NetatWork® BUSINESS PERFORMANCE UNLEASHED | *Employee Experience*

Welcome!

Live Web Event:

HR Digital Transformation

The Age of Employee Experience

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Practice Director, Net at Work

AGENDA

- HR Digital Transformation
- The Age of Employee Experience
- Creating a Digital Transformation Strategy

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HR Digital Transformation

What is it and why is it important?

HR DIGITAL TRANSFORMATION

"The office is the last corporate holdout to the automation tide that has swept through the factory and the accounting department…

…office automation has emerged as a full-blown systems approach that will revolutionize how offices work."

- BusinessWeek, June 30, 1975

HR DIGITAL TRANSFORMATION

Recruit to Retire

HR

0101010101

DIGITAL

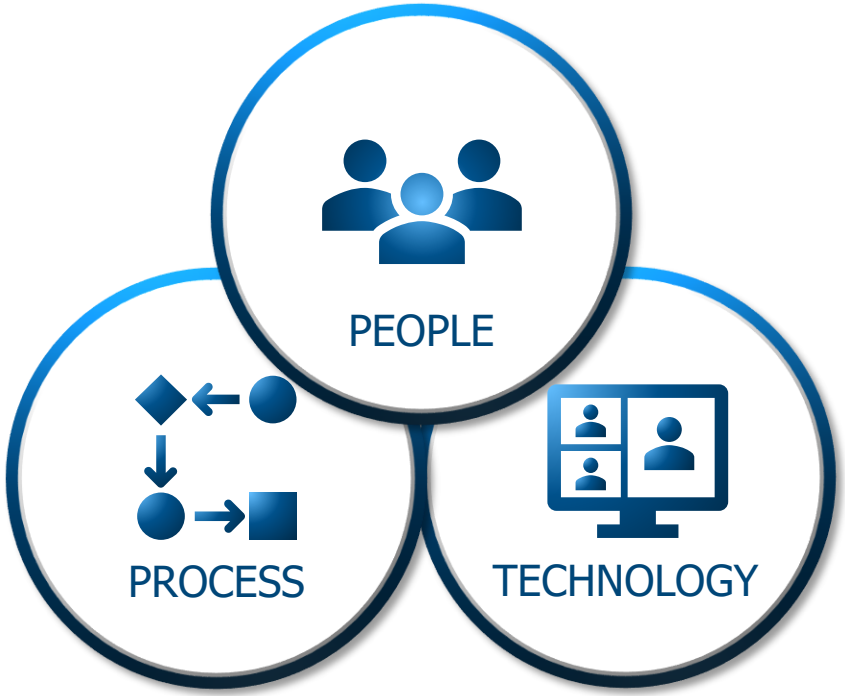
Process of change from current state to something new

TRANSFORMATION

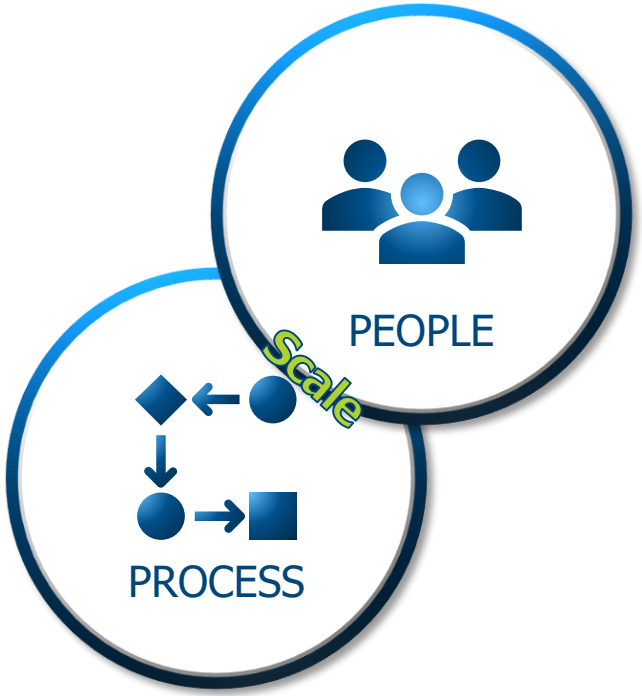
HR DIGITAL TRANSFORMATION

Unleash people, processes, and technology to reposition HR to drive business outcomes through enriched employee experiences.

HR DIGITAL TRANSFORMATION



HR DIGITAL TRANSFORMATION



HR DIGITAL TRANSFORMATION

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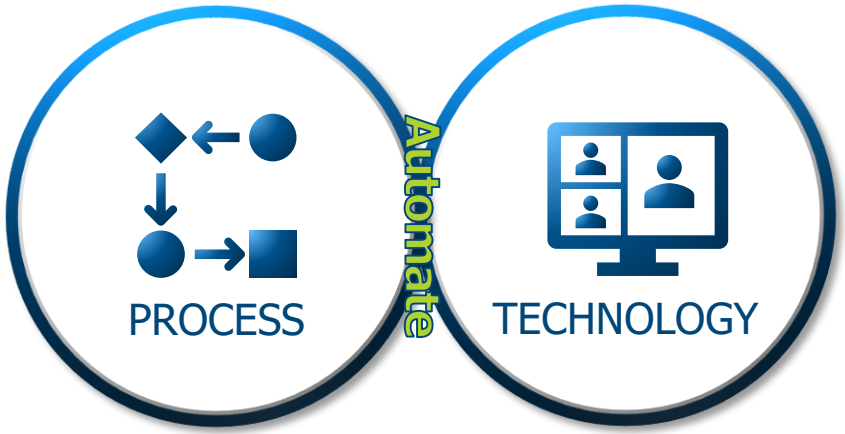
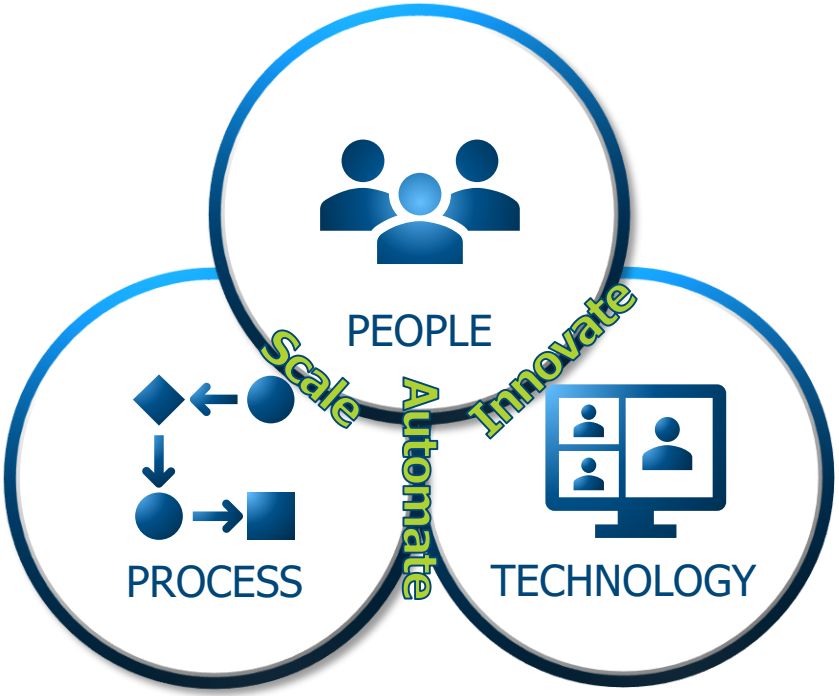


HR DIGITAL TRANSFORMATION



HR DIGITAL TRANSFORMATION

What HR Digital Transformation is **not**:

- Buying technology to solve a problem.
- Implementing a tech project.

What HR Digital Transformation **is:**

It is about *being* digital.

HR DIGITAL TRANSFORMATION

It is less about the application of technology and more about deploying a framework that elevates and advances the workforce.

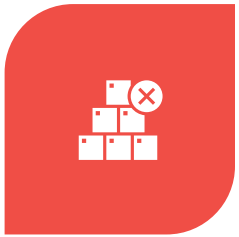
HR DIGITAL TRANSFORMATION

58%

of HR Departments have
not digitally transformed

Source – McLean & Company, 2023 HR Trends Report

BARRIERS

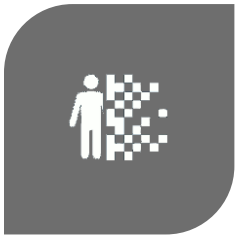


INFLEXIBLE SYSTEMS, INACCESSIBLE DATA, INEFFECTIVE PROCESSES

FRAGMENTED SYSTEMS, CUSTOMIZATIONS, POINT SOLUTIONS, WORKAROUNDS

MULTI-COMPANY NETWORKS – ADMINS, EMPLOYEES, MANAGERS, EXECUTIVES

HR TECHNOLOGY TO FULFILL ADMINISTRATOR NEEDS



EMPLOYEES LACKING NEXT-GENERATION, TRANSFORMATIONAL EXPERIENCE

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BARRIERS

HCM Vendors	Unique HR Systems	Vendor Satisfaction
> 600	> 16	< 7%

Source: Sapient Insights Group

CURRENT REALITY

- Equity
- Learning Management
- Applicant Tracking
- Employee Surveys
- Time & Attendance
- International Payroll
- Headcount Planning
- Global HRIS
- Bills
- Device Management
- US Benefits
- Single-Sign On
- Expenses
- US HRIS
- COBRA & ACA
- HSA, FSA, & Commuter
- Workforce Analytics
- Corporate Card
- International Benefits
- Background Check

BARRIERS

Pursuing HR Efficiencies:

- Reduce Administrative Burden
- Reduce Manual Effort
- Limit Workarounds
- Better Integration
- Better Reporting / Distribution
- Better Compliance
- Eliminate Manual Monitoring
- Lessen Process Cycle Time
- Accelerate Departmental Routing

C-SUITE TRENDS

PWC 2022 Pulse Survey

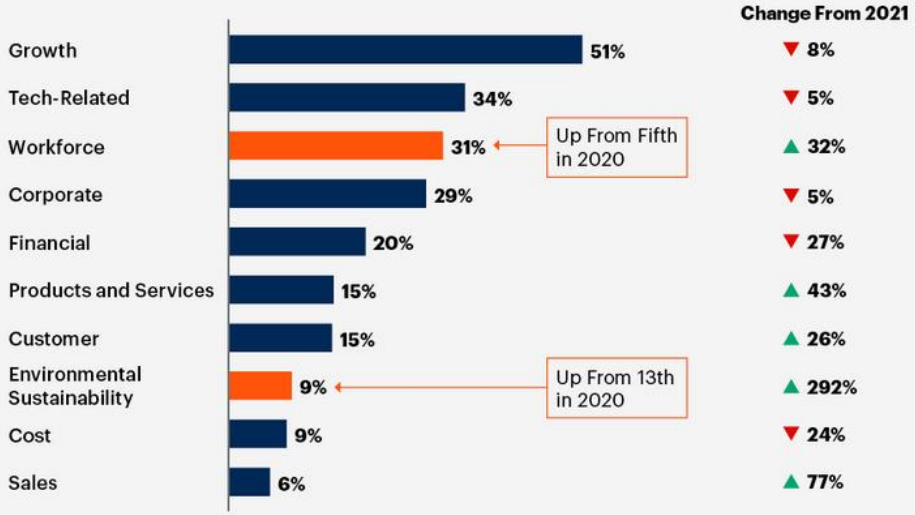
- 77% say hiring / retaining talent is most critical growth driver
- 60% says digital transformation is a critical growth driver

Companies are increasing investments in top growth drivers: talent and digital transformation

C-SUITE TRENDS

CEOs' Top 10 Strategic Business Priority Areas for 2022-2023

Summary Top Three Mentions, Coded Responses



Source: Gartner

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Gartner

HR TRANSFORMED

Source: Sapient Insights Group

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TRANSFORMATION

Everything in HR is interconnected

Tasks are automated and decisions optimized

Outcomes aligned with business vision/goals

Employee Experience is the new normal

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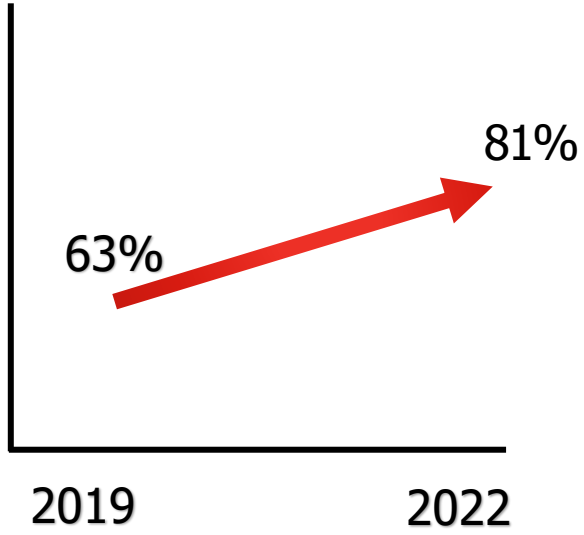
The Age of Employee Experience

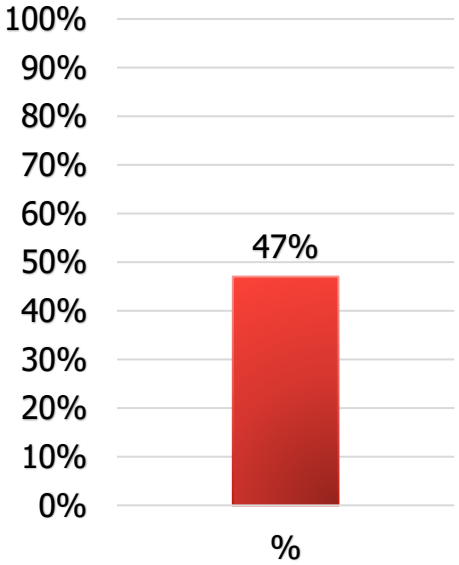
Welcome to the future

CURRENT STATE OF EX



Employee Burnout

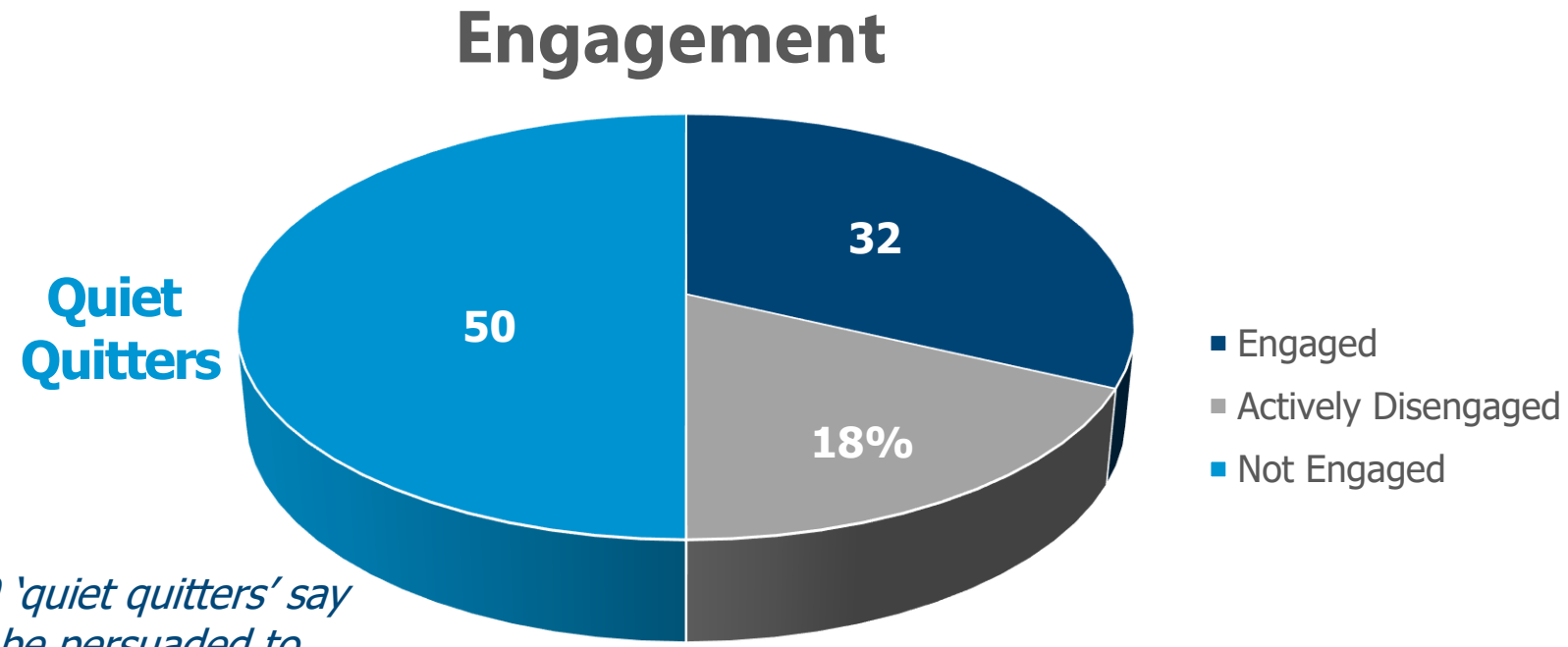
Source: Mercer



Wellness Perception

Source: alight

EX AND ENGAGEMENT



9 out of 10 'quiet quitters' say they could be persuaded to work their full potential with better employee experiences

Source: Gallup 01/25/23

WHAT EMPLOYEES WANT

Employee Expectations, Needs & Wants

- Anywhere-Work (remote, hybrid, flex)
- Enhanced User Experience
- Minimized Application Switching
- Employee Direct Access
- Employee Digital Journey
- Fair & Transparent Evaluations
- Trust / Belonging
- Diverse & Inclusive Environment
- Customization
- Transparency

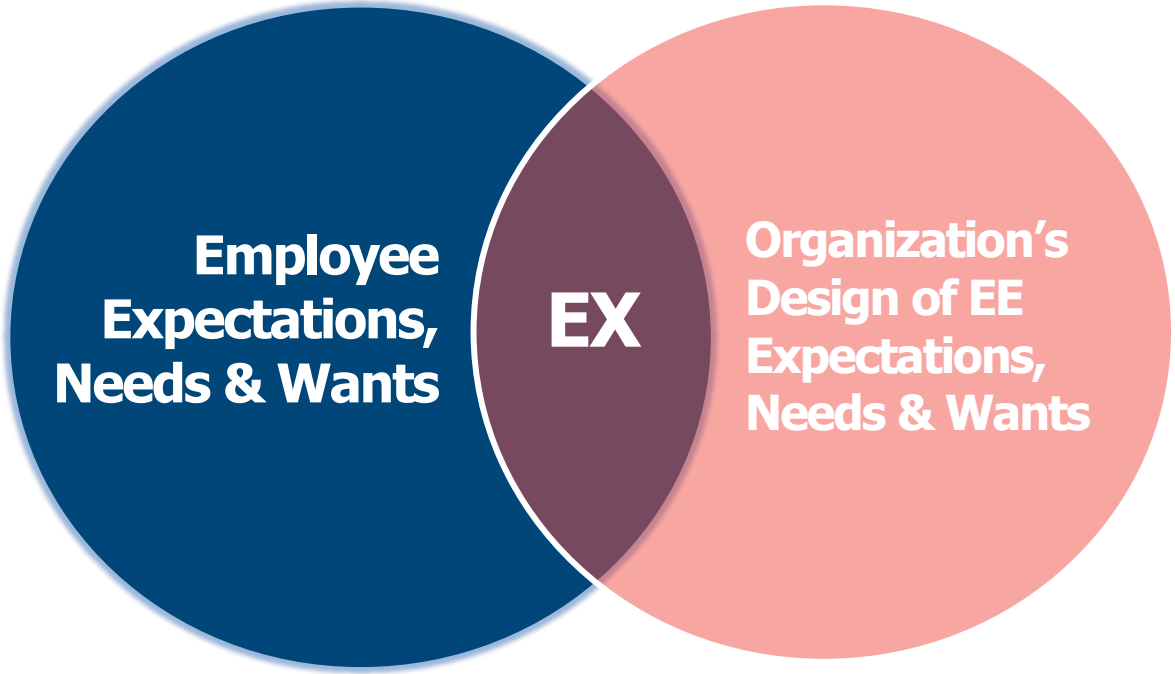
SHRM - INITIATIVES

Organization's Design of EE Expectations, Needs & Wants

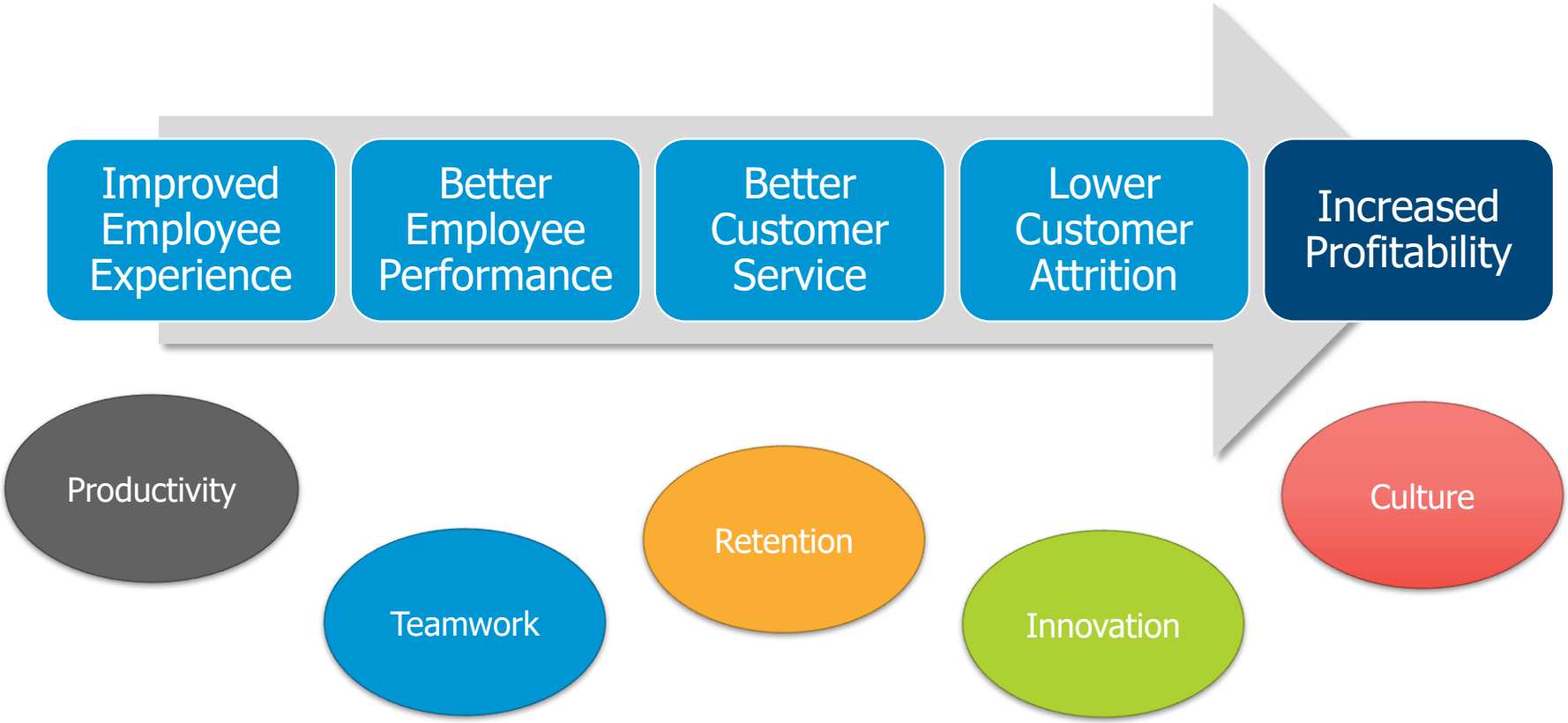
- Remote Work Policies
- People-First Culture
- Culture of Trust
- Hire/Attract Great Talent
- Employee Retention
- Retain Valuable EE's
- Employee Listening
- DEI into Culture
- Soft Skill Hiring
- Fair Chance Hiring
- Child Care Benefits

EX VALUE

Today, EX is as important as CX



EX VALUE


Improved Employee Experience
Better Employee Performance
Better Customer Service
Lower Customer Attrition
Increased Profitability
Productivity
Teamwork
Retention
Innovation
Culture

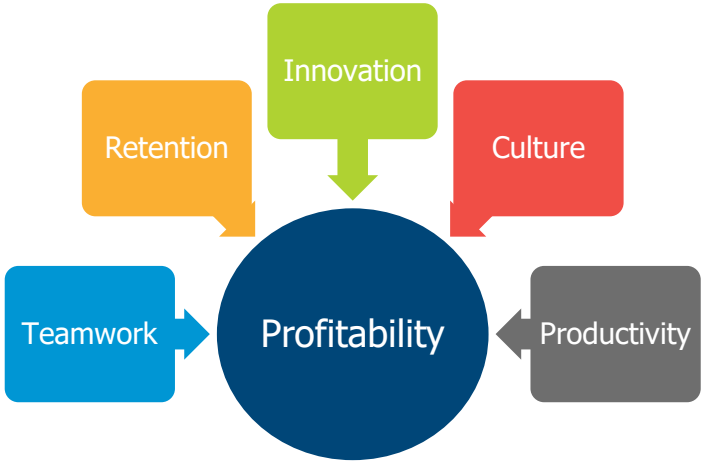
Business Focus:

- Increasing EX leads to higher engagement
- Higher engagement = Better financial outcomes

Increasing Engagement by 1%
Correlates to an increase of
$46,511 in market cap per
employee *Microsoft – Work Trend Index, April 2023*

EX VALUE

Current Quiet Quitters:		50%		
Quiet Quitter Goal:		47%		
Increased Engagement:		3%		
Market Cap per EE:		$46,511		
# EE's	**# QQ**	**# QQ**	**Diff**	**Mkt Cap Inc**
50	25	23.5	1.5	$ 69,766.50
100	50	47	3	$ 139,533.00
350	175	164.5	11	$ 488,365.50
500	250	235	15	$ 697,665.00
1000	500	470	30	$ 1,395,330.00



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Your HR Digital Transformation

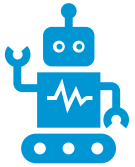
Begins with a Strategy

HR DIGITAL TRANSFORMATION

Vision / Strategy
35%

Audience
30%

Journey / Process
25%



Solution / Tech
10%

% of importance for transformation

Source – Jason Averbrook, CEO Leapgen

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STAGES OF DIGITAL TRANSFORMATION

BUSINESS AS USUAL:
Organizations operate with a familiar legacy perspective of customers, processes, metrics, business models, and technology, believing that it remains the solution to digital relevance.

PRESENT AND ACTIVE:
Pockets of experimentation are driving digital literacy and creativity, albeit disparately, throughout the organization while aiming to improve and amplify specific touch-points and processes.

FORMALIZED:
Experimentation becomes intentional while executing at more promising and capable levels. Initiatives become bolder and, as a result, change agents seek executive support for new resources and technology.

STRATEGIC:
Individual groups recognize the strength in collaboration as their research, work, and shared insights contribute to new strategic roadmaps that plan for digital transformation ownership, efforts, and investments.

CONVERGED:
A dedicated digital transformation team forms to guide strategy and operations based on business and customer-centric goals. The new infrastructure of the organization takes shape as roles, expertise, models, processes, and systems to support transformation are solidified.

INNOVATIVE AND ADAPTIVE:
Digital transformation becomes a way of business as executives and strategists recognize that change is constant. A new ecosystem is established to identify and act upon technology and market trends in pilot and, eventually, at scale.

ALTIMETER®
@Prophet

HR DIGITAL TRANSFORMATION – MATURITY MODEL

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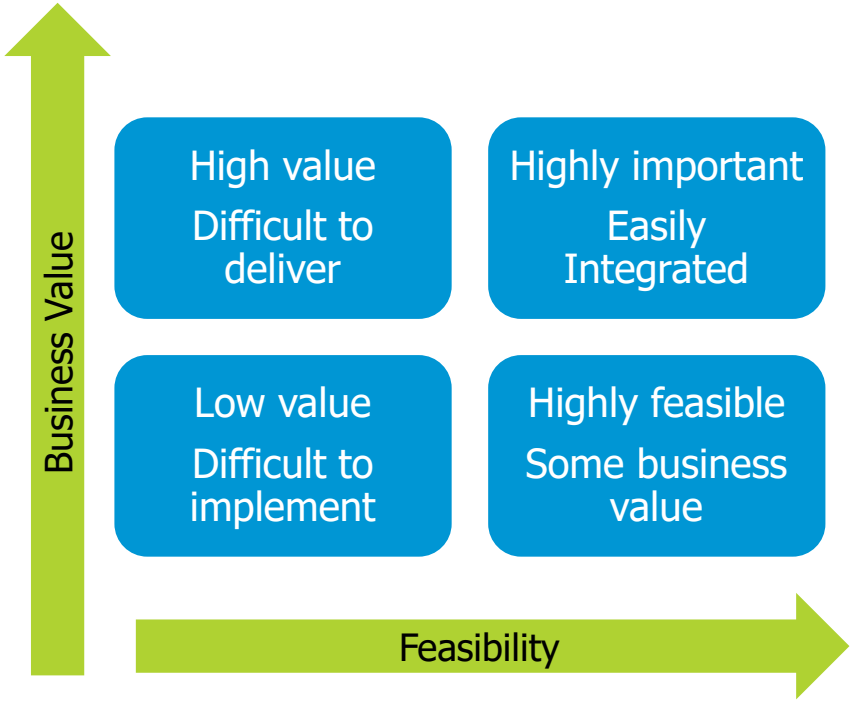
STRATEGY



Building a Strategy

- C-Suite Alignment
  - Executive Vision
  - Business Drivers
- Create Clear Goals
  - Drive Outcomes
- Employee Alignment
- Determine Feasibility/Value
- Prioritize

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INITIATIVES

1. Automate Processes

- Business Process Optimization
- End-to-End Integrations
- One Source of Truth

2. Make Data-Driven Decisions

- Align HR to Business
- Predictive Analytics
- Actionable Results

3. Elevate the Employee Experience

- Intuitive Direct Access
- Elevated Communication
- Facilitate Professional Growth

INITIATIVES

Digital Engagement
- Employee lifecycle smart workflows
- Consumer-grade experiences

Digital Workforce and Organization
- Intelligent self-service tools
- Employee listening tools / feedback loops

Digital Service Optimization
- End-to-End integrations
- Digital HR service delivery

Digital Ecosystem
- Fully integrated systems
- Data protection/security

Digital Business Insight
- On-demand Analytics
- Advanced algorithms to drive decision-making

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SUMMARY

Why is HR Digital Transformation Critical?

- It eliminates administrivia, manual processes, repetition.
- It optimizes technology to make the business more agile, connected, and effective.
- It serves the goals of the business, drives business impact, and elevates the employee experience.

Transformation is a process, not a project

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Going Digital Is Not Optional

THANK YOU!

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