



Employee XP
Unlimited human experience and efficiency



Transform the employee's experience to drive business performance
Employee-friendly organizations do it better.

Human resources evolved in a way one could only imagine a few years ago. Far from being the department that hires, pays and fires, HR has become the control center for the whole cycle of employee's working lives. The focus has changed and today the most innovative and successful companies know that employees should have an experience as valuable and meaningful as the one offered to consumers. They must feel part of the company culture as it is a well-known fact that motivated and fully integrated employees have a direct impact on consumer satisfaction and, therefore, on business financial performance.

Employee XP is a human-centered HR approach, with the intent of providing all the necessary conditions to a friendly working environment and the required tools for the right balance between operational efficiency and employee social experience, without neglecting efficiency and individual/collective performance.

Great workforce experiences build connections.
Strong connections create loyalty.
Loyalty drives business results.



Employee XP: Unlimited human experience and efficiency

A comprehensive yet modular approach to transform employee experience from A to Z, creating a human-centered Employee Experience. Our goal is to obtain the perfect balance: achieve HR and operational efficiency, while providing an engaging experience.

5 steps to transform your Employee Experience



Target key EX enablers for transformation

Determine scope in terms of implicated processes, either related with the Hire to Retire cycle or other organizational processes, by selecting target areas according to change impact and effort.



Imagine employee experience

Imagine the future employee experience, for each persona, based on their current pain points, moments that matter and expectations for future process journeys. Set the vision and guiding principles, systematize opportunities for each journey.



Design underlying dimensions according to defined experience

Design underlying dimensions according to defined experience, including organization, roles and capabilities, underlying policies and models, processes and activities and technology landscape.



Deliver. Implement the designed dimensions

Deliver technology solutions, supporting the transformation with project management and ensuring adoption with change management programs.



Run the new experience design

Operationalize in a day-to-day basis the reviewed processes through outsourcing services. Support application management to keep them updated with current organizational needs.

What's in it for your business?
Key Benefits



Recruiting

- Positive reviews
- Reputation improvement
- Attract the best talents



Engagement

- Productivity increase
- Effort and commitment improvement
- Higher efficiency



Retention

- Retain the best people
- Reduce employee turnover
- Higher onboarding impact



Bottom line

- Higher profits
- Increase revenues
- Increase ROI per employee

We've done it before
(and will gladly do it again for your company)

A paradigm shift for HR

Our client, a national insurance company, has been through a major process of restructuring and was confronted with numerous internal challenges that triggered the desire to improve the quality of services offered by the HR department to its employees.

To ensure effective and fast management of employee requests and improve their journey experience, an HR Services area was set up. To meet the client's challenge Deloitte transformed the employee experience throughout all processes within the organization aiming to elevate the human experience and efficiency. Using the ServiceNow platform as single point of contact the employees could now address and clarify all their requests on HR issues, with specific KPIs to measure the quality of service and with well-defined roles & responsibilities.

From the very first minute, the HR team followed the number one request submitted on the platform with a mix of enthusiasm, curiosity and celebration. In just 5 days, the client managed to get all requests submitted through the platform, with a response rate of over 60%, an average satisfaction level - now measurable - of 4 (on a scale from 1 to 5) and one month later the results were significantly relevant with more than 250 requests received and a resolution rate of 59%.

Ready to transform your employee's experience? **Let's talk.**



Nuno Carvalho
Partner
ncarvalho@deloitte.pt



Diogo Nuno Santos
Partner
disantos@deloitte.pt