

Helping government simplify to run at its best

Executive overview

March 2015



The mandate: Government must simplify to run at its best



Ensure fiscal responsibility

Deliver consumer-like citizen services

Keep the community safe and sustainable

Drive prosperity and improve living standards for all

“By 2020, more than **50%** of government agencies with direct citizen engagement missions will direct at least **25%** of their programmatic budget to 3rd Platform technologies and IoT”
IDC March 2015

The challenge: exceeding policy objectives while controlling operational costs

Primary Business Objectives



Lower costs using taxpayers' money wisely



Improve citizen service



Improve public security and resource allocation for safe, sustainable communities



Improve decision making with engaged and empowered employees

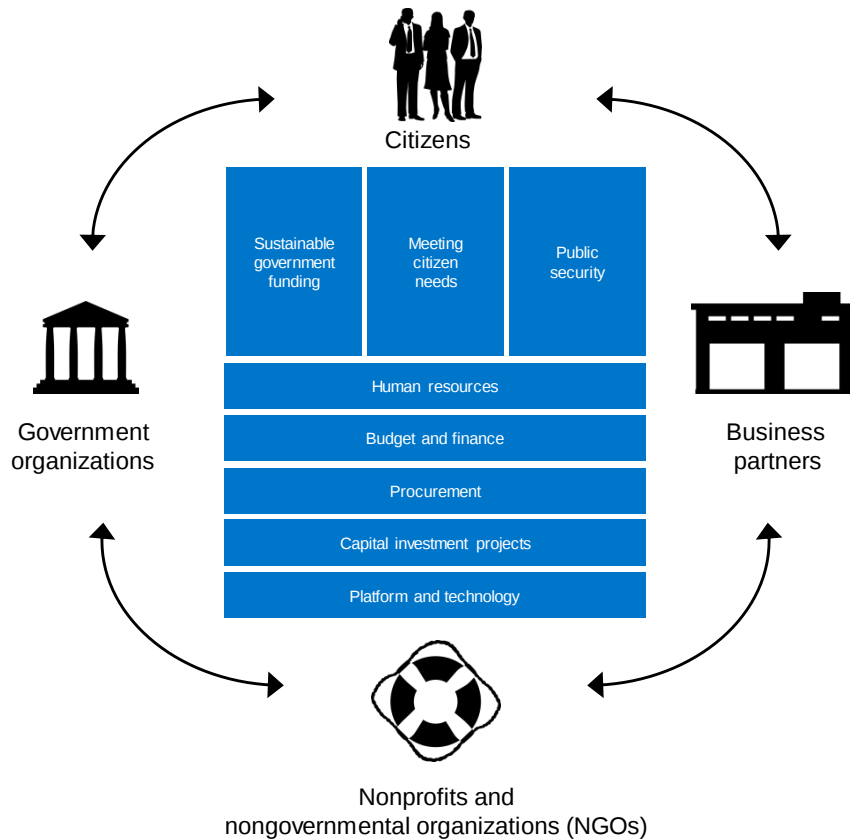
Key questions: How do we . . .

- Break down the silos of data within an agency or between agencies to make data driven decisions
- Collaborate between public, private, and nonprofit sectors to provide a real-time, unified citizen experience
- Sense, predict, and act in real time to protect citizens from security threats, health hazards, and natural disasters
- Transform the way we compete for, recruit, and develop talent enables

“Focus on performance metrics, intended outcomes and data sharing for cross-boundary service coordination”

Gartner March 2015 IDC

Mastering the challenge: Enabling government to improve citizens' lives



Sustainable government funding - Achieve the best value for taxpayers' money.



Meeting citizen needs: Deliver tailored, seamless, and context-aware citizen experiences.



Public security - Provide safe, sustainable communities



Human resources - Obtain engaged and empowered personnel.



Driving top performance delivers substantial rewards

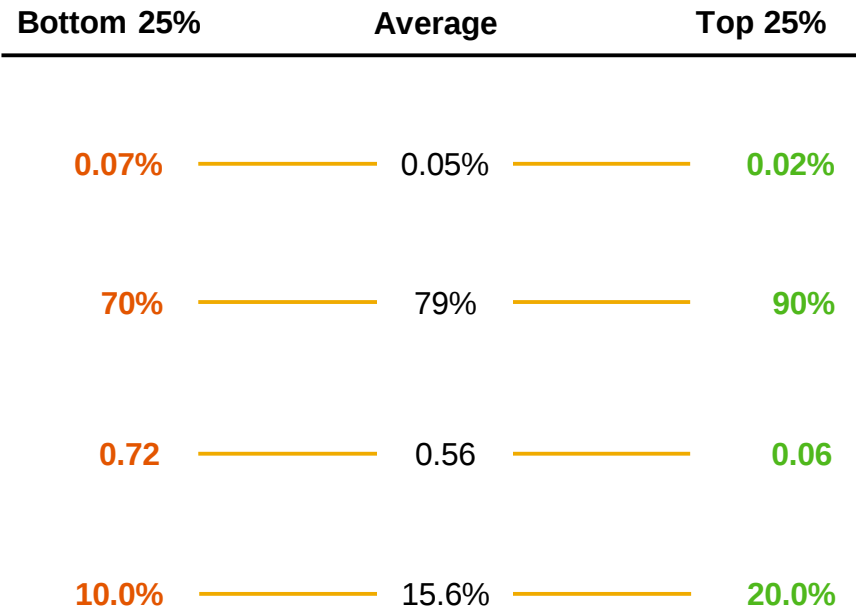
Industry analysis shows that top performers in public sector achieve:*

60% lower audit cost

14% higher first-call resolution rate

89% lower energy use (million GJ per \$100M budget)

28% higher time spent on analysis of data (in %)



*In comparison to average performers, source: SAP Performance Benchmarking, all KPI benchmarks for public sector industries except energy use, energy use benchmark is for overall industries.

To support top performance SAP offers a comprehensive and industry-specific solution portfolio

Sustainable Government Funding

- Tax and Revenue Management
- Social Contribution Collection
- Fraud, Waste and Abuse
- Debt Collection Management

Meeting Citizens Needs

- Social Benefit Decision Making
- Benefit Payment Services
- Labor Market Services
- Omnichannel Constituent Service and Experience
- Grants Management for Grantors
- Permits, Licenses, and Inspections

Public Security

- Intelligence and Homeland Security
- Investigation Management
- Digital Policing
- Emergency Management
- Real-Time Situational Awareness

Human Resources > Core Human Resources and Payroll | Talent management | Time and Attendance Management | Workforce Analytics and Planning

Corporate functions > Finance | Procurement

Platform and technology > Enterprise technology | Analytics | Mobile | In-memory platform

Solutions from SAP for Meeting Citizens Needs



Performance measurement to evaluate performance, adjust future programs and ultimately deliver better services.

What do SAP solutions help customers do?

Social Benefit Decision Making

Manage citizen applications for social benefits

Benefit Payment Services

Make inbound and outbound payments

Labor Market Services

Enhance the quality of public employment services and programs

Omnichannel Constituent Service and Experience

Provide world-class services to citizens

Grants Management for Grantors

Plan, select, manage, and evaluate grant programs with a single integrated platform

Permits, Licenses, and Inspections

Become an efficient and globally competitive government

Typical results*

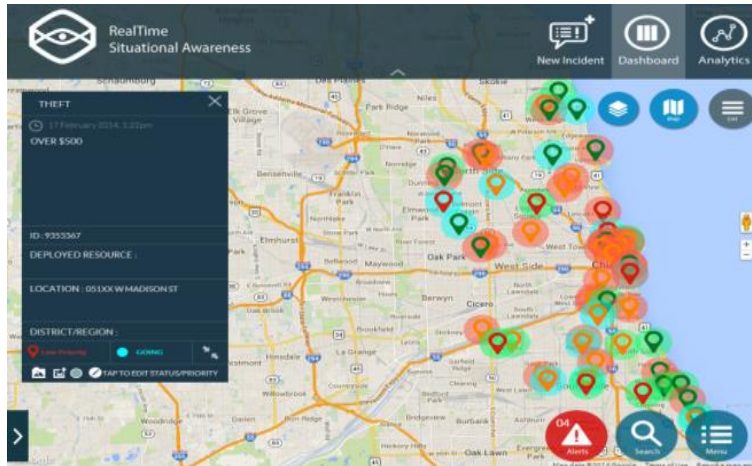
88%

Believe that the ability to share insights between agencies is critical for their agency

15%

Lower cost of interaction when multichannel communication – such as voice, e-mail, chat, fax, and web – is used to optimize customer contact

Solutions from SAP for Public Security



Real Time Situational Awareness enables stakeholders to predict, and act in real time to better protect the community

What do SAP solutions help customers do?

Intelligence and Homeland Security

Manage the flood of noisy information to make better informed decisions

Investigation Management

Managing the full investigative lifecycle

Digital Policing

Help to empower the front line and protect lives

Emergency management

Respond to and recover from emergencies and disasters

Real-Time Situational Awareness

Leverage real-time lifesaving information to make decisions ---
When Seconds Save Lives, Speed Matters

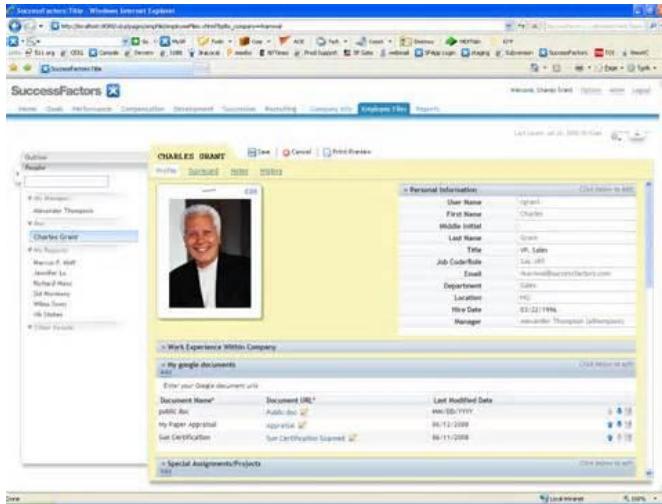
Typical results*

51%

Higher percentage time spent on data analysis for organizations where the BI system provides easy to use self service analysis, reporting and visualization tools, without needing technical expertise

*Source: SAP Performance Benchmarking.

Solutions from SAP for Human Resources



Simplify to improve performance, capitalize on untapped opportunities with state-of-the-art HR solutions

What do SAP solutions help customers do?

Core Human Resources and Payroll

Streamline HR and payroll operations in the cloud or on premise

Talent Management

Attract, develop, and retain the right talent for your organization

Time and Attendance Management

Improve workforce performance through optimized time-off management and time-sheet data

Workforce Planning and Analytics

Deepen insights into the impact of human capital investments

Typical results*

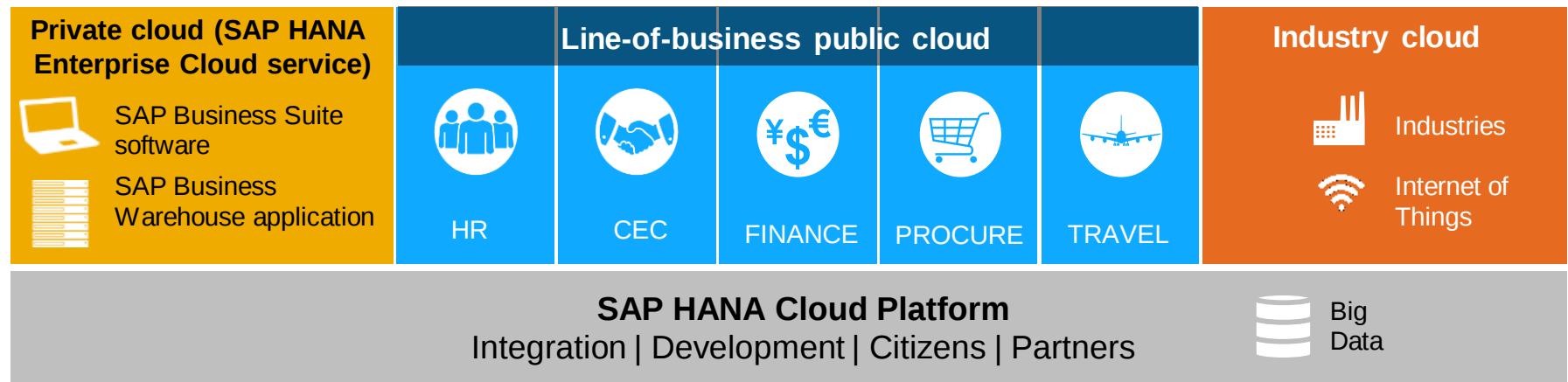
40%

Employee productivity when mobile access is provided to employees across all levels

*Source: SAP Performance Benchmarking.

SAP solutions are delivered on a real-time platform

The SAP platform is designed for **collaboration**, **innovation**, and **high performance**, taking a “**cloud first**” approach



Delivering substantial value through simplification

Complex business processes



- Real-time processes
- Digitally connected enterprise
- Best business practices



New profit models

Complex user experiences



- Live business insight
- Role-based experience
- All devices



Immediate business impact

Complex technology



- Simplified data model
- Choice of deployment
- Open innovation platform



Lower total cost of ownership

SAP platforms and solutions reflect unmatched industry expertise



SAP provides solutions to **58%** of United Nations member governments to help improve citizen services

Deep Public Sector-specific capabilities

Embedded preconfigured best practices for public organizations

Clear public sector road map

City of Boston
USDA
NASA
Plan International
Red Cross
State of Indiana
New South Wales
City of Vienna
Surrey City Council
City of Capetown
Australia Department of Human Resources

Infonavit
Municipalidad de Guatemala
Ministry of Economy, Mexico
Province of North Brabant
Regione Sardegna
Feeding America
NZ Department of Conservation
Colorado Dept. of Transportation

Customer references

Essex Fire and Rescue



Organization

Essex Fire and Rescue Service

Headquarters

Kelvedon, Essex, United Kingdom

Industry

Public sector

Products and Services

Fire and rescue services, including prevention, protection, and response

Employees

1,295 firefighters
46 control personnel
266 support staff

Budget

£72.14 million

Web Site

www.essex-fire.gov.uk

Top objectives

- Unify disparate personnel management systems and improve reporting
- Increase the efficiency of response availability and training schedules
- Integrate and automate IT systems for time entry, shift information, and payroll to eliminate redundant data entry and increase data accuracy

Resolution

- Chose the SAP® ERP Human Capital Management (SAP ERP HCM) solution and the SAP Workforce Scheduling and Optimization application by ClickSoftware
- Implemented self-service tools for managers and staff, including an electronic rota book to manage station availability and firefighter hours
- Met all business requirements laid out in the implementation blueprint

Key benefits

- Unified training, schedule, and event management, maximizing resources
- Eliminated duplicate data entry and enabled comprehensive data sharing across the organization, greatly increasing data accuracy
- Made local managers responsible for data entry and record keeping
- Provided self-service tools to manage personal details and leave records

“With SAP ERP HCM and SAP Workforce Scheduling and Optimization, full-time firefighters can arrange rotas two weeks in advance, local managers can organize movement before a shift starts, and part-time firefighters can book on or off duty with a text or check online to see availability for the next 24 hours and arrange their plans around that.”

Paul Hill, Assistant Chief Fire Officer, Essex Fire and Rescue Service

£1 million

In savings year over year

25%

Improvement in availability for 6 out of every 24 hours

1 pay run

Overtime payments brought forward by a complete payroll run

24x7

Availability by linking to an automated mobile solution



Customer references

NASA



Company or Organization

NASA

Headquarters or Location

Washington, DC, U.S.

Industry

Government

Products and Services

Learning

Employees

18,000

Web Site

www.nasa.gov

Objectives

- Consolidate three legacy learning management systems
- Standardize training processes across 10 Centers
- Meet the U.S. President's Management Agenda

Why SAP

- Ability to let employees register online for any course
- Ability for supervisors to assign and track training and manage individual learning plans
- Platform standardized training evaluation for classroom and online training

Benefits

- Consolidated systems across 10 NASA centers
- Standardized processes
- Expanded training options

Greater

consolidation of systems
across 10 centers

Better

standardization of processes

More

training options



Customer references

New Zealand Department of Conservation



Department of Conservation
Te Papa Atawhai

Company

Department of Conservation

Headquarters

Wellington, New Zealand

Industry

Public sector

Products and Services

Protecting New Zealand's ecological, recreational, and historical assets while getting people outdoors and helping them have a good time

Employees

Approximately 1,500

Web Site

www.doc.govt.nz

Objectives

- Simplify data management for rangers in the field
- Effectively manage work with volunteers, contractors, and other government agencies
- Communicate accurately and efficiently with management

Why SAP

- Plant maintenance to control 72,000 assets and 100,000 work orders for 500 field staff
- Ability to track and schedule all work activity using the SAP® Work Manager mobile app
- Mobile access, allowing rangers to enter data offline without returning to the office, which can often be miles away
- User-friendly, intuitive interface that reduces training time and costs
- Experience from the SAP Services organization to help meet business requirements

Future plans

- Expand the use of mobile technology across the organization
- Move SAP Work Manager to a cloud environment
- Continue to work with SAP to improve processes and drive the conservation mission

“Our rangers work in a rugged and dangerous environment. With SAP Work Manager, they can focus on protecting our natural assets and keeping visitors safe. They don’t need to worry about whether data is getting back to the system correctly. The rangers like it because it is easy to use – and that means we like it too.”

Mike Edginton , National Manager for Recreation and Historic Management , Department of Conservation

Precise

Accurate data and complete visibility into field activity for management

Reliable

Short- and long-term scheduling, ensuring resource and staff availability

Flexible

Recording and tracking of unplanned, ad hoc, or unexpected work

Versatile

Plan and wish-list creation that can be submitted for funding consideration

Efficient

Greater productivity by cutting wait times related to desktop and Internet access as well as data uploads, which have been reduced from hours to five minutes or less



Customer references

Province of North Brabant

Provincie Noord-Brabant

Organization

Province of North Brabant

Location

Brabantlaan 1,
's-Hertogenbosch,
The Netherlands

Industry

Public sector

Products and Services

Government services for
constituents

Web Site

www.brabant.nl

Partner

SAP® Consulting organization

Objectives

- Maximize outcomes with limited public revenues
- Adopt innovative approaches that support economic and social development and sustain a high quality of life for constituents
- Integrate multiple information sources to let users access land management data from a single business software system

Why SAP

- Determination to retain the existing SAP software workers were trained to use
- New service introduced by SAP Consulting that implements geographical enablement of the SAP ERP application
- SAP experts' ability to understand the business and IT landscape of the Province of North Brabant

Benefits

- Reduced effort and time required to execute land and asset management processes
- New value for constituents through greater process efficiency
- Ability of business users to access all data – even spatial data – quickly

Higher

Visibility of business data

Less

Time required to execute
business processes

Better

Data quality

“The implementation service for geographical enablement from SAP Consulting helped us quickly and cost-effectively deliver geographic data to our users.”

Eric van Os, Project Planning and Control, Real Estate Development Group, Province of North Brabant



Customer references

Plan International



Company or Organization

Plan International

Headquarters or Location

Surrey, United Kingdom

Industry

Nonprofit, Professional
Services

Products and Services

Compensation
Learning
Performance & Goals
Recruiting Management
Succession & Development

Employees

10,000

Web Site

www.plan-international.org

Top objectives

- Manage and mobilize a field staff of 9,000 without relying on paperwork
- Give executives and managers greater visibility into the makeup of the workforce
- Unite the disconnected talent management systems used by individual countries and regions

Resolution

- Rolled out quickly worldwide using an agile methodology
- Seamlessly combined HR and financial data from SuccessFactors and SAP platforms
- Allowed field staff to log onto a talent management solution from anywhere, on any device

Key benefits

- Saved €150,000 annually by eliminating HR point solutions
- Increased efficiency to enable growth from an almost €700 million to a €1 billion organization
- Supporting a growth model by extending humanitarian services to new countries over the next 5 years
- Helped countries that currently deliver programming and humanitarian services to begin fundraising in their local markets

€150,000

annual savings by eliminating HR point solutions

€1B

annual revenue goal, due to greater efficiency

“SuccessFactors and SAP will be absolutely critical to our ability to execute our mission worldwide.”

Mark Banbury, Global Chief Information Officer, Plan International



Public Sector industry leaders rely on SAP

Sustainable Government Funding



Meeting Citizens Needs

Provincie Noord-Brabant



Public Security



Human Resources



Next steps



Experience

... it yourself at the next SAP event near you, or check out [SAP global events](#) or [solutions for the public sector industry](#)



Contact

... your account team to schedule a meeting.

SAP CONTACT NAME

SAP E-MAIL ADDRESS



Engage

... with SAP in design thinking workshops.

Contact: your SAP CONTACT



Initiate

... the benchmarking process with a free value assessment at valuemanagement.sap.com.

Appendix

industry place mat

SAP for Public Sector

Empowering government through technology to help the world run better

SAP empowers government organizations to run better and improve citizens' lives by empowering agency services personnel, reducing operational cost and complexity and effectively managing risk and compliance.

Industry strategy

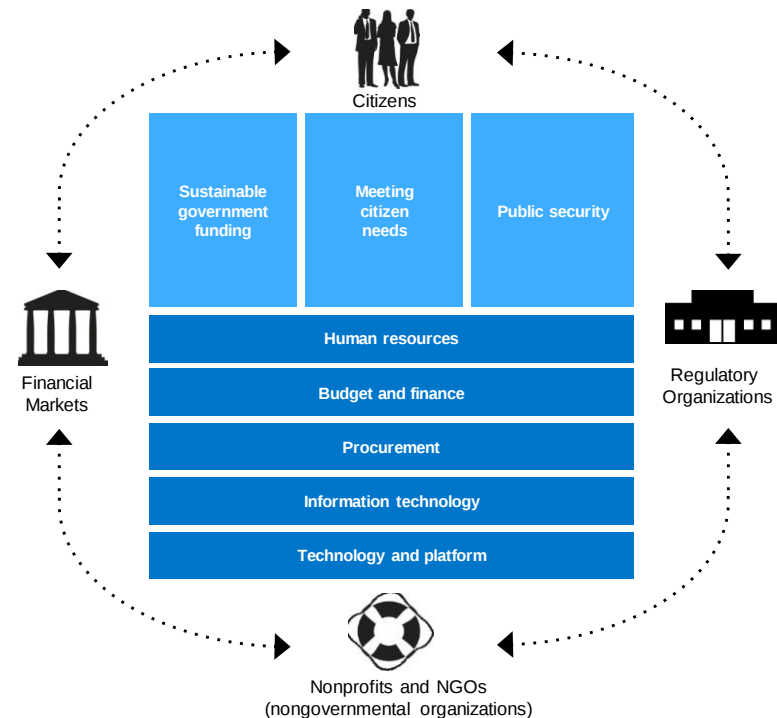
SAP helps public sector:

- Ensure stewardship of public resources through transparency and accountability
- Run smarter, faster, and simpler with the right mix of technology designed for how people work
- Make data available for better citizen services
- Improve performance by planning and directing resources in real time

SAP for Public Sector solutions in 2018

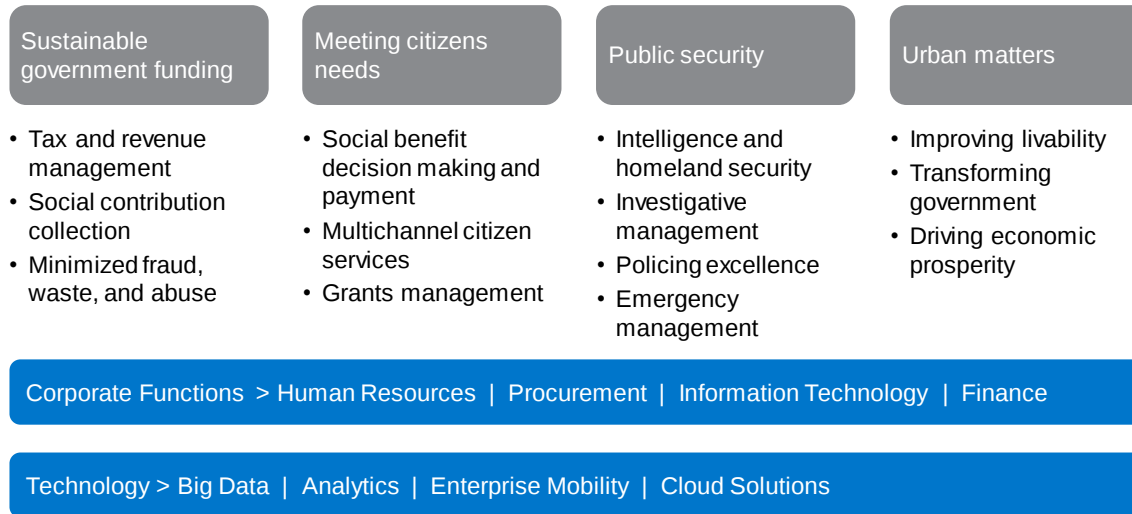
- 5 million government personnel using SAP software to improve performance and citizens' lives
- 500 million citizens being served by organizations running SAP solutions

Innovations for our public sector customers



- **Deliver the next-generation citizen experience with mobile, social, and multichannel citizen interactions: Tailored, seamless, and context-aware citizen experiences across channels**
- **Improve government performance: Streamline and automate core government operations to run in real time with flexible, agile processes**
- **Use the cloud: Deliver new levels of agility and innovation at a lower cost**

Industry value map for public sector



Featured differentiators and road map

Recent innovations

- SAP Business Suite software powered by SAP HANA
- SuccessFactors Talent Management Suite bundle
- SAP HANA enablement across many solutions in the SAP for Public Sector solution portfolio
- Rapid deployment solution for public sector financials
- Enhancements for social services

Planned innovations

- Revamped user experience for public-sector user roles
- Enhancements for tax and revenue management
- Enhancements to investigative case management
- Omni-channel for the public sector
- Public sector in the cloud
- Customer connection enhancements

Proof points

14,800+ public services customers worldwide in 130 countries run SAP software

Deep public sector-specific functionality

Embedded preconfigured best practices for public organizations

Source: SAP customer database

Resources

Web resources

SAP.com

[SAP.com public sector](https://www.sap.com/publicsector)

SAP Solution Explorer site

www.sap.com/solutionexplorer

SAP Value Lifecycle Manager site

valuemanagement.sap.com

Social media



Public sector view

[Public sector blogs](#)



Twitter

[@sappublicsector](#)