eightfold.ai

Power Talent Transformation with AI

Enhancing SAP SuccessFactors with the Eightfold Talent Intelligence Platform

The need for dynamic, data-driven talent management is more urgent than ever.

As we move towards a post-pandemic era, talent leaders must contend with accelerating digitization, rapidly evolving business models, hybrid working environments, and the increasingly shorter half-life of skills.

At the same time, workforce demographics and expectations are undergoing profound shifts. Today's employees—especially Millennials and Gen Zers—want inclusive workplaces, flexible careers, continuous learning, and an equitable path to promotion.

Companies also face a looming war for talent. Prudential's March 2021 Pulse of the American Worker survey revealed that one in four U.S. workers is planning to look for a new employer when the coronavirus crisis subsides.

For SAP® SuccessFactors® customers, it's time to build a more agile, future-ready workforce by leveraging artificial intelligence (AI) to inform—and transform—talent management.

AI-Powered Talent Intelligence

The Eightfold® Talent Intelligence Platform™ enhances SAP SuccessFactors solutions to improve how companies acquire, grow, retain, and deploy talent. The platform delivers actionable talent intelligence by using deep learning AI to analyze the combined data from SAP SuccessFactors and public sources like career sites, job boards, social profiles, and resume databases.

By integrating the Eightfold platform with SAP SuccessFactors, companies can understand the skills they need and the skills their talent has—across a global pool of employees, candidates, and contractors. Talent leaders can identify skill gaps in the organization, focus recruitment efforts, invest in the right talent and skills-building, and prepare for shifts in business strategy.

The Eightfold platform also improves candidate and employee experience, which is crucial in a tight labor market. Because the AI matches talent with opportunities—jobs, projects, courses, mentors—in a consistent, unbiased way, employers can attract more diverse candidates, level the playing field for internal mobility, and provide personalized career paths for every employee to further their own growth and skills development.

Enhancing SAP SuccessFactors with Eightfold's Talent Intelligence

The SAP SuccessFactors HXM Suite has an essential place in the HR tech stack of the world's best-run companies. Employers rely on SAP SuccessFactors solutions to streamline core HR processes, manage the employee experience, and meet HR regulations. SAP SuccessFactors is an excellent system of record with strengths in global compliance, security, and reporting.

As the digital foundation for talent management, SAP SuccessFactors holds vast volumes of data about employees and candidates. Enhancing SAP SuccessFactors with the Eightfold platform is the key to unlocking all the insights in that data and the considerable potential in that talent.

System of Intelligence

Eightfold is an AI-powered talent intelligence platform that complements and extends multiple SAP SuccessFactors solutions, including SAP SuccessFactors Recruiting, SAP SuccessFactors Employee Central, SAP SuccessFactors Learning, and SAP SuccessFactors Career Site Builder.
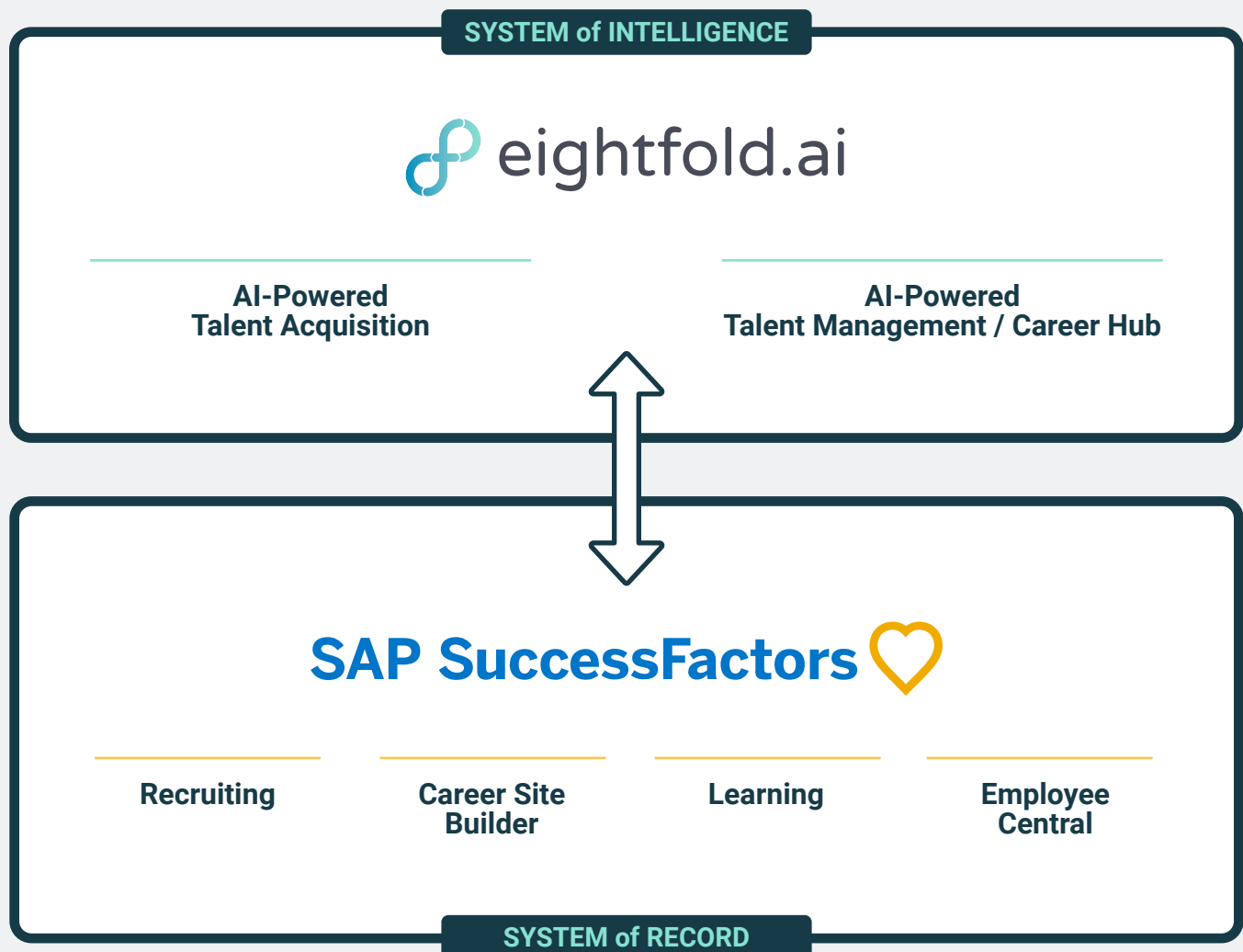
The Eightfold platform is not an applicant tracking system (ATS) or HR information system (HRIS). Instead, the cloud-based, SAP Endorsed App "sits on top of" SAP SuccessFactors applications to provide a system of intelligence that powers a more effective, forward-looking talent management strategy. At its core, the Eightfold platform delivers intelligence about skills, jobs, and people that help talent leaders answer the basic questions they still struggle with, including:

- What talent do we need to be successful?
- What is my talent capable of?
- What are our skills gaps?
- How do we fill those gaps?
- What skills are needed for this job?
- Who has the potential to succeed in this job?

Entire Talent Lifecycle

The Eightfold Talent Intelligence platform is a complete solution that delivers measurable outcomes across the talent lifecycle—from recruiting, to development, to retention and redeployment.

> **Eightfold Talent Acquisition** is a comprehensive requisition-to-offer solution that reduces time-to-fill and helps employers hire for potential and diversity.

> **Eightfold Talent Management** unlocks workforce potential with insights that improve internal mobility, talent redeployment, and upskilling/reskilling initiatives. The employee Career Hub is a key element of the Talent Management solution and empowers employees with a personalized, fully integrated learning and development experience that aligns to their career aspirations.

> **Eightfold Talent Flex** optimizes contingent hiring by sourcing the best contract talent at scale based on experience, availability, budget, and potential to excel in assignments.

SYSTEM of INTELLIGENCE

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AI-Powered Talent Acquisition

AI-Powered Talent Management / Career Hub

SAP SuccessFactors

Recruiting

Career Site Builder

Learning

Employee Central

SYSTEM of RECORD

SAP and Eightfold:
Partners in Talent Intelligence

These are just a few of the reasons SAP SuccessFactors customers feel confident about realizing meaningful business value from the Eightfold platform, quickly, easily, and with support from SAP.

"Combining Eightfold's platform with our ecosystem of SAP solutions aligns with our single-platform strategy."

Bernd Schmitz
Global Talent Marketing,
Bayer AG

SAP Endorsed App
As an SAP Endorsed App, the Eightfold Talent Intelligence Platform reduces risks and accelerates deployment for SAP SuccessFactors customers. The Eightfold platform has been tested and premium certified by SAP for its integration with SAP products and adherence with best practices.

SAP Pinnacle Award Winner
Eightfold was one of only 21 partners honored with a 2021 SAP Pinnacle Award. As the winner of the Partner of the Year – Endorsed App category, Eightfold was recognized as a top-performing partner with a record of technology innovation and customer success with joint enterprise customers headquartered on four continents.

Global Scalability
The Eightfold Talent Intelligence Platform scales to meet the growing talent requirements of the world's largest organizations. The cloud-based platform is used in more than 110 countries and supports 19 languages.

Global Partner Network
Eightfold works with a growing network of partners with expertise in SAP SuccessFactors and AI-driven talent strategies. Multinational companies benefit from partnerships with leading global system integrators, including Accenture, Deloitte, McKinsey & Company, PwC, and Tata Consultancy Services.

Verified Privacy and Security
The Eightfold Talent Intelligence Platform is fully compliant with security, privacy, and accessibility regulations. Eightfold maintains SOC II Type 1 and SOC II Type 2 security audits, ISO27001 certification, and is GDPR-ready and FedRAMP Ready.

The Eightfold Talent Intelligence Platform can be found on SAP Store.

> "If we just keep managing skills in our HRIS and updating them every three years, we would never get anywhere as an organization."
>
> **Head of Talent Management**
> *Top 10 Pharmaceutical Company*

Eightfold's Advanced Talent AI

The Eightfold Talent Intelligence Platform features deep learning AI that delivers rich talent insights by analyzing data from SAP SuccessFactors customers and public sources like career sites, job boards, and resume databases (LinkedIn, Hoovers, Crunchbase, GitHub, etc.). Eightfold's proprietary global data set is the world's largest, self-refreshing source of talent data. It encompasses more 1 million job titles, 1 million skills, and the profiles of more than 1 billion people working in every job, profession, industry, and geography.

The key capabilities of Eightfold's continuously learning AI include:

1. **Identifying the skills required to do a job successfully.**
   Eightfold's AI augments requisitions ingested from an ATS with relevant skills that don't appear in the job description. The sophisticated AI considers contextual nuances when mapping skills to jobs. For example, the AI can differentiate between the skills used by a Product Manager at a technology firm and the skills required for the same role at a consumer goods company. The AI also knows which skills are rising or falling in popularity, allowing employers to stay on top of trends in the talent market.

2. **Determining an individual's skills, capabilities, and potential.**
   Eightfold's AI captures, quantifies, and continually updates the skills and capabilities of all talent profiles ingested from an ATS or HRIS. The AI identifies an individual's validated skills, likely skills, skills to validate, and any skills missing for a given role. When assessing skills, Eightfold's algorithms consider factors like companies worked at, career path, time spent in different roles, work locations, and performance feedback. This provides a more accurate, multi-dimensional picture of what people are capable of and where they can succeed next.

3. **Matching individuals to jobs, courses, mentors, and projects.**
   The Eightfold platform enhances recruiting and internal mobility by matching talent with jobs based on an individual's AI-inferred skills and capabilities. Eightfold's matching algorithms are far superior to simple keyword-based methods, which match people to jobs using words on a resume. On the learning and development side, the Eightfold platform uses AI to proactively build personalized career development pathways at scale. These pathways are tailored to employees' unique career aspirations and combine skills-building classes, skills-based mentors, and short-term projects.

4. **Supporting inclusive hiring and development.**
   Eightfold's AI-informed diversity insights help employers baseline, benchmark, and strengthen DE&I initiatives. The AI uses Equal Opportunity Algorithms—the state of the art in bias prevention—to ensure that personal characteristics don't factor into best-fit matches. Eightfold uses the principles of explainable AI to show how every recommendation is based solely on relevant data.

Powering Talent Transformation with Eightfold's AI

The Eightfold Talent Intelligence Platform delivers actionable insights that transform how employers recruit, develop, retain, and redeploy the right talent. AI-powered talent management benefits SAP SuccessFactors customers at all phases of the talent lifecycle, including these five value areas.

1. **Finding the Right Talent Faster**
   The Eightfold platform accelerates time-to-fill for SAP SuccessFactors customers by increasing recruiter efficiency and instantly identifying best-fit candidates from across an enterprise's entire talent network.

2. **Improving the Candidate Experience**
   SAP SuccessFactors customers can use the Eightfold platform to offer a personalized candidate experience that boosts employer brand and brings in more applications from diverse and highly qualified talent.

3. **Promoting Internal Mobility**
   The Eightfold platform helps SAP SuccessFactors users retain productive, fully-ramped talent with a personalized career development experience that promotes internal mobility and growth.

4. **Transforming Talent Development**
   SAP SuccessFactors customers can shift from a reactive to a proactive talent development strategy guided by Eightfold's real-time intelligence into workforce skills and capabilities.

5. **Advancing DE&I Goals**
   Enhancing SAP SuccessFactors with the Eightfold platform gives employers new tools and AI-based insights for measuring and improving diversity outcomes across the organization.

"We really believe that getting the right people in the right jobs with the right skills is the only way to transform business and create growth."

Holly Quincey
Global Head of Talent Acquisition – HR Solutions, Bayer AG

1. **Finding the Right Talent Faster**

In a hot job market, employers must act quickly or risk losing quality candidates to a faster offer. Sifting through thousands of online applications or searching for qualified candidates in an ATS is time-consuming, inefficient, and often unproductive. It's also difficult to determine whether a candidate has the right skills for the job based on the limited, self-assessed information on a resume.

Enhancements with Eightfold

AI-Powered Screening: Recruiters and hiring managers "calibrate" requisitions with screening criteria like preferred skills, adjacent skills, alternate job titles, and prior employers. Eightfold's AI uses this calibration to instantly identify and stack rank best-fit candidates. The AI considers an individual's current and learnable skills when evaluating and scoring job fit.

One Interface for All Sources: Eightfold's AI singles out high-potential talent from all sources, including the applicants and employees stored in SAP SuccessFactors, recruited and referred talent, alumni, contingent staff, and agency-sourced individuals. The platform facilitates talent rediscovery by matching past applicants against all open positions, delivering more accurate results than keyword searches.

Integrated Scheduling: To save time, recruiters can schedule interviews from within the Eightfold interface, which integrates seamlessly with Microsoft Outlook and Google Calendar. The solution prompts candidates to select a convenient time slot, enables rescheduling, requests feedback from interviewers, and tracks the process from start to finish.

Talent Management Benefits

Skills-Based Hiring: Companies can hire based on skills and potential, not pedigree or job history. Recruiters and hiring managers can put the right people in the right roles because they know what skills a candidate has today and what they could be good at in the future.

Faster Time-to-Fill: Recruiters and hiring managers can quickly identify and move quality applicants through the recruiting funnel. Talent rediscovery, an instant shortlist of best-fit candidates, and a more efficient interviewing process all shorten the time between requisition and offer.

Increased Recruiter Efficiency: The Eightfold platform eliminates the repetitive, manual tasks that bog down recruiting teams. Recruiters can fill open positions in fewer hours, leaving more time for higher-value activities like engaging with candidates and acting as talent advisors to hiring managers.

90% reduction in screening time

35% faster time-to-fill

2. **Improving the Candidate Experience**

Many employers struggle to attract new talent, especially the next generation of younger workers. Delivering a positive candidate experience can increase recruiting success, but most career sites seem designed to turn talent away. There's no guidance to help candidates find the right job and, after the job seeker completes a long application, any follow-up communication is generic and delayed.

Enhancements with Eightfold

Personalized Career Sites: The Eightfold platform integrates with SAP SuccessFactors Career Site Builder to create personalized career sites for job seekers who upload a resume. The AI recommends the best positions for each applicant and details why their skills and experience are a good fit. The AI also presents relevant career site content (blogs, videos, etc.) based on the candidate's job interests.

AI-Powered CRM: The platform's built-in candidate relationship management capabilities enable personalized communications at scale. Recruiters can do highly targeted outreach with messages and content tailored to a candidate's skill set and background. They can also create automated drip campaigns to nurture promising talent.

Candidate Rediscovery: Resumes submitted online don't go into a black hole. Instead, Eightfold's AI makes it easy to disposition candidates and automatically considers past applicants for new job openings. Candidates can be engaged and invited to apply for the right role, no matter when they originally applied or what role they applied for.

Talent Management Benefits

Superior Candidate Experience: Candidates enjoy a faster, smoother, more transparent recruiting process. Rather than applying for the wrong job or leaving a career site in frustration, candidates can easily see and pursue the openings they're a good match for.

More Top Candidates: Personalized job recommendations increase the number and share of applications from qualified candidates. Helping applicants understand why they are a strong match for a role particularly boosts the application rate of diverse candidates.

Better Employer Brand: A positive candidate experience strengthens employer brand, which has a direct impact on talent acquisition. Employers of choice are better able to attract and hire the next generation of diverse and high-quality talent in an increasingly competitive job market.

4X qualified career site applications

91% increase in female applicants

3. **Promoting Internal Mobility**

High attrition rates exact a high price, with productivity, employer brand, and recruiting budgets all taking a hit. Unfortunately, for many employees it's easier to find a growth opportunity at another company than a career path with their current employer. To make matters worse, promotions, projects, and mentor relationships are often based on an employee's connections, not their capabilities.

Enhancements with Eightfold

Internal Recruiting: Eightfold's algorithms provide a consistent, objective, skills-based evaluation of all employees against all open roles. Recruiters and hiring managers can filter position pipelines for current eligible employees and get a clearer picture of an employee's true potential with AI-enriched talent profiles.

Self-Directed Career Planning: Employees proactively map out potential career paths guided by Eightfold's AI. The platform uses each employee's career goals and skills to suggest future roles, identify skill gaps, and surface relevant development activities.

Personalized Career Hub: Every employee's Career Hub experience is powered by personalized, AI-driven recommendations for internal job and growth opportunities. Employees can see and easily apply for positions they are a strong match for, with matches made across departments, geographies, and job levels. They can also access the specific courses, projects, and mentors that can help advance their careers.

Talent Management Benefits

Increased Retention: Employers retain top and diverse talent by giving employees a clear line of sight to their own learning and growth at the company. Employees are motivated to stay and work toward their next role, rather than seeking a new opportunity elsewhere.

Better Employee Experience: Employees discover their hidden talents and can take control of their career with visibility into their best options for internal mobility. They feel engaged and supported, which strengthens employer brand and creates a flywheel effect for talent acquisition teams.

Transform Career Pathing: Companies can adopt an agile approach to career development that fits today's dynamic business environment. Rather than forcing employees down the same rigid career path, companies can support traditional and non-linear journeys that align employee and business interests.

25% lower unwanted attrition

5X employee engagement with career management

4. Transforming Talent Development

Employers must upskill and reskill their workforce to stay ahead of changing business needs. Yet most companies lack a clear picture of the skills and capabilities that exist across their organization. As a result, talent teams can't devise effective approaches to closing skills gaps; workforce planning and business strategy aren't in sync; and attrition creates challenges for business continuity.

Enhancements with Eightfold

Capabilities Dashboard: Eightfold's Capabilities Dashboard offers an aggregated, enterprise-wide view of the skills employees have or can learn. These real-time AI-based insights can be broken down by geography, department, or gender and expanded to include candidates and contingent staff.

Skills Development Dashboard: Eightfold's AI provides dynamic, real-time insights into team capabilities, current skills, and skill adjacencies. Managers can monitor and proactively engage in the development of individual team members for both their current role and long-term career aspirations.

AI-Powered Learning Recommendations: The Eightfold platform integrates with SAP SuccessFactors Learning and other learning management systems to enable individualized learning plans at scale. The AI recommends learning content based on an employee's specific career goals and the skills they need to get there.

Succession Planning: The succession planning feature identifies bench strength for every role in the company, not just the senior-most positions, enabling business continuity in the face of attrition.

Talent Management Benefits

Inform Talent Strategy: Employers can take a proactive, AI-driven approach to workforce planning, gaining critical intelligence to populate the SAP SuccessFactors Succession & Development solution. Companies can benchmark their workforce, align talent strategy with business needs, and make smarter build or buy decisions as they prepare their workforce for the future.

Unlock Team Talent: Managers can better understand and nurture the talent on their team. They can supplement annual performance reviews with more frequent, targeted discussions about their employees' personal career goals and development plans.

Leverage L&D Investments: Companies can make strategic investments in talent development knowing what employees are capable of and where skills gaps exist. Personalized development recommendations build a culture of continuous learning and maximize value from existing learning and development systems.

81% increase in internal hires

20% increase in cross-functional hiring

5. Advancing DE&I Goals

Many forward-leaning employers have committed to hire, develop, and retain a diverse workforce. But despite good intentions, most companies don't have the data or the technology to make and measure progress towards DE&I goals. As a result, DE&I efforts stall due to factors like unconscious bias, imposter syndrome, unequal access to career opportunities, and a lack of meaningful diversity metrics.

Enhancements with Eightfold

AI-Based Growth Recommendations: Eightfold's Equal Opportunity Algorithms level the playing field for underrepresented talent by ensuring that diversity traits don't factor into matches for jobs, projects, or other opportunities. The platform also tracks development actions taken by employees in the Career Hub to help companies monitor progress towards DE&I goals.

AI-Enriched Talent Profiles: Resumes and applications often underrate an individual's true potential, especially in the case of women and minorities. The Eightfold platform overcomes this limitation by enhancing talent profiles with skills and capabilities inferred from the world's largest talent data set.

Robust Diversity Analytics: Eightfold's Diversity Dashboard displays conversion rates for diverse talent at each phase of the hiring process, with analyses available by gender, ethnicity, candidate match scores, organization, position, and more.

Anonymous Screening: Eightfold's Talent Acquisition module masks bias-triggering candidate details like name, appearance, age, school, and veteran status.

Talent Management Benefits

Hire and Retain Diverse Talent: Employers increase the number and share of diverse applicants by mitigating unconscious bias and imposter syndrome during the recruiting process. They can also grow and retain diverse talent more effectively by ensuring equitable access to opportunities for internal mobility and career development.

Measure Diversity Outcomes: The Eightfold platform gives companies actionable data to advance DE&I initiatives. Employers can baseline diversity efforts and track trends over time with new AI-based insights that go beyond mere compliance.

Create Accountability: Employers can create accountability for diversity outcomes at the corporate, department, and hiring manager levels. Talent leaders can see where bias enters the hiring process and take steps to address areas of concern.

91% increase in female applicants

47% increase in diversity hires

Dexcom®

Filling Critical Roles Fast with AI

Before

> Massive business growth requires better recruiting process

> No insights into applicants' diversity to support inclusive hiring goals

> Company imperatives for internal mobility

Why Eightfold

> AI-driven talent intelligence to enhance hiring and internal mobility

> Automatic matching of applicants and employees with open positions based on their skills and potential

> Native integration between Eightfold and SAP SuccessFactors solutions

Outcomes

> Created a new AI-powered career site that improves the hiring experience for applicants and HR

> 40% conversion of all site visitors to unique job applicants in the first six months after go-live

> Improved visibility into applicant demographics to enable more inclusive hiring decisions

> Removed repetitive, manual, and error-prone tasks from the hiring process

> Empowered employees to apply for open positions that best fit their career goals

"The Eightfold Talent Intelligence Platform and SAP SuccessFactors solutions power an entirely new and intelligent hiring experience that's helping us find the talent we need."

Matt Hill
Director of Talent Acquisition, Dexcom, Inc.

AI-Driven Approach to Hire for Specific Skills

Before

> Desire to hire talent based on their skill set and potential

> No data-driven decision support for HR processes

> No visibility into the skills of internal talent

Why Eightfold

> Deep learning AI to identify and secure talent with the right skills

> Personalized experiences available on mobile devices for candidates and employees

> Full integration with SAP SuccessFactors Recruiting for a unified platform experience

Outcomes

> Reduced job screening time by 90%

> Cut costs for talent software and search firms

> Helped prevent the bias that stands in the way of a diverse and inclusive workforce

> Empowered employees with career planning to support the flow of talent across the organization

> Deployed at 41 locations across 26 key markets and used in 14 languages

"Paired with SAP SuccessFactors Recruiting, the Eightfold platform keeps our HR process agile while providing us with new and powerful capabilities."

Bernd Schmitz
Global Talent Marketing, Bayer AG

Learn more about Bayer's experience with the Eightfold platform by watching the webinar Grow Your Intelligent Enterprise with SAP and Deep Learning AI

Now is the Time for
AI-Powered Talent Transformation

The talent management revolution is here.

With industry-leading, deep learning AI technology, talent management teams can finally bring their vision to life. They can get a full and true picture of skills and capabilities, predict talent potential, guide employees to internal growth opportunities, and create a more agile and future-ready workforce.

The Eightfold Talent Intelligence Platform enhances SAP SuccessFactors to deliver on the promise of AI for talent management. Major employers across industries and around the world are already using the Eightfold platform to unlock the considerable potential in their global talent pool. With newfound talent insights and a personalized Career Hub for employee development, SAP SuccessFactors customers have accelerated the hiring of ideal candidates, increased engagement and retention, driven DE&I initiatives forward, and redeployed talent to better position their business for growth.

"From a candidate experience perspective, it's mind-blowing. It's a couple of clicks, and you have not only a set of jobs that look like they fit your background, but also descriptions why— down to the skill level."

Matt Hill
Director of Talent Acquisition, Dexcom, Inc.

eightfold.ai

Eightfold's Career Hub is built on the Eightfold Talent Intelligence Platform,™ a purpose-built, deep-learning artificial intelligence technology that is powered by an ever-refreshing global data set of billions of talent data points and over 1.4M unique skills.

For more information, visit **www.eightfold.ai**