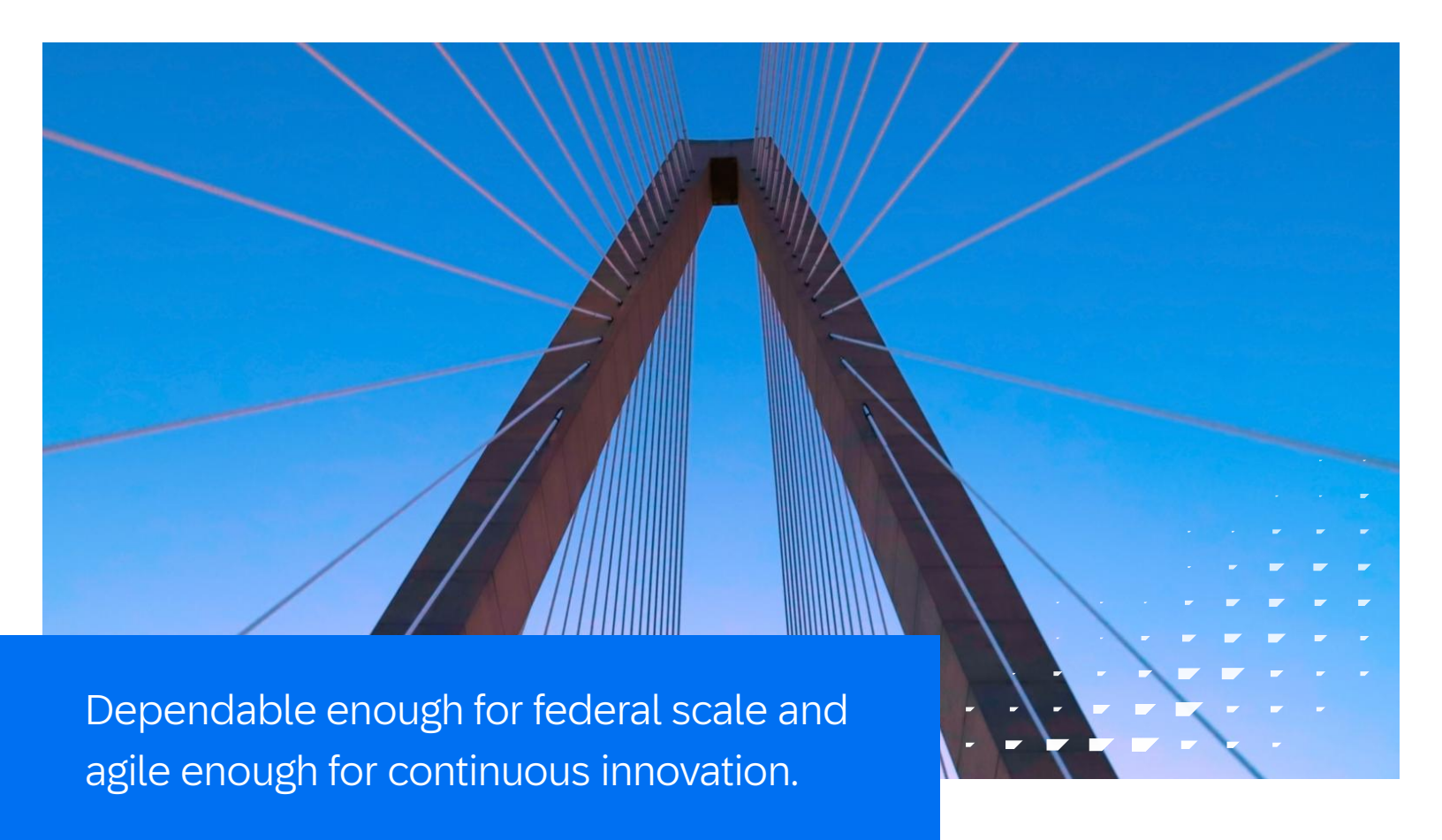


The Future of Federal HCM: Trusted Yesterday. Ready Today. Leading Tomorrow.





Dependable enough for federal scale and agile enough for continuous innovation.

Federal leaders face a defining opportunity as they modernize human capital management. The opportunity to establish a new digital foundation where efficiency underpins every system, every decision, and every employee experience. Realizing that opportunity depends on choosing the right partner.

The landscape of choices often forces agencies toward opposite ends of a spectrum, but federal agencies don't need extremes. They don't need solutions weighed down by legacy baggage, nor ones too new to prove their readiness at scale.

What agencies need is a middle ground. A partner that's established, yet forward-looking. Grounded in federal realities yet designed for what's next. Comprehensive enough for complexity, yet simple enough for everyday use.

SAP brings that balance, making enterprise-grade performance possible in the federal space. Decades of federal service mean that scale, security, and compliance are already in place. Proven out-of-the-box capabilities ensure modernization happens seamlessly, and market-leading AI delivers innovation at the pace of today's challenges, keeping government ahead of what's next.

SAP is not rigid and outdated or untested and risky.

SAP is the proven future of federal HCM.

Serving the people who serve the nation

Systems create the digital foundation for government performance, but people bring that foundation to life through the contributions, careers, and service that drive every mission forward.

Human capital management is how we equip federal employees to show up and serve. From the first paycheck to the last pension check, from learning opportunities to healthcare coverage, the right HCM ensures every worker is supported with speed, intelligence, and certainty.

This is the vision SAP brings to federal human capital management: systems designed not just to process tasks, but to serve people. After all, serving the public begins with serving the people who make public service possible — and that service must be reliable, innovative, and effective at every stage of the employee journey.



Strong systems. Strong people.
A stronger government. Powered by SAP America.

How we serve: from hiring to retiring

SAP supports federal employees across every stage of their career.

SAP SuccessFactors HCM – our cloud-based human capital management suite – gives agencies the operational backbone to onboard faster, manage pay accurately, reskill effectively, and deliver retirement support seamlessly. Every stage of service is supported by secure, federal-ready systems that work as hard as the people who depend on them.



Recruiting and onboarding

- Requisition management, job distribution, structured interviewing, and veterans' preference tracking **ensure transparent, merit-based, mission-aligned recruitment.**
- Digital onboarding tied to federal personnel forms **guarantee compliance from day one.**
- Built-in position management **links roles directly to budgets and organizational structures.**



Core HR and payroll

- A single repository for all people data, including personal, job, and compensation information, **creates a single source of truth for the federal workforce.**
- Unified core data **offers data-driven insights to optimize hiring, retention, and workforce deployment.**
- Consolidated payroll processes **eliminate operational complexity.**



Professional development and workforce management

- One centralized learning platform **delivers mandatory and job-specific training aligned with federal needs.**
- Support for IDPs and ECQs **ensures employee development objectives are met.**
- Real-time workforce intelligence dashboards **forecast future needs, skill requirements, and attrition risks.**



Retirement and offboarding

- Automated workflows and case management **reduces retirement backlogs.**
- Payroll and pension integration **ensures accuracy and eliminates duplicate entry.**
- Employee self-service retirement tools **improve clarity and access for retiring employees.**

Why SAP America?

Proven federal excellence

SAP SuccessFactors already supports dozens of agencies and aligns with every function of the Human Capital Business Reference Model (HCBRM).

Federally Experienced

45+

federal agencies supported

1.8M

federal users

25+

years of federal expertise

Delivers complete coverage of HCBRM's required functional areas

Federally Secure

7+

federal security authorizations including FedRAMP, ITAR and DoD IL4

Delivers **securely** though NS2

1 of **6**

companies that meets all Ethical AI Indicator criteria

Federally Scalable

165+

customers with more than 100,000 employees

1B+

pay slips calculated worldwide

700

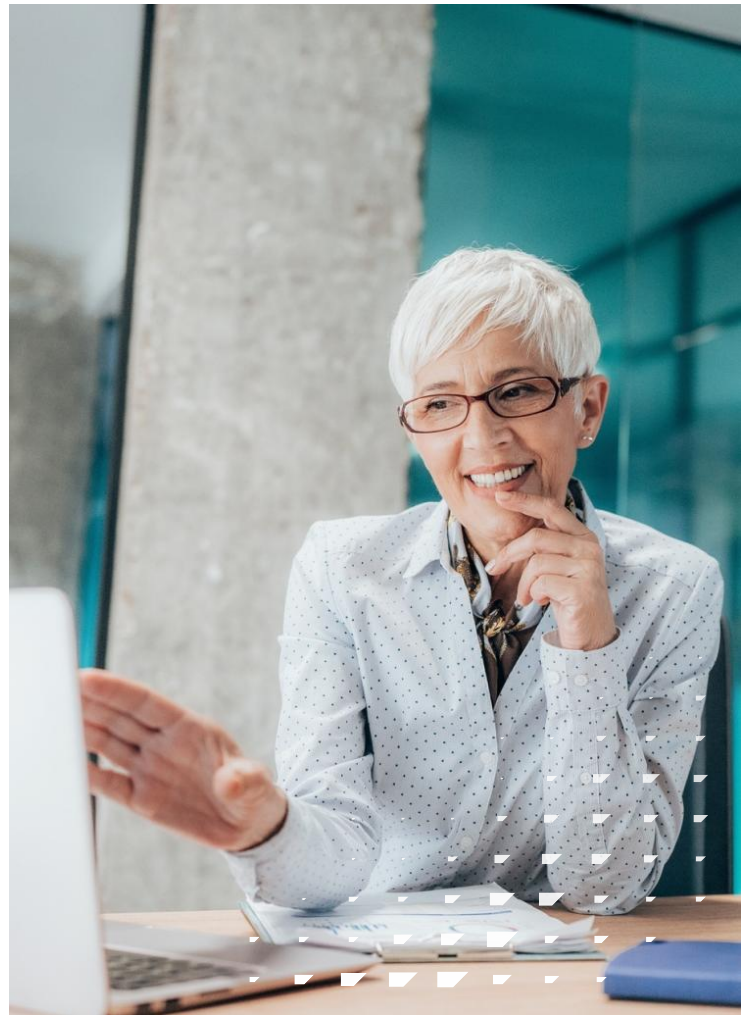
regulatory changes delivered annually on average

Largest SaaS HCM footprint in government

Why SAP America?

Start fast with out-of-the-box capabilities

Modernizing federal systems doesn't have to mean disruptive overhauls or extended timelines. SAP makes progress possible from day one, with incremental rollouts that deliver value fast while laying the foundation for long-term transformation.



Out-of-the-Box Federal Readiness

- **Pre-configured templates** tailored to OPM and agency requirements reduce complexity and speed deployment.
- Proven integration patterns ensure **seamless connectivity** with existing federal tools and systems.

Continued Enablement

- Digital adoption platform provides in-application, **step-by-step guidance** within SAP SuccessFactors.
- Digital adoption platform **cuts training time** by up to 70% and **reduces support tickets** by 60%.
- **Real-time, personalized guidance** adapts to user roles, workflows, and technical proficiency levels, eliminating common barriers to adoption.

Intelligent Oversight

- **Analytics reveal friction points** so agencies can see exactly where employees struggle and resolve adoption barriers before they impact productivity.
- **Automatic compliance updates** ensure workflows and guidance always reflect the latest federal standards and policies, reducing risk and protecting accountability.



Why SAP America?

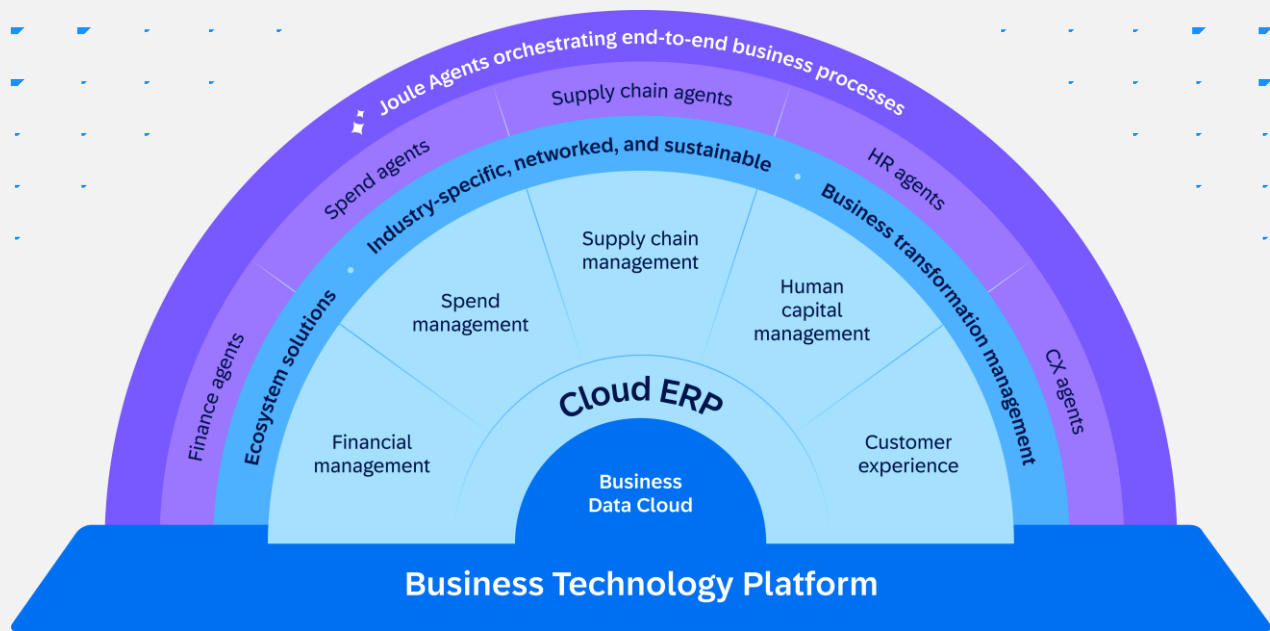
Leading AI designed for federal HCM

AI is reshaping how government works, but not all AI is created equal. Federal leaders need intelligence that is secure, proven, and built to address the realities of public service.

With Joule, the AI copilot for business, and a suite of additional capabilities, intelligence is woven into every stage of the human capital management lifecycle. As a result, leaders gain foresight and employees gain time.

- ✔ **Employee goal creation & performance plan authoring** saves manager time, increases alignment to mission objectives, and improves measurable performance outputs.
- ✔ **Automated case triage and routing** rapidly reduces the volume of tickets sent to specialists by classifying and answering common questions.
- ✔ **Retirement case support** relies on AI-enabled chatbots and workflows to help employees transition faster and with less frustration.

These capabilities don't replace people — they empower them, embedding efficiency into daily work and freeing time for higher-value service.



Why SAP America?

Unified people, finance, and operations

Most technologies solve for parts of the problem. SAP solves for the whole.

Human capital management cannot be treated in isolation. Every hiring decision, retirement claim, and reskilling initiative has budget, procurement, and performance implications.

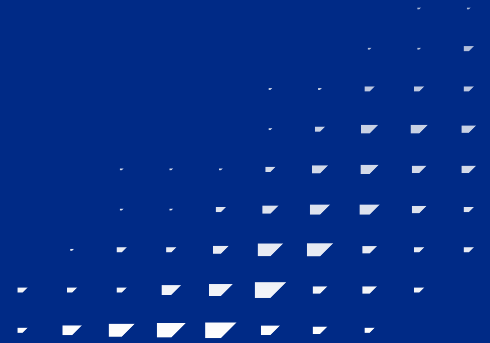
Only SAP unifies HCM with finance, procurement, and logistics, creating a **full line of sight across the federal enterprise.** This integration allows agencies to:

- Connect workforce and budget planning to ensure new hires are fully funded
- Tie skilling and reskilling programs directly to mission readiness metrics
- Align procurement and onboarding to accelerate time-to-service
- Leverage centralized data for enterprise-wide analytics and accountability

With SAP's federally-proven business suite, agencies gain the real-time visibility to plan smarter, operate faster, and deliver stronger results at scale.

SAP America in action

SAP backs every promise with transformative outcomes that speak for themselves.



Agile

A government defense organization used SAP SuccessFactors HCM to **build a pay-for-performance process that adapts quickly to workforce needs.**

Leveraging enterprise compensation, performance management, and goal-setting tools, the system automatically calculates bonus eligibility and amounts based on employees' pay scales and performance reviews. With built-in, complex rules the organization can adjust criteria and reward structures with agility while reducing manual workload.

The result: a streamlined, transparent process that ties performance directly to compensation and can evolve as workforce priorities change.

Scalable

A major U.S. defense organization relies on SAP SuccessFactors HCM to **deliver learning and professional development at gigantic scale** — supporting 700,000 users.

Operated as a shared service, SAP HCM provides technical support, upgrades, program management, and continuous maintenance for extensions, integrations, reports, and online course content. The system handles an average of 45,000 unique users, generates 20,000 reports each weekday.


The result: consistent, continuous, comprehensive learning and development at scale that meets federal reporting requirements.

Comprehensive

A cabinet-level agency with approximately 140,000 users implemented SAP SuccessFactors HCM to **create a comprehensive, centralized approach to Core HR and Talent Management.**

Live on modules including Individual Development Plans, Performance Management, Succession and Development Planning, Compensation, and Learning, the agency now delivers all major talent processes through a single platform.

The result: end-to-end talent management that ensures consistency and accountability across bureaus while reducing duplication and improving enterprise-wide efficiency.



SAP America by the numbers

We are more than a technology provider;
we are an American ally helping the
U.S. government operate at its best.



25+

years of federal expertise

147,000

customers across
25 industries

\$100B+

annual economic
impact in the U.S.

Serving **91** of
the Fortune 100

900,000+

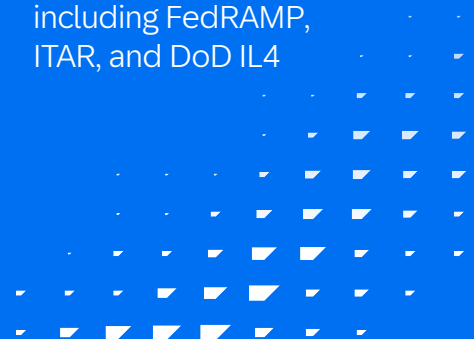
U.S. jobs supported

77%

of global financial
transactions touch
an SAP system

7+

federal security
authorizations,
including FedRAMP,
ITAR, and DoD IL4



The future of federal human capital management **starts here**

Modernizing human capital management is more than a systems upgrade. It's a chance to strengthen the foundation of federal service by better supporting every employee from their first day to their last.

The future of federal human capital management will be defined by the decisions made today. With the right partner, efficiency and effectiveness can become the hallmarks of HCM and all government systems.

That future does not need to wait. With SAP America, agencies can begin today — modernizing incrementally, aligning to federal requirements out of the box, and unlocking immediate outcomes for employees, leaders, and constituents alike.

The future of federal HCM is here.

And it starts with SAP America.

Learn more

To discover how SAP SuccessFactors can help you simplify your core HR, time, and payroll processes, contact your SAP representative, or [visit us online](#).