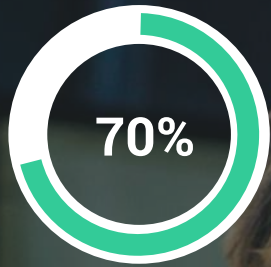


Employee Experience Technology

for Managing Efficient
Workplaces





of HR and business leaders indicated that they require additional investments in remote work technology

INTRODUCTION

It is no question that technology has a large role to play in responding to the urgency of repairing and enhancing the employee experience (EX) post-pandemic. In Sapien's HR Systems survey¹, 70% of HR and business leaders indicated that they require additional investments in remote work technology. People don't just rely on technology to get their job done – it also allows them to develop their skills and do their best work. For this reason, workplace technology that is deployed without the users in mind can end up holding organizations back from progress. In other words, it's impossible to decouple technology from the employee experience and what motivates them to adopt the tools that employers invest in.

The HR software industry has dutifully taken note of this and has developed technology that prioritizes the EX – hence the introduction of the employee experience technology to the market. This technology is designed to bring information together from multiple systems, allowing employees to quickly access relevant information and HR professionals to gain visibility to HR data to make better decisions. For business leaders, employee experience technology allows them to achieve the agility needed to quickly and effectively deliver change when it is needed the most.

This white paper gives an overview of how technology is used to address current employee experience challenges and provides concrete solutions to drive better results from tech investments.

We will dive into what EX really means, why organizations are starting to care about it now more than ever, and what it takes in order for employee experience technology to provide the ROI business leaders are expecting.

¹ HR Systems Survey White Paper, 24th Edition. (2021). Sapien Insights Research Group.

Onboarding Process Example

Recruited

Onboarded

Paid

Pre-boarding > Onboarding > Employee experiences > Annual Review

PROCESSES

Transfer recruited candidate information to HR

Generate offer letter

Signe employee contract

Create employee profile

Assigned to training

Track time and absences

Process payroll

Talent management

SOFTWARE

PeopleSpheres



ATS

eSignature

Document Storage

All software

Leave & Absences

Scheduler

Payroll

Talent Management

Defining Employee Experience (EX)

Thanks to Josh Bersin, "employee experience" has become a trending buzzword among the HR community.

The employee experience can be defined as the accumulation of every touch point between an employee and their employer.

Throughout the day, a variety of events can contribute to the employee experience. For instance, an employee may have an effective and engaging performance review with their manager that increases their job satisfaction.

However, they could also spend a lot of time logging into different systems to look for information they need to do their job, which results in frustration.

That is why it is important to review the entire employee experience and put in place processes and technology that comprehensively foster positive encounters throughout the workplace.

The good news is that in 2022, technological tools enable seamless and personalized experiences throughout the entire employee lifecycle.

A background network diagram consisting of interconnected nodes and lines. Some nodes are solid circles, while others are hollow circles. The lines connecting them are a mix of solid and dashed grey lines, creating a complex web-like structure.

Why Organizations are Focusing on Employee Experience

The pandemic forced many companies to take drastic actions which took a toll on their people. This included cutting pay and benefits, restructuring, and quickly deploying remote work.

Because of this, employee experience (EX) is now becoming the main focus of both short-term and long-term HR strategies.



of employers are making EX a top priority over the next three years, compared to only 52% prior to the pandemic.²

Furthermore, there are a number of compelling reasons that employee experience is so important to businesses. Not only did the pandemic take a toll on workers but recruiting and retaining talent has become significantly more difficult for employers as well. As a result, optimizing the employee experience with technology can offer long-term benefits.

These benefits include:

- ▶▶ **Better performance** – the way we work is different from what it was a couple of years ago. Today technology helps employees make better, quicker decisions by obtaining and communicating essential information more efficiently.
- ▶▶ **Reduced employee turnover** – engaged employees are less likely to quit, which as a result, reduces the cost of replacing and training employees.
- ▶▶ **Increased profits** – a Harvard researcher³ found that companies that invest in employee experience turned an average four times more profit than those that do not.
- ▶▶ **Improved customer satisfaction** – a positive employee experience can have a ripple effect through the entire operation, rubbing off on everything from how engaged employees are to their keenness to deliver a superior customer experience.

² <https://www.willistowerswatson.com/en-AE/Insights/2021/07/2021-employee-experience-survey>

³ <https://hbr.org/2017/03/why-the-millions-we-spend-on-employee-engagement-buy-us-so-little>

A background network diagram consisting of interconnected nodes and lines, some solid and some dashed, in a light gray color. The nodes are represented by small circles, and the lines connect them in a complex, web-like structure.

3 Factors that Impact Employee Experience

- 1) Workplace culture**
- 2) Work environment**
- 3) Technology in the workplace**

01 | WORKPLACE CULTURE

The work culture of an organization is essentially the company's values that drive the way employees operate and behave on a daily basis at work. The culture essentially amplifies the employee experience by determining how employees perceive their environment, how they feel about their job, and how they interact with others throughout their employee journey.

Just like workplace culture impacts employee experience, it also determines how employees use technology. When implementing HR technology and the underlying processes, organizations tend to focus on the functionality and specific capabilities of the systems to solve certain business issues. However, the reality is that the technology has little value if it is not used. To be used, it needs to align with the workplace culture and how business units operate.

02 | WORK ENVIRONMENT

Technology needs to be able to support the mobility of employees and give them the ability to feel connected.

The environment in which employees work matters too. These include physical things such as comfort, aesthetics, temperatures, air quality and noise levels. While organizations tend to have less control over the work environment in today's mobile work era, many have set out to create digital workplaces that allow employees to be digitally connected to their workspace.

For this reason, technology needs to be able to support the mobility of employees and give them the ability to feel connected.

Furthermore, it needs to be available on devices that fit the work environment of the employee. For example, employees that work from home can access their tools from their desktop or laptop. On the other hand, employees that are out in the field need to be able to access these same tools using a mobile device.

Today, there is a gap between functionality of certain work tools (including HR tools) that are not fully functional on a mobile phone or tablet. **Worse, most companies equip themselves with multiple software without thinking about the employee** who will have to navigate between these different sources of information. The result is a fragmented employee experience layered on top of old and rigid HR systems. **It is crucial to modernize and unify these ecosystems** to retain talent and offer a better experience, both to employees and to HR who use these tools on a daily basis.


03 | TECHNOLOGY IN THE WORKPLACE

Technology investments are usually made to solve important business issues. More often than not, that same technology will cause other unforeseen business issues that were overlooked in the deployment stage. That could include low adoption rates, lack of training for end-users, messy data, lack of desired functionality as the company grows, etc.

As the line between employees and their devices begins to blur, technology investments become not just about pleasing shareholders but also for creating adequate employee experiences.

All analysts agree that having HR tools and information at their fingertips for all employees of a company will be the major challenge in the coming years. **In fact, providing a unified and personalized experience for everyone will be the norm.**

The rest of this paper will focus on the benefits of technology in the workplace and what to look for when considering your next investment into employee experience technology.

A background network diagram consisting of interconnected nodes and lines. Some nodes are solid circles, while others are hollow circles. The lines connecting them are a mix of solid and dashed grey lines, creating a complex web-like structure.

How Technology Improves the Employee Experience



01 | HYBRID COLLABORATION

The shift to a more flexible way of working is reshaping how employees connect and collaborate. More than eight out of 10 organizations surveyed in the 2021 Willis Towers Watson Employee Experience Survey recognized that the new realities of labor markets need a hybrid working model for many roles. However, they realize that they are not prepared to take on that initiative. This is a crucial point to be aware of considering that over the next three years, one in every four employees are expected to be performing a mix of onsite and remote work.⁴

What employee experience technology brings to the table is the ability to align HR functions with the reality and future of work. This means that as employees become more reliant on technology, HR must change the way it supports learning, employee engagement and performance. That includes implementing workplace technology that fosters asynchronous communication such as digital assistants, file-sharing platforms, and other productivity applications. Better yet, it is possible to build an enhanced employee experience by having all of these elements connected to a single platform, making it easier for all teams to work at different times and places and to meet only when necessary.

⁴ <https://www.willistowerswatson.com/en-AE/Insights/2021/07/2021-employee-experience-survey>

02 | SMART CONNECTIVITY

Employee experience platforms (EXP) allow organizations to connect all their workplace tools and HR software into a **single platform**. The goal of employee experience technology is to provide a more convenient way of working for employees of all kinds.

The employee experience is not just about employees. It represents a more diverse blend of workers including those who work full-time, part-time, on a contract and extending to those in the company's supply chain as well. Technology allows connectivity across the entire workplace experience and not just what we traditionally consider our employees.

The concept of connectivity across workplace technology allows today's workforce to achieve:

- ▶▶ **Flexibility** – given the strong mobile capabilities of employee experience platforms, employees have all the tools they need to do their jobs efficiently. This allows them to have the flexibility to move around and still be connected to the workplace wherever they are.
- ▶▶ **Autonomy** – this new way of working makes employees much more involved in shaping their experience in the company and engages them more. This also allows HR departments to free up considerable time to manage more important matters since time-consuming tasks are either automated (using workflows) or the employees are able to do it themselves.
- ▶▶ **Agility** – as things change rapidly in the business world today, it is important to be able to make quick decisions. Both the connectivity of software and connectivity of people allows organizations to be more reactive and agile.

03 | PRODUCTIVITY

The surge in the amount of information and technology we are exposed to on a daily basis has complicated some aspects of work, but in others it has presented a new potential. Implementing the right technology can make work life much easier for employees and help them to **stay connected, engaged and overall, more productive**. One way productivity can be achieved using employee experience technology is through the power of automated, cross-application workflows.

When all your workplace tools are connected to a single platform, the possibilities are endless. For example, organizations with connected tools are able to build a seamless end-to-end onboarding process from job application to job training. Even when they rely on several software and tools to get the job done, **making the process seem like a single workstream and involving all the key players** can significantly enhance the employee experience as well as the productivity of the HR team. And at the end of the day, every transaction and data point are stored in one place, allowing business leaders to make informed and actionable decisions that will improve the performance of the operations.

04 | EMPLOYEE SATISFACTION

A 'State of Work' study done by Slack revealed that there is a significant difference in both employee productivity and employee satisfaction among "aligned" and "unaligned" employees. **Aligned workers are those who are connected to the company's goals and vision** and approach their work in a positive and proactive manner. A focus on the employee experience coupled with a purposeful communication strategy can foster this alignment.

At the center of these initiatives is the effective use of technology. For instance, when all the information an employee needs to get their job done is easily accessible, it empowers them to be more proactive and make good decisions in their work.

When employees perform better, they are more satisfied in their job.

What has the implementation of an EX platform like PeopleSpheres brought to your company?

"A real time saver for HR teams, greater data reliability, easier communication with managers and employees using the workflow system, and a better overall experience thanks to the automation of our time-consuming processes."

L.E. - HR Manager - 500 employees

HYBRID COLLABORATION

Workplace technology connected to a single platform makes it easier for teams to work at different times and places and to meet only when necessary.

PRODUCTIVITY

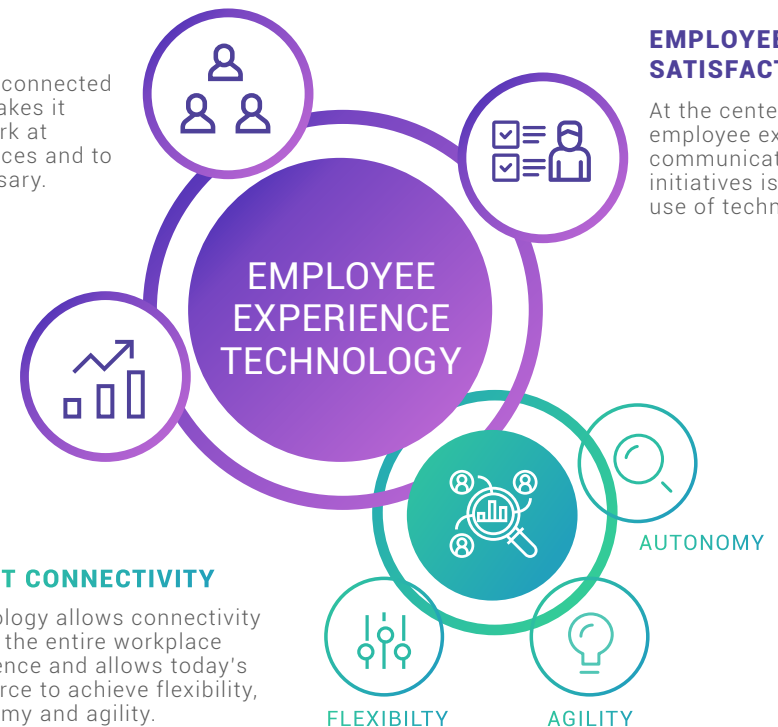
Organizations with connected tools are able to build seamless end-to-end HR processes.


SMART CONNECTIVITY

Technology allows connectivity across the entire workplace experience and allows today's workforce to achieve flexibility, autonomy and agility.

EMPLOYEE SATISFACTION

At the center of employee experience and communication initiatives is the effective use of technology.



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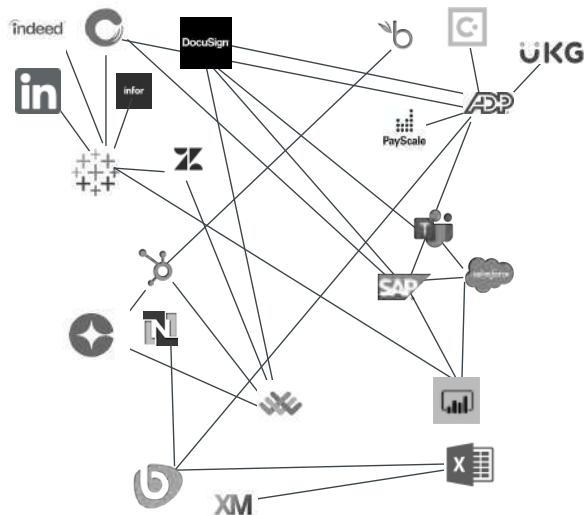
What to Look for in Employee Experience Technology

01 | INTEGRATION CAPABILITIES

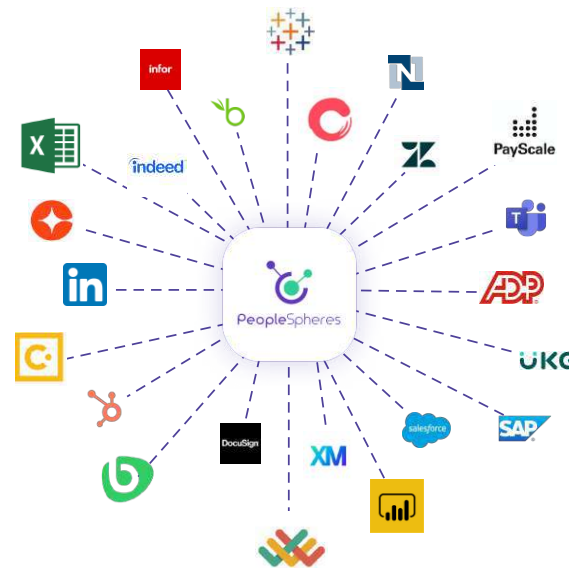
To ensure that the software and tools that you invest in today are also fit for the future, integration capabilities are critical for any application. For this reason, it is worth taking a look at the architecture of your potential employee experience platform. Whereas traditional solutions are monolithic and isolate data, an open architecture will allow you to integrate all the modules you need and centralize data from multiple sources into a single database.

Many HR software providers have integration capabilities, but most are constrained to a limited marketplace of partners. Evaluate the roadmap of your HR platform provider to increase integration capabilities as well as the openness of the platform and its provider to accept integrations. In a time of rapid change, access to comprehensive business processes and analytics is crucial for fast, insightful and data-driven decision making.

WITHOUT PEOPLESHERES



WITH PEOPLESHERES

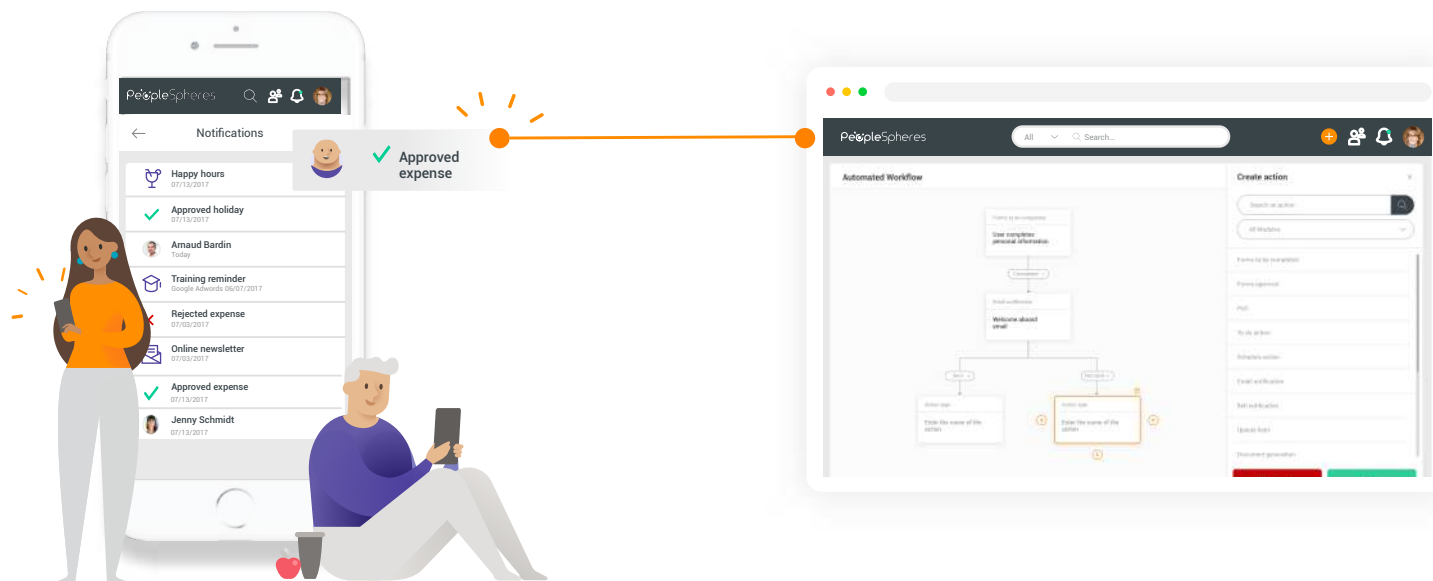


02

MOBILE-FRIENDLY FUNCTIONALITIES

We live in a mobile world. It's no wonder that mobile phones, tablets and other mobile devices have taken over our lives. And work is no exception. Business leaders that manage people as well as those who manage customers know that business happens everywhere and anywhere. Leveraging employee experience technology can help workforces stay connected, which is why evaluating mobile capabilities of your platform is important.

There are a few things you need to think about when you are looking for mobile-friendly workplace technology. First of all, employees need to be able to access their tools on their mobile device. Even if these tools are not natively mobile, giving new life to old systems by making them available on a mobile platform is a plus. Furthermore, mobile capability needs to allow teams to collaborate and communicate effectively. For example, in a retail setting, having instant access to sales and consumer behavior data can have a great business impact. This is even more true when available at the fingertips of managers who do not need to rely on data analysts to query a data warehouse.



03 | AN AGILE SOLUTION

HR agility is no easy feat, but uncertain times call for resilience and structures that can be quickly recomposed on demand. The good news is that there is an opportunity for HR and IT to collaborate in bringing operations efficiency while delivering a positive and consistent employee experience.



When searching for employee experience technology, there are some capabilities to evaluate in order to determine whether or not it is an agile solution:

Centralized database – having access to the information you need, when you need it allows the workforce to gain valuable insights and make faster decisions

Seamless application connection – connected and automated processes enable less manual effort and less time wasted looking or waiting for information from various sources.

Configuration – highly customizable systems allow you to quickly adapt processes to meet business requirements.

Consistent experience – centralized platforms make providing a consistent user experience across applications and devices possible, resulting in greater employee adoption and scalability of your workplace technology.

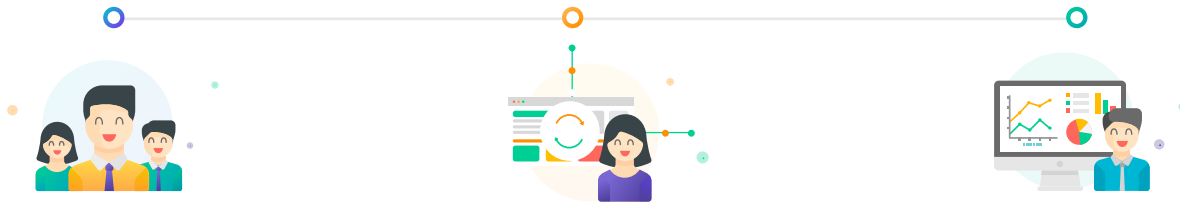
Carefully deploying your employee experience technology with these factors in mind enables organizations to be resilient in the face of inevitable changes.

Every employee is unique, which is why the employee experience should be personalized to fit the needs and role of each individual in a team. This goes back to the concept of configurability of the solution you are looking to implement. When it comes to employee experience technology, it should be sufficiently flexible in order to deliver an experience that is personal, relevant and answers to people's needs.

For example, through a platform service, HR can provide targeted services for each group of employees based on segments such as location, role, motivational drivers, etc.

Employees' experiences range from the way people interact with their colleagues, how they interact with their devices and software, to how they use technology to interact with their surroundings. Naturally, no two individuals will have the same interactions, nor should they.

HR technology that addresses specific employee needs



WHAT AM I SUPPOSED TO DO WHEN I START?

- ▶▶ Help desk & communication tools
- ▶▶ Objectives & development plans
- ▶▶ Training curriculum & mentors

WILL I GET EVERYTHING DONE ON TIME?

- ▶▶ Progress dashboard & visualizations
- ▶▶ Automated notifications & alerts
- ▶▶ Cross-application workflows

HOW CAN MY ONBOARDING HAVE BEEN BETTER?

- ▶▶ Post-onboarding surveys & reports
- ▶▶ Pulse surveys & sentiment analyses
- ▶▶ Manager and HR check-ins

Partnering with IT for Better HR Outcomes

Finally, we want to recognize that HR is not alone in the quest for improving employee experience with technology. The IT department is just as concerned with delivering a superior employee experience to their workforce and recognizes it as a strategic part of the business. With both HR and IT sharing common goals, why not strive to achieve them together?

There are numerous opportunities to get HR and IT to partner together on employee experience initiatives. These include implementing unifying technology or moving to an HR platform as a service (PaaS) structure where all your tools and data are unified to a single platform. Additionally, there are opportunities to scale self-service capabilities across the organization using artificial intelligence or even simple chatbots. Overall, these opportunities provide employees with a better and streamlined work experience while giving HR and IT the ability to scale their services thanks to automation and data insights.



SUMMARY : EMPLOYEE EXPERIENCE TECHNOLOGY

Due to an unstable start to the new decade, employees today expect a lot from their employers in terms of employee experience. Not only do they expect their work to be meaningful and supported by human-centric technology, but they also believe that employers should strive to meet their needs no differently than a business strives to meet the needs of customers. Employers who fall short on these expectations can face significant challenges with talent acquisition and employee turnover. In order to measure up to these expectations, organizations need to redesign employee experiences and leverage employee experience technology to do so.

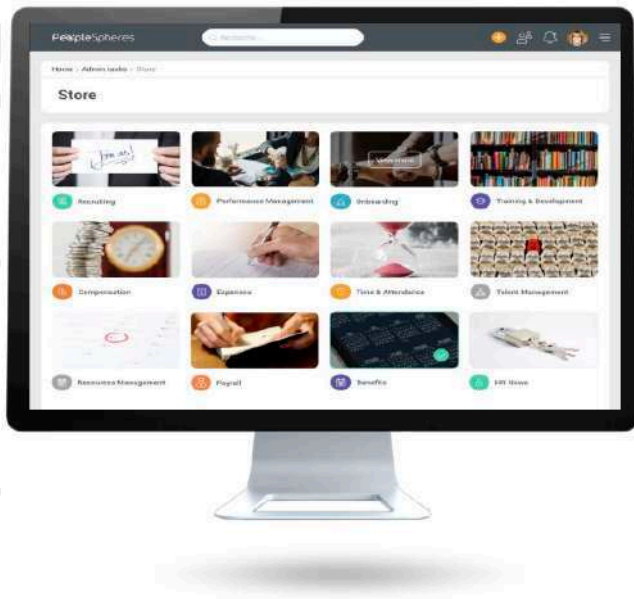
KEY TAKEAWAYS

- ▶ ▶ Workplace technology that is deployed without the users in mind can end up holding organizations back from progress.
- ▶ ▶ Employee experience technology allows business leaders to achieve the agility needed to quickly and effectively deliver change when it is needed the most.
- ▶ ▶ The employee experience can be defined as the accumulation of every touch point between an employee and their employer.
- ▶ ▶ Because of the toll the pandemic took on employees, employee experience (EX) is now becoming the main focus of both short-term and long-term HR strategies.
- ▶ ▶ Optimizing the employee experience with technology can offer long-term benefits such as better performance, reduced employee turnover, increased profits, and improved customer satisfaction.
- ▶ ▶ Three important factors that impact the employee experience include the workplace culture, work environment and the technology that supports it all.
- ▶ ▶ More than eight out of 10 organizations recognized that the new realities of labor markets need a hybrid working model for many roles. However, they realize that they are not prepared to take on that initiative.

- ▶ ▶ The employee experience is not just about employees. It represents a more diverse blend of workers including those who work full-time, part-time, on a contract and extending to those in the company's supply chain as well.
- ▶ ▶ The concept of connectivity allows today's workforce to achieve flexibility, visibility and reactivity.
- ▶ ▶ Implementing the right technology can make work life much easier for employees and help them to stay connected, engaged and overall, more productive.
- ▶ ▶ Four main criteria to look for when investing in employee experience technology include integration capabilities, agility, mobile functionality and the ability to personalize the employee experience.
- ▶ ▶ When it comes to employee experience technology, it should be sufficiently flexible in order to deliver an experience that is personal, relevant and answers to people's needs.
- ▶ ▶ The IT department recognizes employee experience as a strategic part of the business. Therefore, there are numerous opportunities to get HR and IT to partner together on employee experience initiatives.

PeopleSpheres

PeopleSpheres is the first 100% adaptable and adjustable HRIS software in SaaS

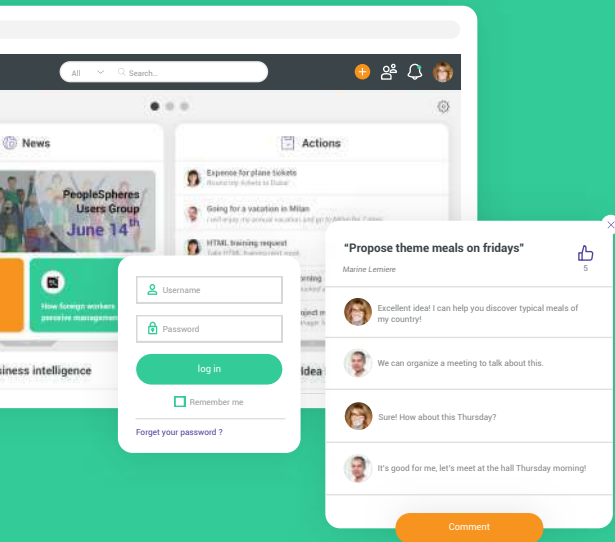


Composed of an HR core and the best HR software, our solution allows you to customize your HR portal according to the needs of your company and thus accelerate all your HR management

- 1.** **Connect** your existing HR software
- 2.** **Add** the HR modules of your choice
- 3.** **Manage** all your HR from a **single platform**

An HR core with multiple features

Benefit from a powerful platform which allows you to connect all your existing HR software, to synchronize all of your employees' data and provide a unique user experience.



- A unified user experience:
 - HR Portal
 - Unified profile
 - Notification Center
 - Cross-Modules actions
- **HR Cross-Modules reporting**
- Driving force of **Cross-Modules workflows**
- Marketplace for HR components (tools, services, content)

Benefits for your HR management

From administrative management to talent management, choose the HR modules according to your needs among a wide choice.

TALENT MANAGEMENT

- Recruiting
- Onboarding
- Training & Development
- Performance Management
- Skills
- Compensation
- Talent Management

ADMINISTRATION

- Leave & Absence
- Expense
- Time & Attendance
- Planning
- Payroll
- Dematerialization of Pay Slubs
- ESDB
- Badge Reader
- Organization Charts
- Digital Safe
- HR Document Generator
- Electronic Signature

- **Save time:** on our marketplace, choose the best software and ready-to-use connectors.
- **Have a single HR portal** with all the solutions chosen.
- **Adopt a flexible solution:** you can add or replace HR modules at any time.
- **Connect your software:** take advantage of standardized interoperability thanks to a dedicated "smart connector".