Get More Bang for Your Buck With SuccessFactors Cloud Architecture

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Agenda

- Infrastructure update
- Security update
- Integration update
- Extensibility

SuccessFactors: Improving the Best

How do you improve on the best SaaS infrastructure in the world…?
Minimum of two data centers in each region to back up one another
Infrastructure Components: BizX Collaboration

Web
- Juniper
- F5
- Cisco Systems
- Apache

Foundation
- HP
- JBoss
- SQL
- Java
- J2EE
- HTML
- StyleSheets
- JSP

Storage
- Veritas
- EMC
- MySQL
- NetApp

Infrastructure Components: BizX Workforce Planning & Analytics

“Our goal was to build the exact same infrastructure your IT team would if they had unlimited budget.”

Web
- Juniper
- F5
- Cisco Systems
- IIS

Foundation
- Windows Server
- HP
- Microsoft .net

Storage
- Veritas
- EMC
- NetApp
- SQL Server
Infrastructure Components: Full Suite 2013

“Our goal was to build the exact same infrastructure your IT team would if they had unlimited budget.”

Web
- Zing
- B400
- 1 TB of Memory
- Cisco UCS
- B200/B230/B400 Blades

Foundation
- AZUL SYSTEMS
- B400
- 1 TB of Memory
- Cisco UCS
- B200/B230/B400 Blades

Storage
- HITACHI
- HDS VSP 300 GB 10K RPM 2.5
- Hitachi Dynamic Provisioning
- HDS SSD for Flash Cache
- Oracle
- Real Application Clusters
- 11G

Scalable Systems Architecture
Zing JVM / Cisco UCS / Hitachi VSP

Compute
- App, Web, JVM tier
  - Cisco UCS B200/B230/B400 blades (low/medium/high memory)
  - 4x B400 with ~1 TB memory – JVM (ZING)
- DB Tier
  - Sun M5000
  - UCS 5108 B400
- SAN Fabric
- MDS SAN Switch

Storage (HDS/EMC)
- HDS VSP 300 GB 10K RPM 2.5 "
- HDS SSD for Flash Cache
- HDP (Hitachi Dynamic Provisioning)

Note: Comparable HP c7000 also used
Data Center Operations Summary

- Three new data centers:
  - One (1) in St. Leon, Germany
  - Two (2) in Sydney, Australia
- Common infrastructure
- All applications deployed to all data centers
- Database encryption at rest available in all data centers

Security
Security in Depth

Internal Processes
- All Policies Based on ISO27002
- Application Tested to OWASP Standards
- Infrastructure Hardened to CI Security Standards
- US Govt FISMA Accreditation (OPM/DHS/NTIS),
- PCI Certified
- SSAE16 SOC2 Auditing Every 6 Months
- Real-Time Tripwire Monitoring
- Safe Harbor Certification

Auditing and Penetration Testing
- WhiteHat Daily Application Penetration Testing
- SecNap Monthly Infrastructure Penetration Testing
- ScanAlert Daily PCI-DSS Penetration Testing
- Customer Scheduled Penetration Testing

Security updates
- Setting New Standard Ensuring Data Privacy Compliance in EU and North America
  Expect announcement on 6-25 2012
- Audit framework
  Complete History on required fields in System Configured by Customer -2013
- SSAE 16 SOC2
  2nd audit report due July
  October will include SAP Cloud Products
- Audits for data centers will be on SSAE 16 SOC 2 to replace sas70 by end of year
Integration Overview

SuccessFactors Data Interfaces

Customer IT uses our interfaces for data import and export

*PGP encrypted CSV files batched over FTPS/SFTP
SuccessFactors Integration Platform

We Solve Your Integration Challenges

SuccessFactors Integration benefits

SF Integration Platform Benefits

- Build on Web - deploy anywhere (Cloud or On Premises)
- Any combination of application Integrations
- Enterprise-class capability, security, & scalability
- Quick Integrations up and running in weeks not months
- Reuse Data Integration Maps & pre-built Connectors

What is coming in 2012 ........

- Q1 Access to SF Adhoc Reporting Tool Data
- Q3 Reference Libraries of common integration processes and snipits
- Q3 Our own EU and US SF Cloud to run integrations
- Q4 Pre-built Integration Pack

*PGP encrypted CSV files batched over FTPS/SFTP

Integration between any combination of SaaS and on-premise applications

Powered by Boomi
Employee Central Architecture

Mike Rossi

Introduction

• Overview of existing SuccessFactors architecture
• Latest architectural enhancements and how they effect you
SF/Employee Central Architecture

Internal Integrations
External APIs (SOAP)

Data Model
Field Labels, Basic Validations, Rules, Propagation, Calculated Field Definitions

Database Tables
Oracle

Very Thin UI
(JavaScript)

Stateless
Controller
JSON

Mobile Server

Mobile Apps

Java Services (All Business Logic)
Object Definitions, Rules Handling, Effective Dating, Application Logic

SQL

Reporting and Analytics

Database Tables
Oracle

Multi-tenant

Data Model
Field Labels, Basic Validations, Propagation, Calculated Field Definitions

Configurable

Object Relationships

Person Information

Data Model Relationship Definitions
XML

Entity Relationship Data
Job Code: Software Developer
-Is valid in-
Business Unit: Engineering

Foundation Objects
(Department, Jobs, Locations, etc.)

Employment Information

Relationships are defined in XML and stored in a database and are fully configurable to customer requirements
Configurability Review

- Field labels, required fields, turn off functionality
- Rules – validations, workflow, event reason derivation, etc.
- Country-specific fields/behaviors
- All objects include custom fields (5000+ total)

Customers configuring their own functionality…

Metadata Framework

- Customer or Professional Services can create any number of objects with any structure by simply defining the object in a configuration UI
- Created objects have:
  - Imports: auto-generated import template based on configuration
  - Effective dating: can configure object to be Effective Dated
  - UI: based on configuration, including History UI
  - Reporting: auto-generated ability to report on configured objects
  - Security: ability to define roll-based security on configured objects
  - Translations: full support for field labels and entered data
  - Rules-based validations: calculated fields
  - Approvals: configurable approvals available with all configured objects
- Uses all the same infrastructure as delivered objects
Everything is defined in the data model: object, fields, UI, reporting views, rules, etc.

Quick Demo: Metadata Framework
Rules

**Employee Files -**

**Rule Name:** Propagate Job Classification  
**Base Object:** Job Information

If
- Event Reason = "Foreign Expatriate Assignment"
- or Event Reason = "Foreign Inpatriate Assignment"
- or Event Reason = "Transfer"

Then
Set Workflow equal to "Manager.HR"

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**SuccessFactors BizX Platform**

**Metadata Framework**
- Extend application with customer objects, custom UIs, business Logic, etc.
- Currently in use internally at SuccessFactors
- NO CODING REQUIRED
- Available to customers soon

**Complete Cloud Platform as a Service**
- Java based development and hosting environment allows customer to create any application with the use of a Development Team
- Integration with SuccessFactors coming soon

**Application Data Model**

**Configurable Applications**
- Long standing SuccessFactors Extensibility. Heavily used by thousands of customers for 11 years.
- Extend delivered objects by configuring labels, required fields, and picklists and by adding customer fields
Clear Separation of Ownership

- SuccessFactors object structure can not be modified by customers
- Delivered fields are reserved for SuccessFactors
- Customer fields are reserved for customers
- Customer objects are 100% owned by customer
- Upgrades happen every 3 months with no need for customer involvement
- Rules ownership is clear: customers can copy and modify example rules in order to enter their own logic. No upgrade required.

Main Architectural Points

- Robust, proven architecture
- Usability promoted by architecture
- Configurability to meet customer requirements
- Aggressively extending the architecture to meet customer needs
Thank You. Questions?

It's time to love work again.

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