

A vision of frictionless HR operations

When everything an employee comes into contact with flows, and services are easily accessible 24/7, HR becomes frictionless.

Why does service excellence matter?

86%

of buyers will pay more for a better customer experience¹

57%

of customers won't recommend a brand if the mobile or web experience is sub-par²

92%

of customers will completely abandon a company or brand after 2-3 negative experiences³

83%

of HR leaders cite "employee experience" as a major factor in organizational success⁴

66%

of companies now compete primarily on the basis of customer experience⁵

70%

of the current workforce is "not engaged" or "disengaged" with their work, draining productivity⁶

Service quality drives frictionless business outcomes

Enhanced productivity and reputation



Reduced operating costs and increased revenue



The flexibility and agility to evolve



What do employees need from their HR department?

Access help and information anytime, anywhere



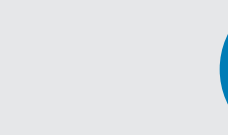
Collaborate with colleagues across the globe



Accuracy and quality of information



A one-stop shop that is easy to access



Personal data privacy without inconvenience



A personalized experience



An intuitive technology experience

What does the HR department want to achieve?

Ability to attract and retain top talent

Enhanced self-service capabilities

Day 1 process efficiency

Shift from tactical to strategic

Global operations visibility

What are the barriers to digital HR excellence?

Multiple employee touch points



HR data inconsistencies that make analytics difficult



Disparate vendor and technology ecosystem



Reduced employee satisfaction

A lack of clarity on the impact of HR

Increased operational cost

Transforming employee interactions to create a frictionless HR experience

Frictionless HR starts with viewing the employee as the "customer."



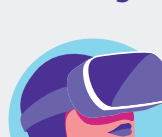
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This empowers employees in a way that empowers the business.

Mobile apps/ interaction



Next-generation virtual agent



Password reset



Live web chat



Service request management



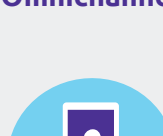
Action bots



Knowledge management



Omnichannel



To learn more about how Capgemini can implement a frictionless employee experience across your organization, contact:

businessservices.global@capgemini.com

1. Source: PwC, 2019
 2. Source: Gartner Customer Experience Survey, 2019
 3. Source: SWEOR, 2019
 4. Source: ServiceNow, 2019
 5. Source: PwC, 2019
 6. Source: Forbes, 2018