



Future of Work Summit
Financial Services – Key Takeaways

Key Takeaways



1. Customers are driving the agenda, and using **technology as a differentiator** to improve your customer interaction is vital to disrupt the market and get ahead of the competition.



2. Many HR functions maintain manually driven processes and systems. They have a lot of user facing processes which are prime candidates for automation and cognitive/AI augmentation. AI, robotics and automation will **redefine HR delivery**. Recruiters can spend more time on value add activities and base their decision on real company data.



3. The **Central Bank** stands firm on its view of the extent to which risk culture is supervisable and to ensure financial institutions are accountable for culture.

Solutions discussed

Edgy – the cognitive robot

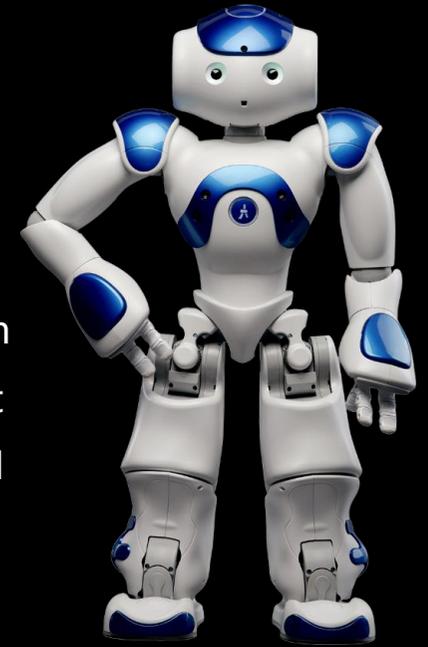
We showcased our HR Agent of the 'now', cognitive robot Edgy, which offered a glimpse into the future of HR. Edgy demonstrated how a smart robot can ease the workload for a HR department by resolving employee queries and supporting recruiters at events.

BEAT – Behavioural and Emotional Analytics Tool

Deloitte's unique outcome based voice analytics platform, BEAT, can provide you with the ability to identify the right treatment for a customer interaction through constant monitoring. By automating manually intensive listening processes, BEAT has yielded cost efficiencies for financial services organisations.

CulturePath – Cultural Diagnostic Tool

To meet the expectations of the regulator, it's important financial services organisations transform their culture. CulturePath provides a robust, holistic framework for measuring culture across the organisation. We also assist with culture transformation to help shape your culture.



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