Innovation in HR IT (Cloud) implementations

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pwc

Introduction

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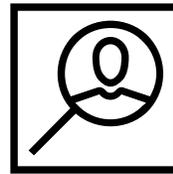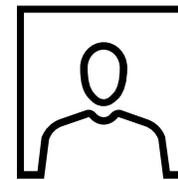
In the next hour...

Quiz
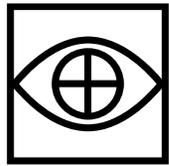
The short quiz will focus on your own experiences and opinion towards HR IT

Workforce disruption

Workforce disruption is a key theme is today's labour market and a main driver for organisations to improve the employee experience

Employee experience

PwC has developed a new approach towards the employee experience, in which several perspectives and personas are taken into account

Discussion

We will have an interactive discussion upon the themes of workforce disruption, the employee experience and your own key themes

Let's start with a short quiz!

Take your phone and go to: https://kahoot.it/

What are the key trends driving workforce disruption?

Multi Generational Workforce

Workplace

Purpose   AI   Culture   Tax Reform

Employee Experience   RPA

Mobility

Reskilling   Total Rewards

"Gig"   Skills shortage

Diversity & Inclusion   Digital

78% of CEOs are concerned about the availability of key skills

37% of CEOs are worried about automation putting jobs at risk

60% think few people will have stable, long-term employment in the future

Successful organisations are reinventing how they work

Hierarchies	→ **Communities**
Top down	→ **Bottom up**
Employees	→ **People**
Positions	→ **Passions**
Closed	→ **Open**
Procedures	→ **Projects**
Communications	→ **Conversations**
Rigid	→ **Fluid**
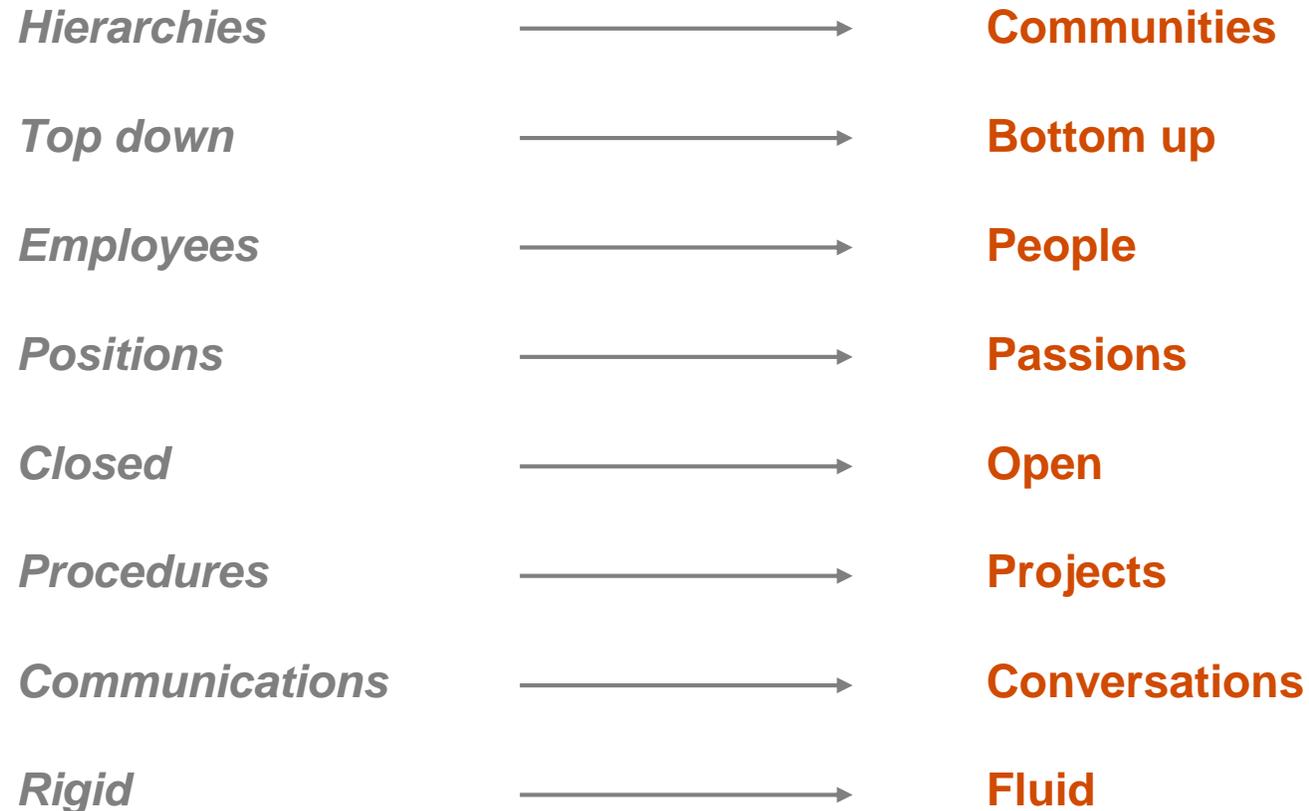
Emotional reactions during HR cloud implementation
Managing the inevitable phase of disillusionment
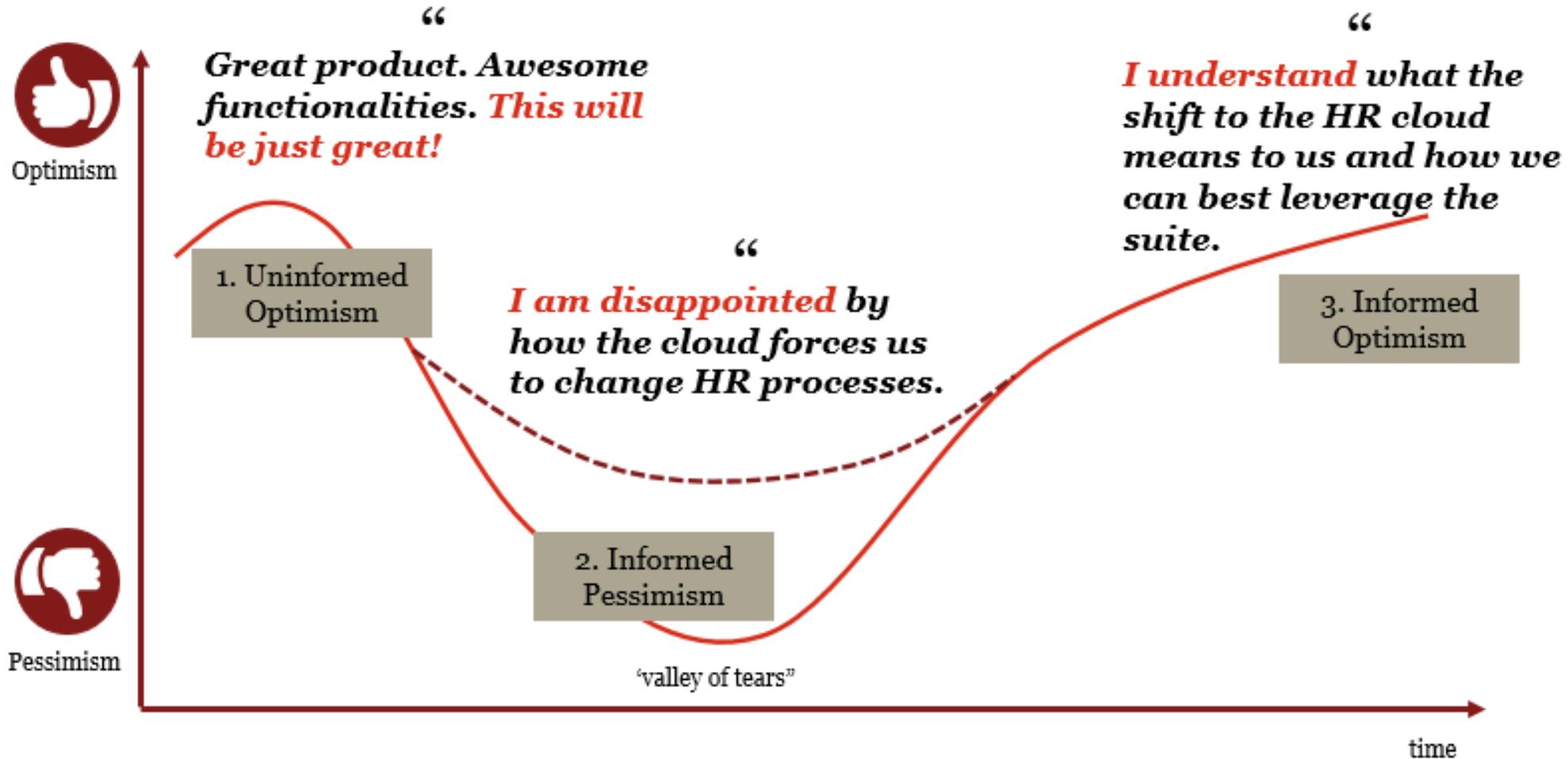
Is your organisation prepared for the HR Cloud?
Organisational readiness and process transformations among top cloud barriers

- **HR business processes:** When moving HR to the cloud, many, if not all, HR business processes will likely need to change.

- **Cloud support organisation:** Managing business IT demand, administering the cloud and handling the quarterly release cycle will, amongst other factors, impact the way (HR) IT is run before

"What we heard about the product was great — easy to use/configure — then reality hit with implementation. It quickly became obvious we were going to have process challenges."

"Delivering on time was critical for us and the level of process and organisational change, combined with a need for a significant number of integrations, increased the complexity of the challenge."

"Only because we did our homework in advance, we could make sure to avoid functionality gap surprises."

55%
*of organisations experience **lack of organisational readiness** as major cloud implementation challenge**

42%
*of organisations are **not fully prepared for the process transformation** forced by the cloud system**
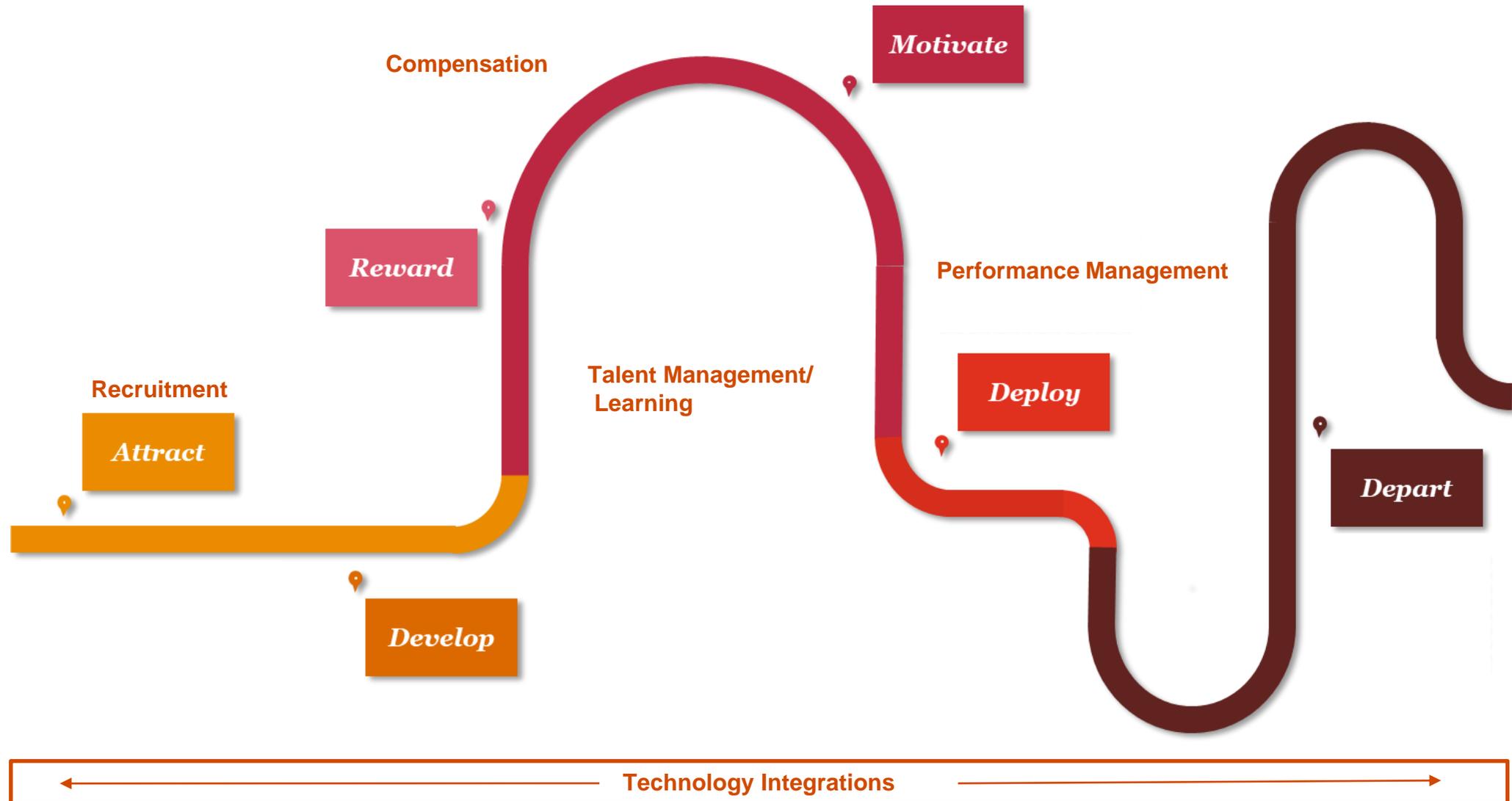
55%
*say the SaaS product under-delivered, didn't have the features or **didn't perform** as we were led to believe in the sales process**

18%
*Only 18% of organisations could **leverage mobile** for the performance management process**

The employee lifecycle is about the full experience of people during their employment

Compensation

Motivate

Reward

Performance Management

Recruitment

Talent Management/ Learning

Deploy

Attract

Depart

Develop

Technology Integrations

The employee experience from different personas

We understand that every client has different requirements and needs of different populations. Therefore, we believe that an all-encompassing employee journey will provide lasting benefits and improved insights across chosen personas.

Customer Services

Rose likes the innovative and digital way of learning and performing her Customer Services job.

Staff

Tim is a young and talented Software Developer.

- Where do I typically work?
- With whom do I work?
- What are my devices and typical applications?
- What are my ways of working? (Communicate, Connect, Collaborate , Create)
- What are my pains & gains?

EXAMPLE – HR administrator persona

"Connecting with my team is of great importance, I need to stay aligned with all departments."

I work here

Office, Field, Home

I work with

Peers, Managers, Externals, Customers

Anna, 32 years

My ways of working

Teamwork

Projects

Individual work

High communication, connecting & collaborating

Pains

- No time to reflect
- Stress
- Lack of communication over teams
- Communication via bad functioning technology
- Silo thinking
- Lacking management skills
- Pace

Gains

- Responsibilities
- Challenges
- Dynamics
- Fun
- Career opportunities

My devices and applications

- Laptop
- Tablet
- Tableau
- Workday
- TMS
- Slack
- Hangout

Link your Employee user stories into your overall plan
To steer organisational readiness and process transformations

The following timeline provides an overview of the proposed high-level implementation plan for the roll-out of Workday Recruitment for the North America, UK and the Nordics. It accommodates a global approach while incorporating regional and local legal and business critical deviations. The weeks are indicative and start date is depending on resource availability.
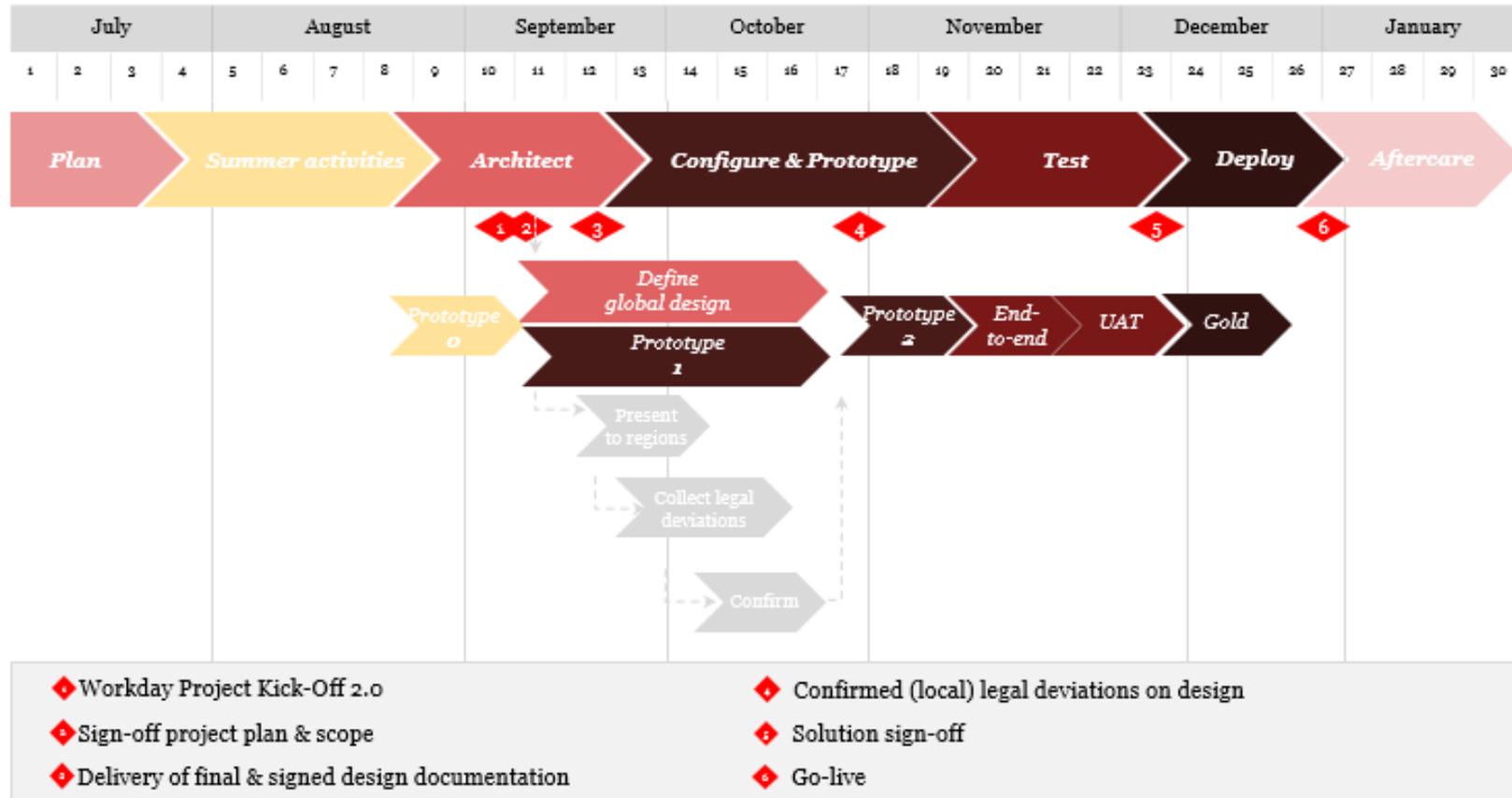
Let's discuss!

What do you think of your **Kahoot answers** at the beginning of this session?

What could be your **own moments that matter**?

How can we link your own themes to this?
- Lean processes
- Sustainable employability
- Making impact
- Privacy matters

Thank you

For more information,
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