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Dear readers,

The cloud operating model promises numerous advantages — lowering of system acquisition costs, shortening of implementation times or the outsourcing of updates for instance, to name but a few. Therefore, cloud applications will continue to gain in importance in the future as well.

To make sure that external developers can also implement SAP-based applications in the cloud, SAP has created a respective "Platform as a Service" offer with the SAP Cloud Platform. In this public cloud, customers and partners can create and enhance cloud or on-premise applications.

However, the acquisition of cloud applications in enterprises also involves uncertainties: How safe are these solutions? How much bandwidth is available by using the cloud?

Depending on the user case, however, the cloud benefits mostly prevail and, recently, we could also perceive an extremely strong interest in apps developed in the SAP Cloud Platform, such as the *FIS*/Berichtsheft. This report booklet is our app for trainees and trainers that can be used to create digital reports and transmit them via electronic workflow. This is how we promote digitization within human resources. The app can be used flexibly and cost-effectively.

The device-independent solution was designed by our trainees themselves and put on a high-performance, safe and flexibly usable technological basis via integration into the SAP Cloud Platform. Lately, this app won the second place in the 2017 SAP Cloud Platform App Contest for Central/Eastern Europe (MEE). This shows that agile apps in human resources are trendy and in demand. Therefore, the report booklet app will definitely not be our last application based on the SAP Cloud Platform.

As far as personnel processes in the SAP context are concerned, there is hardly a way around SAP SuccessFactors any more. Here as well, we are observing a highly growing interest. For SAP, the future clearly lies in the cloud in terms of e-recruiting and talent management. The "Software as a Service" solution based on best practices provides high data security, automated updates and mobile access (keyword "agile apps"). Of course, it is also possible to slowly change from an on-premise-based SAP HCM module to cloud-based models by using a hybrid solution. Our experts will provide you with advisory support and the suitable technology in this process.

Learn more about this topic and further activities of the FIS Group in the present issue of our FIS News. I hope you will enjoy reading it.
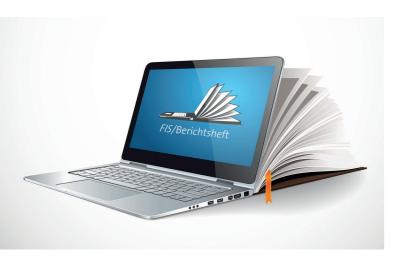
Cordially yours,

Dieter Ball,
Executive Board Member

SUCCESSFUL CLOUD APPS –
FIS/BERICHTSHEFT WINS SECOND PLACE IN SAP APP CONTEST

FIS/Berichtsheft, the app developed by FIS for trainees and trainers won the second place in the 2017 SAP Cloud Platform App Contest for Central/Eastern Europe (MEE).

The jury judged the products submitted according to different criteria such as user benefits or user friendliness. The *FIS*/Berichtsheft app was **developed by the trainees themselves** and, as a finished product, eventually raised on the **efficient SAP Cloud Platform.**

The fact that this app is a development directly from the working environment of its users was certainly one decisive factor for the top placement of FIS in this contest.

Trainees can use the *FIS*/Berichtsheft to enter their reports and grades easily, intuitively and device-independently. Trainers obtain notifications on reports received and can approve or refuse them with comments or improvement requests anytime and anywhere. All persons involved can clearly see who still has to deliver a report or whether all reports have been released. The app is completed by further functions such as substitution rules among trainers for instance. For using the report booklet app, only an account on the SAP Cloud Platform is required. Therefore, this service can also be used easily by smaller enterprises without SAP system.

By **replacing paper-based report booklets,** enterprises increase their attractiveness as employers, because they meet their trainees at digital eye level. At the same time, they enhance their process efficiency. This fact has meanwhile been recognized by many companies and FIS has observed a **highly increasing interest** in this app since it was published in May 2017. It is intensively used in areas where it has already been applied and has become a popular work equipment – also and particularly for young people. Diverse larger projects are already in the pipeline.

NEW BUSINESS LAB – TRY, LEARN, INNOVATE

Socialist planned economy is not a model of success as history has proven. Even with modern market economy, however, companies can maneuver themselves into a dead end with an allegedly good plan. This particularly applies if market or business conditions are changing ever faster, as is the case with the current digitization. Then it is time to **constantly rethink and break new ground in an agile manner.**

As of late, FIS supports companies with the **"New Business Lab".** Target groups of this concept are existing and prospective customers wanting to test trend-setting ideas and prototypes or looking for the starting point into agile development, project work or the establishment of innovation-promoting structures. "With this new concept, we clearly rely on **advanced technologies, ways of working and methods, such as SAP Leonardo, Scrum and Design Thinking,** and combine them in our New Business Lab," explains Stephan Wagner, Senior SAP Development Consultant and head of customer development projects at FIS.

Together with customers, experts such as senior business architects, senior developers or certified usability engineers (Fraunhofer Institut) test ideas introduced as to their technical feasibility, economic potential and attractiveness for their users. In short projects of a few weeks, a prototype is developed, evaluated in the proof of concept, further developed or even discarded.

An interdisciplinary team uses a functioning and testable prototype (minimum viable product) to develop only what is actually needed – this saves up to 40% of the development time. The result is a software tailored to the context of use. "The best solution is the one that is **developed, tested and iteratively improved together with users,**" says Benjamin Rehner, New Products Manager at FIS.

"Try, learn, innovate" is the guideline of the New Business Lab. Agile development in this context means that the customer can collaborate and bring in their feedback at any time since part of the process should be to constantly learn more in the ongoing project. One thing is particularly important: to get active!

FIS INNOVATION DAY 2018 –
TOGETHER BECOMING THE WORLD DIGITIZATION CHAMPION!

On the occasion of this year's FIS Innovation Day, FIS impressively proved how agile and digital challenges can be faced in a constructive way. 300 participants attended this event at Schweinfurt Maininsel Conference Center on May 15-16, 2018 – a new record number of visitors. There, they learned how they can leave the playing field of digital transformation as winners.

High-profile keynote speakers set the framework for a **multifaceted program including lectures, workshops, live forums and guided tours** concerning trend-setting topics. Bert O. Schulze, VP Product Management & Co-Innovation at SAP, outlined the innovative possibilities provided by the new SAP S/4HANA product generation: Automated and voice-controlled processes based on HANA data and used to automatically distribute tasks to an employee via Machine Learning are no longer visions of the future.

Companies that are not able to adapt themselves quickly enough to new technological developments will soon be the victims of digital Darwinism, augured Prof. Dr. Ralf T. Kreutzer, professor of Marketing at the Berlin School of Economics and Law. Digitization was the central thread of the entire program. Ralf Bernhardt, chairman of the FIS management board, emphasized that digital transformation only works if it is handled as an overall concept of innovation, processes and technologies.

Lectures and six interactive innovation platforms provided opportunities to exchange opinions with FIS professionals and actively test new solutions on the system. Digitization the visitors could touch was not only offered in the FIS innovation lab focusing on smart solutions and agile project work. During the "Warehouse Logistics" live forum for instance, the visitors learned how automated conveyor systems can accelerate the warehouse processes in the SAP EWM environment. The "Touchpoint Management" forum showed how SAP C/4HANA (former SAP Hybris) increases customer satisfaction with customer-centered architecture and significantly raises sales volumes by using digital channels. Another forum presented FIS cloud products used to support the HR area, such as the digital report booklet app, the *FIS*/Berichtsheft.

The practice-oriented workshops were also booked out in a flash. Small teams used creative design thinking methods to find out how established business processes can be digitized. The participants of the SAP C/4HANA workshop (former SAP Hybris) learned how an IT solution helps generating sales. Small groups worked on a campaign for an international B2B company: The participants got familiar with the workflow from target group definition to its implementation in different channels and experienced live how SAP Commerce and SAP Marketing simplify and automatize this workflow.

FIS and its customers celebrated magical moments during the evening event. Atmospheric top acts set the scene for the 25th company anniversary: Live music, artistry, body art and magic characterized the evening. The artists presented visually what has made FIS so special over the last 25 years: the professional juggling with the balls of the new digital world.

FIS INCREASES ENGAGEMENT IN THE AREA OF SAP TRAINING COURSES

In addition to training courses for its own products, FIS now offers overall SAP training courses. No matter whether enterprises implementing SAP for the first time or long-term users with detailed questions on individual modules are concerned – the training courses are aimed at **beginners and professionals,** have a modular structure and are individually adjusted to the respective requirements of the participants.

With these SAP training courses, FIS addresses enterprises with training needs in the areas of **SAP implementation** and for specific SAP modules such as SAP MM or SD. Companies wanting to get acquainted with **SAP navigation** and requiring a general **overview of basics and functions** of different modules will be given a precise impression of the various templates by FIS and are introduced to the system step by step and in a fully operational test landscape.

Depending on the respective situation within the enterprise, a selection can be made between standardized seminars focussing on specific topics and **individually adjusted training courses.** Here, either individual training days or the complete package can be booked. The FIS training professionals tailor the contents of individual training courses to the requirements of your industry, organization or internal business processes.

The training courses are conducted by trainers with long-term professional experience and practical knowledge. Practical exercises can be carried out directly in the system and, afterwards, the participants will receive detailed training materials. Moreover, FIS will offer further **training courses in the SAP S/4HANA environment** in the future.

COUNTERING SKILLED LABOR SHORTAGE – SUCCESSFUL TALENT MANAGEMENT WITH SAP

Together with "Medienwerft", FIS will support your enterprise in finding the appropriate skilled labor, addressing them in the right way and retaining them – by means of digitization of personnel processes with SAP SuccessFactors and consulting as to employer branding.

Employer branding with "Medienwerft"
It is recommended to turn up for an interview with freshly styled hair and the appropriate motivation and preparation. What applies to job applicants is equally important for enterprises. Today, employer branding, i.e. the creation of an attractive employer brand for employees and skilled labor, is more important than ever. Employers need to put themselves in the limelight in an advanced, i.e. in a digital way and the presentation of their enterprise must be aimed at specific target groups. Therefore, the human resources department requires a professional online presence first. Here, "Medienwerft", a FIS subsidiary, will support enterprises with the conception and creation of an appropriate digitization strategy, the respective consulting and the setup of a career page.

Digital personnel processes with FIS
Employer branding will be supported by the appropriate technology for mapping the digital processes of talent management: SAP SuccessFactors, the cloud-based SAP software. FIS is a specialist enterprise for the implementation of digital personnel processes with SuccessFactors, which can be used to manage, measure and consistently improve HR processes. The software includes modules for recruiting, applicant management, onboarding, learning management, performance management and development planning. Via advanced user interfaces, personnel processes can be handled intuitively.

Constructively addressing digital natives
Particularly in view of the skilled labor shortage as well as the increasing internationalization of the labor market, it is important to deal with the digitization of personnel processes. Job advertisements in the Sunday supplements of daily newspapers are no appropriate platforms for modern digital natives any longer. It is essential to present yourself as a modern employer in numerous online channels in parallel and to choose an approach that is appropriate to particular target groups. Today, potential job candidates also expect an easy and mobile possibility of establishing contacts and applying for jobs. Eventually, SuccessFactors enables mobile and online viewing of received applications for personnel administrators and supports companies in the management and controlling of their job advertisements across different online channels. It provides the possibility of an easy and cross-channel publication of your advertisements and of success control by using different reports.

Together with the consulting by "Medienwerft", FIS provides a coordinated offer that helps you find appropriate candidates and win them over by using digital processes in human resources.

NEW APP LINKS SAP WITH MARKET PLACES

Amazon and eBay – e-business on online market places increasingly gains in importance in the business environment. Business done via market places or the shop systems of individual manufacturers always involve processes in your own ERP system. However, an **integration of SAP and market places** via an application has not been available so far or at least only in a rudimentary manner for individual processes. As a consequence, FIS offers **a novelty with its market place cockpit.**

The **"all-round carefree" app based on the SAP Cloud Platform is the central interface between SAP and market places** and can be used to handle all processes up to payment flow. From the app, the user controls their market place activities and has a central view of the associated SAP processes.

In this way, users benefit from an integrated solution as a **supplement or alternative to their own B2C Web shop** and as part of the **omnichannel concept.**

The market place integration can be implemented and used with little expense and effort. Fees will be charged according to the **pay-per-use model.** User fees are charged proportionately on the basis of the market place turnovers achieved via the app.

With this app, FIS has positioned itself as a top provider for linking SAP systems with online market places. **Target groups are enterprises from wholesale, retail and industrial sectors** intending to efficiently and easily develop new distribution channels as an alternative to their own online shops, benefit from the platform economy and increase their visibility in the market.

Have we aroused your interest? Please feel free to contact our FIS professionals for further information on this novelty at:

marketplace@fis-gmbh.de