

FUTURE OF WORK 2025

From AI Hype to AI Impact

So schreiben Mitarbeiter und Unternehmen
künftig ihre Erfolgsgeschichten

Jakob Kiblböck, Head of SAP SuccessFactors HCM CEE
Kongress Loipersdorf, 22. Mai 2025



**Make every employee
a success story.**



The top 5 HR trends

- 1 Reconnecting the disconnected employee
- 2 Moving from AI hype to AI impact
- 3 Striking a balance to steer skills forward
- 4 Plugging into or pulling the plug on hybrid work
- 5 Divesting or doubling down on DIE&B

SAP Report | PUBLIC

The top 5 HR trends today
—and HR's guide to what's next

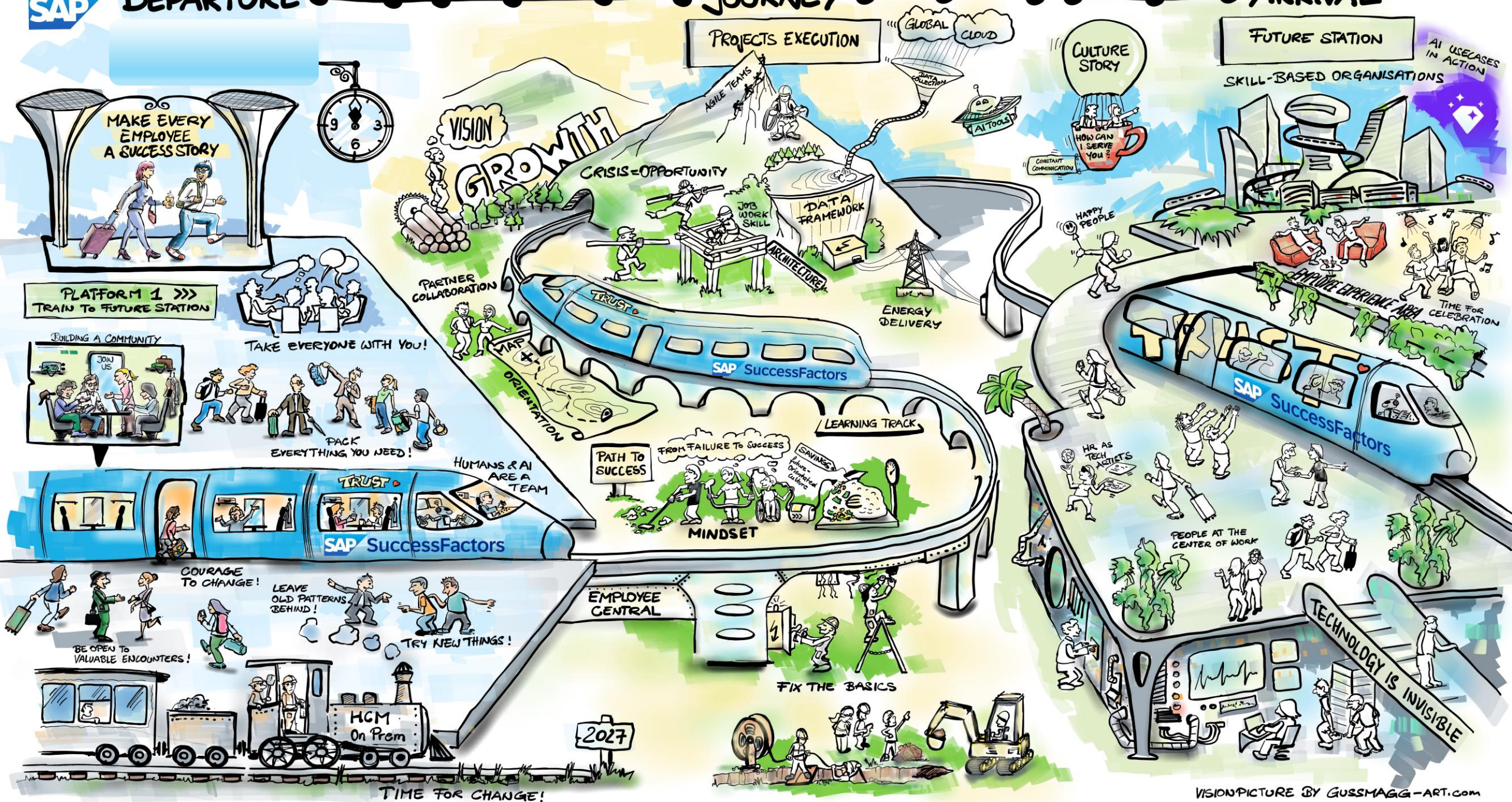




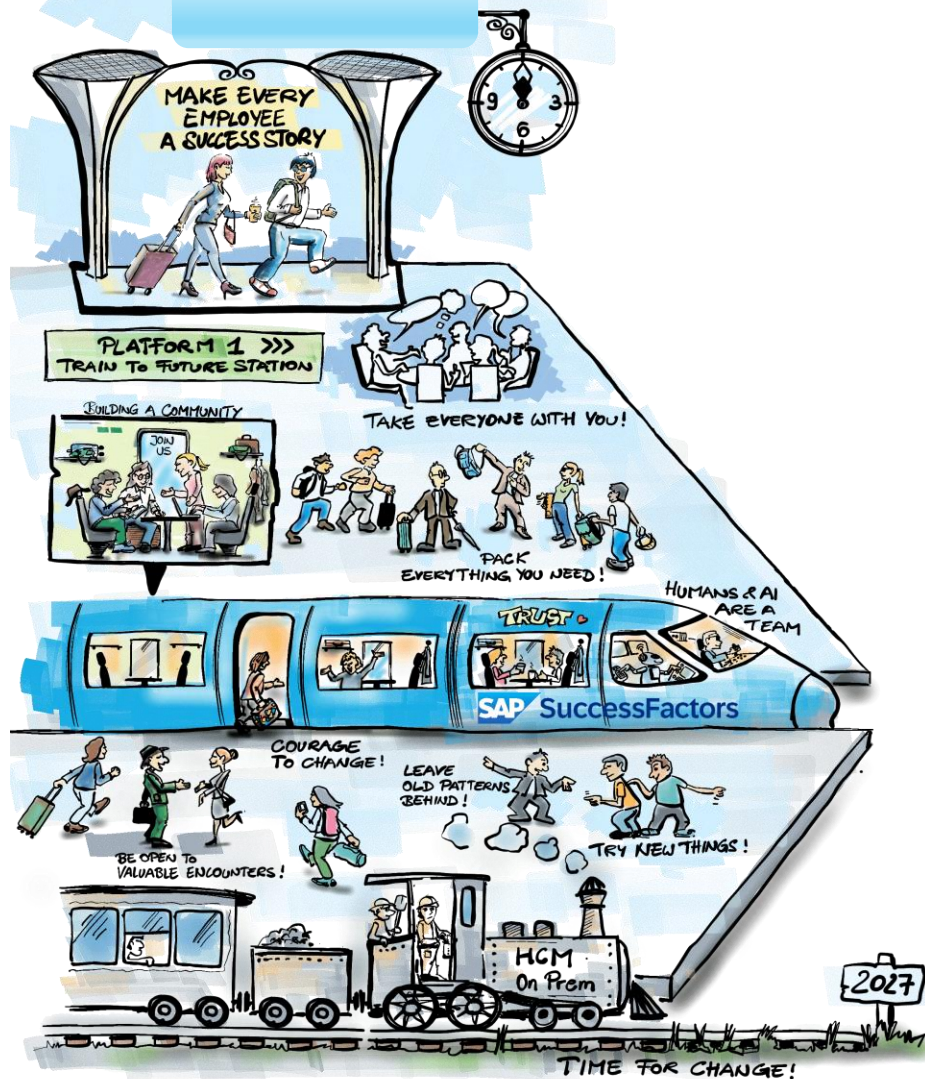
DEPARTURE

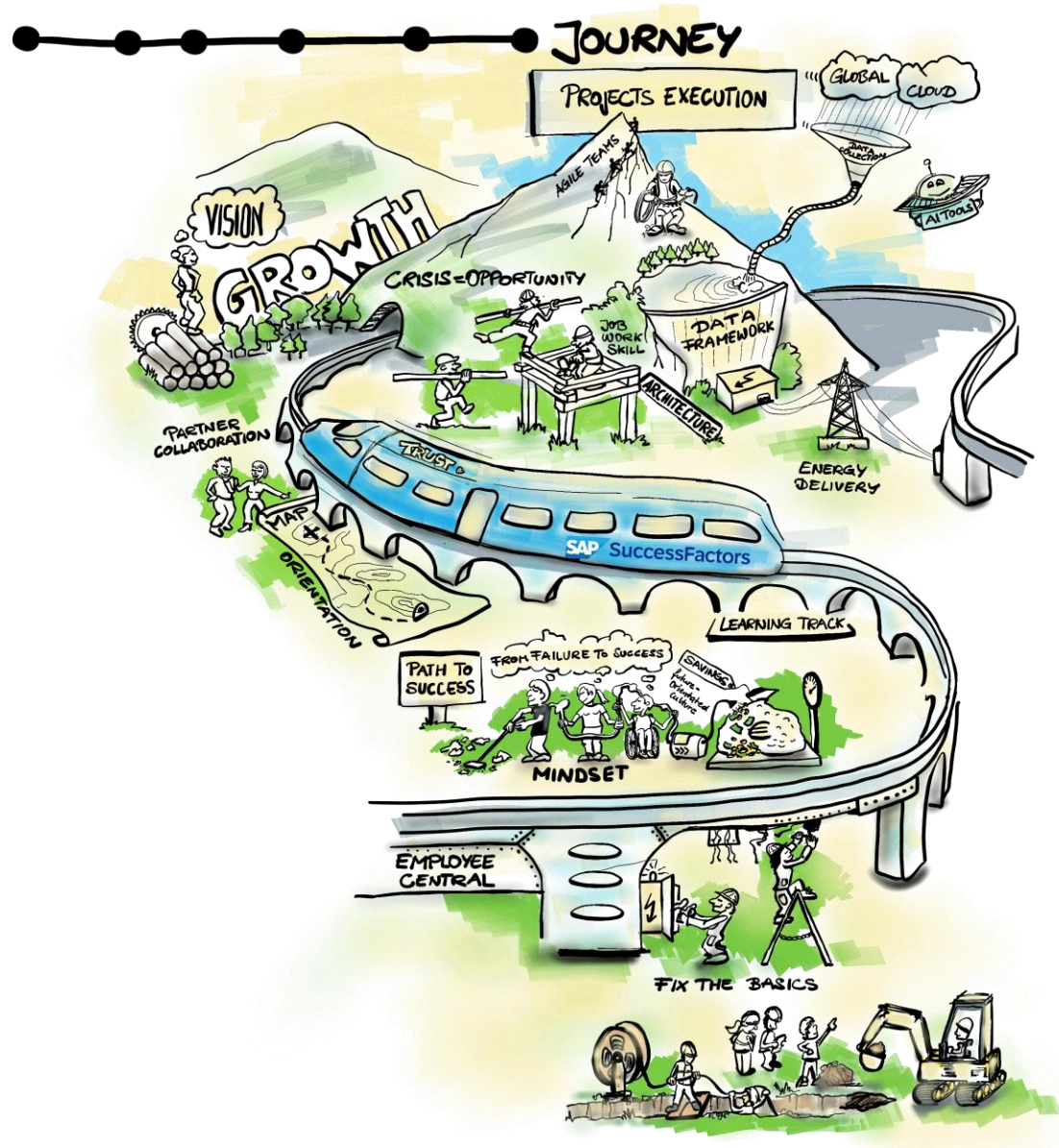
JOURNEY

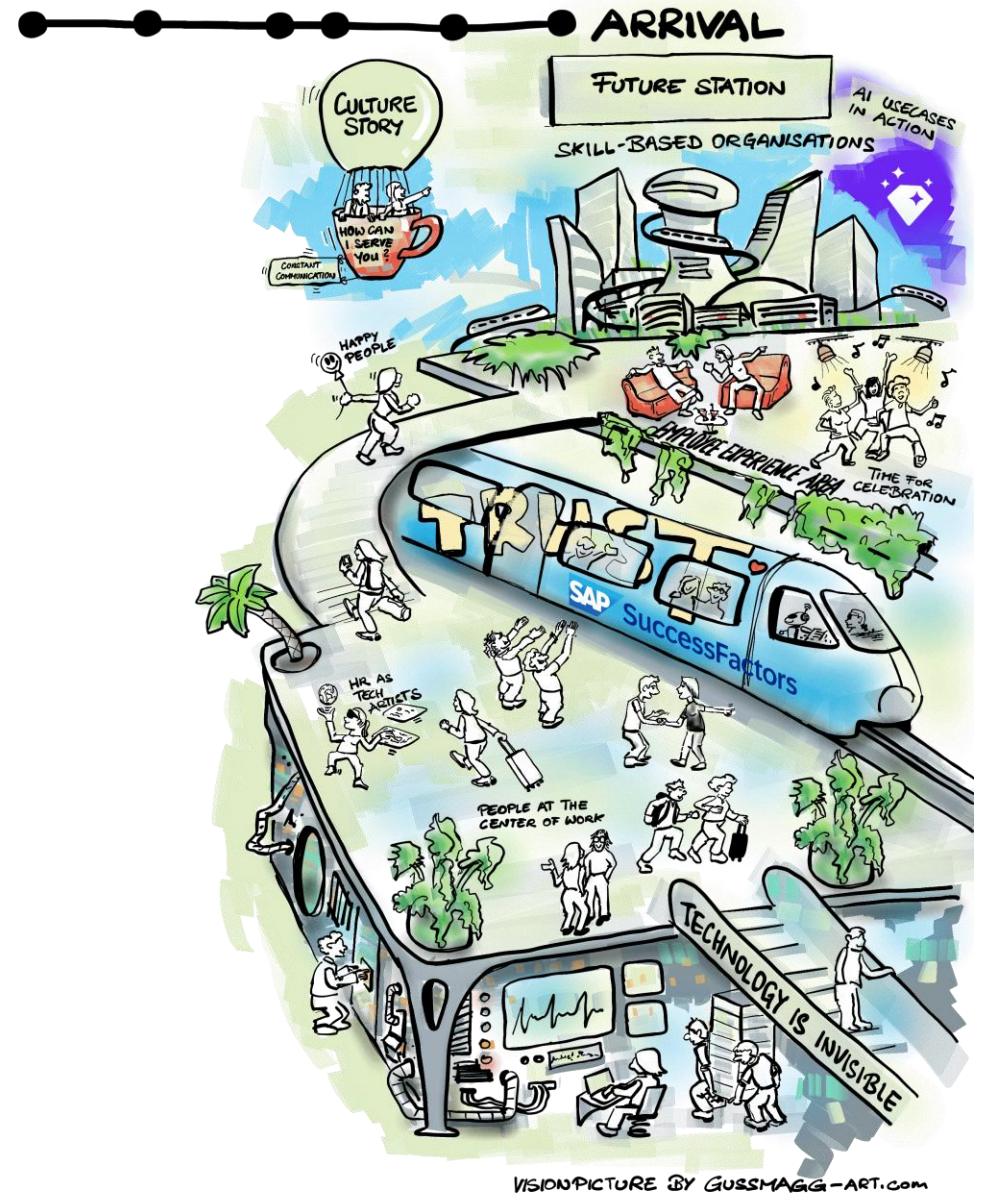
ARRIVAL



SAP DEPARTURE









216 AI capabilities delivered in last 18 months



Job Description Generation
Interview Question Generation
Update Chosen Name in Joule
Update Pronouns in Joule
Update Legal Name in Joule
Update Location in Joule
Update Working Time in Joule
Update Job (including business title) in Joule
Update Contract End Date in Joule
Update Cost Center in Joule
Update Transfer in Joule
Update Promotion in Joule
Update Probation in Joule
Update Display Name in Joule
Update Job Title in Joule
Update Job Code in Joule
Update Direct Manager in Joule
Update Direct Reports in Joule
Update Email Address in Joule
Update Phone Number in Joule
Update Time Zone in Joule


From AI Hype to AI Impact

80%

of most-used tasks infused with Joule

1,300 Joule skills released

Joule



Hello Nolan,

How can I help you?


Talk to me naturally. For example, "what are my tasks for today?"

Informational

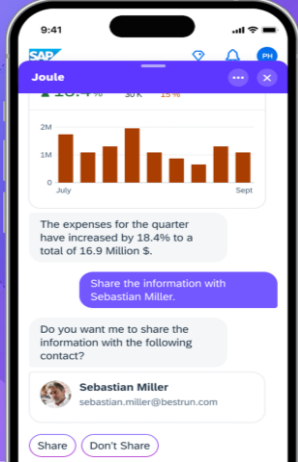
Navigational

Transactional and

Analytical skills




Omnichannel



Compatible with Enterprise AI

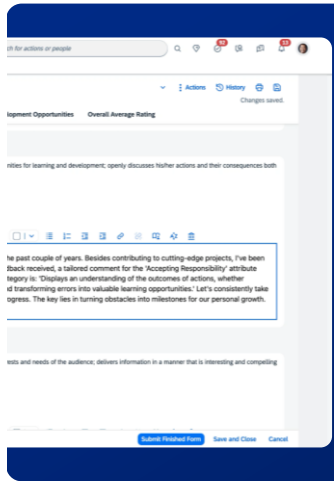
Bi-directionally compatible with

 Copilot



Joule studio

Build your own Joule skills



130+

generative AI use cases released and available now

Built on BTP Generative AI Hub

25

Foundational AI models (and growing)

 ALEPH ALPHA

 ANTHROPIC

 AWS

 COHERE

 DATABRICKS

 Google Cloud

 IBM

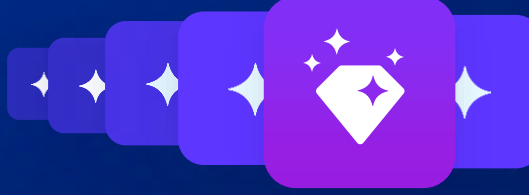
 Meta

 Microsoft

 MISTRAL AI

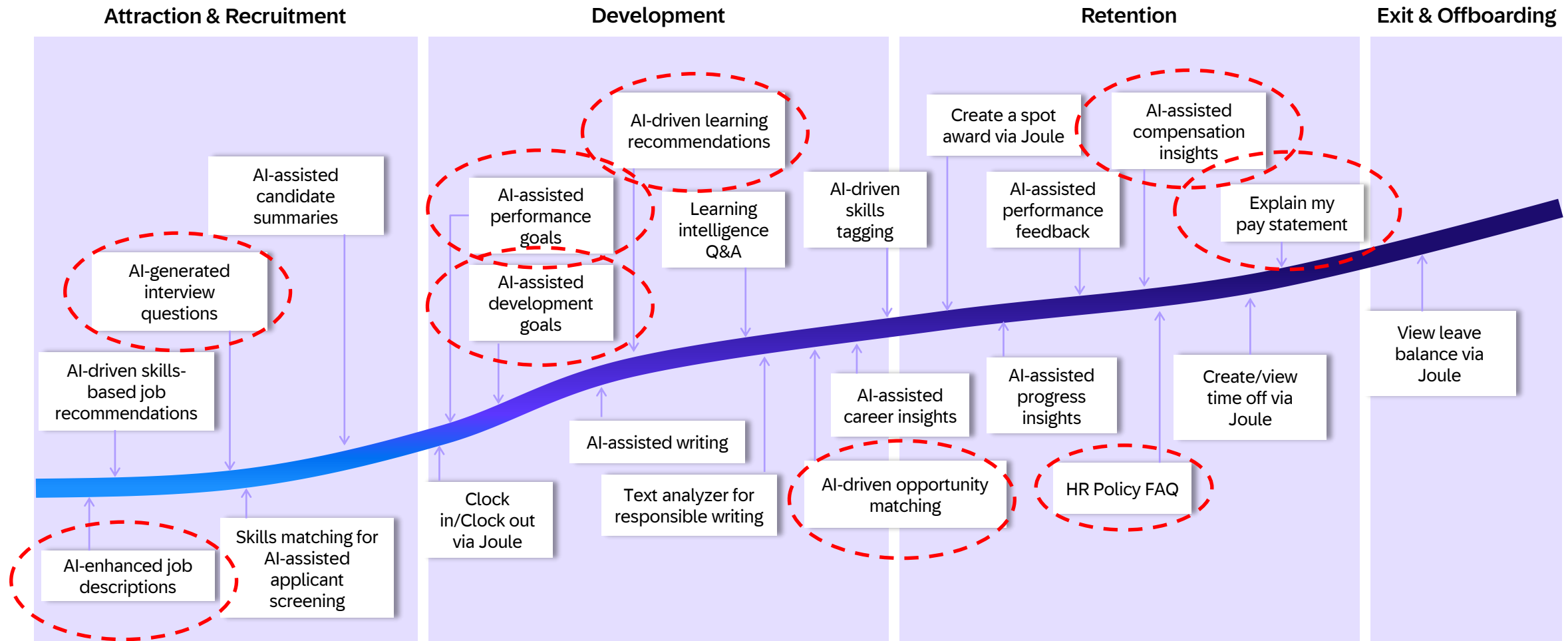
 NVIDIA

Joule Agents



SAP Business AI spans all stages of the employee lifecycle

Specific HR AI use cases for SAP SuccessFactors HCM



The information on this slide is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Some items listed are road map items. Availability of any road map items shown above is subject to change at any time.

Goal Creation Options

Hi, Jakob Kiblböck!

Tell us what you want to achieve:

Write some words about your goal to get ready-made content

Generate

200 characters left

Other ways to create a goal:



Create from Scratch

Create a goal with a blank goal form. AI is also present to assist.

Personenprofil

Öffentliches Profil

📅 Ab heute

**Jada Baker**

She/Her

UX Developer

Production US (50150011)

🔗 Alle Aktionen

📄 Persönliche Daten

🏢 Stellendaten

📄 Vergütung

🕒 Zeitmanagement

💼 Zusatzleistungen

💰 Gehaltsabrechnung

📊 Leistung und Ziele

👤 Nachfolge

📖 Lernen und Entwicklung

📄 Talentprofil

Persönliche Daten

Persönliche Informationen

Vorname:

Jada

Nachname:

Baker

Anrede:

Frau

Offizieller Name:

Jada Baker

Globale Informationen:

Vereinigte Staaten

Alle anzeigen



Biografische Informationen

Personenkennung:

802982

Geburtsdatum:

Geburtsland:

Vereinigte Staaten

Alle anzeigen

Adressen



E-Mail

Palo Alto, Kalifornien, 95051



Privat

Newark, New Jersey, 08906

Alle anzeigen



Kontaktinformationen



Geschäftlich

+1 732 555-1314



Geschäftlich

jada.baker@sfsfdemobuild.onmicrosoft.com



Persönlich

rose.cidah@bestrunsap.com



Sonstiges

Jada.Baker@bestrunsap.com

Alle anzeigen



Zahlungsinformationen

Hauptzahlungsmethode

Banküberweisung

5879427

Alle anzeigen



Date of Birth

Geburtsdatum:

3. Mai 1983

Alle anzeigen



Home ▾

Search for people or Action



Tuesday, Mar 26

☀️ 24°C



Welcome back

Allen

Frequent Activities

[Manage Goals](#)

[View Payslip](#)

[Leave Request](#)

[Learning](#)

Needs Your Attention



PTO Leave

Debra Labadie



Period

October 10, 2025 - October 17, 2025

Type

Annual Leave

💠 [View Insight](#)

[Approve](#)

[Reject](#)

Information Security Overview

In Your Learning Assignments



Course Type

Online

Duration

3.0 hours

[Take Course Now](#)

Joule



Hello Allen,

How can I guide you?

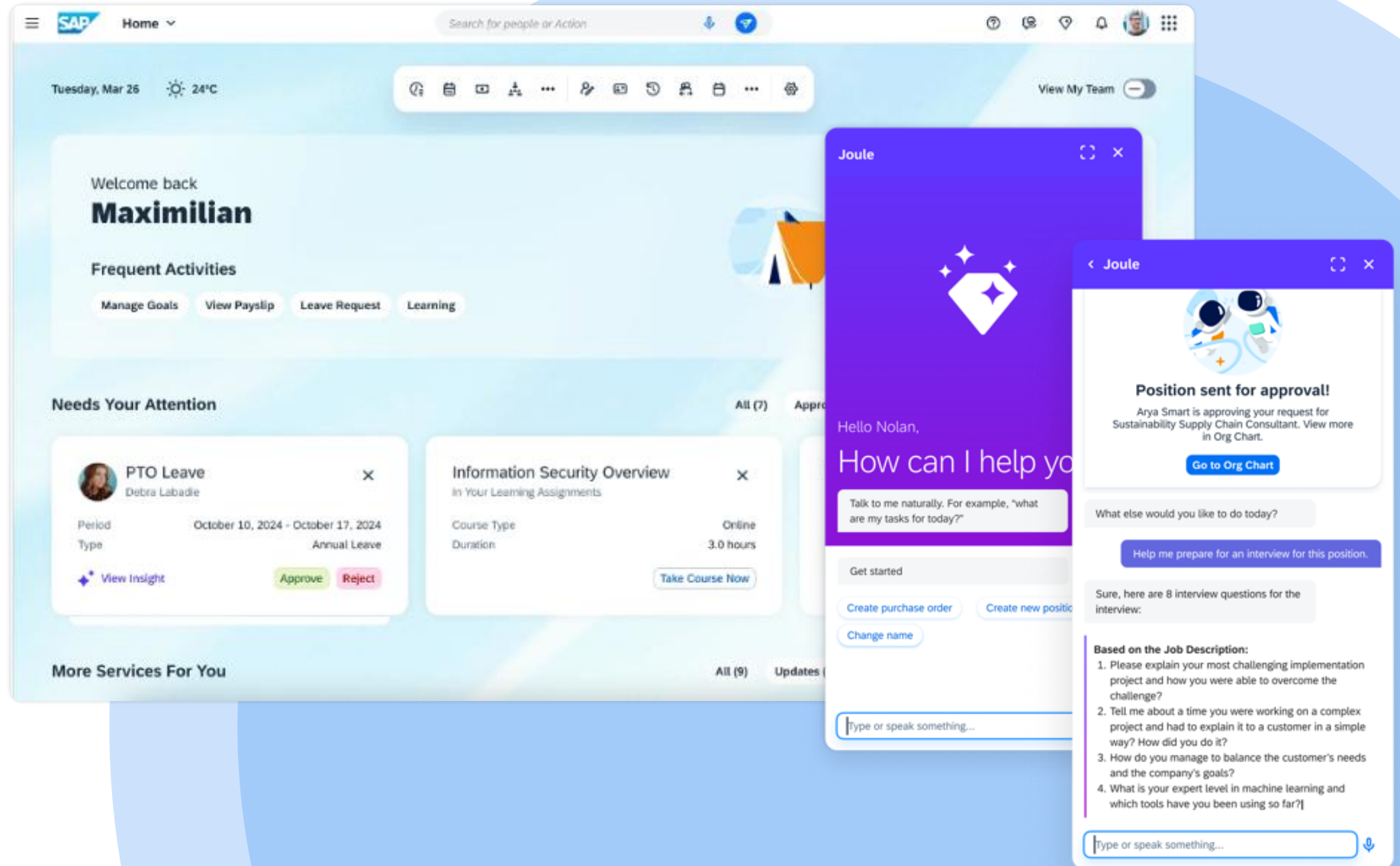
[Talk to me naturally.](#)



Joule is powered by generative AI and all output should be reviewed before use. Please do not enter any sensitive personal data, and avoid entering any other personal data you do not wish to be processed.

AI is the new UI

Powering HR
in the flow of work



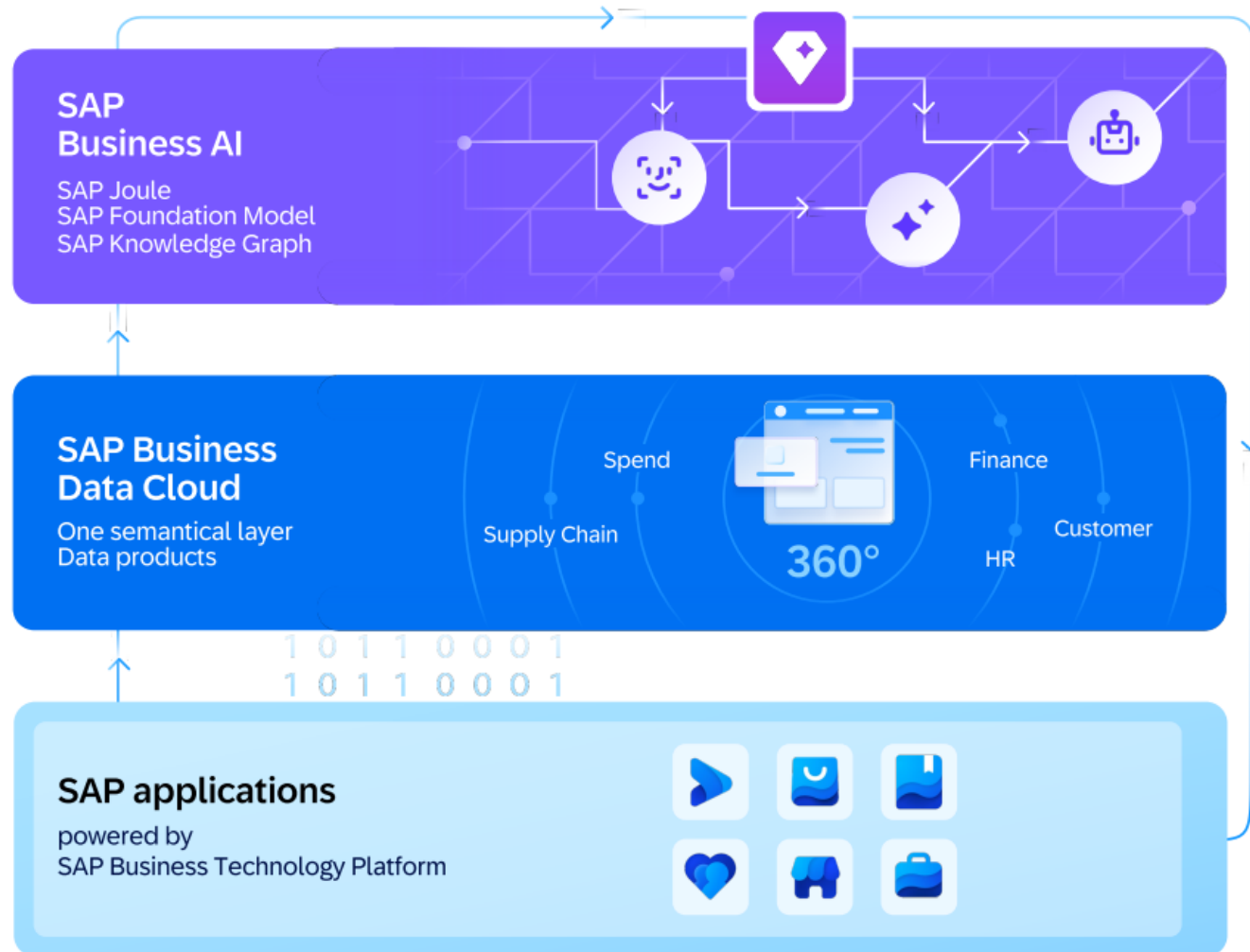
Product vision

SAP Business AI for Human Resources

- **Deliver AI-first, proactive and contextual solutions that enhance every phase of the employee lifecycle.**

Realizing our vision by bringing together applications, data, and AI

SAP is uniquely positioned to lead companies into this new era of enterprise management



Unrivaled AI

With **SAP Business AI** collaborative agents are deployed and orchestrated to enhance operations, drive real-time insights, and optimize decision-making at scale—unlocking capabilities others can't match

Unmatched Data

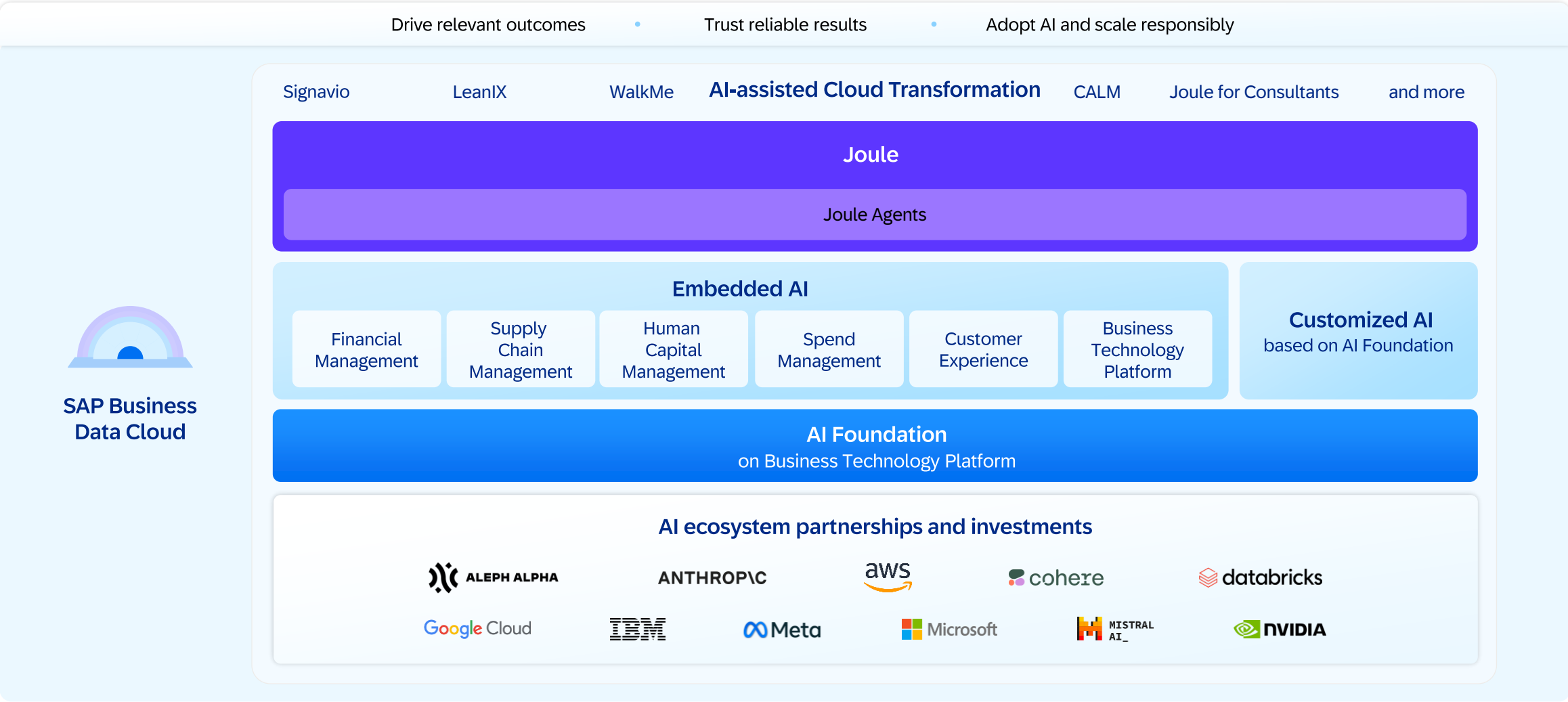
With **SAP Business Data Cloud**, the most valuable business data from every part of the business turns into a semantically-rich data treasure that fuels unrivaled AI-powered value

Unparalleled Applications

With **SAP's applications** and our technology platform, every part of the business is deeply connected, delivering end-to-end transformational value to business processes

Unrivaled AI

Deploying collaborative AI agents to optimize operations and enable smarter decision-making across the business



Unrivaled AI

Unlock additional value: Collaborative AI multi-agent orchestration layer



Joule Agents

Specialized multi-agents

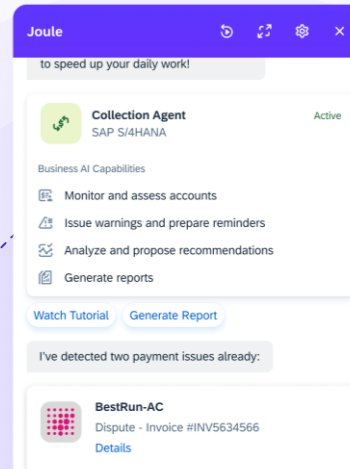
collaborate on role-based scenarios like dispute management, planning, accounting etc.

Unique assets

access knowledge graph and SAP's foundation mode for increased reasoning and problem solving

Extensibility

via SAP Build, Business Agent Foundation and Joule Scenario Builder







“

The next generation of collaboration between people and technology (AI) will once again change the rules for the **Future of Work**. Let's embrace this once-in-a-generation opportunity to make another leap ahead. Simply exciting times to be in HR!”

Christian Schmeichel, SVP & Chief Future of Work Officer, SAP

Thank you.

Jakob Kiblböck

Head of SAP SuccessFactors HCM
Austria, Central & Eastern Europe



SAP Bring out your best.