



Reimagining the Employee Experience: Place Employees at the Heart of Your Strategy for Greater Returns

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Agenda



Why Transform?



The Modern Workforce



About the Research



A Financial Services Case Study



Takeaways

Why Transform Your Workplace?



Ongoing skills shortage

7.3 million unfilled jobs as of June 2019



Increasingly diverse workforces

By next year there will be 5 generations in the workforce



Competitive landscape

Need for innovative cultures, talent retention and improved productivity

Sources: <https://www.bls.gov/news.release/jolts.nr0.htm>; <http://press.careerbuilder.com/2017-04-13-The-Skills-Gap-is-Costing-Companies-Nearly-1-Million-Annually-According-to-New-CareerBuilder-Survey>; NTT DATA/Longitude dynamic workplace study 2019

Who Is the “Modern Workforce”?

75%



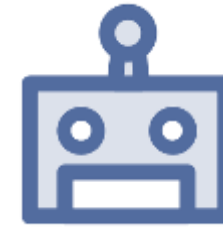
of the workforce will be millennials by 2025, many in **decision-making positions**

56%

Will choose **flexibility** in their jobs over higher pay

79%

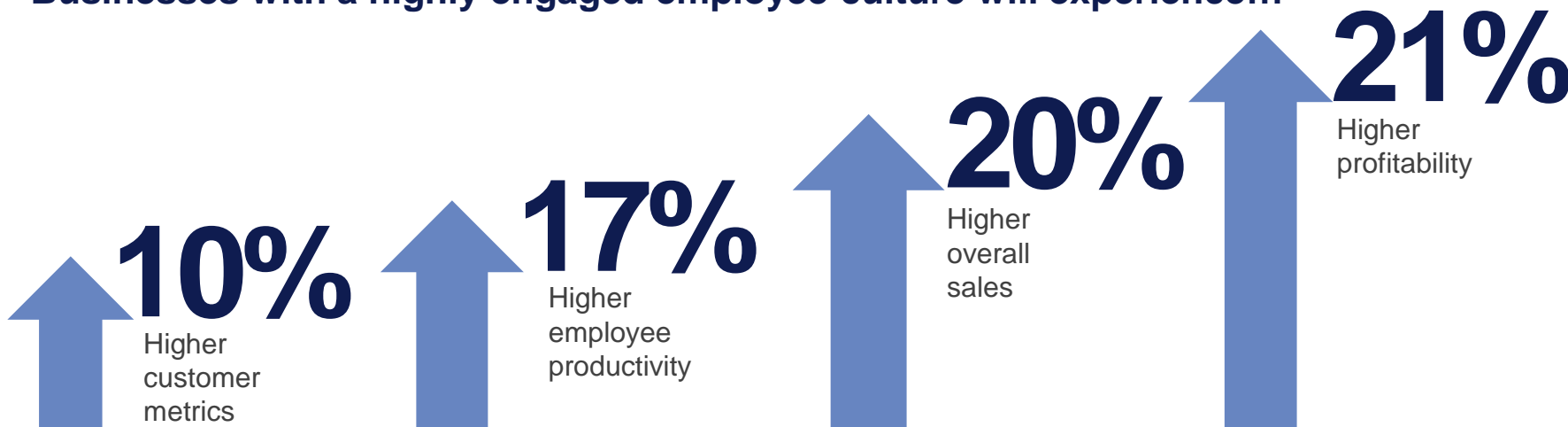
Have a more positive employee experience if they have the **freedom to decide how to do their work**



68%

of enterprises foresee that, by 2021, a majority of their employees will be mobile and not bound to an office

Businesses with a highly engaged employee culture will experience...



\$11B

is lost annually due to employee turnover

72% of enterprises consider security a “big concern” and a “hurdle” in adopting digital technologies

Employees Expect Consumer-like Experiences...

To Meet Their Demands,
We Need to...

*I expect **amazing** Uber- or Amazon-like experiences*

*I want information & services at my **fingertips***

*I want to **work from anywhere** & use my own devices*

*I want **consistent** experience anytime, anywhere*

*I want **personalized** service & content*

1

lead with empathy

2

move from permission to governance

3

enable choice

4

be pragmatic about change and security

5

communicate

What Does Our Research Show?



Experience Laggards

Do not use employee experience to inform their digital workplace solutions strategy



Experience Aware


Employee experience is **one component** of a digital workplace solutions strategy



Experience Leaders

Employee experience is the **primary driver** of their digital workplace solutions strategy

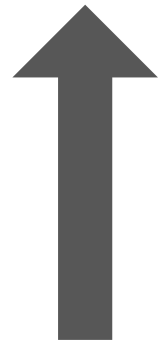
Two-thirds of businesses admit that a major workplace transformation is always a step into the unknown



Yet, **only 1/3** prioritize pilot studies, third-party consultation and measurement strategies ahead of a major digital workplace change.

Seven in 10 say cost to purchase or maintain solutions is a top-five influencer; consultation with end users falls at the bottom of the list.

Firms That Place Employees at the Heart of Their Strategy Benefit Most



70%

are seeing greater **productivity**,
employee retention and **revenue**



81%

Report greater **agility**



84%

report improved talent retention*

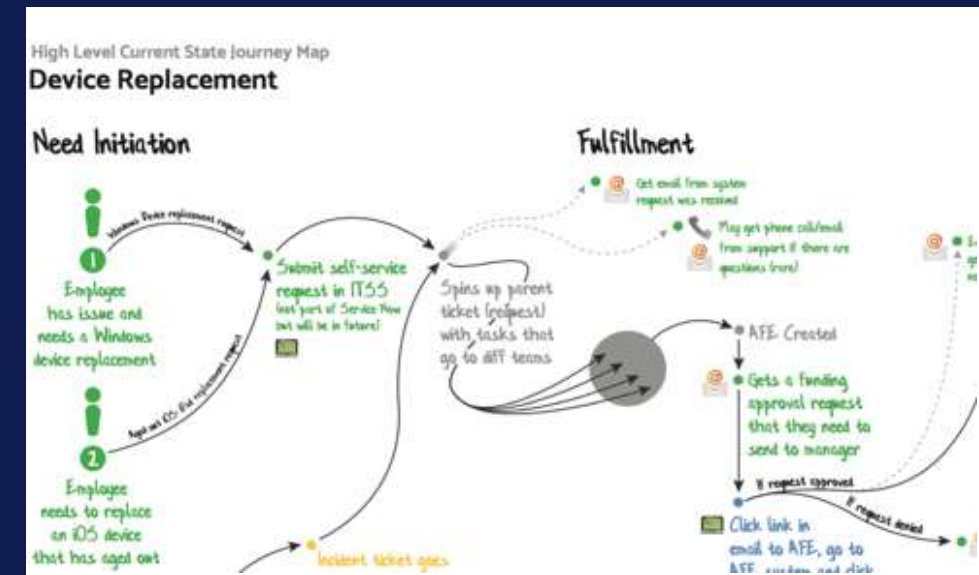
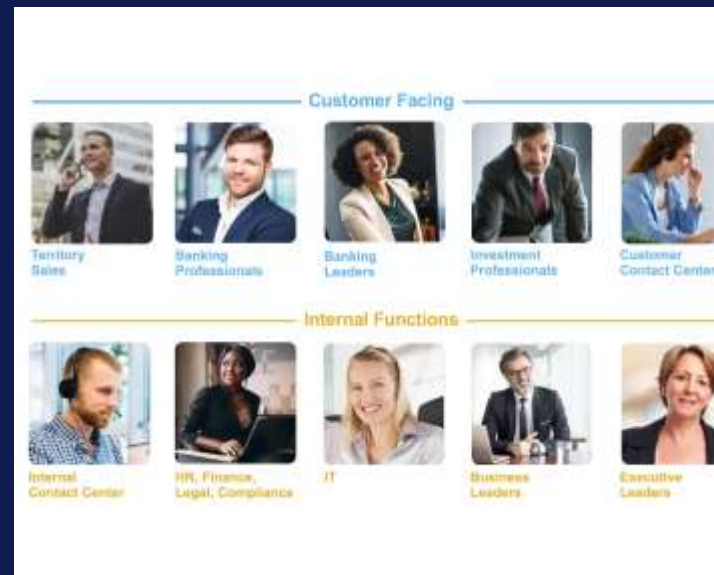


77%

report a more innovative culture

*Among those who have implemented digital workplace solutions in the last 18 months

Know the Unknown: A Case Study in How We Did It for a Top 5 Bank



Takeaways: Optimizing Digital Workplace Transformation

1

Don't get distracted by easy wins and short-term goals

Short-term savings may lead to long-term costs.
The true benefit of digital transformation is greater productivity and a workforce empowered to be more innovative.

2

Take the blinders off

Broader sources of knowledge can better assess potential impacts of transformation.
Measure and adjust not just at the beginning and end but throughout.

3

Place employees at the center

A people-first approach to digital transformation leads to greater productivity, retention and revenue.
Employees are more innovative as a result of the agility an employee-centric digital environment provides.



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