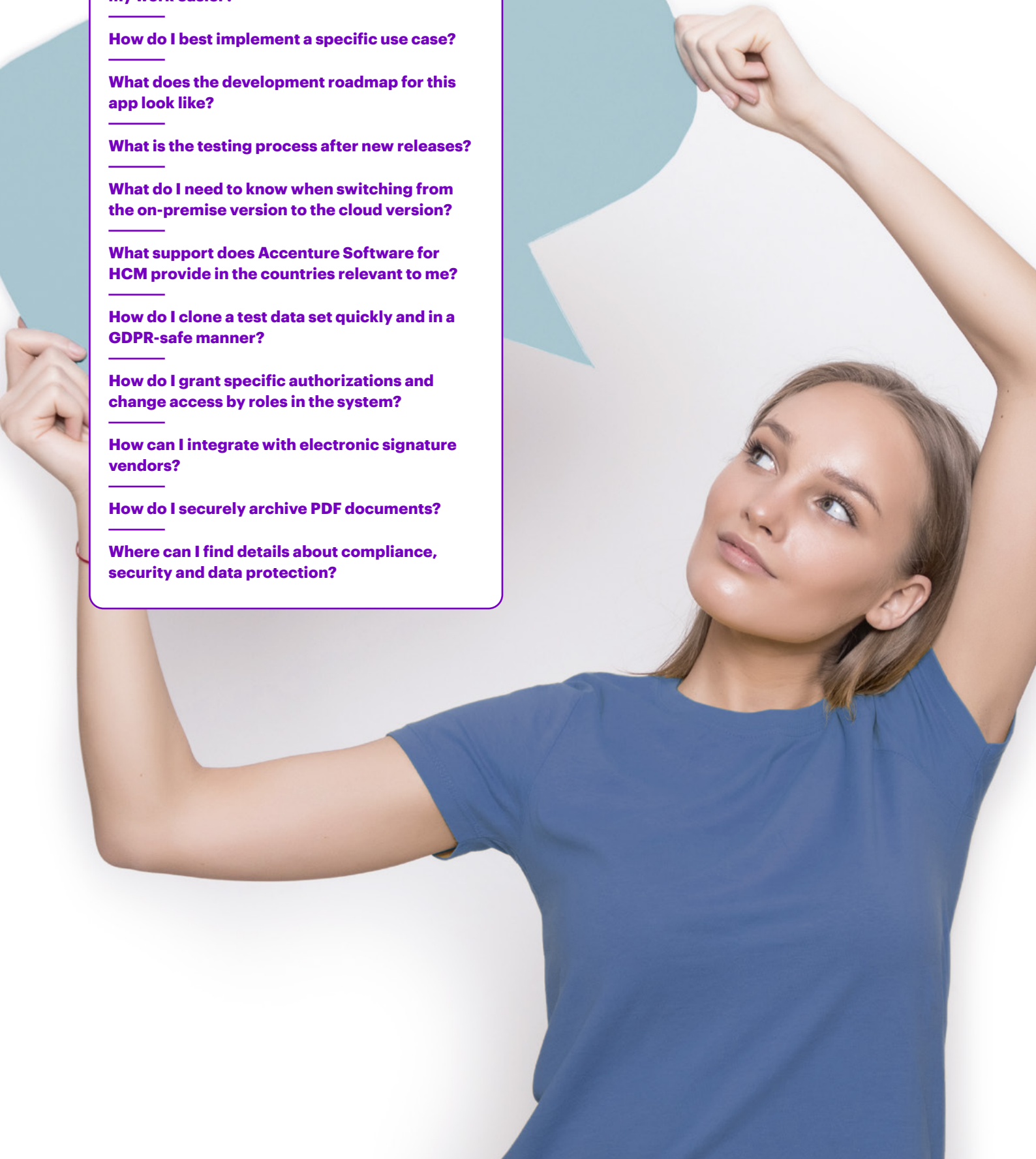
How do I clone a test data set quickly and in a GDPR-safe manner?

How do I grant specific authorizations and change access by roles in the system?

How can I integrate with electronic signature vendors?

How do I securely archive PDF documents?

Where can I find details about compliance, security and data protection?



Making the best of software-as-a-service solutions

Our SAP SuccessFactors software extensions are built on a solid foundation of technology and services (Cloud Operations) as well as sophisticated IT security and data protection (Security & privacy).

Here are some of the advantages of using our solutions:

Customer success assurance



- Dedicated customer success manager
- Recurring checkpoints
- Advice and guidance on using the tool
- Onboarding service
- Customer satisfaction surveys

Support



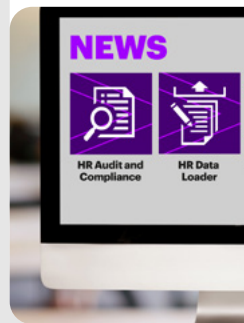
- Support portal
- 24/7 help desk for level 1 incidents
- Toll-free numbers

Building expertise



- User summits
- Newsletters
- User community and knowledge base
- Online training for end users and admins

Extended productivity services



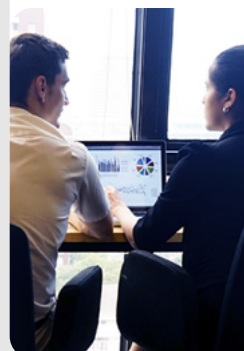
- Remote access to product experts
- Creation of rules and templates
- Remote end user and admin training
- Adjustment of settings

Cloud Operations on SAP Business Technology Platform



- Contract management for SAP
- Technical resource management
- Installation and deployment of updates
- SAP BTP hypercare after go-live
- Monitoring and reporting
- Platform user access management
- Wind-down services

Security & privacy



- Accenture Security Operations Center (ASOC)
- Data protection support

How to get started

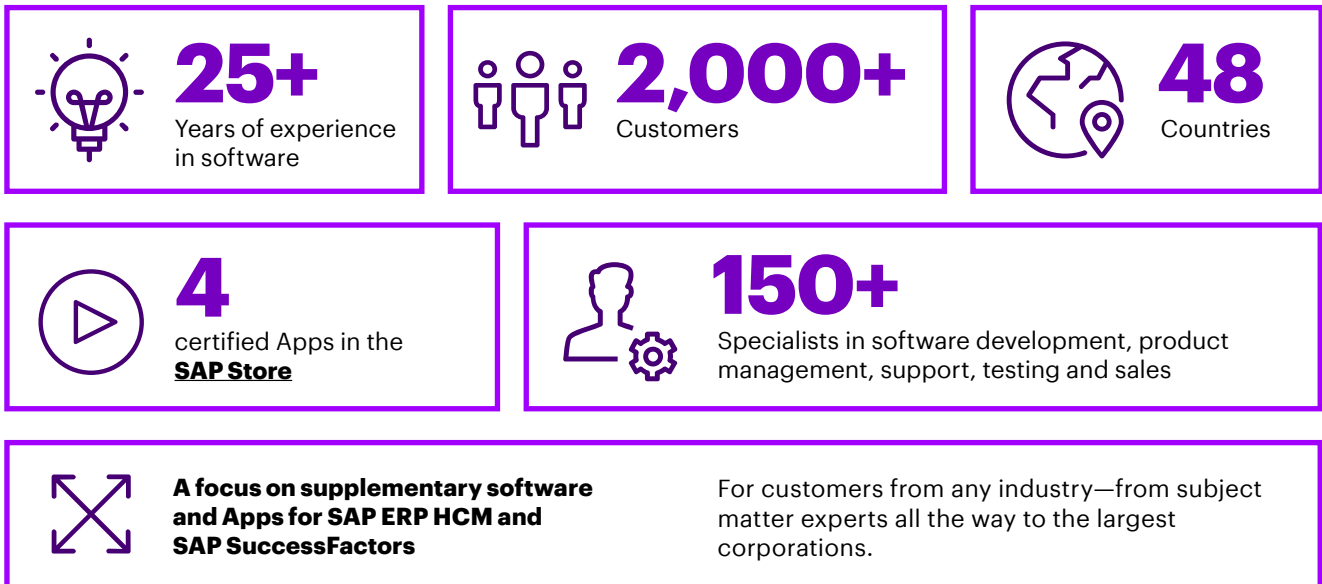
Your initial contact is with the consultant who will support you in the implementation of the software until your go-live.

After implementation, your personal CSA contact will step in to support you on an ongoing basis.

The CSA contact will arrange follow-up meetings for the program, deal with your queries and topics, and, where necessary, co-ordinate with key internal stakeholders for further alignment.

There is no formal registration for the CSA program. We are more than happy to contact you to ease your HR transformation journey.

Our goal is to help you succeed



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