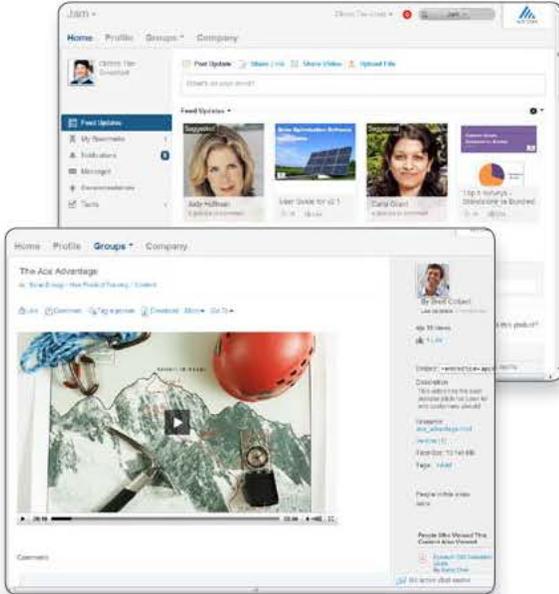


SAP Jam

Drive Results with Social Collaboration

SAP Jam delivers social collaboration where you work, connecting customers, partners, and colleagues with information, applications, and processes to solve business-critical problems and to drive results – all in your business applications, on your mobile device, or in SAP Jam.



With SAP Jam, you can reduce the time and costs needed to deliver learning to your organization.

Whether it's to collaborate on a sales strategy and engage customers, drive feedback on a new finance policy, or to select and manage key suppliers, social needs to be core to your work to decrease training costs, shorten sales cycles, and reduce supplier risk.

SAP Jam eliminates social silos

SAP Jam eliminates social silos in your organization by delivering a single, secure, cloud-based foundation across your entire company, applications, and business processes. By bringing together social collaboration under one roof, you get a unified work experience that pulls together everything you need to collaborate with customers, partners, or colleagues.

Turbo-charge your work and applications SAP Jam brings together several types of social collaboration including social networking, collaboration with external participants (customers, recruits, partners, vendors, suppliers), structured collaboration for problem solving (business tools to strategize, rank items, enabling groups to weigh in on options, etc.), and business process integration. Only this combination of features enables you to seamlessly bring social into any business process: social learning, social opportunity management, collaborative customer engagement and more.

Department	Benefits in making your work social
HR	<ul style="list-style-type: none"> Reduce training costs with social learning Streamline HR processes Share best practices to drive engagement
Sales	<ul style="list-style-type: none"> Shorten sales cycles with social opportunity management and 'deal rooms' Strengthen relationships and boost win rates with collaborative customer engagement
Customer Service	<ul style="list-style-type: none"> Improve time to resolution and contact center metrics with collaborative case management Increase customer engagement to improve satisfaction
Marketing	<ul style="list-style-type: none"> Streamline program planning, execution, and analysis with social campaign management Keep projects on track with social vendor management Collaborate with social media data to drive rapid analysis and customer response
Supply chain	<ul style="list-style-type: none"> Involve cross-company teams in collaborative vendor or bid selection Quickly align sales planning with inventory forecasts with collaborative sales and operations planning
IT	<ul style="list-style-type: none"> Avoid social silos by delivering a social collaboration foundation across the business that provides a single, seamless, aggregated experience





Streamline sales opportunity management by bringing social collaboration with SAP Jam directly into SAP CRM

SAP Jam is available in several editions with varying features and functionality. Please contact your sales representative to help decide which edition of SAP Jam is appropriate for your needs.

Capabilities	Features
Work patterns and social business processes	SAP Jam offers work patterns for common business processes, saving employees time by putting together the tools they need for the specific activity. With pre-built work patterns for sales, service, support, education, mentoring and more, you'll be off and running in no time.
Structured collaboration and problem solving	All work requires solving problems or making decisions. Gather information, investigate options, consider ideas from customers and partners, and obtain consensus on what to do by taking advantage of pro/con tables, decision tracking, polling, and more.
External collaboration	Securely engage customers, partners, or suppliers. Get feedback and ideas from customers and allow partners get the latest training materials and collateral
Social Networking	Find and discover content, people, groups or data to get work done. Create, share, annotate, or discuss with videos, documents, wikis, or blogs. Keep up to date by following people, feed updates, or by getting email notifications. Stay connected while mobile. Reward and motivate with kudos and gamification.
Enterprise integrations	SAP Jam is built for the enterprise with integrations for leading applications, content management systems and portals such as Microsoft SharePoint and Alfresco One. SAP Jam integrates with various SAP and SuccessFactors products and services including: SAP BusinessObjects BI Platform, SAP Cloud for Financials, SAP Cloud for Customer, SAP CRM, SAP Learning Solution and the SuccessFactors foundation.
Administration	SAP Jam provides out-of-the-box support for LDAP and SSO via the SuccessFactors foundation, providing for automatic assignment of members to groups as well as support for custom-member lists. In addition to reporting, SAP Jam provides various compliance and moderation capabilities to allow for IT oversight.

About SuccessFactors, an SAP Company

SuccessFactors, an SAP company, is the leading provider of cloud-based Business Execution Software, which drives business alignment, optimizes workforce performance, and accelerates business results. SuccessFactors customers include organizations of all sizes across a wide range of industries. With more than 20 million subscription seats globally, we strive to delight our customers by delivering innovative solutions, content and analytics, process expertise and best practices insights.



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