

SUCCESSCONNECT

2008 SUCCESSFACTORS GLOBAL USER CONFERENCE



SAN FRANCISCO June 2-5 2008

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YOU ARE HERE!



Revolutionizing the Future of Work... One Employee at a Time

The biggest, coolest, smartest, and most revolutionary global user conference in SuccessFactors' history:

- More customer speakers
- More innovation
- More partners
- More networking
- More product tracks
- More small business sessions

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Revolutionizing the Future of Work...



...One Employee at a Time

Welcome to SuccessConnect 2008, SuccessFactors' Global User Conference – a blockbuster three-day event, jam-packed with great content. Mingle with your peers. See new products and services. And meet SuccessFactors experts. Plus, hear firsthand accounts of SuccessFactors in action.

But that's not all. You talked, we listened. The result: A slew of new opportunities for taking People Performance to the next level, including a preconference advanced admin boot camp, a special small business track, expanded "show-me yours" peer demonstrations, and unique ways to network with fellow attendees before and after the event with SuccessDirectory.

So have fun, enjoy the conference, and let us know if there's anything we can do to make these days more valuable and enjoyable.

Your SuccessFactors Team



What to Expect from SuccessConnect:

- SHARE** Rap with SuccessFactors experts on product and industry topics unique to your company.
- LEARN** Catch SuccessFactors customer presentations, and see SuccessFactors in action during demonstrations at the Partner & Product Palooza booths and the "Show Me Yours" theater.
- CONNECT** Network with customers and mingle one-on-one with colleagues, exchanging information and advice about real strategies for your toughest People Performance objectives.

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Platinum Sponsor



Gold Sponsors



Exhibitors



Monday, June 2nd

- 8:00am - 12:30pm Pre Conference - Advanced Admin Boot Camp I
- 1:00pm - 5:30pm Pre-Conference - Advanced Admin Boot Camp II
- 4:00pm - 7:00pm Registration and Information Desk Open
- 5:00pm - 7:00pm Evening Welcome Reception - Sponsored by PDI
- 7:00pm Enjoy San Francisco!

Tuesday, June 3rd

- 7:30am - 5:30pm Registration and Information Desk Open
- 7:30am - 8:30am Breakfast
- 7:30am - 8:30am Partner & Product Palooza
- 8:30am - 11:00am **Keynote** - Welcome by Lars Dalgaard, Founder and CEO
Keynote - SuccessFactors Product Update & Vision, Rob Bernshteyn, Global Vice President of Product Marketing & Management
- 10:00am - 6:30pm Partner & Product Palooza
- 11:15am - 12:15pm **Breakout Sessions**
 - Global Business Track:** *Around the World in 80 Days with SuccessFactors*
Mandarin Oriental Hotel Group
 - Performance and Talent Management Track:** *Leveraging Talent Management to Improve Patient Care*
The Children's Hospital
 - Human Capital Management & Process Track:** *From a Holding Company to a Networked Enterprise*
Textron
 - Pay for Performance Track:** *Use It or Lose It; How Realizing Business Value Starts with Usability*
SuccessFactors
 - Talent Development & Planning Track:** *Aligning Talent Management, Executive Management, and Human Resources*
CDW
 - Small Business Track:** *Driving Business Performance with SuccessFactors. How We Did It, and You Can Too!*
Kelley Blue Book
- 12:15pm - 1:45pm Birds of a Feather Luncheon - Sponsored by IBM

1:45pm - 2:45pm **Breakout Sessions**
Global Business Track: *The Ins and Outs of a Global Implementation from Kick-Off to Go-Live*
Canadian Pacific Railways
Performance and Talent Management Track: *Performance Management: Moving from Quantity to Quality*
Benjamin Moore
Human Capital Management & Process Track: *Analyze This! Uncovering Advanced Reporting Techniques for Greater Visibility, Accountability, and Results*
SuccessFactors
Talent Development & Planning Track: *Change from the Top*
Itron Inc.
Small Business Track: *Innovating with SuccessFactors: Company Life Cycles and Human Capital Management*
Swingvote

3:00pm - 4:00pm **Breakout Sessions**
Global Business Track: *Change Management in a Decentralized Global Organization*
AMCOL International
Performance and Talent Management Track: *Extreme Makeover: SuccessFactors' Edition*
SuccessFactors
Human Capital Management & Process Track: *Succession Below the C-Suite*
Nissan North America
Pay for Performance Track: *Bringing Order Out of Chaos: How Success Factors Helped Do the Trick!*
Danbury Health Systems
Talent Development & Planning Track: *Driving Strategic Priorities with Learning Agility*
TalentManagementOne
Small Business Track: *Evolving your Culture to Pay-for-Performance*
Gen-Probe

4:15pm - 5:30pm Special Interest Groups
Small Business Track: *Small Business Panel*
 5:00pm - 6:30pm Partner & Product Palooza Reception
 6:30pm See San Francisco!

Wednesday, June 4th

7:30am - 5:00pm Registration and Information Desk Open
 7:30am - 8:30am Breakfast
 8:30am - 9:15am **Keynote** - The VALUE of an Aligned Meritocratic Workplace – Robert Sutton, Phd, Professor of Management at Stanford University and Author of *The No Asshole Rule: Building a Civilized Workplace and Surviving One That Isn't*

9:15am - 10:00am **Keynote** - The BENEFITS of Executive Usage of Performance & Talent Management – Godfrey Sullivan, Former President and Chief Executive Officer of Hyperion Solutions

10:00am - 10:15am Mid morning break
 10:00am - 5:00pm Partner & Product Palooza

10:15am - 11:15am **Breakout Sessions**
Global Business Track: *The Future of Work in Global Enterprises*
IBM Global Business Services
Performance and Talent Management Track: *Performance Management in a Federated Global Organization*
BirchBark Consulting
Pay for Performance Track: *Leveraging Web Top to Build a Performance-based Culture*
Health Net
Small Business Track: *Good to Great - Making the Leap*
Sport and Spine Rehab
 BONUS TRACK! *A Human Capital Management Case Study: Hyperion Solutions*
SuccessFactors

11:30am - 12:30pm **Breakout Sessions**
Global Business Track: *A Unified Set of Human Capital Strategies*
Safeco Insurance
Performance and Talent Management Track: *Implementing Multiple Modules for All Employees in One Year*
Janus Capital Group
Human Capital Management & Process Track: *Using Technology to Automate and Expedite the Disciplinary Action Process*
Kirby Risk
 BONUS TRACK! *"What Metrics?" Leveraging SuccessFactors to Identify and Measure Critical Success Metrics*
SuccessFactors

12:30pm - 2:00pm Birds of a Feather Luncheon - Sponsored by Inforonics

2:00pm - 3:00pm **Breakout Sessions**
Performance and Talent Management Track: *Leveraging Job Family and Job Role Profiles to Better Manage Core HCM Processes*
SuccessFactors
Human Capital Management & Process Track: *Preparing Your Organization for the Talent Management Suite: New Practices in People, Process, and Technology*
Knowledge Infusion
Pay for Performance Track: *Performance and Compensation Solution for the Healthcare Industry*
Baylor Health
Talent Development & Planning Track: *Moving Large Corporations from Assessment to Development!*
Whirlpool Corporation

3:15pm - 4:15pm **Breakout Sessions**

Global Business Track: *Driving a Large Global Implementation*
FlowServe Corporation

Performance and Talent Management Track: *That's My Network!*
SuccessFactors

Human Capital Management & Process Track: *Effecting Organization Change Using the Employee Engagement Survey*
Meridian Bioscience

Pay for Performance Track: *Support Your Local Evolution!*
Micron Technology

Talent Development & Planning Track: *Leveraging Talent Management in Uncertain Times*
Personell Decisions International

4:30pm - 5:30pm **Breakout Sessions**

Global Business Track: *Integrated Global Talent Management Approach*
Allianz

Performance and Talent Management Track: *Simplifying Performance Management*
ConAgra Foods

Human Capital Management & Process Track: *Fostering High Performance: Change and Education Strategies to Support Goals, Performance, and Compensation Implementations*
Independence Blue Cross

Pay for Performance Track: *How to Implement Discretionary Pay-For-Performance Plans with Flexible Administration*
Union Pacific Railroad

Talent Development & Planning Track: *Are You Managing a Talent Pipeline or a Pipedream?*
SuccessFactors

7:00pm - 10:00pm Customer Appreciation Party and SuccessAward ceremony at Ruby Skye!

Thursday, June 5th

7:30am - 12:00pm Registration and Information Desk Open

7:30am - 8:30am Breakfast

8:30am - 9:30am **Breakout Sessions**

Performance and Talent Management Track: *From Good to Great! Using Talent Management, Succession Planning, and Performance Management to Create a New Reality*
Saint Elizabeth Medical Center

Human Capital Management & Process Track: *Innovative Solutions to Strategic Business Problems: Tailoring SuccessFactors to Meet Your Company's Unique Needs*
SuccessFactors

Human Capital Management & Process Track: *Best Practices for Performance, Compensation and Succession Management*
Assurant

Talent Development & Planning Track: *Developing Leaders in Hyper-Growth*
VMware

9:45am - 10:45am **Breakout Sessions**

Performance and Talent Management Track: *Gaining and Maintaining Momentum with User Adoptions: Effective Training and Communication Strategies*
SuccessFactors

Human Capital Management & Process Track: *Driving Culture Change through Talent Management*
Fannie Mae

Pay for Performance Track: *Calibration Drives Performance*
T-Mobile

Talent Development & Planning Track: *Working with Leaders to Get the Most from Our Technology and People Investments*
Sigma Aldrich

11:00am - 12:00pm **Keynote & Closing Session** - The RESULTS Achieved by Managing Talent On-Demand – Peter Cappelli, George W. Taylor Professor of Management The University of Pennsylvania Wharton School and Director of Wharton School Center for Human Resources



Are you a Small Business Track Attendee? Welcome to SuccessConnect. We have designed a track with sessions just for you. While you are on site your Small Business Pass is your ticket into everything we have going on including meals, receptions, Partner & Product Palooza and much, much more! In between sessions, during meals and breaks please take advantage of all that this conference has to offer. And here is a glance at the track that was built just for you!

All Small Business Track Breakout sessions will be in the Essex Room on the 2nd Floor.

Tuesday, June 3rd

- 8:30am - 9:45am **Keynote** - Welcome and CEO Address, Lars Dalgaard, Founder and CEO
- 9:45am - 11:00am **Keynote** - SuccessFactors Product Update & Vision Keynote, Rob Bernshteyn, Global Vice President of Product Marketing & Management
- 11:15am - 12:15pm *Driving Business Performance with SuccessFactors. How We Did It, and You Can*
Kelley Blue Book
- 12:15pm - 1:45pm Birds of a Feather Luncheon
- 1:45pm - 2:45pm *Innovating with SuccessFactors: Company Life Cycles and Human Capital Management*
Swingvote
- 3:00pm - 4:00pm *Evolving your Culture to Pay-for-Performance*
Gen Probe
- 4:15pm - 5:30pm *Small Business Panel & Roundtable*
Kelley Blue Book, Boutique Hotels and Resorts, Stanford Alumni Association
- 5:00pm - 6:30pm Partner & Product Palooza Reception

Wednesday, June 4th

- 8:30am - 9:15am *The VALUE of an Aligned Meritocratic Workplace – Robert Sutton, Phd, Professor of Management at Stanford University and Author of The No Asshold Rule: Building a Civilized Workplace and Surviving One That Isn't*
- 9:15am - 10:00am *The BENEFITS of Executive Usage of Performance & Talent Management – Godfrey Sullivan, Former President and Chief Executive Officer of Hyperion Solutions*
- 10:15am - 11:15am *Good to Great - Making the Leap*
Sport & Spine Rehab
- 11:30am - 12:30pm Choose a session from any of the tracks to round out your conference agenda!
- 7:00pm - 10:00pm Customer Appreciation Party – If you are still around on Wednesday night, please join us at Ruby Skye!

Partner & Product Palooza

Location: Colonial Room/Italian Foyer

Tuesday, June 3, 2008 7:30am – 8:30am & 10:00am – 6:30pm
 Wednesday, June 4, 2008 10:00am – 5:00pm

The SuccessFactors Partner & Product Palooza is your one-stop shop for alliance solutions and services, as well as SuccessFactors product demonstrations and expertise. Meet the “rock stars” of each organization, all with their own area of expertise. Learn about their unique solutions and services. And discover how to get your project to top the charts by leveraging these solutions.

Passport to Prizes

Get your passport stamped by each exhibitor and be eligible to win one of the following prizes:

- Nintendo Wii Console
- iPod portable speakers
- MasterCard gift certificate
- Bose Acoustic Noise Cancelling headphones

The Passport-to-Prizes drawing will be held on Wednesday, June 4th, 2008, at 1:30pm. Participants must be present to win. To qualify, visit all of the booths in the Partner & Product Palooza and have your passport stamped; then return your passport to the Partner & Product Palooza raffle bin located at the SuccessFactors booth before 1:00pm on Wednesday, June 4th. Good luck!

List of Exhibitors

PDI..... Booth: 100	Hire Right Booth: 201
IBM Booth: 110	The HR Group Booth: 306
Knowledge Infusion Booth: 202	Learn2Perform Booth: 209
AASONN Booth: 304	Lominger International Booth: 302
ADP..... Booth: 106	SHL..... Booth: 205
Ceridian..... Booth: 203	SuccessFactors..... Booth: 105
DDI..... Booth: 308	Targeted Learning..... Booth: 207
GeoLearning..... Booth: 108	



Get up close and personal with experts, customers, and peers, and walk away with tips, tricks, and real-world advice for revolutionizing your workforce, one employee at a time.

SuccessFactors Product Booth – Partner & Product Palooza Show Floor

Don't miss out on the opportunity to have one on one interaction with SuccessFactors' experts, see a demo of a module you haven't seen before, check out new ULTRA enhancements, sign up for a OneVoice program on the CustomerCommunity and much, much more. The SuccessFactors Booth will also feature the "Show Me Yours" Theater, a great way to see other customers showing off their fun, sexy SuccessFactors' solutions! Stop by the "Show Me Yours" Theater and sign up to demo your company's version of SuccessFactors and register to win a MasterCard gift card. And that's not all! Want to guarantee SuccessFactors engineering is enhancing and creating a product that is easy to use and meets your needs? Sign up in the SuccessFactors Booth to participate in live Usability Testing for upcoming product enhancements. We want your feedback!

Ask the Experts: Personal One-on-One Meetings

Tuesday, June 3rd – 7:30am-8:30am & 10am-6:30pm,
 Wednesday, June 4th – 7:30am – 8:30am & 10am-5pm

Location: Borgia, Mezzanine Level
 Sign up: Borgia

Have detailed questions on compensation, succession planning, reporting or forms? Or want to just talk about next generation SuccessFactors and share your own vision? Take advantage of the Ask the Experts, where you can schedule time to meet with SuccessFactors subject matter experts of your choice for up to ½ hour each. Stop by and sign up at the Registration Desk in the Georgian Room.

Usability Testing

Tuesday, June 3rd – 10:00am-6:30pm, Wednesday, June 4th – 10:00am-6:30pm

Location: SuccessFactors Product Booth – Partner & Product Palooza

SuccessFactors would like you to help us create a better product for you and your users. Your involvement in the design process is very important to making our partnership with you an ongoing success. The information we gather will directly influence improvements we make to our product. Inform us of your company's specific needs and desires as we design and develop the next-generation in the SuccessFactors product line.

The SuccessFactors User Experience team will host 1-on-1 user research sessions in the Partner & Product Palooza. Sign up for a spot at the registration desk, or drop by our booth and give us your feedback! No preparation on your part will be necessary. If you stay for a full 30 minute session, you will receive a \$10 gift card!

SuccessFactors Cyber Café and SuccessDirectory Kiosks

Monday, June 2nd..... 4pm-7pm
 Tuesday, June 3rd 7:30am-5:30pm
 Wednesday, June 4th 7:30am-5pm
 Thursday, June 5th 7:30am-12pm

Location: Georgian Room, Mezzanine Level

Stop by the cyber café to log on and check your email compliments of SuccessFactors. Don't forget to check out the latest additions to the Customer Community—SuccessDirectory! It's a social network just for our customers and its one of the most exciting enhancements we've ever made! Log in and update your profile. Look up peers at companies from around the world that you are meeting at SuccessConnect. Give someone a badge for their insightful presentation or just thank them for discussing their goals around people performance with you! Don't miss out on your opportunity to network with attendees virtually!

Birds of a Feather Lunch and Learn

Tuesday, June 2nd – 12:15pm-1:45pm, Sponsored by IBM

Wednesday, June 3rd – 12:30-2pm, Sponsored by Inforonics

Location: Grand Ballroom, Mezzanine Level

Sit with your peers and discuss relevant topics concerning you, your company or industry. Continue your discussions from the Welcome Reception or the Special Interest Groups or just extend your network. The tables will be marked with signage to help people with similar interests come together – so find the topic that interests you and have a seat!

Some table topics include (but are not limited to):

- Employee Engagement
- People Strategy
- War For Talent
- Succession Management
- Gaining Executive Buy In for People Performance Initiatives
- Tackling Turnover
- Technology: Employee Buy In
- ROI: How to measure success
- SuccessMetrics

Show Me Your....Application! Peer Demonstrations

Location: SuccessFactors Product Booth – Partner & Product Palooza

Is your SuccessFactors version particularly sexy and fun? Want to check out how others have designed their SuccessFactors application?

Companies have signed up to demonstrate their SuccessFactors instance for you! Stop by the SuccessFactors booth to see how other companies have tailored SuccessFactors to make Performance and Talent Management successful within their organization.



All work and no play is, well, work. So don't miss these special meet-and-greet events where you can kick back, relax, and have fun.

Check out these special events built around helping you connect with peers, SuccessFactors executives, employees and partners as well as to welcome you, educate you and most importantly celebrate you!

Welcome Reception: Get to know your peers!

Monday, June 2nd — 5:00pm-7:00pm
 Alexandra's – 32nd Floor of the Tower Building

This is SuccessFactors opportunity to welcome you, our very special guests to this week of sharing, learning and connecting! Get started networking with your peers, get recommendations on your schedule for the next few days from SuccessFactors track experts, and relax before all of the learning begins! Hors d'oeuvres and drinks provided.

Partner & Product Palooza Reception

Tuesday, June 2nd – 5:00pm-6:30pm
 Colonial Room & Italian Room

Join SuccessFactors Sponsors and Exhibitors for a reception on the exhibit floor. Use this opportunity to meet and network with industry experts from SuccessFactors Partners as well as stop by the SuccessFactors product booth to see what is new with any of the SuccessFactors modules, ULTRA, NextInnovation and much, much more. Hors d'oeuvres and drinks compliments of our sponsors.

Customer Appreciation Party + SuccessAward Ceremony

Wednesday, June 4th — 7:00pm-10:00pm
 Ruby Skye - 420 Mason@Geary (The club is within walking distance of the Westin St. Francis.)

Get excited for a party you won't forget! SuccessFactors is bringing you back to the 80's with music that will make you want to find your leg warmers and jelly bracelets, whip out your Vans, and throw on your spandex in order to dance the night away. We have a special night planned to celebrate YOU. This is a time to meet and mingle with other SuccessFactors customers and celebrate all your hard work. We have lots of games and surprises in store for you. And don't forget about the SuccessAwards. We will announce the winners at Ruby Skye, you don't want to miss it! Dinner and drinks provided.

Join us as we award leading organizations and practitioners committed to revolutionizing the future of work. These companies and individuals will be announced during the Customer Appreciation Party on Wednesday, June 4th at Ruby Skye! Awards will be given to winners in the following five categories:

- SuccessROI Award – Award given to an organization with quantitative assessment of results on performance and talent management metrics
- SuccessAdoption Award – Award given to an organization that submits a description of the most creative, effective, and/or original rollout plan and training materials used to successfully roll out a SuccessFactors implementation.
- SuccessLeader Award – Award given to an individual most responsible for unprecedented results or a unique achievement using SuccessFactors products.
- SuccessChampion – An individual award for an executive-level sponsor who championed the cause of performance and talent management as an ingrained, cultural component of their organization's success.
- SuccessInnovation Award – Award given to an organization that has used SuccessFactors' products in innovative ways to impact performance.





KEYNOTES AND BREAKOUT SESSIONS

Welcome to the heart and soul of SuccessConnect 2008 – our keynote addresses and breakout sessions!

From CEO Lars Dalgaard's opening remarks to presentations by industry leaders and top scholars at Stanford University and Wharton School of Business to breakout sessions covering a gamut of hot topics around People Performance, you'll take home a wealth of knowledge all aimed at one thing – revolutionizing your workforce, one employee at a time.

Real, live SuccessStories?

SuccessFactors product update and vision?

Practical advice from the trenches?

A plethora of information-rich content for newbies and advanced users alike?

In fact, SuccessConnect 2008 is so jam-packed with relevant, success-oriented sessions that you'll have a hard time deciding which ones to attend.

Why do we do this? Because we believe knowledge and training are key to improving the future of work. That's our goal, and We're aligned behind it.

Tuesday, June 3rd – 8:30am-11:00am, Grand Ballroom

CEO Welcome & Address

Lars Dalgaard, President, Founder & CEO

Always a highlight of the conference, be prepared for an interactive, dynamic, passionate presentation from SuccessFactors' leader! Lars Dalgaard will share his unwavering vision for engaging and inspiring workforces while driving top-line growth. Join us as Lars explores exactly how SuccessFactors is partnering with innovative companies like yours to revolutionize the future of work - one employee at a time. As usual be ready for surprises, special guests, and real, live SuccessStories!

SuccessFactors Product Update & Vision

Rob Bernshteyn, Vice President of Global Product Marketing & Management, SuccessFactors

Rob Bernshteyn brings 15 years of experience in marketing and information technology to his position as Vice President of Global Product Marketing & Management at SuccessFactors. Prior to his current role, Rob directed product management and marketing activities at Siebel Systems where he was a founding member of the Siebel Employee Relationship Management line of business. Rob has also worked as a management consultant at McKinsey & Company and an SAP Implementation Project Manager at Accenture. His qualifications include a Bachelor of Science Degree in Information Systems from the State University of New York at Albany and an MBA from Harvard Business School. Rob will speak about the SuccessFactors product suite and how your ongoing partnership will continue to be one of our biggest success factors.

Wednesday, June 4th – 8:30am-9:15am, Grand Ballroom

The VALUE of an Aligned Meritocratic Workplace

Robert Sutton, Professor of Management at Stanford University and Author of The No Asshole Rule: Building a Civilized Workplace and Surviving One That Isn't

Robert Sutton is a Professor of Management Science and Engineering at Stanford. He studies innovation, the links between knowledge and organizational action, and most recently, workplace assholes. He works with organizations and managers of all kinds, from People magazine, to Procter & Gamble, to National Football League executives. He has published over 150 articles, in places ranging from peer-reviewed journals, to the Harvard Business Review, to Esquire magazine. His books include "Weird Ideas That Work: 11 ½ Practices for Promoting, Managing, and Sustaining Innovation," "The Knowing-Doing Gap: How Smart Firms Turn Knowledge into Action" (with Jeffrey Pfeffer), and "Hard Facts, Dangerous Half-Truths, and Total Nonsense: Profiting from Evidence-Based Management" (also with Jeffrey Pfeffer). His new book is the national bestseller "The No Asshole Rule: Building a Civilized Workplace and Surviving One That Isn't." He is a Fellow at IDEO and a member of the Institute for the Future's board of directors. And especially dear to his heart is the Hasso Plattner Institute of Design, which everyone calls "the Stanford d.school." Sutton is a co-founder of this multi-disciplinary program, where they teach, practice, and spread "design thinking." His personal blog is Work Matters.

"With SuccessFactors software, we know we're doing something truly good for our workforce and our company. We're giving employees the tools they need to be successful and providing our managers and our executives a powerful system to promote fairness and openness across the company."

– Lisa Hellmann-Rhodes, Sr. Director, Organization Development and Learning, Gen Probe

Wednesday, June 4th – 9:15am - 10:00am, Grand Ballroom

The BENEFITS of Executive Usage of Performance & Talent Management

Godfrey Sullivan, Former President and Chief Executive Officer of Hyperion Solutions and Executive User of SuccessFactors

Godfrey is a technology veteran who was most recently the President and CEO of Hyperion Solutions, the global leader in the Enterprise Performance Management software category. He is well known for having taken Hyperion from \$500M and unprofitable in 2001 to a position of visible success in 2007 – including revenues of almost \$1B, recognized leadership in the EPM segment, and a 6 times multiple in Hyperion's market cap. Hyperion was acquired by Oracle in 2007 for \$3.3B. The culture at Hyperion was “to win, but win the right way”. Hyperion was voted a Fortune 100 best places to work in 2004 and to the Forbes 100 Highest Integrity Companies in 2006. Godfrey also innovated from a green point of view, pioneering in 2004 the Drive Clean program where Hyperion gave a \$5000 bonus to employees who purchased Hybrid cars. That program has now been widely adopted by other companies including Google and Bank of America. Prior to Hyperion, Sullivan was CEO of Promptu Corp., an enterprise marketing automation software company. Previously, he spent eight years at AutoDesk in senior management positions, including president of AutoDesk's Discreet Division, a \$200 million digital media unit. Prior to joining AutoDesk in 1992, Sullivan spent 11 years with Apple heading up Business Marketing, U.S. Channels and Western U.S. Operations. Sullivan serves on the board of directors of Citrix Systems, Inc., the global leader in access infrastructure solutions, and Informatica Corporation, the global leader in data integration software. He received his BBA from Baylor University, and has completed executive programs at Stanford and the Wharton School.

Thursday, June 5th – 11:00am - 12:00am, Grand Ballroom

The RESULTS Achieved by Managing Talent On-Demand

Peter Cappelli, George W. Taylor Professor of Management The University of Pennsylvania Wharton School and Director of Wharton School Center for Human Resources

Peter Cappelli is the George W. Taylor Professor of Management at The University of Pennsylvania Wharton School and Director of Wharton's Center for Human Resources. He is also a Research Associate at the National Bureau of Economic Research. He received his PhD in labor economics from Oxford University, where he was a Fulbright Scholar. He has been a Guest Scholar at the Brookings Institution, a German Marshall Fund Fellow, and a faculty member at MIT, the University of Illinois, and the University of California at Berkeley. He was a staff member on the U.S. Secretary of Labor's Commission on Workforce Quality and Labor Market Efficiency from 1988-'90 and Co-Director of the U.S. Department of Education's National Center on the Educational Quality of the Workforce.

Professor Cappelli has served on three previous NRC committees, and was recently named by Vault.com as one the 25 most important people working in the area of human capital. He is a fellow of the National Academy of Human Resources, serves on the advisory boards of several companies, and is the founding editor of the Academy of Management Perspectives.

“SuccessFactors delivers a powerful solution for small businesses like ours to have the rich functionality that the big boys have. Performance reviews and goal setting are actually welcomed by our team because the SuccessFactors tool is so easy, and we can track employee milestones and company performance in a snap.”

– Dr. Jay Greenstein, Sport & Spine Rehab and Sport and Spine Athletics, CEO

Global Business Track

Presentations in this track focus on large-scale global rollouts, and/or global challenges such as language and localization. Hear from other global customers who have tackled these issues and implemented best practices for success. You'll also find sessions that transcend borders such as security and cross cultural implications of talent and performance management systems.

Performance and Talent Management Track

This track delivers everything you need to know regarding product features and functionality. You'll not only hear about the current solutions and how your peers are utilizing them, but you will also learn about new features and functionality for every module in the entire SuccessFactors suite.

Human Capital Management & Process Track

What are the processes and best practices in the world of human capital management that will make your organization succeed? Come to this track to hear from customers and experts who have created their own best practices and methodologies. Hear how people have successfully managed and fostered positive change across organizations and cultures. Most importantly, the sessions in this track will help you maximize value and efficiency in your organization.

Pay for Performance Track

Companies of all sizes have transformed their business and energized their people by linking compensation directly to employee performance. This track is loaded with real-world examples of successes and lessons learned in adopting a pay-for-performance culture at your organization.

Talent Development & Planning Track

Ready to provide your people a clear path for reaching their goals and aspirations? Want to manage your talent pipeline more effectively? Looking for successful practices to develop and motivate tomorrow's leaders today? This track provides answers to these questions and more.

Small Business Track

More successful small and mid-sized businesses are embracing “Strategic HR” to drive greater performance, productivity and profits. For the first time ever, SuccessFactors is offering a special track at SuccessConnect designed specifically to give smaller organizations like yours a chance to learn and leverage best practices used by similar companies. Come learn how small companies in all industries are leveraging the latest in performance and talent management to drive People Performance and real results! You do not have to have a Small Business Pass to attend these sessions. Companies of all sizes can learn from these great sessions.

Level Indicators

-  **Introductory Sessions:** Come to these sessions to learn or review basics. If you are in your first year with SuccessFactors and you want to ensure you have a solid foundation for successful implementations and rollouts, these sessions are right for you.
-  **Advanced level:** These sessions are for customers who have been using SuccessFactors for some time and are ready for more sophisticated and advanced knowledge. We'll dive deep into unique ways of using the system, and give techniques and best practices to help derive even more value from your solution.

Tuesday, June 3rd – 11:15am-12:15pm, Olympic



Around the World in 80 Days with SuccessFactors

Jacqueline Moysé, Head of Organizational Development, Mandarin Oriental Hotel Group
Global Business

Mandarin Oriental Hotel Group is in high growth mode doubling the amount of properties under management within the next five years. This rapid growth became a key driver for centralized performance and personnel management processes. However, lack of centralized databases and limited Human Resource Information Systems capabilities made it nearly impossible to rollout the much needed global talent management system. This presentation will focus on how Mandarin Oriental Hotel Group built an integrated talent management system that supports globally consistent and structured competency-based HR processes, manpower planning including the ability to identify talent across regions, and automation of HR processes to support performance management, development, succession planning, and career path planning.

Tuesday, June 3rd – 11:15am-12:15pm, California East

Leveraging Talent Management to Improve Patient Care

Mike Maughlin, Senior People Development Consultant, The Children’s Hospital
Bryan Heifner, Professional Services Consultant, SuccessFactors
Performance & Talent Management

The Human Resources Department at The Children’s Hospital in Aurora, Colorado set a goal of “flawless execution” in its SuccessFactors implementation, which ultimately supports the hospital’s mission of always providing the best possible outcomes for patients and their families. SuccessFactors was instrumental in helping TCH realize their ambitious goals. In this session they will share their implementation experience beginning with the design of their Talent Management strategy and describing every phase along the way. They will share how they succeeded in delivering maximum results all the way from initiation, design, configuration, and testing, through change management and communication, and training.

Tuesday, June 3rd – 11:15am-12:15am, California West

From a Holding Company to a Networked Enterprise

Will Roth, Director of Organizational Performance, Textron
Human Capital Management & Process

In 2002, Textron was comprised of 10 different businesses each doing their own thing – a classic holding company. In 2008, Textron decided to tap into the power of All 37,000 employees to transform Textron into an even greater company that could deliver value to customers, employees, businesses and shareholders. This session details Textron’s transformation and why the transformation needed to include the development of world-class processes and talented people. Will Roth, Director, Organizational Development at Textron will also discuss cascading enterprise and business unit objectives, ensuring transparent business strategy, and development of competency-based assessment and development planning aligned with corporate values and business needs.

“Our customers are using SuccessFactors to crush old world thinking about HR and financial results being disparate, and it’s pure magic.”

– Lars Dalgaard, President, Founder and CEO, SuccessFactors

Tuesday, June 3rd – 11:15am-12:15pm, Elizabethan C&D



Use It or Lose It – How Realizing Business Value Starts with Usability

Randy Reynolds, Vice President of Product Management, SuccessFactors
Pay for Performance

Pay for Performance applications are at the core of many performance and talent management initiatives. In order to gain the business value from this technology, it is imperative that employees embrace the tools linking performance and pay. Improving performance is not as effective when only managed on annual basis. Employees need to see the linkage from goal setting, goal management, performance evaluation to compensation throughout the quarter and year. Usability is a key ingredient to getting people to interact with the system. Increased usage enables process owners to see more value in the applications they have deployed. In this session, SuccessFactors product experts will discuss ways to improve the user experience and adoption across our suite of Performance, Goals and Compensation products.

Tuesday, June 3rd – 11:15am-12:15pm, Elizabethan A&B



Aligning Talent Management, Executive Management, and Human Resources

Tess Reinhard, Director of Leadership and Organizational Capability, CDW
Talent Development and Planning

As a recently acquired firm by a private investment company, CDW continues to manage change and growth in a very volatile market. As a private company, CDW’s strategic growth plans have matured to include integrating a previously acquired company, filling out a new sales office in Arizona, as well as meeting a hiring goal of 350 new sales associates. With such big goals, CDW was in a need of a talent management system that would enable management to assess, manage, and develop its workforce. This session will explore how CDW used an integrated, holistic approach to talent management that created a partnership between executive management and HR while aligning talent with corporate initiatives.

Tuesday, June 3rd – 11:15am-12:15pm, Essex

Driving Business Performance with SuccessFactors. How we did it, you can too!

Elizabeth Haut, Vice President of Human Resources, Kelley Blue Book
Lisa Fleming, Senior Manager of Human Resources, Kelley Blue Book
Mark Rutherford, Principal, Baypoint Partners
Small Business Track

“I don’t believe there is a single organization or functional group that has driven the strategy of Kelley Blue Book this year more than Human Resources” stated a Kelly Blue Book Executive. Learn how Kelley Blue Book used SuccessFactors to architect “change”, establishing consistent processes for setting and managing annual business and employee expectations based on goal achievement and competencies. In this session Kelley Blue Book will discuss how they drove process efficiencies into the annual compensation process, provided valuable feedback to key leaders, differentiated individual performance, and delivered a powerful level of transparency to their business operations.

Tuesday, June 3rd – 1:45pm-2:45pm, Olympic



The Ins and Outs of a Global Implementation from Kick-Off Through Go-Live

Cindy Yasumatsu, Talent Management, Canadian Pacific Railways
Mary Ellen Selby, Director of Talent Management and Staffing, Canadian Pacific Railways
Global Business

Based in Calgary, Alberta, Canadian Pacific (CP) provides transportation services across a 14,000-mile network in Canada and the U.S. Doing business in continental North America creates unique challenges for managing a multi-lingual, distributed workforce. CP employed SuccessFactors to meet these challenges head on. In this session CP will discuss the ins and outs of their implementation from kick-off to go-live. They will share lessons learned in project management, security, testing, implementation, change management, communication and training.

Tuesday, June 3rd – 1:45pm-2:45pm, California East

Moving from Quantity to Quality

Susan Eiler, Human Resource Program Manager, Benjamin Moore
Performance & Talent Management

Benjamin Moore's motto for Performance Management was: Quantity. Quantity. Quantity. Now it's: Quality. Quality. Quality. Come to this session to learn how Benjamin Moore instilled new levels of quality in performance management and improved the entire process along the way. Benjamin Moore will discuss how to leverage Dashboards & Analytics to drive more focused and timely discussions about Performance and Development, improve competency development, expand training initiatives and curricula, and help Human Resource Business Partners to focus on more value-added activities while minimizing the administrative burden.

Tuesday, June 3rd – 1:45pm-2:45pm, California West

Analyze This! Uncovering Advanced Reporting Techniques for Greater Visibility, Accountability and Results

Mary Poppen, Health Care Practice Manager, SuccessFactors
Sabra Conley, Professional Services Consultant, SuccessFactors
Human Capital Management & Process

During a SuccessFactors implementation, clients can face a multitude of decisions on reporting requirements for various constituents (e.g., senior management, front line supervisors, human resources and administrators). How can an organization best utilize SuccessFactors robust reporting and analytics suite to increase Visibility throughout the management hierarchy, as well as across the organization? Foster accountability of manager and employee for performance excellence? Drive workforce Results with organizational standards related to performance and talent management?

Join your peers for an open and interactive session on how to harvest advanced reporting techniques, based on extensive experience and real-world scenarios, to analyze and interpret results for key strategic decisions.

Tuesday, June 3rd – 1:45pm-2:45pm, Elizabethan A&B

Change from the Top

Debbie Curless, Director of Organizational Development and Talent Management, Itron Inc.
Mikhail Koulikov, Professional Services Consultant, SuccessFactors
Talent Development and Planning

Itron, the world's leading provider of solid-state meters, employees over 8,000 people and does business in more than 130 countries. In this session, Itron will discuss their successful implementation of Performance Management, Merit and Career Development with an emphasis on executive sponsorship and how support from the top was a key factor in the success of their implementation and on the company-wide change management process. You will walk away with an in-depth understanding of what Itron learned throughout all the phases of their implementation, the obstacles they faced, the lessons learned, and what the future holds for talent management strategies at Itron.

"You can excite people about the place they work, you can get them more engaged and you can get them to stop running off to other places simply by rewarding them for doing good work."

– Lars Dalgaard, President, Founder and CEO, SuccessFactors

Tuesday, June 3rd – 1:45pm-2:45pm, Essex

Innovating with SuccessFactors: Company Life Cycles and Human Capital Management

Kathy Morrison, Senior Human Resources Manager, Swingvote
Diana Bourke, President and COO, Swingvote
Small Business Track

Swingvote is a company that is in the transition from the pre-revenue, R&D phase to full operations. Faced with significant growth opportunities, the leadership team determined that creating more structure, scalability and consistency in every function was a critical success factor. At the same time, the entrepreneurial employee base was hesitant about the changes and was concerned that would it "destroy" the innovative spirit of the company and its employees. Realizing it was not an either/or situation, the President and COO teamed with the head of Human Resources to develop a creative approach to implementing a new paradigm for managing the transition and HR processes. SuccessFactors played a central role in implementing a fully integrated human resource management system.

Tuesday, June 3rd – 3:00pm-4:00pm, Olympic Room

Change Management in a Decentralized Global Organization

Ed McCann, Human Resources Director, AMCOL International
Jeff Chan, Chan Management Consulting, AMCOL International
Global Business

Driving change is difficult enough, but getting support from key leaders around the world in a decentralized organization has its own unique challenges. In 2007 AMCOL International successfully implemented SuccessFactors Total Goal Management and Performance Management module for its 1,800 employees across ten countries. Implementation planning required extensive change management planning that included active stakeholder management, communication, training, and implementation metrics. This session will discuss the implementation plans that AMCOL International utilized, key learnings, and best practices for change management.

Tuesday, June 3rd – 3:00pm-4:00pm, California East

Extreme Makeover: SuccessFactors Edition

Ronald Kalish, Practice Manager, SuccessFactors
Matt Harker, Professional Services Consultant, SuccessFactors
Performance & Talent Management

As your organization's performance management programs continue to move and shake, SuccessFactors passionately releases new features and functionality on a monthly basis. Is your Performance & Talent Management System 'vanilla'? Want to put the 'sizzle' back in your review process? We'll show you how with a fun and fast-paced session reviewing many of the enhancements made available over the past year. We will discuss some simple steps you can take to put some extra 'WOW' into your SuccessFactors system, and how to integrate the new features with your existing processes to increase user adoption. Participants will come-away with tangible action plans to give your SuccessFactors system a 'face-lift', as well as optimize its usage. If you've been live with SuccessFactors for 6-12 months (or more) – you won't want to miss out!

Tuesday, June 3rd – 3:00pm-4:00pm, California West

Succession Below the C-Suite

Jim Irvine, Manager Organizational Learning, Nissan North America
Human Capital Management & Process

Nissan has undergone one of the most dramatic turnarounds in automotive history, transforming itself from the most indebted automotive company to one of the most profitable. This presentation will provide an overview of the dramatic turnaround, the realignment of its various affiliates, the relocation of its headquarters, and how these events created dramatic challenges to succession planning process at every level of the organization. The development of the current process will be presented candidly sharing the many mistakes made, lessons learned, and the resulting program which seamlessly combines career development, high-potential nomination, and succession planning activities into a single process.

Tuesday, June 3rd – 3:00pm-4:00pm, Elizabethan C&D

Bringing Order Out of Chaos: How SuccessFactors Helped Do the Trick!

Phyllis Zappala, Senior Vice President of Human Resources, Danbury Health Systems
Pay for Performance

Danbury Health Systems had a Performance Management system that linked individual performance to organizational goals and ultimately to pay. It also provided a mechanism for gathering the voluminous documentation required by the Joint Commission. Unfortunately, the cumbersome process resulted in piles of paper and missing information, frustrating management and users alike. Further, it had no capacity to connect the individual's performance to organizational goals. This session offers a detailed overview of Danbury Health Systems' journey toward implementing a talent management solution that could meet all technical and functional requirements while simultaneously achieving organizational goal alignment from the individual up through the C-Suite.

Tuesday, June 3rd – 3:00pm-4:00pm, Elizabethan A&B

Driving Strategic Priorities with Learning Agility

Dr. Brian Feiser, Managing Partner, TalentManagementOne
Talent Development & Planning

Wondering how your HR team can get a seat at the table, impact corporate strategy and drive organizational execution? Attend this interactive session and discover how to use SuccessFactors to grow the value of HR and increase the likelihood of success for your company's strategic priorities. This session will examine how the Succession Module can broaden the use of learning agility and drive the successful execution of strategic priorities throughout your organization. You'll walk away with great examples of its applications and even take home a user-friendly toolkit designed to get you engaged when you return to your office.

Tuesday, June 3rd – 3:00pm-4:00pm, Essex

Evolving Your Culture to Pay-for-Performance

Lisa Hellman-Rhodes, Senior Director of Organizational Development and Learning, Gen-Probe
Small Business Track

Building a strong Pay-for-Performance culture is best achieved when the people clearly understand the expected performance, and when exceptional performance receives exceptional rewards. The result can contribute to greater business success for organizations of all sizes. Executives see increased business results and employees strive even harder to realize their performance potential. How do you get there, and what defines success? Come hear how Gen-Probe, a mid-sized biotechnology leader, achieved its high-performance culture using SuccessFactors, and learn the key indicators Gen-Probe use to measure success along the way and how they can target changes for continuous improvement. This session is intended for an intermediate-level audience.

Tuesday, June 3rd – 4:15pm-5:30pm, Essex

Small Business Panel

Mark Rutherford, Kelly Blue Book
Christine McLeod, Boutique Hotels of BC
Heather McNeely, Stanford Alumni Assoc
David Cain, SuccessFactors
Shelly Davenport, SuccessFactors
Small Business Track

You're a small business with less than 500 employees? You've got some questions? We've got answers. Join us for the SuccessConnect Small Business panel, featuring a few SuccessFactors' customers with stories to tell. They'll share lessons learned, best practices and advice on maximizing your SuccessFactors investment.

Tuesday, June 3rd – 4:15pm-5:30pm

Special Interest Groups

Get together with people from your industry, product group, role or region and ask the pertinent questions. Hear from leaders in your industry and experts in the field on how they successfully use and leverage SuccessFactors.

See below for specific topics and locations:

- Manufacturing – **California East**
- Financial Services – **California West**
- Healthcare – **Elizabethan A&B**
- High Tech – **Elizabethan C&D**
- Energy and Chemicals – **Victorian**
- Technical & IT – **Yorkshire**
- Retail – **Bristol**
- Government & Higher Education – **Cambridge**
- Life Sciences – **Mayfair**
- Professional & Other Services – **Ascot**
- Canadian Regional Interactive Customer Discussion – **Oxford**

Wednesday, June 4th – 10:15am-11:15am, Olympic

The Future of Work in Global Enterprise

Michael Littlejohn, Partner, Human Capital Management Services, IBM Global Business Services
Global Business

The ability to transform business strategy is key for driving innovation and growth, especially in a market in which companies must be both smart and nimble to succeed. With talent at a premium, in-demand workers expect to have different sorts of relationships with their work and with their employers. In this environment, how do organizations change the mindset and behavior of their employees to quickly and consistently understand, embrace, and drive new direction and focus on a global scale? Organizations can align their global workforce to their business strategy, even when the business model and objectives shift. But to do so, the way organizations manage their workforces and the way employees perform their work must change. This session will introduce you to the IBM Human Capital Management consulting practice, which helps organizations make these vital changes and in so doing, transform workforces globally and implement change enterprise-wide.

Wednesday, June 4th – 10:15am-11:15am, California West

Leveraging Web Top to Build a Performance-based Culture

Julius Schillinger, Director of Organization Effectiveness, Health Net
Pay for Performance

Health Net's disconnected, disparate manually based tools for assessing individual performance, and linking it with corporate performance and compensation were cumbersome and disconnected. This led to unclear performance standards, lack of control, and poor financial results and minimal linkage of performance to rewards. This session will address how Health Net's Behavioral Health business unit, Managed Health Network, deployed the company's new linked performance management, goal management and compensation solution to reduce the number of compensation increases for substandard performance to zero, align merit increase funds with business unit and individual performance, and instituted and build a performance-based culture converting profit to loss in the process that drove rapid business unit turnaround and is supporting the unit's ongoing, record-breaking profit success.

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Wednesday, June 4 – 10:15am-11:15am, California East

Performance Management in a Federated Global Organization

Kristin Frykman, Managing Partner, BirchBark Consulting

Performance and Talent Management

Federated models combine the best of centralized and decentralized models. Services which are common, and the staff who perform them, can be centralized, and those which are specific to a business unit can be assigned to those units. Individual business units are free to pursue their own approach to performance management, and while it's true that there are common elements, such as standard ratings, it's less and less true that much is mandated centrally. In fact, many Federated organizations are moving in the opposite direction.

Attend this session and discover how BirchBark Consulting managed Performance Management for one of its largest clients, a leading IT consulting firm operating in a Federated model. BirchBark Consulting, specializing in HR technical and process issue resolution, learned that by partnering with SuccessFactors' Platinum Support Team and thinking "outside the box", real world solutions could be created to meet every requirement.

Wednesday, June 4th – 10:15am-11:15am, Essex

Good to Great - Making the Leap

Dr. Jay Greenstein, CEO, Sport and Spine Rehab

Small Business Track

Sport and Spine Rehab, recognizing goal setting as an important part of future expansion, developed 23 separate excel spreadsheets to manage the goal setting process. Unfortunately, they encountered only resistance from their workforce who saw this process as "extra work". Fortunately, they discovered SuccessFactors; the perfect solution for managing goals and team performance in a user-friendly and productive manner correlating personal success to company performance. In this session small businesses will learn how small companies can rocket past their competition by implementing technology that maximizes human performance and increases their ROI.

Wednesday, June 4th – 10:15am-11:15am, California East

A Human Capital Management Case Study: Hyperion Solutions

Steve McMahon, Vice President of Human Resources, SuccessFactors

BONUS TRACK!

Excited about what you learned from Godfrey Sullivan's Keynote? Come hear Steve McMahon, former VP of HR for Hyperion Solutions (and current VP of HR at SuccessFactors!) explain the nuts and bolts of how Hyperion's HR team provided management and the Board of Directors with robust HCM analytics. Steve will describe how the SuccessFactors initiative complemented the already robust Business Performance Management analytics traditionally provided by the FP&A function. You'll also learn how enhanced decision-making can be achieved by having both financial and human capital management information readily available in dashboards on executives' desktops.

Wednesday, June 4th – 11:30am-12:30pm, Olympic

A Unified Set of Human Capital Strategies

Terry Connell, Director of Organization Transformation, Safeco Insurance

Global Business

As Safeco moves from a "profitability focus driven by cost cutting" to one enabled by "customer focus and revenue growth", and toward a more virtual, global organization, they realized that system-wide inconsistent HR practices would prevent them from delivering a unified set of Human Capital strategies. Reaching consensus on key talent management principles and practices would enable them to staff, coach, direct and develop the most talented and high performing leaders. This session details their journey to consistent and effective talent management practices, and how managing system configuration, communication, and change management at every step facilitated the journey.

Wednesday, June 4th – 11:30am-12:30pm, California East

Implementing Multiple Modules for All Employees in One Year

Charles Kibort, Human Resources Operations Manager, Janus Capital Group

Performance & Talent Management

Join Janus Capital Group as they discuss their experience with a multi-module implementation across a dynamic mid-sized financial services organization. Janus converted prior HR systems to SuccessFactors and implemented Performance Management, Total Goal Management, Compensation Planning and Succession Planning in 2007. These modules were rolled out to all employees across the organization while taking into consideration existing processes, best practices, security, current system interfaces and change management to ensure a successful implementation.

Wednesday, June 4th – 11:30am-12:30pm, California West

Using Technology to Automate and Expedite the Disciplinary Action Process

Doug Gutridge, Vice President Human Resources, Kirby Risk

Matt Harker, Professional Services Consultant, SuccessFactors

Human Capital Management & Process

Within any performance management based culture, the need to provide employees with timely and accurate feedback is important. But, when addressing non-compliant employee behaviors this feedback becomes critical. In this session Kirby Risk will discuss how they customized SuccessFactors forms to replicate their existing processes for handling non-compliant employee behaviors. You will learn how their automated process for managing disciplinary action enabled Kirby Risk to adhere to corporate and legal policies while decreasing cycle times, improving the consistency and the accuracy of the documentation, and enriching employee relationships.

Wednesday, June 4th – 11:30am-12:30am, California West

"What Metrics?" Leveraging SuccessFactors to Identify and Measure Critical Success Metrics

Jessica Kane, Business Transformation Services, SuccessFactors

Kevin Copithorne, Project Manager, SuccessFactors

BONUS TRACK!

Need help identifying and measuring critical talent success metrics to share with your business partners? Attend this highly engaging, hand's on session to discuss baseline and benchmark measures to help drive adoption of your SuccessFactors system in your organization. In this session, we'll address real questions submitted by real customers that are also looking for advice and guidance to establish and measure critical talent metrics to elevate the talent conversations with their business partners and demonstrate value from their SuccessFactors investment.

Wednesday, June 4th – 2:00pm-3:00pm, California East

Leveraging Job Family & Job Role Profiles to Better Manage Core HCM processes

Ed Yip, Director of Product Management, SuccessFactors

Performance & Talent Management

A strong application platform is fundamental to realizing the value proposition of an integrated suite of enterprise applications as it provides the foundation, tools, and raw material on which applications are built and integrated. This session will focus on the core platform component of Job Family and Roles and demonstrate how defining and leveraging job profiles effectively can help your company achieve more consistent performance assessments, more accurate targeting in employee development activities, and more focused sourcing for both recruiting and succession management. All while reducing both administrative and employee process burden. Learn how in this product session delivered by the very first SuccessFactors Product Manager.

Wednesday, June 4th – 2:00pm-3:00pm, California West

Preparing Your Organization for the Talent Management Suite: New Practices in People, Process, and Technology

Heidi Spirgi, President, Knowledge Infusion
Human Capital Management & Process

You've made a great decision with your technology choice, but the technology only accounts for a small percentage of the success of your talent management initiative. Join this session to learn how to develop a holistic people, process, and technology plan to prepare your organization for a new technology and ensure success.

Wednesday, June 4th – 2:00pm-3:00pm, California East

Performance and Compensation Solution for the Healthcare Industry

Wayne Campbell, Manager HRIS Consultant and Process Improvement, Baylor Health
Mary Poppen, Professional Services Consultant, SuccessFactors
Performance & Talent Management

Baylor Health Care System ranks as one of the largest private-sector employers in the Dallas/Fort Worth Metroplex employing more than 16,000 people. In this educational session Baylor Health will discuss their strategic rationale for selecting and deploying SuccessFactors Performance Management and Compensation solutions. They will address the complexities of automating performance appraisals for employees with up to three different positions across a multifaceted healthcare organization based on both qualitative and objective measures providing key insights and lessons learned along the way.

Wednesday, June 4th – 2:00pm-3:00pm, Elizabethan A&B

Moving Large Corporations from Assessment to Development!

Michael Barron, Director of Organizational Development, Whirlpool Corporation
Talent Development & Planning

For Whirlpool, talent management is a business process. Managers are well schooled in the recruitment, assessment, and development of talent. But new executive mandates have compelled even the most seasoned leaders to think more seriously about succession planning and require managers to keep people growing in their careers. This session will feature a comprehensive look into change management across three central areas; Talent mindset of people managers; Talent processes with disciplined deployment; and Talent system deployment with SuccessFactors. Join Whirlpool as they talk about how SuccessFactors provides a view of talent and professional development beyond the traditional assessment that has helped Whirlpool build a robust pipeline of leadership talent creating tremendous potential for both company and employees.

Wednesday, June 4th – 3:15pm-4:15pm, Olympic

Driving a Large Global Implementation

Ed Halphen, Manager of Organizational Performance, FlowServe Corporation
Global Business

FlowServe Corporation is one of the world's leading providers of fluid motion and control products and services. In this detailed and informative session Flowserve will discuss their global implementation and their successful roll out of Performance and Succession Management to 14,000 employees in 60 + countries. The entire implementation process will be a discussion from a practical standpoint including vendor selection, business case development and presentation, process design, executive buy-in, end user buy-in, testing, training and "go live." Attend this session and gain practical advice and insider do's and don't's.

Wednesday, June 4th – 3:15pm-4:15pm, California East

That's My Network!

Max Goldman, Director of Product Marketing, SuccessFactors
Patrick Saeger, Vice President of Customer Success, SuccessFactors
Performance & Talent Management

Find out how to leverage the SuccessFactors community to get the most from your SuccessFactors investment. Learn the best ways to get help, uncover best practices, prepare training materials, submit your product ideas, stay on top of new feature releases and more. Also, hear from Patrick Saeger, Vice President of Customer Success, on how to work successfully with our Customer Success team to get your cases resolved quickly and your questions answered fast.

Wednesday, June 4th – 3:15pm-4:15pm, California West

Effecting Organization Change Using the Employee Engagement Survey

Marviete Dale, Corporate Director of Human Resources, Meridian Bioscience
Jessica Kane, Business Transformation Services, SuccessFactors
Human Capital Management & Process

Meridian Bioscience, Inc. a market leader in medical diagnostics was the first customer to use SuccessFactors' Employee Engagement Survey services. Through this tool, they were able to gather information as to whether employees were satisfied, assess key employee issues and identify and address the most important issues for action. In this session you will learn how Meridian Bioscience and SuccessFactors created an employee survey and used the results to effect organizational change. You will also find out more about the SuccessFactors survey process from conception to analysis and reporting.

Wednesday, June 4th – 3:15pm-4:15pm, Elizabethan C&D

Support Your Local Evolution!

Rory Early, Performance Management Analyst, Micron Technology
Sarah Newton, Organization and Workforce Development Manager, Micron Technology
Pay for Performance

This session will detail the evolution of Pay for Performance and Performance Appraisals at Micron Technology. Hear about one company's experience implement a global variable pay program and performance appraisal process in just a few months. Micron will uncover the internal processes that had been previously established and how they incorporated the use into our SuccessFactors' customized module (PM Form, TGM, and Compensation) configurations. Learn what Micron would have done differently, what they would have done better and what they will do in the future.

Wednesday, June 4th – 3:15pm-4:15pm, Elizabethan A&B

Leveraging Talent Management in Uncertain Times

Mitchell Nash, General Manager, Personell Decisions International
Talent Development & Planning

During times of economic uncertainty, your organization has two choices: either become a victim or learn to take advantage. By combining talent management with technology, your organization can be proactive and use these uncertain economic times to generate strategic advantage. In this session, learn how to leverage your talent management system to identify and develop key talent that will ensure execution of your business strategies and give your company a competitive edge.

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Wednesday, June 4th – 4:30pm-5:30pm, Olympic Room

Integrated Global Talent Management Approach

Brenda Leadley, eHR Solutions, Allianz
Global Business

Allianz has recognized the importance of managing sustainable leadership quality and keeping, winning, and attracting top talent. This business-driven Talent Management approach will play a vital role in helping our company leverage the full potential of our people and support our efforts to a leader among world-class financial services companies. The roll-out of the talent management methodology shows its results through conducted Career Development Conferences (CDCs) which are the platform for discussing talent issues based on one common language, one competency model, one common understanding on potential and performance - and defining what is needed at the top so candidates know what is required. The SuccessFactors suite will enable Allianz to implement such an integrated and systematic approach in more than 100 companies in an extremely decentralized environment world-wide.

Wednesday, June 4th – 4:30pm-5:30pm, California East

Simplifying Performance Management

Sonja Hyman, OD Applications Specialist, ConAgra Foods
Performance & Talent Management

Simplicity, one of ConAgra Foods operating principles, drove a major redesign and consolidation of the company's performance management forms. ConAgra Foods' review cycle includes mid-year and year-end reviews. Each of these reviews had its own form which meant that employees had to refer to their mid-year review forms constantly as they drafted their year-end self-assessments, a process that was both cumbersome and time-constraining. The Solution? Combine the mid-year and year-end forms into a single, user-friendly form that saves time, ensures continuity and makes the review process more transparent and less frustrating. ConAgra foods will talk through the challenges of simplifying and consolidating its performance management forms including how the company enhanced key functionalities to better suit its business needs. In addition, ConAgra Foods will describe the challenges encountered since rolling out the combined form and solutions put in place to address those challenges.

Wednesday, June 4th – 4:30pm-5:30pm, California West

Fostering High Performance: Change & Education Strategies to Support Goals, Performance, and Compensation Implementations

Daniel Bucci, Manager of Human Capital Strategy and Development, Independence Blue Cross
Amy O'Leary, Independence Blue Cross
Human Capital Management & Process

In 2007, Independence Blue Cross, Southeastern Pennsylvania's largest health insurer, completed implementations of the SuccessFactors' Goals, Performance, and Compensation management modules. This session will walk you through their extensive implementation focusing on the change management, communication, and education strategies undertaken to support an organization of 6,500 employees. At the conclusion of this session, you'll take away practical advice, lessons learned, and specific insights about preparing your workforce to get the most out of your SuccessFactors talent management solution.

Wednesday, June 4th – 4:30pm-5:30pm, Elizabethan C&D

How to Implement Discretionary Pay-For-Performance Plans with Flexible Administration

Jennifer Sedlacek, General Director of Compensation, Union Pacific Railroad
Sue Lay, Director of Human Resources, Union Pacific Railroad
Pay for Performance

Union Pacific Railroad is one of the few companies who believe in discretionary (non-formulaic) compensation for their cash and stock awards while allowing departmental flexibility in the administration of the performance feedback and awards. We will demonstrate how to administer discretionary compensation plans in SuccessFactors while maintaining pay-for-performance. You will also learn how to maintain discretionary budgets by group, grant by stock value, automate policy exceptions, and streamline stock grant acceptance. Finally, you will see the work-around solutions we utilized to run concurrent performance and compensation processes, maintain departmental flexibility, and simplify reporting.

Wednesday, June 4th – 4:30pm-5:30pm, Elizabethan A&B

Are You Managing a Talent Pipeline or a Pipedream?

Greg Thompson, Director of Product Management Emerging Products, SuccessFactors
Talent Development & Planning

In the rapidly accelerating world of business, effectively managing your Talent Pipeline can mean the difference between success or failure. Whether it is an existing resource or a new one to your organization - the imperative to not only know the responsibilities and goals of your people, but also their capabilities, potential, and needs could not be greater. In this session, we will explore the various tools and integrated processes offered in the SuccessFactors Talent Suite which are designed to increase insight, identify potential, and manage opportunities for people throughout your organization. Specific modules and solutions discussed will include Succession Planning, Recruiting, Development, and Career Management. You will gain insight into industry trends, current product functionality, and planned enhancements in the context of effectively managing your talent as a continuous flow of opportunities and people matching.

Thursday, June 5th – 8:30am-9:30am, California East

From Good to Great! Using Talent Management, Succession Planning, and Performance Management to Create a New Reality

Tom Ottke, Director of Organizational Effectiveness, Saint Elizabeth Medical Center
Performance & Talent Management

In this insightful and informative session Saint Elizabeth Healthcare will speak to the key criterion used for re-engineering their talent management, succession planning and performance management systems. They will discuss their talent management initiatives from a long-range, strategic view to short-term, immediate tactical issues while addressing the on-going operational concerns that faced the implementation team. There will be special emphasis on creating a new talent management reality at Saint Elizabeth Healthcare and why managing change throughout the entire implementation process was fundamental to success.

Thursday, June 5th – 8:30am-9:30am, California West

Innovative Solutions to Strategic Business Problems: Tailoring SuccessFactors to Meet Your Company's Unique Needs

Steve Hunt, Director of Business Transformation Services, SuccessFactors
Human Capital Management & Process

The most effective talent management solutions combine a mixture of best practice methodologies with company specific processes and content. This session provides examples illustrating how clients have addressed different business objectives through creative use of the SuccessFactors system. See how companies have gone beyond standard configuration and content to create tailored solutions that target specific company goals and corporate strategies. This interactive session delivered by a SuccessFactors expert will give you insight into innovative ways you can use SuccessFactors to transform the way your company manages people.

Thursday, June 5th – 8:30am-9:30am, Elizabethan C&D

Best Practices for Performance, Compensation and Succession Management

Carey Bongard, Vice President of Talent Management, Assurant
Human Capital Management & Process

Assurant, a leading provider of specialty insurance products, was faced with a challenge: streamline Human Resource practices and processes for Performance Management, Compensation, Succession and 360° Feedback into one solution for its workforce. This session will describe how Assurant approached the streamlining process and initial implementations, and how it continues to review and enhance its talent management processes to more fully realize the value of an integrated system. You will walk away from this session with solid ideas to more effectively implement the system and develop the talent within your organization.

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Thursday, June 5th – 8:30am-9:30am, Elizabethan A&B

Developing Leaders in Hyper-Growth

Elyse Stein, Senior Director of Organizational Development & Training, VMware
 Brett Welch, Manager of Learning & Development, VMware
 Talent Development & Planning

Join Elyse Stein and Brett Welch from VMWare as they present a summary view of how they are developing leaders in a high growth organization and environment. This presentation will touch on executive sponsorship, metrics, change management, end user adoption, and system administration all fundamental to their success. Expect an inside view on a well thought out and patient approach to applying leadership development to a rapidly changing, fast paced organization.

Thursday, June 5th – 9:45am-10:45am, California East

Gaining and Maintaining Momentum with User Adoptions: Effective Training and Communication Strategies

Tracy Gonzales, Training Consultant, SuccessFactors University
 Performance & Talent Management

Whether you are new to SuccessFactors or a long time customer, keeping your users engaged and energized about Performance and Talent Management remains a key aspect of a successful initiative. Instituting effective training and communication strategies throughout the process, will enable you to more successfully and consistently manage change, generate excitement and maintain user engagement. This interactive session delivered by a SuccessFactors expert will outline the core steps to creating a sustainable adoption strategy for your performance management initiative.

Thursday, June 5th – 9:45am-10:45am, California West

Driving Culture Change through Talent Management

Christiane Segall, Culture, Organization and Talent Development, Fannie Mae
 Human Capital Management & Process

Are you looking to transform your organizational culture? Find out how Fannie Mae utilizes a disciplined talent management process to achieve its strategic goal of culture change. To move the culture towards greater transparency, accountability, and leadership development, Fannie Mae automated the talent identification and succession planning processes with the help of SuccessFactors. Learn how the automated system combined with a fair and consistent process enables better decision making, improved metrics and reporting, and leadership behaviors. The presentation will explore specific strategies employed in this long-term strategic collaboration between HR and its business partners.

Thursday, June 5th – 9:45am-10:45am, Elizabethan C&D

Calibration Drives Performance

Mat Kraetsch, Organization Effectiveness, T-Mobile
 Robert Bowling, Enterprise Learning and Performance Management Systems, T-Mobile
 Pay for Performance

T-Mobile believes that employee performance is maximized when systems and processes are measured, monitored and fine tuned. This presentation will demonstrate how T-Mobile consistently calibrates its SuccessFactors' performance management and compensation solution on micro and macro levels. Goals are set, aligned and cascaded across global teams with enterprise-wide rating scales to enable the company's pay-for-performance philosophy.

Thursday, June 5th – 9:45am-10:45am, Elizabethan A&B

Working with Leaders to Get the Most from Our Technology and People Investments

Erik Koshner, Manager of Organizational Development, Sigma Aldrich
 Nigel Bristow, President, Targeted Learning
 Talent Development & Planning

The goal at Sigma-Aldrich is to use the performance management process to boost employee engagement and bottom-line results. As Sigma-Aldrich invested in streamlining and automating performance management, they recognize that the return on this investment depends on much more than people's ability to utilize the technology. Success depends heavily on every leader's ability to fully engage their people. To enlist all leaders in this process—and as part of the implementation of SuccessFactors' software—all Directors and Managers learned how to lead effective performance management conversations. These conversations include coaching, goal alignment, receiving and giving feedback, development and career planning. This session will focus on how Sigma-Aldrich equipped their leaders with the conversation skills necessary to engage people and drive business results, and their key learnings from this implementation.

“SuccessFactors has taken our employee performance management to a new level, engaging all our employees and managers in the process,”

– Doug Gutridge, Vice President of Human Resources, Kirby Risk



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Personnel Decisions International - PDI Booth #100
<http://www.personneldecisions.com>
 Personnel Decisions International (PDI) is a global human resources consulting firm with distinctive expertise in building leadership talent that provides real competitive advantage. With over 700 team members in 28 offices around the globe, we partner with the world's leading organizations, enabling them to make consistently effective decisions about leaders.

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IBM Global Business Services Booth #101
<http://www.ibm.com>
 IBM's Human Capital Management Practice enables organizations to align their workforce to business objectives and drive innovation and growth across the enterprise. By focusing on workforce transformation, learning, collaboration and HR strategy and processes, IBM helps organizations ensure they have the right workforce, in the right place, with the right motivation to support their business.



Knowledge Infusion Booth #202
<http://www.knowledgeinfusion.com>
 Knowledge Infusion is the recognized consulting authority on HR and talent management technology solutions that drive human capital management business value. With over 150 global clients, the firm provides technology strategy and execution services to tie HR technology to business results and transform people, process, and technology to align with business objectives.

Exhibitors



AASONN Booth #304
<http://www.aasonn.com>
 AASONN's Professional Services practice has a staff of highly experienced HCM Professional Services Consultants, many with Ph.D. degrees that have over 20 years of combined experience implementing SuccessFactors' Performance and Talent Management solutions for customers globally. AASONN's consultants have implemented SuccessFactors' solutions for over 300 companies. Besides SuccessFactors' implementation work, AASONN can also deliver consulting engagements in HR Best Practices, HR Reporting solutions, and help design Business Intelligence Systems through their Data Warehousing practice.



ADP Booth #106
<http://www.adp.com>
 Automatic Data Processing, Inc., with nearly \$8 billion in revenues and over 600,000 clients, is one of the world's largest providers of business outsourcing solutions. Leveraging more than 55 years of experience, ADP offers the widest range of HR, payroll, tax and benefits administration solutions from a single source. For more information, call 1-800-225-5237 or visit www.ADP.com.



Ceridian Booth #203
<http://www.ceridian.com>
 Ceridian Corporation is a business services company that helps its customers maximize the power of their people, lower their costs and focus on what they do best. Ceridian's suite of innovative managed human resource solutions includes payroll and compensation, employee benefits administration, staffing, compliance, HR administration and employee assistance programs (EAP), work-life, health and wellness and productivity management solutions.



DDI Booth #308
<http://www.ddiworld.com>
 Since 1970, Development Dimensions International has worked with some of the world's most successful organizations to achieve superior business results by building engaged, high-performing workforces. We specialize in identifying and developing leaders and helping you hire better people faster. What sets DDI apart is realization-we have a passion for client success. The partnership with SuccessFactors blends their industry leading performance management and succession management application with DDI's best practice process consulting to improve talent management throughout your organization.



GeoLearning Booth #108
<http://www.geolearning.com>
 GeoLearning is the leading provider of Managed Learning Services and on-demand learning and performance technology. GeoLearning's Software as a Service model means there is no hardware or software for clients to install. The company's GeoMaestro platform can be deployed quickly, allowing clients to efficiently manage enterprise-wide learning and performance.



HireRight

Booth #201

<http://www.hireright.com>

HireRight is a worldwide leading provider of on-demand employment background screening solutions that help organizations efficiently implement, manage and control employment screening programs. Many of the world's most innovative and successful companies trust HireRight because the company delivers more effective, customer-focused solutions that provide greater efficiency and faster results.



The HR Group

Booth #306

<http://www.thehrgroupinc.net>

The HR Group, Inc. provides customized human resource consulting services to organizations of all sizes and types, including Fortune 500 companies. Our team of professionals are experienced in a broad array of human resource and organizational issues. The HR Group has two separate divisions, HRG Academy and HRG Recruiting Network.



Learn2Perform

Booth #209

<http://www.learn2perform.com>

Learn2Perform (formerly SystemLink) is a full-service Learning and Performance consulting company and a SuccessFactors' Authorized Services Partner and Reseller. For SuccessFactors clients, L2P provides comprehensive professional implementation and consulting services for all platforms and modules of the SuccessFactors Talent Management Suite as well as Strategia, a fully integrated Learning Management System.



Lominger International: A Korn/Ferry Corporation

Booth #302

<http://www.lominger.com>

Lominger International creates competency-based leadership development resources for individuals, teams, and organizations. Our products and services are research-based, experience-tested, and internationally recognized tools that can be customized to fit any organization's culture or operating style. Lominger provides the tools and expertise needed to close the gap between an organization's current strategy for talent management and best practice strategies.



SHL

Booth #205

<http://www.shl.com>

SHL is the world leader in assessment products for the workplace. SHL products are built on a global competency framework developed with more than 500 organizations in 24 countries. SHL serves more than 15,000 clients worldwide, offering proven assessment tools that save organizations time and money while increasing productivity and maximizing people performance.



Targeted Learning

Booth #207

<http://www.targetedlearning.com>

Targeted Learning partners with organizations to fully engage the talents and energies of their people. We help organizations develop the skills necessary to sustain a high-engagement environment. We give leaders the tools to achieve great things through others. We equip individuals with the skills to learn faster, work smarter and achieve more.

Wireless Access



SuccessFactors will provide wireless access in the Cyber Café located in the Georgian Room. The Westin has internet lines in every guest room and wireless access in the lobby and Oak Restaurant for a nominal fee.

Event Surveys: Give us your feedback!



Please fill out the SuccessFactors Global User Conference 2008 event survey. We use the feedback gathered in these evaluations to make each event we have more valuable to you! We hope you found everything you need, but we know there is always room for improvement and evolution. As a thank you, submit your evaluations on Thursday to the registration desk and you'll receive Robert Sutton's autographed copy of the "No Asshole Rule".

Kaizen Card



As in year's past, we will have what we call "Kaizen Cards" floating around the event. Kaizen, the Japanese work for continuous and incremental improvement, is a business philosophy that we, at SuccessFactors, adhere to. If at any time you want to quickly write down your thoughts or feedback, whether it be about coffee service or SuccessFactor's product, grab a card and tell us what you think. If you can't find a card or want to turn a card in, check out the Information Desk or ask any SuccessFactors Employee for help.

Conference Presentations and PowerPoints



In an effort to be a "green" conference, all presentations, powerpoints and handouts will be available on the Customer Community following the event.

Impromptu Meeting Room Availability



Meeting rooms are available during the conference for any last minute private meeting needs. Stop by the Information Desk located on the Mezzanine to reserve a timeslot.

GENERAL INFORMATION

Registration & Information Desk Hours & Location

Monday, June 2nd..... 4:00pm-7:00pm
Tuesday, June 3rd 7:30am-5:30pm
Wednesday, June 4th 7:30am-5:00pm
Thursday, June 5th 7:30am-12:00pm

Location: Georgian Room – Mezzanine

Conference Hotel Information



The Westin St. Francis
335 Powell St.
San Francisco, CA 94102
415-397-7000
www.westinstitfrancis.com

San Francisco Resources



If you want to sight see, shop, take in great food, listen to live music or see professional sports, you have come to the right city, and the Westin St. Francis is not far away from any of it. The conference hotel is located in the center of Union Square a shopping and dining Mecca in San Francisco. Please feel free to use the hotel concierge for dining recommendations or visit the below sites for assistance on things to do in San Francisco:

Other Local Entertainment:

San Francisco Tourist Information - www.onlyinsanfrancisco.com

San Francisco's Convention and Visitors Bureau - www.sfcvb.org

Victorian Walking Tour - www.victorianwalk.com

Alcatraz Cruise - www.alcatrazcruises.com

Culinary tours - www.localtastesofthecitytours.com

For tickets to sporting events, theatre or concerts - www.justtix.com

San Francisco Giants Schedule and Tickets - <http://sanfrancisco.giants.mlb.com>

Presidio Golf - www.presidiogolf.com

Napa information - www.napavalley.com

Wear Your Conference Badges – This is your Full Access Pass to everything!



For everyone's safety and security, we ask that you wear your conference badge at all times while attending the SuccessFactors Global User Conference. Your badge will be your access card to keynotes, sessions, and evening events. If you lose your badge, please go to registration and you will receive a new badge.

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(of the Global 100 brands use PDI)

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(of the Fortune 100 use PDI)

100%
(dedicated to helping you make superior talent decisions)

Every day you face difficult questions: Which leaders do you reward and promote? Where do you concentrate limited resources for development? What factors do you consider for management succession?

As one of the world's leading human resources consulting firm, PDI has spent decades accumulating information about leaders from around the world and across all functions and leadership levels. The insights gleaned from training and coaching tens of thousands of leaders and conducting hundreds of thousands of talent assessments can help you find the right answers. To learn more, call us or visit our Web site.

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14% of companies say their workforce is very capable of adapting to change. And the rest? Read The Global Human Capital Study 2008. We've interviewed over 400 Senior HR Executives in 40 countries. Learn how their workforces are adapting to meet rapidly changing business needs. **STOP TALKING START DOING**



DOWNLOAD THE GLOBAL HUMAN CAPITAL STUDY 2008
ibm.com/do/ghcs3

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SuccessFactors | Community

Connecting for success has never been easier

SuccessConnect brings together our extraordinary customers from across the globe—but it doesn't have to end here. The momentum lives on each day in our online CustomerCommunity. With over 7,000 registered members, it's easier than ever to connect to the people and resources that can help you make a difference.

- Keep in contact with someone you met at SuccessConnect, 24 x 7 x 365.
- Find customers like you based on industry, size, region and interests.
- Work with like-minded customers in the OneVoice Advisory program.

- Submit and vote on enhancement requests in the IdeaFactory.

- Release notes, training materials, FAQs and so much more!

“ The Customer Community provides a gateway to share key learnings between us and other customers . I truly value the discussion forums, it's a great way to speak directly with the product managers to influence the direction of the SuccessFactors product. ”

-- Rynelle Hoffman, Equifax

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