



SAP SuccessFactors Learning Analytics: From Learning Metrics and Analytics to Business Outcomes

“The relationship between learning and analytics is often misunderstood and under-utilized” say Peter Howes and Ed Cohen in the SAP SuccessFactors white paper titled *Learning and Analytics*. Typically, when people discuss analytics for learning, it is in terms of transactional reporting within a specific Learning Management System (LMS), including course completions, scores, and pass rates.

Learning impact analysis is a methodology for creating insights on how investments in training and development impact business outcomes. It is critically important to maintaining workforce engagement and sustainability, and aligning your workforce with future strategic objectives of your organization.

SAP SuccessFactors Learning Analytics

SAP SuccessFactors Learning Analytics combines the analytic and reporting capabilities of SAP SuccessFactors Workforce Analytics with learning metrics standards to deliver powerful insight to Chief Learning Officers, and HR and Learning professionals wanting to better understand the impact of training across their organization.



Example of learning metric included with SAP SuccessFactors Learning Analytics



Interactive, real-time dashboards provide insight into Learning processes

SAP SuccessFactors Learning Analytics can help you understand how, where and to whom training is delivered and through this understanding can help measure the efficiency of internal and external training sources and the overall impact of training experiences on employees. SAP SuccessFactors Learning Analytics can also help organizations to pinpoint where training resources are focused and what types of course are emphasized, providing insight into the connection between training curricula and human capital strategies.

SAP SuccessFactors Learning Analytics delivers metrics related to the volume, type, cost and effectiveness of the training courses provided by your organization, as well as to the mix of attendees, by org structure, employment type, tenure, gender or age group. Examples of metrics include: training hours per employee/event/FTE, training penetration and productivity rates, and training course cancellation and completion rates.

Every measure and metric delivered with SAP SuccessFactors Learning Analytics comes with a clear definition and the formula for how it is calculated, to ensure a standard and mutual understanding across all users.

SAP SuccessFactors Learning Analytics helps with common learning questions that organizations seek to answer. Examples include:

- What course types and source delivery channels generate the highest completion rates?
- Do longer tenured employees continue to grow via training, or is training disproportionately offered to, or attended by, newer employees?
- How does the performance of employees participating in optional training programs compare to those not participating?
- What percentage of poor performers improved within a year as a result of specific learning programs?

SAP SuccessFactors Learning Analytics helps you engage business leaders, HR, finance, sales and operations with business metrics to really show what impact training is having and what needs to be measured. Segmenting learning metrics by employee, program, and organizational dimensions enables internal benchmarking and more precise interventions.

SAP SuccessFactors Learning Analytics is available only to SAP SuccessFactors Learning Management System (LMS) cloud customers. Companies with alternative LMS's can get these capabilities with SAP SuccessFactors Workforce Analytics, which is also the next step up the capability spectrum for SAP SuccessFactors Learning Analytics customers. With Workforce Analytics, companies can bring together LMS data with information from additional source

systems like CRM, Financials and Surveys to deliver insight into the impact of learning investments on business outcomes.

Advanced Reporting

SAP SuccessFactors Platform is a prerequisite to deploying SAP SuccessFactors Learning Analytics. SuccessFactors Platform includes the Online Report Designer, a user-friendly yet advanced tool to enable Learning professionals to build or customize their reports and analytics dashboards and share findings and results with others.

With Online Report Designer you can create reports based on real-time transactional data from your SAP SuccessFactors Learning Management System. You can swiftly generate your own custom reports and dashboards to visualize your queries in tabular list format, as pivot tables, and in a wide variety of chart styles. It enables powerful formatting of reports, including output in PDF, PPT, Word, and Excel. Scheduling and distributing reports are made easy and role-based security and permissions let you securely share information across the organization.

Interactive, real-time dashboards built with Online Report Designer provide insight into Learning processes and effectiveness across the entire organization by aggregating the most relevant information all in one place and providing you with a

choice of relevant filters such as reporting level, organizational group, division or location.

Power in the Hands of Learning Professionals

Designed to meet the demands of today's HR and Learning professionals, SAP SuccessFactors Learning Analytics and the Online Report Designer capabilities in SAP SuccessFactors help to accelerate business execution by delivering the right information just in time. SAP SuccessFactors Learning Analytics helps you deliver business cases based on hard data for what training you are doing and why and demonstrate why investing in a particular program would help the company execute on its strategy and deliver ROI through authoritative insight.

SAP SuccessFactors does not stop here. SAP SuccessFactors Workforce Analytics leverages its comprehensive library of metrics across various functions (performance, compensation, succession, financials, CRM, surveys, etc.) to take your workforce data to a new level of analysis and provides actionable insights like never before to help you make confident strategic and business decisions. SAP SuccessFactors Workforce Analytics adds capabilities like Headlines, benchmarks, standard metrics across various functional areas, Analytics Workspace and more. [Learn more about SAP SuccessFactors Workforce Analytics.](#)

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