

FREQUENTLY ASKED QUESTIONS

JobPts – Total Rewards

Everything you need to know about the employee recognition and rewards platform built on SAP BTP with native SAP SuccessFactors integration.

Platform Overview

What is JobPts – Total Rewards?

JobPts – Total Rewards is a flexible employee recognition and rewards platform serving specific customer needs. Built on SAP® Business Technology Platform with integration to SAP SuccessFactors® solutions, JobPts – Total Rewards extends existing HR processes, positioning employees for success and shaping a positive employee experience by helping build a culture of gratitude and appreciation.

JobPts – Total Rewards is part of the broader People and Culture Intelligence platform developed by Semos Cloud, complementing SAP SuccessFactors with recognition-driven insights, culture analytics, and employee engagement capabilities.

With JobPts – Total Rewards, organizations can create multiple employee recognition programs based on their needs and specific business goals. Besides the recognition software, the platform also includes solutions for employee surveys, employee enablement, and internal communications. This makes JobPts – Total Rewards a comprehensive platform for planning, implementing, launching, and managing employee recognition programs.

What sets JobPts – Total Rewards apart from its competitors?

The JobPts – Total Rewards platform supports comprehensive, global reward and recognition requirements, including social collaboration, advanced extensibility, and end-to-end services to help ensure ongoing success. Specifically, the following features set JobPts – Total Rewards apart:

Turnkey Integration: Propagated authentication and SSO with SAP SuccessFactors solutions. Secure and native integration using OData APIs. Additional integrations with Slack, Microsoft Teams, and other social channels.

HR & Employee Enablement: Hands-on implementation support with a customer success team. Digital onboarding with a dedicated project plan and best practices.

Communication Engagement: Professional services and tools for internal communication. Rollout support, announcements, events, and ongoing engagement.

Feedback Management: Automated pulse surveys and reports for managing stakeholder feedback before and after go-live.

Extensions & Tailoring: Advanced branding, theming, and custom pages. Fully extensible recognition and nomination workflows. Configurable business logic. Tailored rewards catalogs and desired integrations.

Data Privacy & Security: GDPR compliant. Runs in SAP data centers. Supports the highest security standards.

AI-Powered Recognition: Recognition Copilot, AI-assisted recognition and celebration message suggestions, Message Quality Indicator (MQI), and AI tools designed to help employees craft meaningful recognition aligned with company values.

What languages does JobPts – Total Rewards support?

The user interface for the JobPts – Total Rewards platform is available in English, German, Spanish, Portuguese, and French. Other languages are available upon request.

In which countries is JobPts – Total Rewards available?

JobPts – Total Rewards is available across the world, and there are no limitations as to where employees are located.

SAP Partnership & Certification

What is Semos Cloud's and JobPts – Total Rewards' relationship with SAP?

Semos Cloud was one of the first SAP partners on SAP Cloud Platform when it was first launched to the market.

JobPts – Total Rewards is an SAP endorsed app available on SAP Store. As an endorsed app, JobPts – Total Rewards is premium certified by SAP with added security, in-depth testing, and measurements against benchmark results to help reduce maintenance and accelerate deployment.

JobPts – Total Rewards is SAP Certified – Built on SAP Business Technology Platform (SAP BTP), confirming that the solution is architected on SAP's enterprise cloud foundation and meets SAP's rigorous standards for integration, extensibility, and operational excellence.

JobPts – Total Rewards is also SAP Certified – Built with SAP Business AI, validating that its AI capabilities are architected on SAP's AI foundation and aligned with SAP platform standards for enterprise governance and security.

These dual certifications position JobPts – Total Rewards as one of the most deeply integrated and trusted partner solutions in the SAP ecosystem, helping organizations become best-run businesses while reducing risk through SAP's premium-certification approach.

Semos Cloud is also a founding member of SAP Partner Advisory Council for Innovation and works alongside SAP and other top software integrators and independent software vendors to build competitive SAP cloud offerings. Semos Cloud is a finalist and winner of an SAP Pinnacle Award in recent years.

How does the JobPts – Total Rewards platform integrate with SAP SuccessFactors solutions?

JobPts – Total Rewards is built on SAP Cloud Platform and integrates with SAP SuccessFactors solutions through native API connectors. Using this integration, users can:

- Streamline and automate employee recognition efforts (birthdays, service anniversaries, milestones triggered by data from SAP SuccessFactors Employee Central)
- Connect with SAP Analytics Cloud to gain a comprehensive view of how recognition influences overall human experience management efforts

As part of the broader People and Culture Intelligence platform, JobPts – Total Rewards complements SAP SuccessFactors by turning recognition and engagement signals into actionable insights.

Does JobPts – Total Rewards need to be integrated with SAP SuccessFactors solutions, or can it be used as a stand-alone solution?

JobPts – Total Rewards can be used both as a stand-alone solution or integrated with SAP SuccessFactors solutions.

Use Cases & Business Impact

What are the main use cases for your solution, and which customer challenges are you solving?

Within JobPts – Total Rewards, customers are creating various employee recognition programs that have enabled them to address the following organizational challenges:

Increase Employee Engagement & Productivity

Many employees don't feel recognized for their work. Feeling appreciated makes employees more motivated. Recognition can boost engagement and productivity in the workplace.

Reduce Employee Turnover

Employers with recognition programs typically experience better retention rates. Lack of appreciation is often one of the main reasons employees leave.

Achieve Organizational Alignment

Create recognition programs tied to core company values and business goals. Embed new employee behaviors supporting innovation, creativity, honesty, teamwork, agility, excellence, and other values.

Reduce Healthcare Costs & Work-Related Accidents

Recognize and reward healthy lifestyle habits. Reinforce workplace safety guidelines.

Keep Remote Employees Connected

Provide ways for remote employees to stay connected by appreciating each other.

Inspire Deskless & Blue-Collar Employees

Enable participation regardless of job function or location. Use mobile-optimized capabilities for the non-digital workforce.

Improve Customer Satisfaction

Create programs and campaigns that drive customer-centric behaviors. Improve customer satisfaction KPIs.

Improve Employer Brand & Talent Acquisition

Tie recognition to ambassador and advocacy actions such as Glassdoor reviews. Reward employee referrals. Reduce cost and time to hire.

Implementation & Onboarding

What IT resources are needed to implement JobPts – Total Rewards?

Integrations are turnkey and require minimal coordination effort with the JobPts – Total Rewards implementation team, the HR IT admin, and an implementation partner. Technical users and permissions need to be provisioned for the integration.

What does a pre- and post-implementation experience feel like for a customer?

The Semos Cloud team works with customers in both pre- and post-implementation phases of the project. They collaborate closely with the customer's business teams, IT teams, SAP, and local implementation partners. They orchestrate the end-to-end implementation of the recognition and rewards program, helping ensure a successful outcome and alignment with business and end-user goals.

The team will:

- Establish cadence and define steps and tasks
 - Use Semos Cloud's digital project management platform
 - Enable collaboration and transparency
 - Track due dates and milestones
-

What is the implementation timeline?

Most customers implement JobPts – Total Rewards within 30 days after the contract signature.

How do I get JobPts – Total Rewards?

Please contact Semos Cloud through the listing on SAP Store, and a representative will follow up with you.

Support & Professional Services

What does support look like for the customer?

Semos Cloud offers premium support through its service teams assigned to manage the activities during the lifecycle of the project.

Before implementation: Proactive best practices, consultations, and digitally captured and managed project plans.

After implementation: Premium support team responsible for program fulfillment, with weekly cadence meetings covering governance, new developments, upgrades, road maps, and outstanding issues.

Do you offer strategic and professional services to help ensure successful design and launch?

Yes, Semos Cloud dedicates a team that works closely with the customer's project team on defining, delivering, and managing the recognition and rewards program. The team usually includes:

- Account or project manager
- HR or rewards and recognition solution advisor
- Internal marketing and communications advisor
- Delivery manager
- Developer(s) for customer-specific scope
- Visual designer
- Premium support team for end-user care

Data Privacy & Security

How does JobPts – Total Rewards address data privacy and security?

JobPts – Total Rewards is compliant with the General Data Protection Regulation (GDPR). The platform runs in SAP data centers and supports the highest security standards.

JobPts – Total Rewards is certified by SAP and holds the SAP Certified – Built on SAP Business Technology Platform (SAP BTP) designation, confirming the solution meets SAP's rigorous standards for enterprise cloud architecture, integration, and operational excellence.

It is also SAP Certified – Built with SAP Business AI. AI-powered features such as Recognition Copilot and Message Quality Indicator operate within SAP-aligned security and governance frameworks.

About Semos Cloud

What is Semos Cloud and what is the relationship between Semos Cloud and JobPts – Total Rewards?

Founded in 2014, Semos Cloud is an HR tech company with an innovative approach to reshape the world of human capital management by putting people at the heart of every organization.

Semos Cloud's employee success suite of apps, among which is JobPts – Total Rewards, is used by some of the world's largest organizations and is revolutionizing the experience of hundreds of thousands of employees across the globe.

With its people, services, latest technology, and customer-centric mind-set, Semos Cloud helps employers make their organizations better places to work by empowering them to create memorable experiences for their employees.

For more information, visit the JobPts – Total Rewards listing on SAP Store or contact Semos Cloud directly.

© 2026 Semos Cloud. All rights reserved. SAP, SAP SuccessFactors, and SAP Business Technology Platform are trademarks or registered trademarks of SAP SE.