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Workforce Cloud - Release Notes

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Introducing Workforce Cloud

We are proud to introduce **Workforce Cloud**, extending the Workforce platform to **SAP S/4HANA Cloud Public Edition**.

Workforce Cloud retains the core principles of Workforce: a highly configurable mobile platform for SAP maintenance, warehouse, and related business processes, with offline support, persona-based applications, and the flexibility to adapt processes through user friendly configuration.

Workforce Cloud introduces a new cloud-native integration architecture built on **SAP Business Technology Platform (BTP)** and SAP's standard APIs. It removes the need for a Workforce add-on inside the SAP backend and represents our next step toward SAP's **Clean Core** model.

Why Workforce Cloud?

SAP is moving toward a world in which cloud services, standard APIs, and regular upgrades are a normal part of operating an SAP landscape.

Workforce Cloud follows that direction, making it easier for customers to adopt new SAP releases, reduce dependencies inside the SAP core, and increase the speed at which new functionality and fixes can be delivered.

The result is an architecture designed around:

- **SAP S/4HANA Cloud Public Edition**
- **Clean Core**
- **Zero installation in the SAP backend**
- **Standard SAP OData APIs**
- **Faster delivery of updates and fixes**
- **Clear separation between platform infrastructure and business functionality**
- **Simpler extension development**
- **Zero code in SAP means no dependence on transports**
- **A foundation for AI-assisted and agentic development**

Support for SAP S/4HANA Cloud Public Edition

The initial release of Workforce Cloud brings support for **SAP S/4HANA Cloud Public Edition**.

This is an important addition to the Workforce product family. The existing Workforce architecture supports SAP ECC environments as well as SAP S/4HANA On-Premise and Private Cloud environments, but relies on a certified Workforce backend add-on installed in the SAP system.

Workforce Cloud requires no Workforce add-on or custom Workforce code to be installed in the SAP S/4HANA system. Integration is instead based on SAP's standard OData APIs and Event Mesh technology.

This provides the highest level of Clean Core alignment available: Workforce functionality is kept completely outside the SAP backend and therefore does not introduce Workforce-specific application code that must be considered as part of an SAP system upgrade.

A New Delivery Architecture

At the center of Workforce Cloud is a new platform layer running on SAP BTP. It handles the technical foundation of the solution, including authentication, synchronization, staging, and communication with SAP.

Business functionality is delivered separately through modular business packs for areas such as Maintenance and Warehouse. This separation allows the platform infrastructure and business logic to evolve independently.

The result is a simpler and more flexible delivery model: business functionality can be updated without redeploying the complete platform, while changes to core services can be managed separately.

Faster Updates and Support

The new package-based architecture significantly changes how we efficiently we can deliver fixes and improvements.

Previously, urgent corrections between releases could require customers or implementation partners to manually apply code changes. With Workforce Cloud, business logic can instead be delivered as updated packages.

This allows us to release corrections and enhancements much more frequently, including smaller revision releases when needed.

For customers, this means:

- Faster access to fixes and improvements
- Less dependency on large release cycles
- Reduced implementation effort for warranty corrections
- Lower risk when updating individual parts of the solution

Simpler Extension Development

Workforce Cloud also introduces a more modern approach to extension development.

Business logic, user interface as well as configuration settings are captured in a single repository. All logic lives outside SAP allowing changes to be developed, versioned, tested, and deployed without being tied to SAP transports.

This provides greater flexibility for customer-specific extensions and makes it easier to manage multiple solution versions in parallel. It also allows multiple Workforce Cloud deployments to connect to the same SAP backend for parallel testing and staged upgrades.

Built for Continuous Innovation

The new architecture is designed to support a higher pace of innovation.

By separating business functionality from the underlying platform, new capabilities can be introduced with less risk and fewer dependencies. This allows Workforce Cloud to evolve more continuously, in line with SAP's increasing release cadence.

The same principle applies to support and maintenance: smaller changes can be delivered more quickly instead of waiting for major product releases.

Ready for AI-Assisted Development

Workforce Cloud also provides the technical foundation for a more AI-assisted development model.

With application logic, configuration, integration definitions, and user interface components managed in a single repository, AI coding agents can work across a much larger part of the solution.

Our direction is to provide an Agentic Toolkit that gives customers and implementation partners a standardized, best practice way to use AI-assisted development when building and extending Workforce solutions.

The Workforce Platform Remains the Same at Its Core

While the backend architecture has changed significantly, the principles behind the Workforce user experience remain unchanged.

Workforce Cloud continues to provide:

- Highly configurable applications with minimal need for custom development
- Persona-based interfaces tailored to different user roles
- Different configurations across business units, regions, or operating models
- Progressive Web Application support across operating systems, device types, and screen sizes
- Full offline operation with local data storage and synchronization

This means customers gain the benefits of the new cloud architecture without losing the flexibility that has always been central to Workforce.

Initial Scope

The first release of Workforce Cloud is focused on **SAP S/4HANA Cloud Public Edition** and introduces the new architecture with the **Maintenance business pack**.

The **Warehouse business pack** is planned to follow toward the end of the year, with additional business areas to be introduced over time.

The architecture is based on SAP standard APIs that are also available in other S/4HANA environments. Support for additional deployment models is expected to follow as these combinations are validated.

The existing Workforce product continues to support compatible SAP ECC and SAP S/4HANA On-Premise and Private Cloud environments using the certified Workforce backend add-on.

Looking Ahead

Workforce Cloud establishes the foundation for the next generation of Workforce.

By moving Workforce-specific logic out of the SAP core, adopting SAP standard APIs, separating platform services from business functionality, and modernizing the extension model, we can deliver improvements faster and with less operational friction.

The goal is simple: easier upgrades, faster innovation, streamlined support, and a Workforce platform that evolves alongside SAP.