



Forward-thinking organizations deliver a better employee experience when they add Betterworks to their existing HR technology portfolio.

Enterprises add Betterworks when they want to build a modern performance enablement culture that positively impacts every level of the organization.

Employees:

- Build better employee-manager relationships through frequent touchpoints
- Gain essential insights from feedback that enable them to grow continually
- Improve performance in the flow of work — when it matters — not once or twice a year

Managers:

- Lead scenario- and topic-based conversations that help forge stronger relationships with their teams
- Have more conversations to enhance their objectivity and understanding of each employee's performance strengths and areas for improvement, helping to reduce bias

HR:

- Optimizes team, leadership, and organizational performance
- Increases conversation and feedback frequency, accumulating rich data
- Promotes better strategic and talent-focused decision-making through robust data

Our SuccessFactors customers continue to use the breadth of their SuccessFactors platform, for what it's good at – as a system of record, especially for people events, payroll, benefits, and other HCM needs.

Shifting to Betterworks' Intelligent Performance Management as your system of engagement and interaction within your existing HR technology portfolio – with SuccessFactors at the heart as your HRIS – is seamless when scenario-based integration is at your fingertips.

Core data that pushes from SuccessFactors to Betterworks includes:

- Employee and manager demographic data
- HRBPs and power users
- Organizational hierarchy

This data includes roles, target employee population assignment, and profile data (both standard and client-specific).



User Authentication

Betterworks provides a seamless and secure user authentication experience. To accommodate diverse organizational needs, we support a range of single sign-on (SSO) protocols, including SAML 2.0 and OAuth, ensuring a flexible and robust security posture. Our platform facilitates both identity provider (IdP) and service provider (SP) initiated workflows, allowing users to access Betterworks with ease and efficiency. We integrate with leading systems such as Okta and Microsoft Entra, among others, to ensure that regardless of your enterprise's preferred method of identity management, your team can authenticate confidently and conveniently into Betterworks.

Once authenticated from a Betterworks tile on the SuccessFactors homepage, your employees are one click away from experiencing a frictionless and easy-to-use performance enablement solution that encompasses nearly every aspect of work:

- Goal setting, alignment, and ongoing management
- Performance-based conversations and check-ins
- Peer-to-peer and manager-employee feedback
- Performance and talent calibration sessions
- Employee recognition
- Employee surveys (annual, pulse, process-based)
- Betterworks administration tools (for power HR users)

User Provisioning and Role-Based Permissioning

Through an API or SFTP import, Betterworks can create new user accounts (e.g., new hires) and modify existing user account information from your preferred system of record, such as Workday, or MS Entra. This allows you to manage common scenarios:

- Providing access to Betterworks for new employees
- Employee demographic changes (e.g., name, work location)
- Employee transfer (e.g., changes manager, HRBP assignment)
- Employee promotion (changes title or new manager reporting relationship)
- Promotion from individual contributor to manager (changes title, employee population visibility, and Betterworks feature access)
- Employee departures and decommissioning can no longer access Betterworks upon effective date



End-to-End People Event Management

When you launch Betterworks, you will begin to see a significant increase in performance-based data. This is due to scheduled and ad hoc, topic-based conversation and feedback processes that allow you to create a better employee experience.

The data captured in Betterworks is necessary for end-to-end people event management that may start in SuccessFactors, continue in Betterworks, and finish in SuccessFactors.

We know you will want to transfer data between SuccessFactors and Betterworks. Using SuccessFactors events as the trigger, you can complete any common user provisioning scenarios.

In addition, you may want to bring Betterworks data back to SuccessFactors to connect end-to-end events seamlessly between both systems. Common scenarios include:

- Betterworks performance summary data (ratings, goal achievement)
- Betterworks talent summary data (e.g., potential, impact, risk of loss)
- Key Betterworks data from Conversation and Feedback modules
- Development goals to link with your LMS

Integration Methods

For such scenarios, our customers have different integration method options: real-time API or batch SFTP (your frequency).

Betterworks APIs

Exchange data real-time between Betterworks and SuccessFactors via API. Our available API endpoints allow you to push data to and from SuccessFactors and Betterworks.

[Learn more](#) about our API endpoints.

SFTP

Instead of performing individual updates or manual CSV uploads, your SuccessFactors or IT staff can easily map the SuccessFactors fields to the Betterworks layouts using our simple SFTP file layouts. Through SSH key authentication, your files and data are securely pushed between SuccessFactors and Betterworks as events occur.



AN INTEGRATED, “BETTER TOGETHER” EXPERIENCE



SSO ACROSS ENTIRE SYSTEM



betterworks

Performance Coaching + Goal Management + Feedback + Recognition
+ Calibration + 1:1 Meetings + Analytics & Insights + Engage



Data exchanges between platforms



Users



Demographic Data

Performance + Impact + Potential

Development Goals



Data exchanges between platforms



SAP SuccessFactors 

Core HR + Pay

Compensation

Succession

Learning

Integration Key Benefits

Streamlined Workflows: The integration allows for the seamless flow of data between Betterworks' Intelligent Performance Management and core SuccessFactors HRIS processes, creating end-to-end processes across these systems.

Enhanced User Experience: Employees and managers benefit from a unified platform that offers a consistent and user-friendly interface, simplifying the process of managing performance and HR-related tasks.

Better Data Insights: The combined data from both platforms leads to more comprehensive insights, helping leaders make informed decisions about talent management, performance improvements, and operational efficiency.

Improved Performance Management: When Betterworks' tools are integrated with SuccessFactors' system, organizations can facilitate continuous performance feedback, goal-setting, and alignment with organizational objectives. They also improve talent calibration capability, enhancing overall performance management.

Increased Engagement: An integrated system leads to higher engagement by providing employees with clear objectives, real-time feedback, and recognition, all within a single platform.

Time Savings: The automation of manual processes related to performance and HR management saves time for employees and HR professionals alike.

Scalability: As your organization grows, the integrated Betterworks-SuccessFactors solution can scale accordingly, supporting an increasing number of users and more complex enterprise structures.

Compliance and Accuracy: The integration ensures that data across systems is consistent and accurate – essential for compliance with various regulations and internal policies.

Strategic Talent Management: By linking performance data with HR information, your company can more effectively manage its talent pipeline, succession planning, and workforce development initiatives.

Competitive Advantage: Companies that leverage the integrated Betterworks + SuccessFactors solution may enjoy a competitive advantage by optimizing their workforce's performance and well-being, ultimately leading to better business outcomes.

