



# Бизнес Завтрак

ВКУСНЫЕ ЗНАНИЯ  SABA.

# Agenda

9.30 – 10.00

Регистрация и завтрак

10.00 – 10.45

Последние тренды в  
управлении талантами и  
обучением

10.45 – 11.30

Решения компании Saba, обзор  
клиентов на российском рынке

11.30 – 12.00

Кофе-брейк

12.00 – 12.30

Как Saba помогла Лаборатории  
Касперского сделать службу  
поддержки более эффективной

12.30 – 13.00

Реализованные тренды, живая  
демонстрация продуктов Saba



Последние  
тренды в  
управлении  
талантами и  
обучением

# Факторы влияния на Работе



# Отличаются ли поколение Y (Millenials) от других?

## The Millennial Workforce

What's important to you?	Millennials	Nonmillennials
Making a positive difference in the world	20%	20%
Compensation	68%	64%
Work-life balance	29%	31%
Meaningful work	14%	18%
Achievement of income goals	32%	30%



# Консьюмеризация потребительского опыта



# С рабочего стола к мобильным устройствам



# Бесконечная книжная полка



# Социальные сети



# Big data и таланты

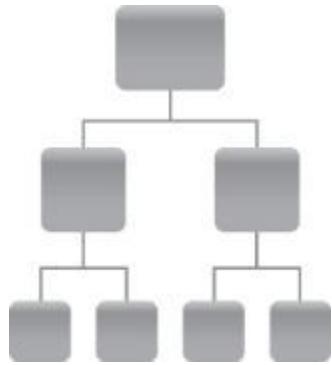


# Обучение Должно Измениться

Традиционное Управление Талантами	Vs	Интеллектуальное Управление Талантами
Предписывающее	→	Прогностическое
Фокус на процессах	→	Сосредоточьтесь на работниках
Создан для администраторов	→	Создан для конечных пользователей
Ориентированное на информацию	→	Ориентированное на людей
Основано на транзакциях	→	Основано на вовлечении
Оптимизация бизнес-процессов	→	Развитие персонала
Статическая информация	→	Динамический знания
Статический учебный план	→	Динамический, непрерывный учебный план
Линейное планирование карьеры	→	Динамическое, непрерывное планирование карьеры
Управление контентом	→	Создание контента и обмен
В предприятии	→	По всей цепочке поставок
На рабочем столе	→	На мобильных устройствах

# Технология была построена для 20-го века

## Традиционное Управление Талантами



## Интеллектуальное Управление Талантами



- Создан для HR администраторов
- Ориентированные на информацию
- Сделкой приведён
- Оптимизация бизнес-процессов

- Создан для HR администраторов и конечных пользователей
- Ориентированные на люди
- Вовлеченность людей
- Развитие людей

# Что такое Интеллектуальное Управление Талантами?

- **Проактивное** - система делает всю работу за вас
- **Динамическое** – постоянно обработает данные пользователей / использования
- **Персонализированное** - нет пользователи получающих одинаковые рекомендации
- **Привлекательное** – чем больше вы взаимодействуете, тем лучше система работает для вас



Привет! Я алгоритма машинного обучения, который живет внутри Saba Cloud

# Интеллектуальный подбор персонала

▼ Internal People with Similar Skills

 TIP: You may already have the talent you are looking for! (Or at least, these people should be able to help you interview candidates)

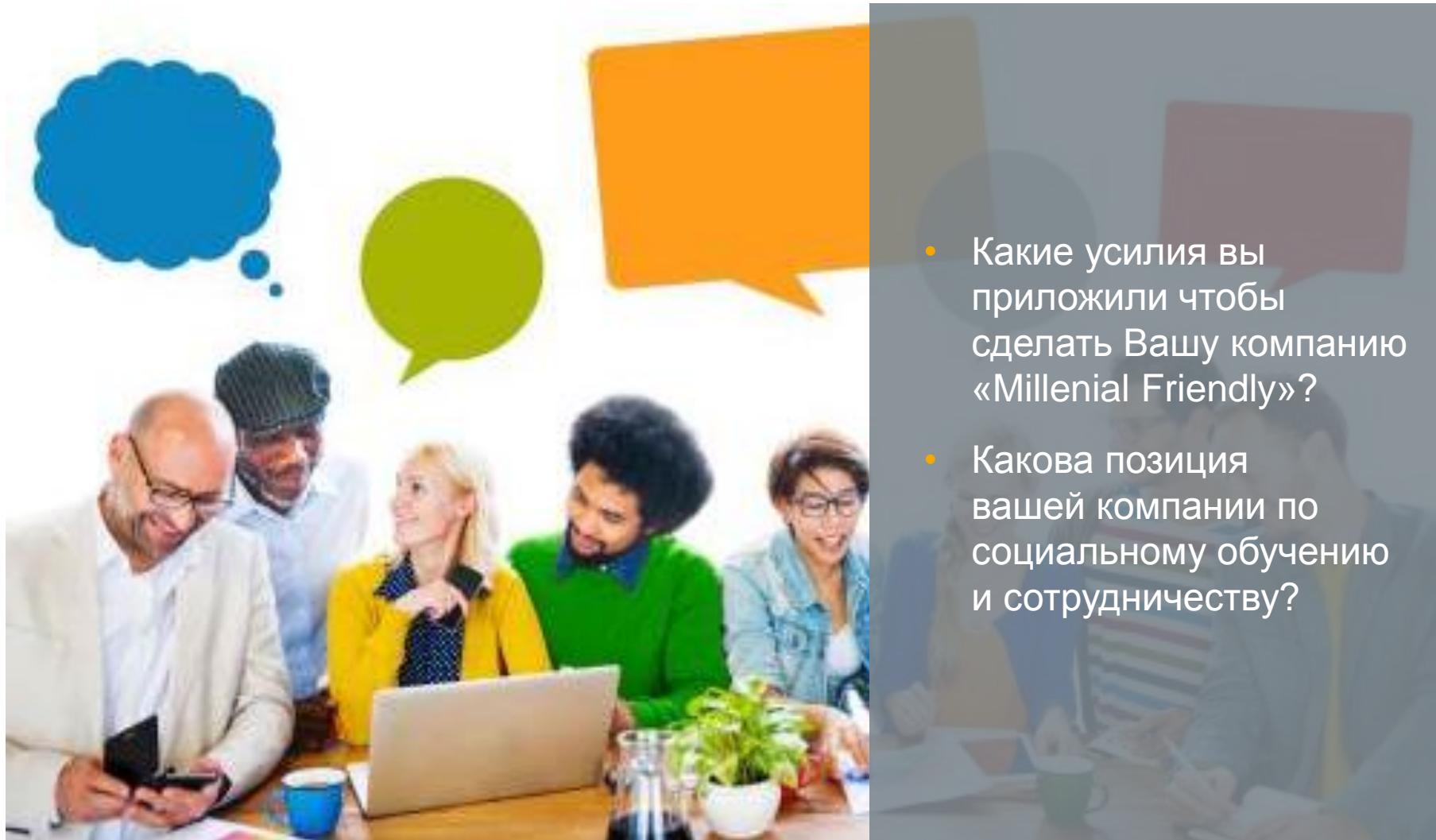
**Bruce Sandell**  
Percent Fit: 100 %  
[Message](#) | [Ignore](#)

**Aaron Good**  
Percent Fit: 80%  
[Message](#) | [Ignore](#)

[View more](#)



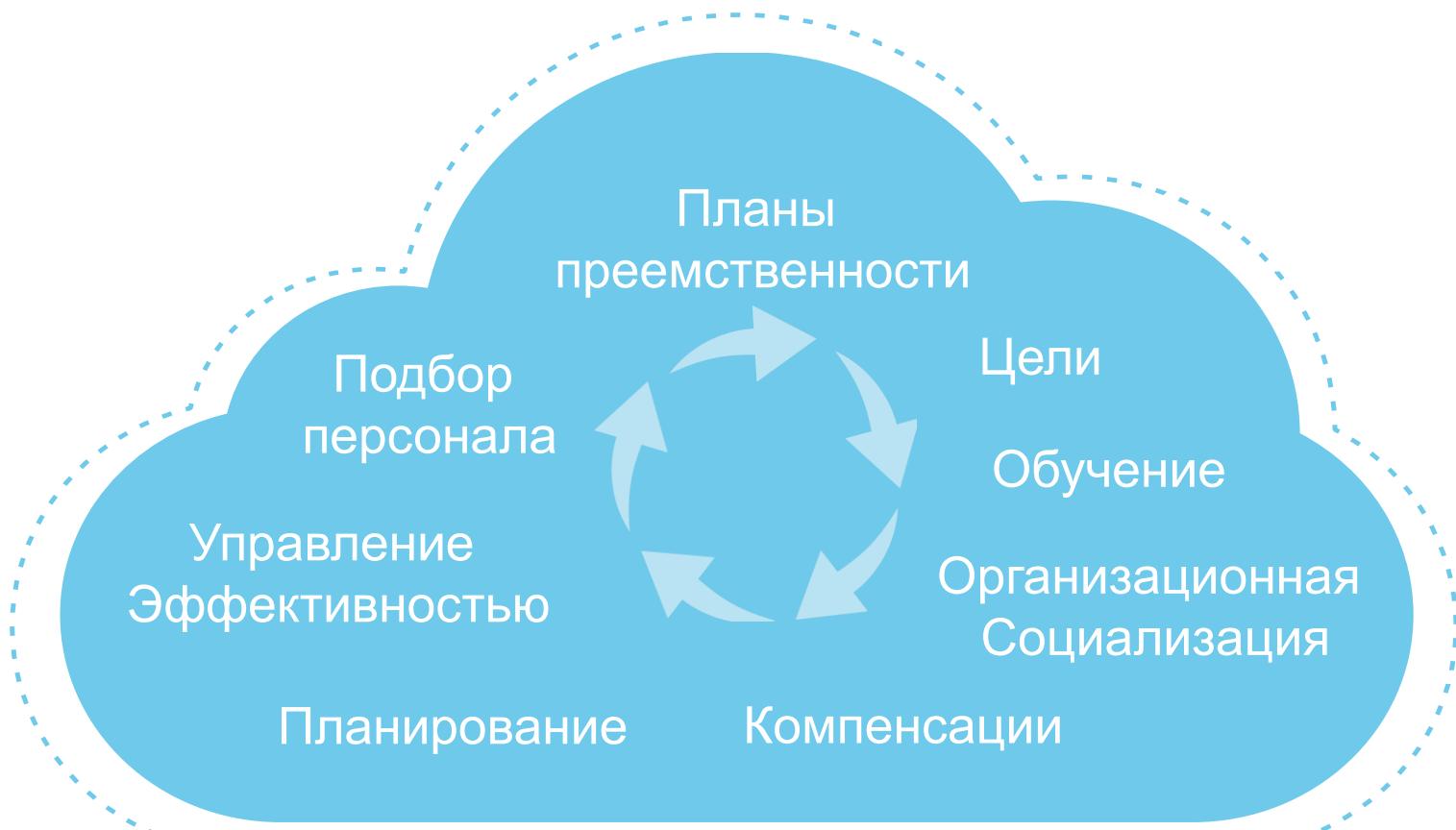
# Обсуждение



- Какие усилия вы приложили чтобы сделать Вашу компанию «Millenial Friendly»?
- Какова позиция вашей компании по социальному обучению и сотрудничеству?

# Знакомимся с Saba Cloud

Проактивная | Динамическая | Персонализированная | Привлекательная



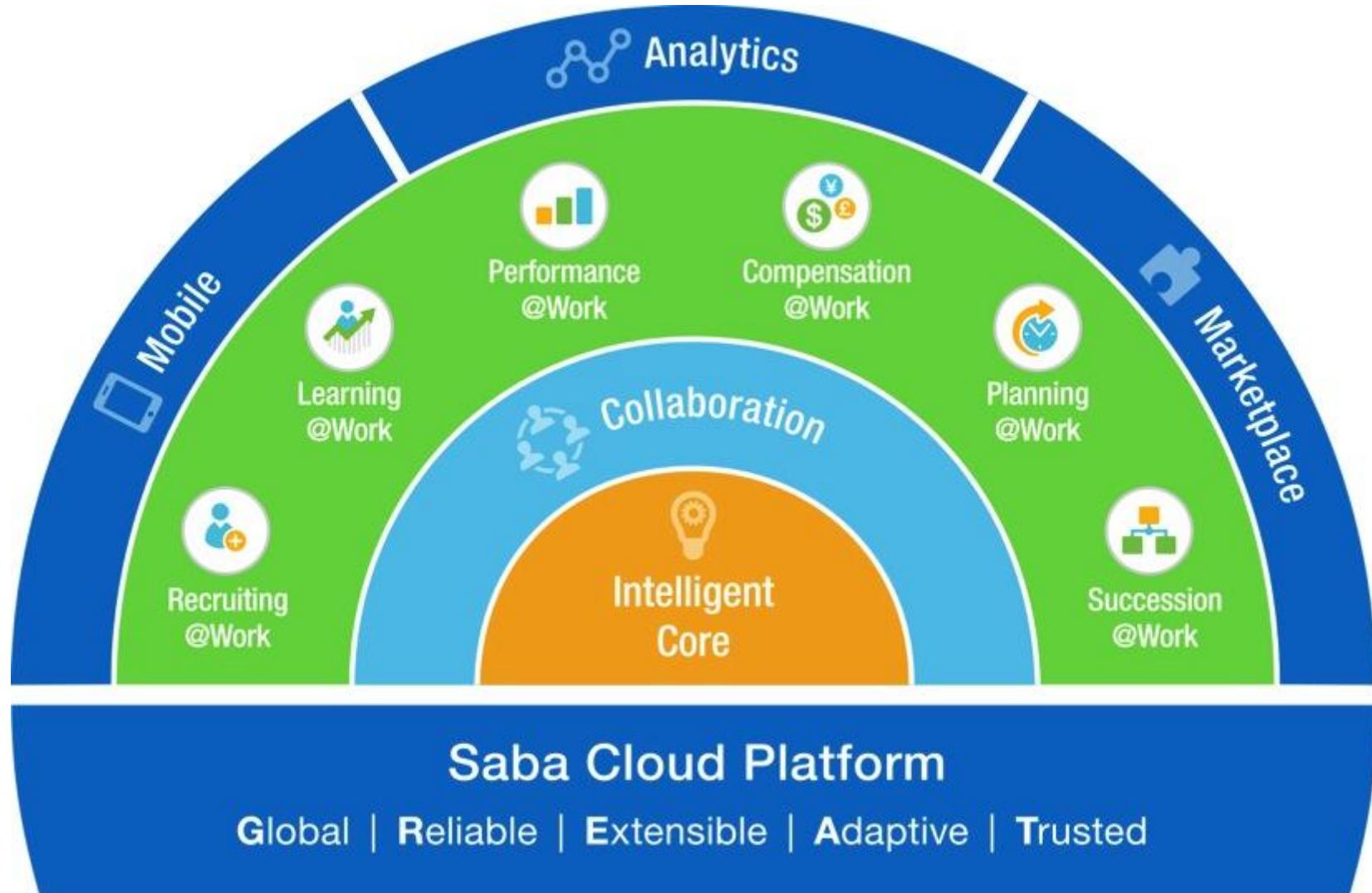


# Решения компании Saba, обзор клиентов на российском рынке



# Решения SABA

# Saba Cloud





# „Умное“ ядро



Привет )) Я –  
алгоритм машинного  
обучения внутри  
Saba Cloud

## Машинное обучение Умные обучение рекомендации



The screenshot shows the Saba Cloud interface with a navigation bar at the top including 'ME', 'MY TEAM', 'PEOPLE', 'GROUPS', 'INFO CENTRAL', 'ADMIN', 'Browse', and 'AD'. A search bar is also present. The main content area displays 'Recommendations for Jim Martin' based on profile, interests, and more. It features a section titled 'Top 5 recommendations for you...' with items like 'Person: Pat Rose', 'Person: Melissa Rogers', 'File: Communicating with the ...', 'Link: Best Practices in Train...', and 'File: Customer Service Train...'. Below this is a 'ESSENTIAL DOCUMENTS' section with links to 'Communicating with the Unsatisfied Customer' and 'Customer Service Training Manual (VBT)'. A sidebar on the left lists various user activity and profile management options.

Умный поиск

Динамичный профиль



# Взаимодействие

Общение, группы

Интерактивность:  
pQ, впечатления, настроения

Пользователь-  
ский контент

сотрудничество  
в реальном  
времени



# Мобильность

Виртуальные классы и  
взаимодействие

Рекрутинг и анализ

Мобильное  
обучение >>

Защита и  
безопасность >>



Сообщества  
и эксперты <<

Приложения  
для Apple  
and Android <<



# Recruiting@Work

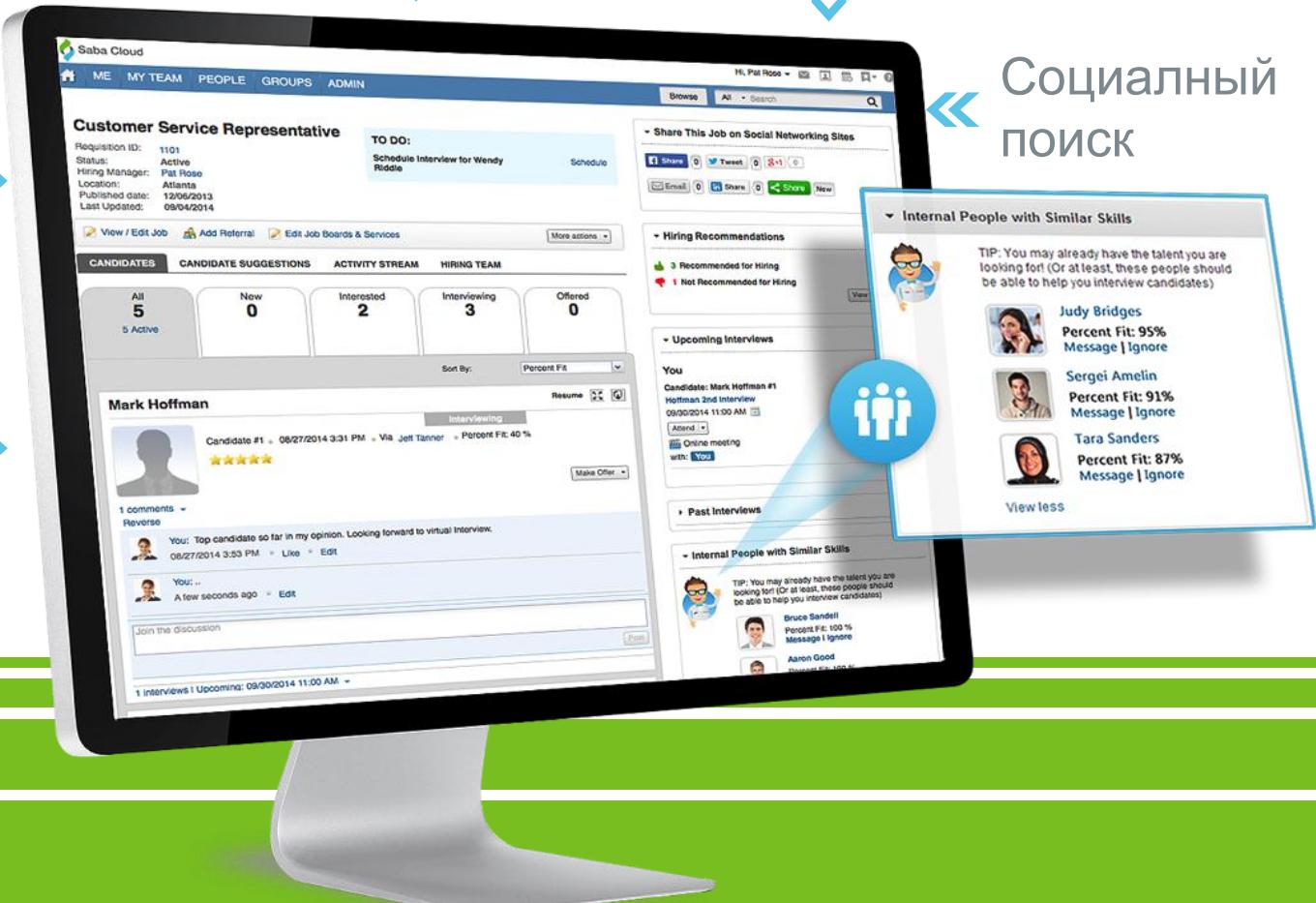
SmartHire  
ассистент

Система «умных»  
рекомендаций

Он-лайн  
собеседования

Взаимодействие  
рекрутеров

Социальный  
поиск





# Learning@Work

оценки &  
тесты

расширенное  
„предприятие“

сертификаты &  
соответствие

виртуальный  
класс

„умные“  
рекомендации

Соц-сети и  
мобильность





# Performance@Work

впечатления &  
значки



цели &  
задачи

Умный тренинг &  
развитие

Анализы &  
оценки



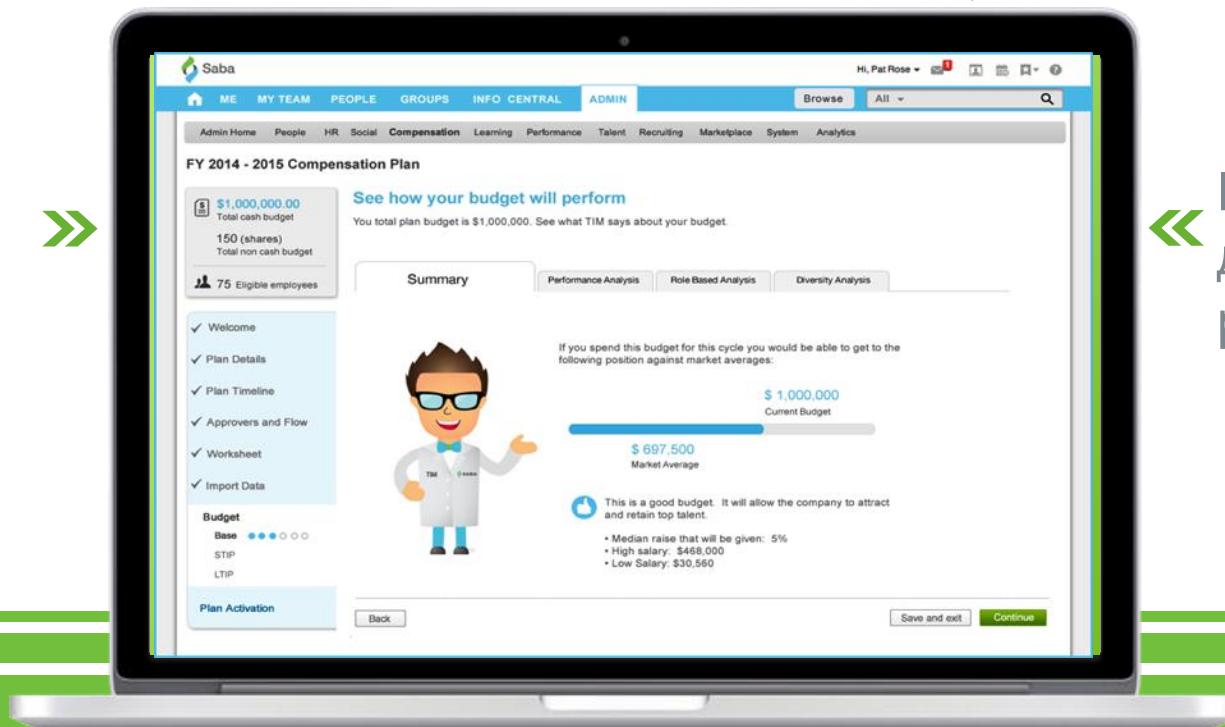
# Compensation@Work

гибкое & простое  
планрование структуры

Анализ  
сохранить / заменить

Умное  
планирова-  
ние  
бюджета

Инструменты  
для  
распределения





# Planning@Work

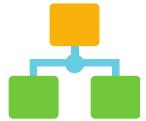
Организа-  
ционная  
структур

визуализация

планирование &  
моделирование



Управление  
переходами



# Succession@Work

N-box &  
сравнения ➤

Панель  
талантов ➤

Обнаруживание  
звезд



The screenshot displays the Succession@Work application interface. At the top, there's a navigation bar with options like 'Start conversation', 'Contribute...', 'Meet', 'Send Private Message', and 'Quick Share'. Below this is a search bar labeled 'What's on your mind?'. The main area shows an 'Activity' feed with several items:

- Judy Bright was added to group Leadership Development Training (07-SEP-2014 2:56 AM)
- Jim Martin was endorsed as a Rock Star! (12-FEB-2014 12:47 AM) - Agreed Endorse Jim
- Judy Bright was endorsed as a Rock Star! (20-SEP-2013 10:04 AM) - Agreed Endorse Judy
- Judy Bright was endorsed as a Rock Star! (20-SEP-2013 10:02 AM) - Agreed Endorse Judy
- You joined the group OnLine Course (17-JUN-2013 10:36 AM)
- Tara Sims contributed a file to New Hire Onboarding (2013 Benefits Guide) (16-MAY-2013 4:34 PM) - An overview of health benefits. Please review prior to our meeting.

A yellow circle with a person icon and a star is overlaid on the endorsement feed. A blue circle with two people icons is overlaid on the 'Leader Board' section. A light blue arrow points from the 'Leader Board' section towards the right side of the screen.

On the right side, there are three windows:

- Endorse Judy**: A modal window asking 'As a rock star, if Judy is promoted, who could fill Judy's shoes?' with a search bar and a 'Suggest someone:' dropdown containing 'Peter Williams'.
- Leader Board**: Shows 'pQ leaders' and 'Top Contributors' sections with profiles of Judy Bright, Michael Arroyo, Tara Sims, Jeff Tanner, and Pat Rose.
- Recommendations**: Shows 'Top 5 recommendations for you' with profiles of Judy Bright, Michael Arroyo, Tara Sims, Jeff Tanner, and Pat Rose.

Развитие  
лидеров





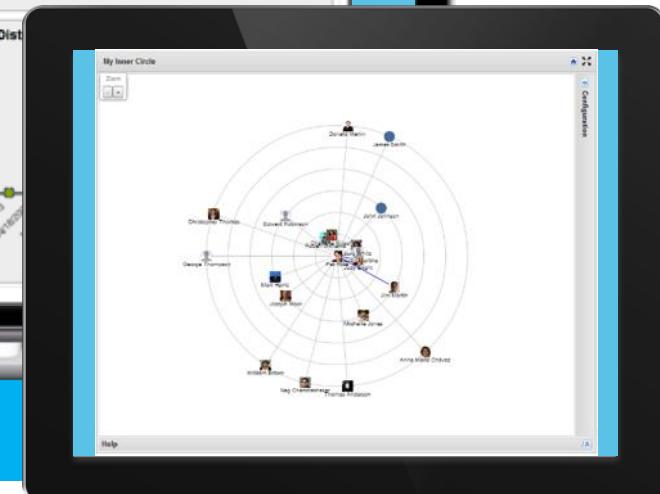
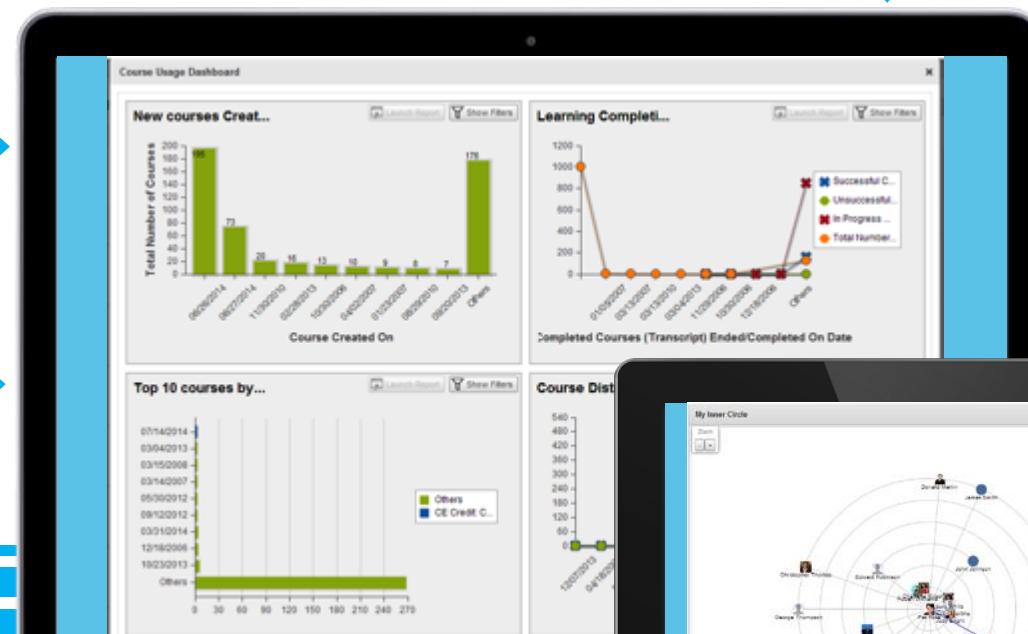
## Генератор отчетов

запросы  
по 800+  
параметрам

Десятки  
отчетов &  
панелей

## Подробная информация

Динамичный  
сетевой  
анализ





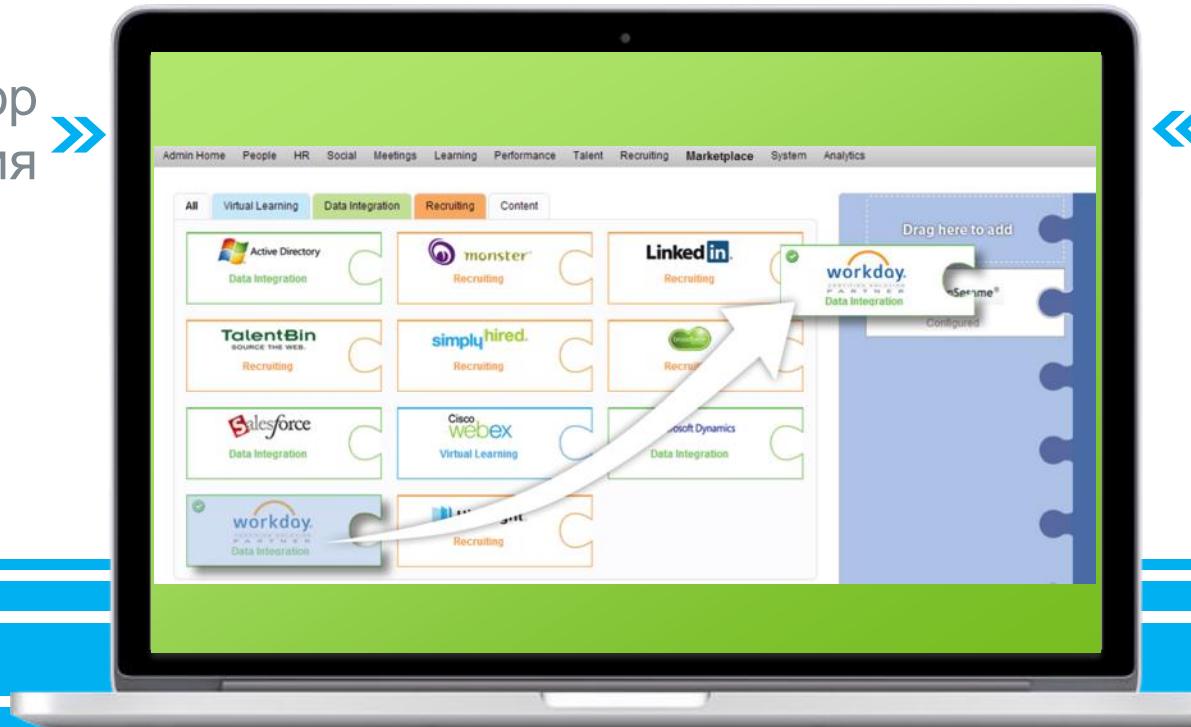
# Интеграция

Встроенная  
интеграция

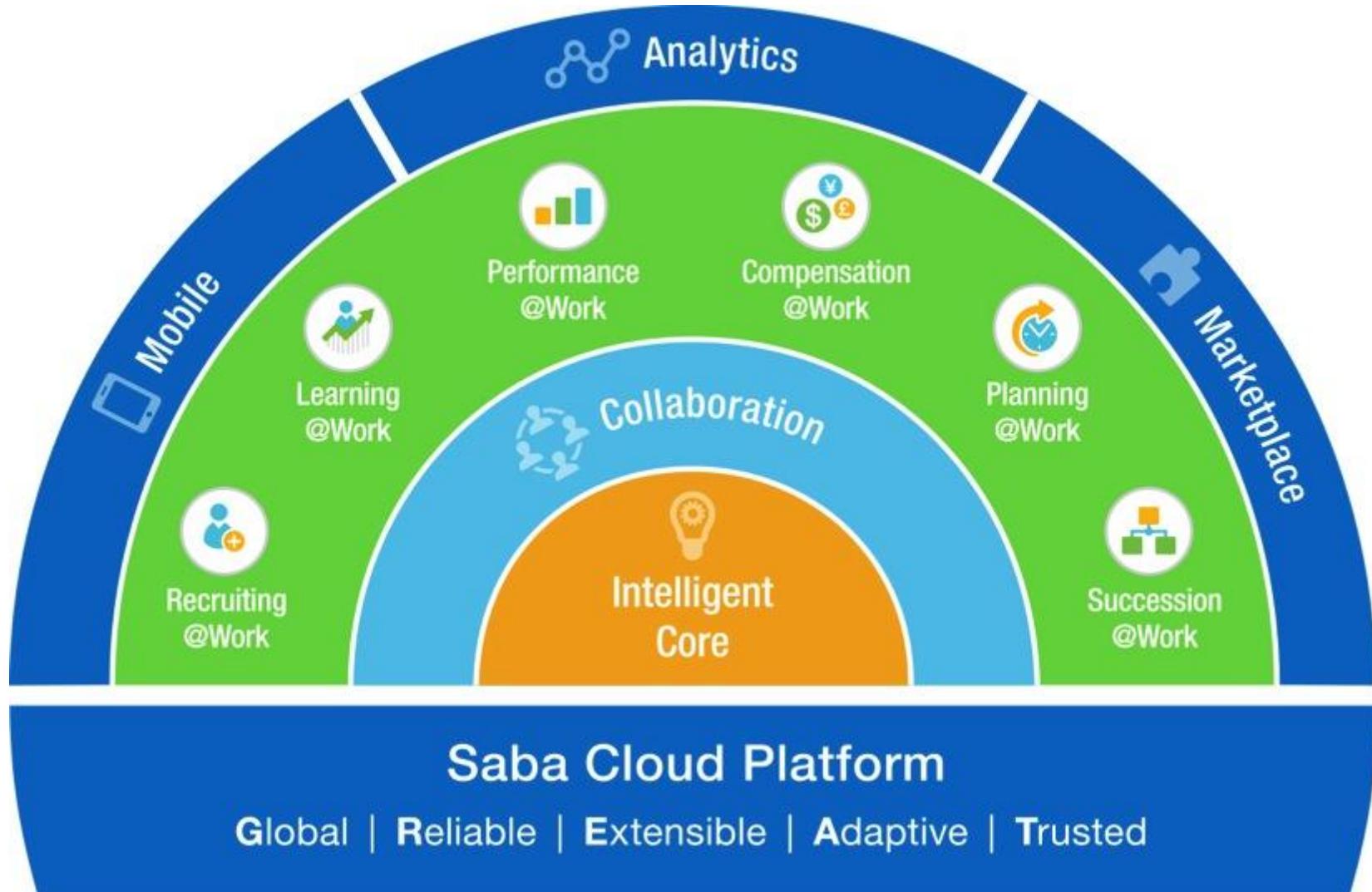
Улучшенные процессы  
и отчеты

Drag-and-drop  
интеграция ➤

⬅ Saba  
Development  
Kit (SDK)



# Saba Cloud



# Global Customer Base

2,200 organizations, 31 million users, 13 million cloud subscribers

## Financial Services

Allianz Group

E\*TRADE\*



Scotiabank  
BANCOPANAMERICANA



CREDIT SUISSE

Bloomberg

SBERBANK  
By your side

Standard Chartered

FIFTH THIRD BANK  
The things we do for dreams!

## Life Sciences

ALLINA  
Hospitals & Clinics

Medtronic  
When life depends on medical technology

Bupa

KAISER PERMANENTE

novo nordisk

NOVARTIS

SANOFI

SIEMENS

Dignity Health

American Red Cross

## High Tech

IBM

CISCO

DELL

AUTODESK

NetApp

EMC<sup>2</sup>  
where information lives

hp  
invent

HITACHI  
Inspire the Next

symantec

## Automotive and Mfg

CATERPILLAR

P&G

DAIMLER

FINNING

FIAT



olin

Huntington Ingalls Industries

GRAINGER

LIEBHERR

## Retail / Hospitality

Yum!

MARS

SUBWAY  
eat fresh.  
live green.

IHG  
InterContinental Hotels Group

Hilton

THE HOME DEPOT

TacoBells  
CHICKEN & BURGERS

Marriott

MEDIA-SATURN

## Public Sector

NORTHROP GRUMMAN

KOD

Queensland Government

IRS  
Department of the Treasury  
Internal Revenue Service

CAE

U.S. ARMY

BOMBARDIER

GENERAL DYNAMICS

KLM

## Aviation

SINGAPORE AIRLINES

virgin atlantic

THAI

American Airlines

bell  
Helicopter

CAE

Raytheon



Sberbank uses Saba to educate their 38.000 managers across Russia. Using online access and mobile devices.

Find the leader inside

# Virtual School of Sberbank (VSS)



**Portal for e-learning and competence development**

**24 hours a day:**

Multimedia courses  
Webinars  
Video lectures  
On-line – collaboration

Sberbank Library  
Business-Cases  
Test & Assessment  
...

18

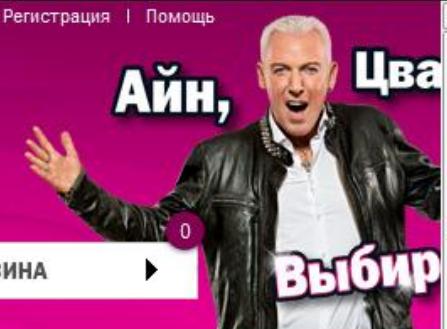


Фантастиш Маркт –  
Медиа Маркт\*

Все категории

Искать среди 150 000 товаров

Поиск



ВОЙТИ В СИСТЕМУ

НАЧАЛО

ONLINE КАТАЛОГ

МАГАЗИНЫ

МЕДИА ГИД

СЕРВИС

ВАША КОРЗИНА

0

Вы находитесь здесь: Домашняя страница

Фантастиш предложения

Вернем 50% от 2 покупки

Онлайн каталог

ТВ и Видео

Компьютерная техника

Фото и видеокамеры

Телефоны

Портативная техника

Аудиотехника

Автотехника

Техника для дома

Т

В

К

И

Программы

Музыка и фильмы

Аксессуары

50%

ВЕРНЕМ 50%  
СТОИМОСТИ ЛЮБОЙ  
2-Й ПОКУПКИ С  
МЕНЬШЕЙ ЦЕНОЙ НА  
ПОДАРОЧНУЮ КАРТУ

С 5 по 18 декабря. Стоимость первой покупки – не менее 10 000 рублей.

Подробнее ▶

\*Фантастический магазин

VERNEM  
50%  
за 2-ю  
ПОКУПКУ!

ПРЕДЛОЖЕНИЯ НЕДЕЛИ»

MediaMarkt uses Saba to train their store personal globally to increase e.g. sale per store visitor.



4999.-

SONY KDL-50W656A

4999.-

MOULINEX CE400032  
MinutCook

3333.-

SAMSUNG GE73 KR

2222.-

FH 7000

НОВИНКИ »

Find the leader inside



Ваш город:

Москва



Найти



so good music

Меню

Рестораны

Франчайзинг

Новости

О компании

Карьера

Развлечения



27.11.2013



Яркий вкус свежих аппетитных завтраков в KFC!

Завтраки в KFC - это новые рецепты вкуса!

Делайте правильный выбор!



AmRest

Найди свой...  
ПРОСНИСЬ

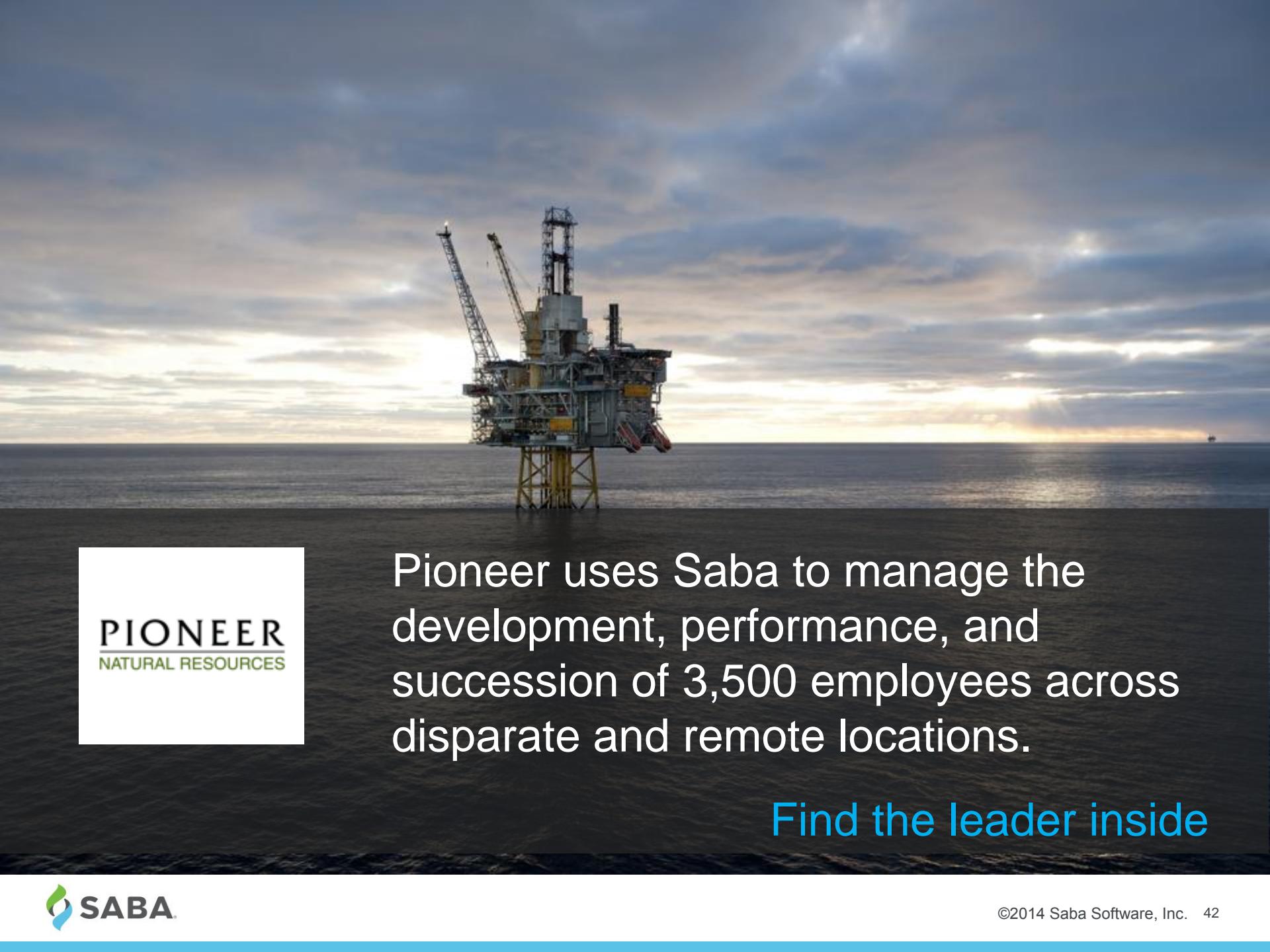
AmRest uses Saba to onboard new restaurant employees faster and more efficient.

Find the leader inside



Saba manages the development and performance of Baker Hughes' 60,000 global employees.

Find the leader inside

A large offshore oil or gas platform stands in the middle of a dark ocean under a dramatic sky filled with clouds. The sun is low on the horizon, casting a warm glow over the water and illuminating the top of the rig.

Pioneer uses Saba to manage the development, performance, and succession of 3,500 employees across disparate and remote locations.

Find the leader inside

A photograph showing several construction workers in hard hats and safety gear working on a large, dark steel beam against a clear blue sky. One worker is visible in the foreground, while others are further up the beam.

Saba enables Santee Cooper to achieve highest level of internal safety awards for employees in its history and largest one-year reduction in accidents.

Find the leader inside



Saba supports 400,000+ users in 10+ brands and 30+ locales since 2011.

Find the leader inside



Saba enabled IBM's expanded leadership program by increasing high potential growth candidate pool from 19,000 to 45,000.

Find the leader inside



Saba helped NetApp improve sales productivity by onboarding 800 new hires and training them in 90 days.

Find the leader inside



Saba enables 3M to provide a uniform solution to its extended enterprise of 300,000 partners, resellers, and retail customers.

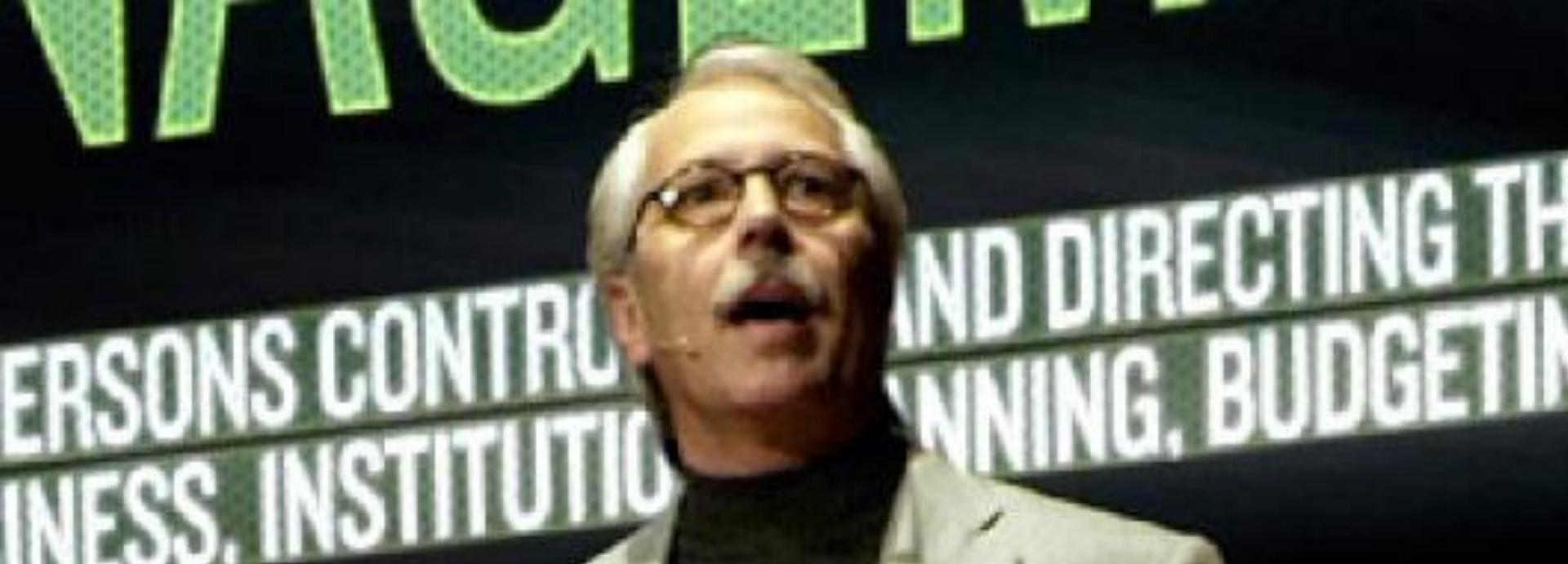
Find the leader inside



A construction worker in a white hard hat and safety vest stands in the foreground, looking towards the camera. In the background, several large, translucent geodesic dome structures are being built on a hillside. Other workers are visible on the site, and construction equipment like a truck and a conveyor belt are present. The overall scene suggests a major engineering or architectural project.

Toda Corporation uses Saba to improve  
the alignment and engagement of its  
4,000+ employees.

Find the leader inside



Saba helped develop communities of passion with 600+ participants from 50 countries to discover and share innovative management solutions through crowdsourcing.

Find the leader inside



Saba helps Bentley University deliver online learning program, providing students with flexibility and creating \$1 million annual revenue for the university.

Find the leader inside



Saba enabled Yum! Brands to maintain 6 unique global brands and achieve exponential growth from 100,000 to 650,000 users in 48 months.

Find the leader inside



# Trusted by Industry Leaders

 **15** of the Top 20  
Global Pharmaceutical

 **6** of the Top 20  
Global Food & Beverage

 **14** of the Top 30  
Global Bank &  
Investment Services

 **6** of the Top 10  
Global Aerospace  
& Defense

 **9** of the Top 20  
Global Oil & Gas

 **5** of the Top 10  
Global Conglomerates

 **8** of the Top 10  
Global Automakers

## Proven Business Benefits

**42%**

Increased bookings



**5%**

Improvement in  
Operating Margin



**3%**

Increase in  
Customer Satisfaction



**20%**

Reduction in  
Turnover



**\$120**

Million in Cost  
Savings



**9500%**

ROI





Как Saba  
помогла  
Лаборатории  
Касперского  
сделать  
службу  
поддержки  
более  
эффективной

# Project Objectives & Scope

## Objectives:

- Foster culture of “constant learning”
- Measure collaboration & engagement amongst team members
- Implement a modern, feature-rich, flexible and interoperable technical training **and collaboration** system (a.k.a. LMS)
- LMS should be offered as a cloud based solution

## Scope:

- Technical Support & Services department of Kaspersky Lab North America (~150 people)

# Kaspersky Learning Space

## Company benefited from using:

- Activity feed
- Workspaces
- Blogs
- Alerts

# Kaspersky Learning Space

- Activity feed

- Organized discussions
- Easier tracking of issues
- Live answers
- More human connection with remote team

Alicia Herrejon bookmarked Patch "F" for KAV/KIS 2013 MP1 2 hours ago

Alex Hidalgo contributed an idea to Consumer Support METRO TILES FIX WINDOWS 8 open kaspersky-settings-firewall-setings button-scroll all the way down to UNTRUSTED and you will find : Default.html and App.html or something like that, just right click them and add to TRUSTED a... more 06-FEB-2013 10:04 AM • Unlike • Share metro tiles tiles fix metro Windows 8 crash + You and 5 others like this. View all 9 comments Benito Hernandez: Has the patch been released yet ? 2 hours ago • Like Ever Morales: [https://na1.sabapeoplecloud.com/Saba/Web\\_spt/SPCTNT56Site/pages/blogpostdetailview/spage0000000000002079](https://na1.sabapeoplecloud.com/Saba/Web_spt/SPCTNT56Site/pages/blogpostdetailview/spage0000000000002079) 2 hours ago • Like Alicia Herrejon likes this. Join the discussion

# Kaspersky Learning Space

- Activity feed

- Automatically indexed & searchable

The screenshot shows a search interface for the Kaspersky Learning Space activity feed. The search bar at the top contains the query "windows 8 metro apps". Below the search bar, there is a list of search results. The results include:

- What is going on with 2013, Windows 8, and the Metro Style Apps?
- METRO TILES FIX WINDOWS 8
- How to Uninstall Apps (Software) from Windows 8
- RE: KIS 2013 blocks microsoft "metro apps" and windows media center extenders from connecting to trusted networks in windows 8.

The results are displayed in a clean, modern interface with a green header bar and a white background for the main content area.

# Kaspersky Learning Space

## • Workspaces

- Organized
- Easier to navigate
- Accessible remotely

The screenshot shows the Kaspersky Learning Space homepage. At the top, there is a navigation bar with tabs: Home, Consumer Support Procedures, Consumer Products, Consumer Resources, and KLS Information. Below the navigation bar, the word "Home" is displayed. On the left side of the page, there is a large image of a computer monitor with a green checkmark on it. Below this image, there are four green checkmarks followed by text: "Consumer Support: Info", "Consumer Support: Procedures", "Consumer: Products", and "Consumer: Resources". There is also a "What's New?" section stating "No new Pages yet." and a "Popular Pages" section with the note "As you rate pages, the most popular ones will surface here." On the right side of the page, there is a grid of product boxes. The products shown include KONE, KIS 2013 | KIS2012 | KIS2011, KAV 2013 | KAV2012 | KAV2011, PURE 3.0 | PURE 2.0 | PURE R2, KSM | KMAC, KSOS, KPM 5.0 | KPM 4.0, KMS 9 - Android, BlackBerry, Windows Mobile, and symbian.

# Kaspersky Learning Space

- Blogs

- Better distribution of product knowledge
- Easier to add, change, implement, and discuss policies

Expanding your product knowledge will increase customer satisfaction!

★★★★★ [Bookmark](#) | [Flag](#) | [Certify](#) | Tags: [Product](#), ...  Folders: ...

Sort by [Recently Added](#) Results per page 10

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**PURE 3.0 - KPM Terms of use**  
26-FEB-2013 8:42 AM Status: Published  
This is an image of the Terms of use for the Kaspersky Password Manager synchronization feature. Please note, that this Terms of use tells the customer to contact Kaspersky Lab technical support in order to have their synchronized password database deleted. It requires their whole Kaspersky Account to be deleted. If you receive a call about the customer wanting to opt out of the password synchronization feature: create an incident put in the notes that the customer would like opt out of password

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**SureWest 2013**  
07-FEB-2013 9:42 AM Status: Published  
What's new in SureWest 2013? No rebranding. It looks like 2013. Product will still receive regular database updates and patches. Activation process has changed. Installation/Activation Walkthrough SureWest will send an email to their customers with an account number (password) and a link to download a download manager ( setup.exe, only about 4MB ). This is what the Download Manager (setup.exe) looks like and when the user double-clicks he sees this first install window Once "Install-

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**PURE 3.0 - Features and estimated release date**  
24-JAN-2013 9:31 AM Status: Published  
What's new in Kaspersky PURE 3.0? There will be a web based training on these new features two weeks or so before the release of the product. Safe Money has replaced Safe Run Automatic Exploit Prevention Password Sync Online Backup Fully functions with Windows 8 Provides protection for Metro Style apps (MS's new user interface) Reduced battery drain on laptops Integrated with Windows 8 Security Center Support Early-Launch Anti-Malware (ELAM) Current release date: End of February

# Kaspersky Learning Space

- Alerts

- Ability to notify team of urgent news
- Receive notifications from “watched” issues, blogs, or ideas

Activity    Alerts    Private Messages

My Watchlist    Notices    Requests

Mark all read

 You posted a notice to **Consumer Support**

 **PURE 3.0**  
PURE 3.0 has officially been released. The website switched over this morning. If you see any issues with the site please post them.

---

From: Chris Negron  
Consumer Support  
[https://na1.sabapeoplecloud.com/Saba/Web\\_spf/SPCTNT56Site/common/groupdetail/teams0000000000001040](https://na1.sabapeoplecloud.com/Saba/Web_spf/SPCTNT56Site/common/groupdetail/teams0000000000001040)

*This is a group notice, replies not allowed.*

25-FEB-2013 9:01 AM

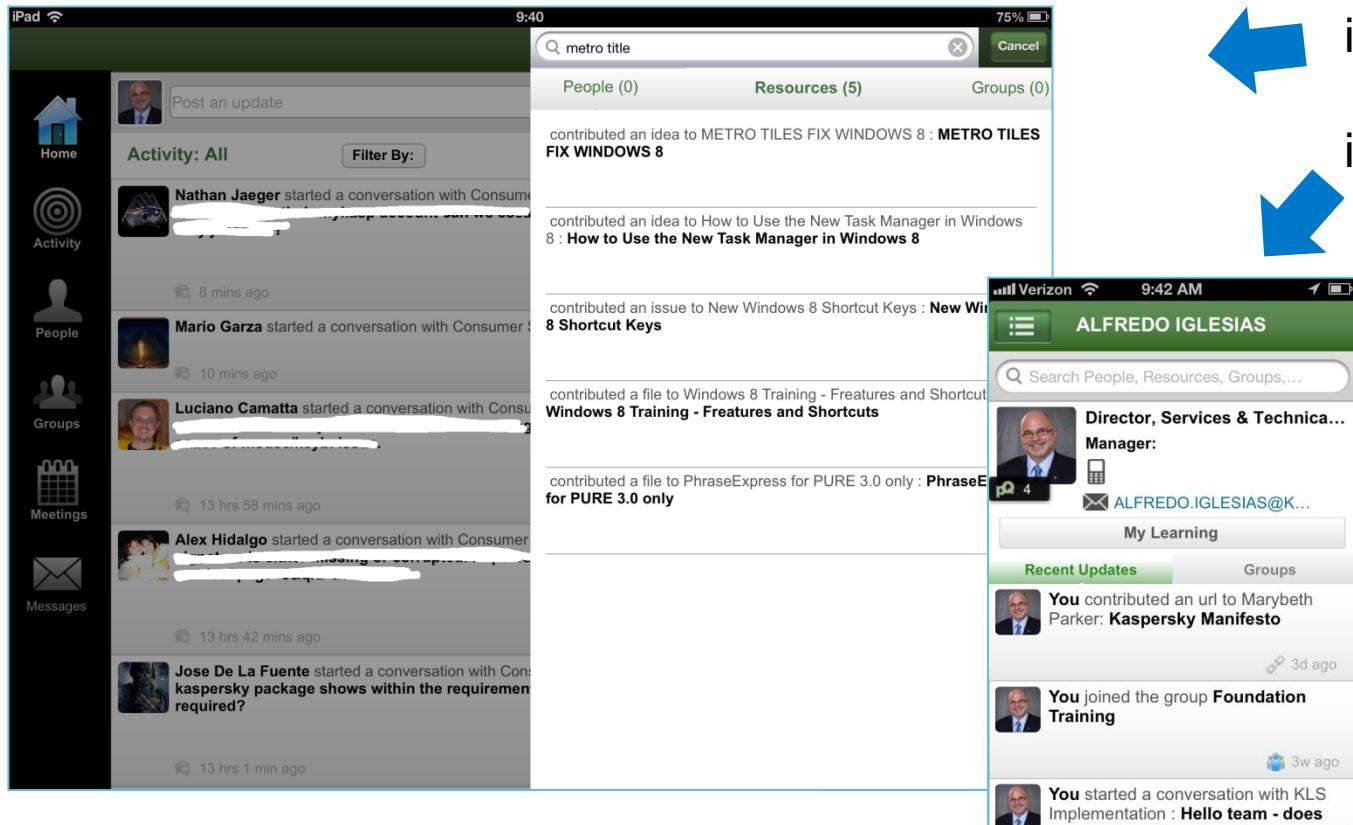
---

 **Saba People Cloud Planned Maintenance Friday, Feb 22 2013 - Beginning 9pm PST**  
In an effort to improve our Service to you, the Saba People Cloud will be unavailable beginning Friday evening (9pm Pacific Time, Feb 22 2013 through 4am Pacific Time, Saturday, Feb 23 2013)

Du...  
more

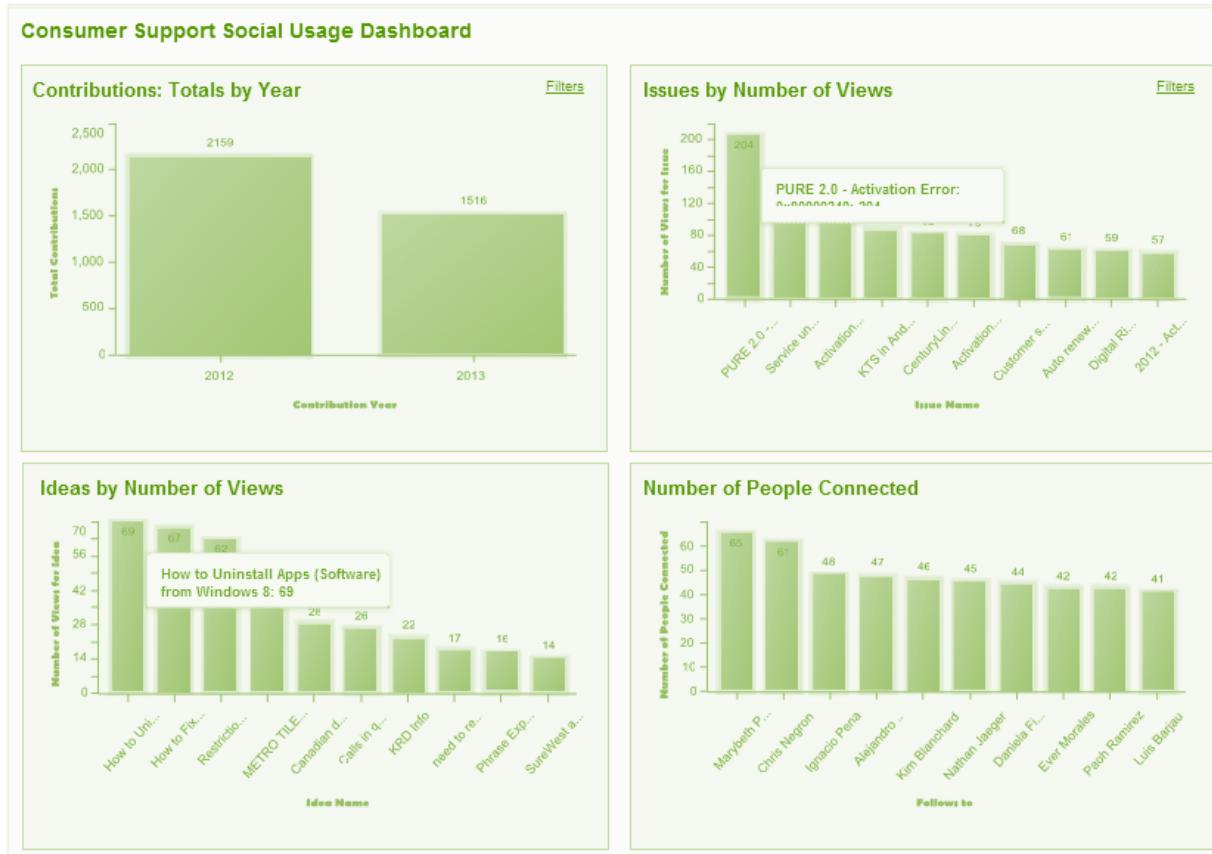
21-FEB-2013 7:22 PM

# Mobile Access



iPad  
iPhone

# Reports on Social Learning: Dashboard



# Reports on Social Learning: Issues

► Most Popular Issues

Report Date: 28-FEB-2013 6:30 PM [Filters](#) [Save Preferences](#) [More actions](#)

Total votes for Issue

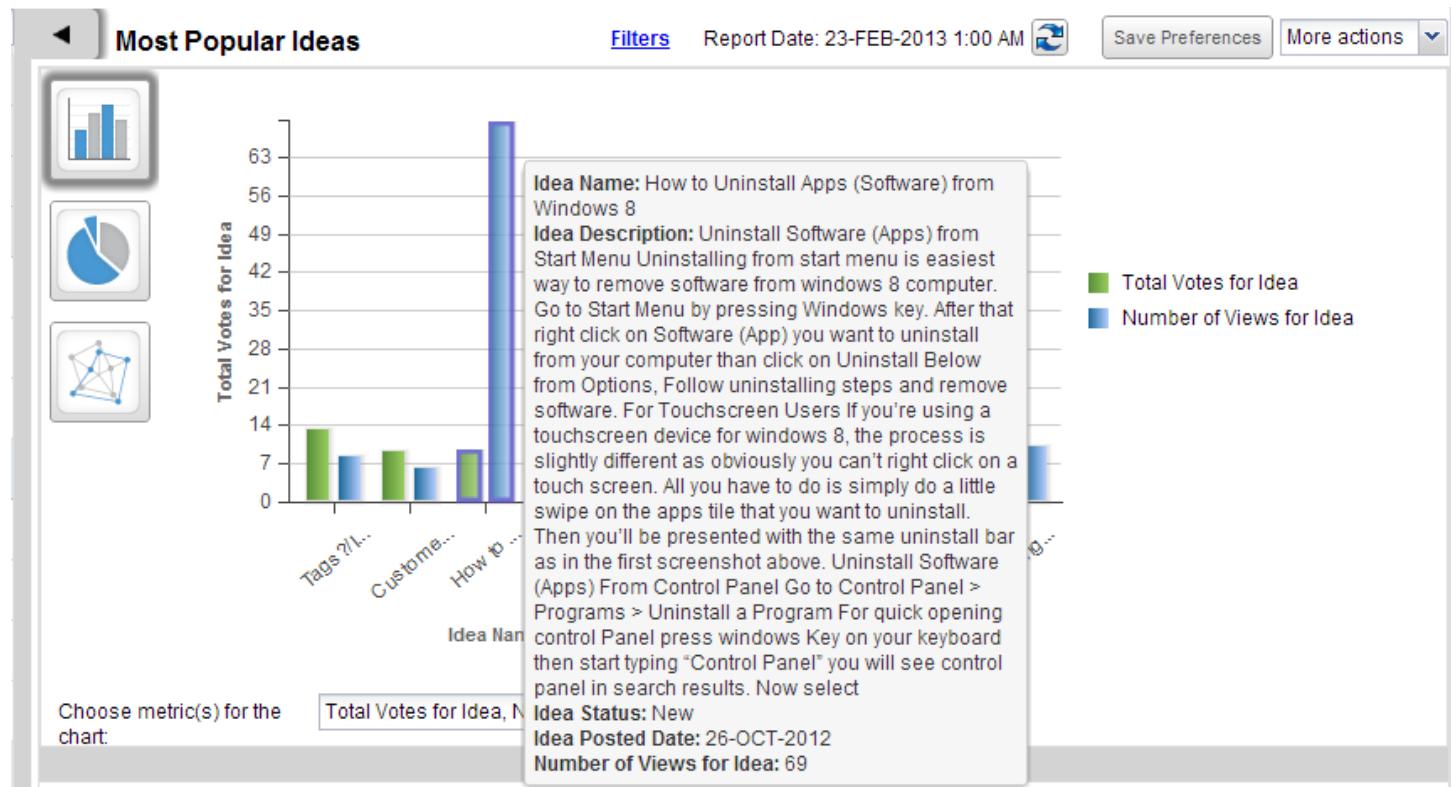
Choose metric(s) for the chart:  Total votes for Issue,  Number of Views for Issue

Issue	Total votes for Issue	Number of Views for Issue
AutoCAD 2013	~10	~65
PURE 2.0	~10	~205

**Issue Name:** PURE 2.0 - Activation Error: 0x80000240  
**Issue Description:** After a few days / weeks / months the customer receives an error saying that they have violated the license agreement. When they try to activate the product, they receive the error 0x80000240 and the product fails to activate.  
-----  
Workaround:  
[http://support.kaspersky.com/us/pure\\_2/error?qid=208286530](http://support.kaspersky.com/us/pure_2/error?qid=208286530)  
Method 1: Exit and reopen Kaspersky or reboot the PC.  
Method 2: Delete the existing license and reactivate.  
Method 3: Upgrade the customer to version 12.0.2.733 of Kaspersky PURE 2.0.  
If the workarounds do not work, request a GSI and escalate the case.  
Please follow the instructions in the following article to create a Get System Info report:  
[http://support.kaspersky.com/us/find?faq\\_id=3632](http://support.kaspersky.com/us/find?faq_id=3632)  
When the utility is completed, please attach and send the Get System Info report via email.  
The file will be named GetSystemInfo\_computername\_yourname\_date\_time.zip and will be located on the Desktop.  
**Issue Status:** In Progress  
**Issue Posted Date:** 03-OCT-2012  
**Number of Views for Issue:** 201

Issue	Total votes for Issue	Number of Views for Issue
McAfee	~5	~55
PURE 3.0	~5	~20
Service Pack 2	~5	~125
Malwarebytes	~5	~10

# Reports on Social Learning: Ideas



# Benefits

	In-house Support	Outsourced Support
Fewer hours spent managing training	✓	✓
Decreased travel costs with eLearning and Virtual Classrooms	✓	✓
Decreased incidents resolution times & improve closing rates	✓	✓
Increase CSAT & revenue from partner retention & growth	✓	N/A
Reduce costs by eliminating unnecessary or duplicate training	✓	✓
Reduce costs by improving knowledge retention rate	✓	✓
Monitor compliance with training certification	✓	✓

# Спасибо!



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