

HR Technology - Now, Next & Beyond

November 08, 2023



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Building a better
working world

Hi!

We're **EY**
Canada

AGENDA

1

2023 HR
TRENDS &
TECH



2

2024
OUTLOOK



3

HRIS GEN AI
EXAMPLE ON
SERVICENOW



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Advisory Services



Jon Mendoza
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ServiceNow Practice

2023: The year of Employee Experience



‘I’ve talked with multiple CHROs who have spent many millions of dollars on replacement of core HCM systems, only to find out that the **employee experience** fell short and required a new layer of software on top.

The bottom line is simply this:
the center of gravity has shifted.’

Josh Bersin

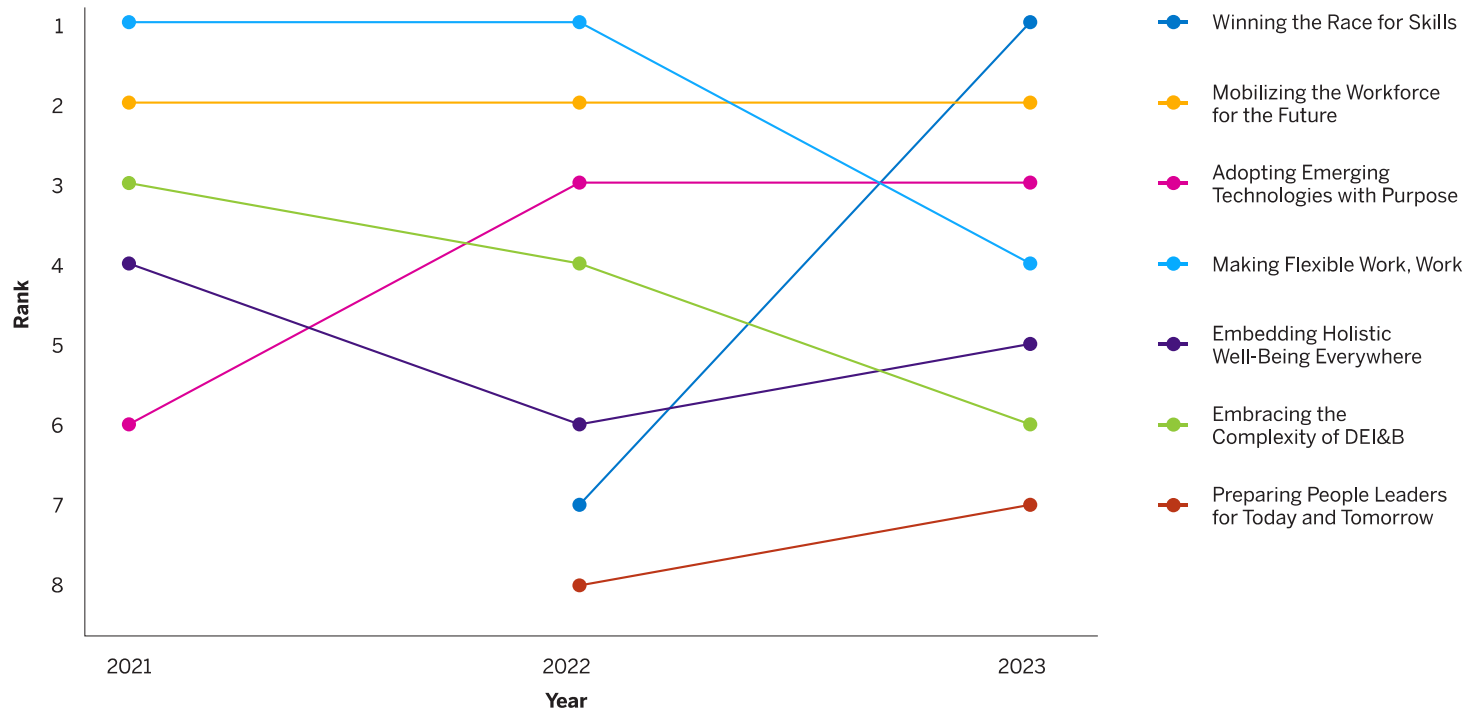
Global Industry Analyst, Bersin Associates

2023 HR Meta-Trends*

Employee Experience Matures from Trend to Foundational Business Strategy

All meta-trends below are shaped by - and reshape in turn - the employee experience

HR meta-trends evolution from 2021 to 2023



Talent acquisition & competency management is the #1 priority

Workforce mobilization and adoption of technology with purpose remain key themes

The transformation required to embrace DEI&B as well as flexible work are already in progress

* Extract from HR Meta-Trends in 2023 by SAP Growth & Insights Team March 2023. The 7 meta-trends were derived from 346 HR trends collected from 73 reputable business press resources globally.

Trends affecting the HR function in Financial Services

Increasing digitalization, hybrid work and ongoing talent shortages have disrupted how organizations approach their People Agenda. While some of these trends are not new, they have accelerated due to the pandemic. What might have been imperatives for HR in the distant future are now critical requirements today.

'Future of HR' Imperatives



Tell us about your HR Technology



Quick poll



“

The future of HR is fewer support agents and more consultants, product managers, designers, and advisors. This means more and more HR teams are 'building things' and 'analyzing things,' which is essentially a core part of what Generative AI does.

So in a sense, Generative AI is the perfect new solution for almost every challenge HR teams face."

- **Josh Bersin**
September 2023



Generative AI will revolutionize HR service

And empower employee productivity



30%

Automated tasks

- ▶ Repetitive tasks
- ▶ Self-service



40%

Augmented tasks

- ▶ Context gathering
- ▶ Reducing skill gap



30%

Human tasks

- ▶ Critical actions
- ▶ Decision making



40%

Emergent tasks

- ▶ High value tasks
- ▶ Bot evaluation
- ▶ Report biases



Employee productivity



Employee satisfaction



Employee retention



Manager escalations

NOTE: Harvard Business Review & the National Bureau of Economic Research

AI accelerates better outcomes and experiences



Streamline processes to resolve issues quickly with AI

- ▶ Task Intelligence
- ▶ Document Intelligence
- ▶ Email/ Case Categorization
- ▶ Process Mining



Increase employee self-service with AI

- ▶ AI Search on Portal
- ▶ Virtual Agent NLP
- ▶ Language Detection



Provide real-time guidance for agents with AI

- ▶ Agent Assist
- ▶ Predictive Intelligence
- ▶ Sentiment Analysis



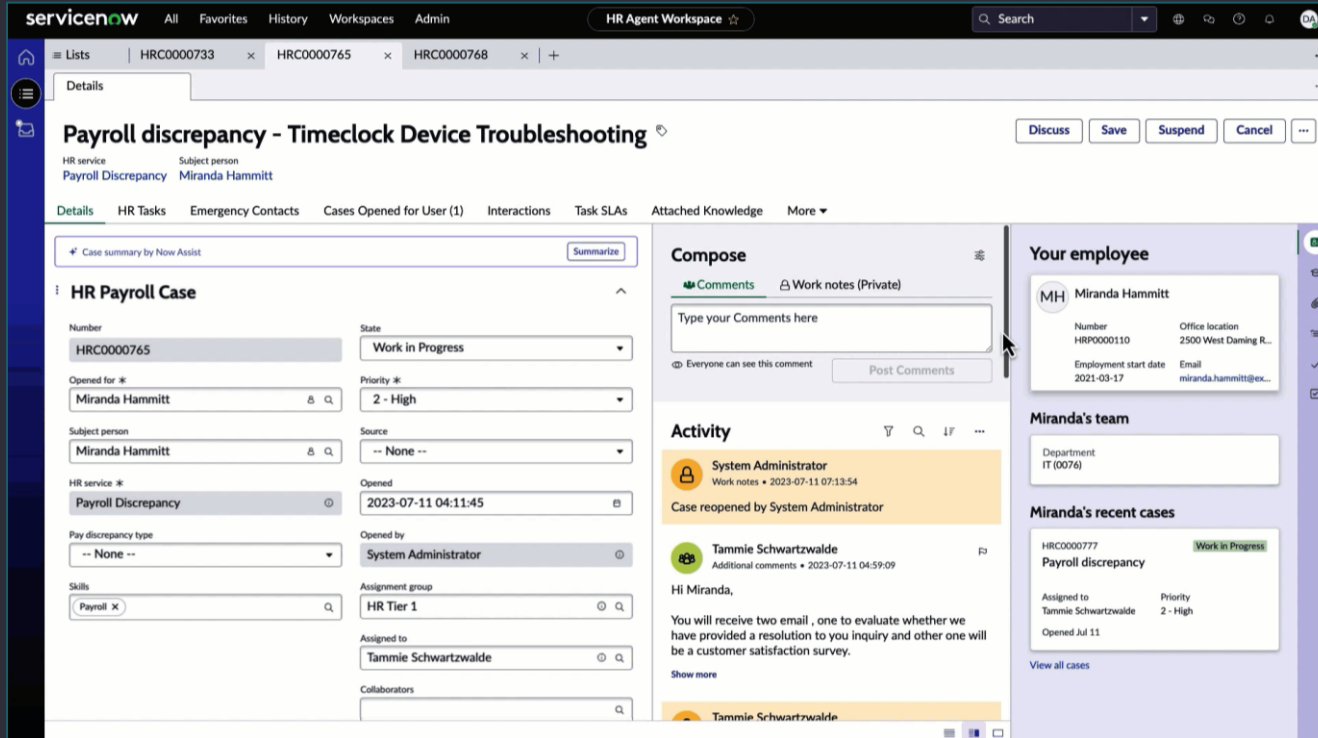
Extend employee service flexibility with AI

- ▶ Predictive Intelligence
- ▶ Recommended Knowledge Articles

Accelerate productivity | Increase agility | Transform experiences

Now Assist for HRSD

Generative AI



The screenshot displays the ServiceNow HR Agent Workspace interface. The main case title is "Payroll discrepancy - Timeclock Device Troubleshooting". The interface is divided into several sections: "Case summary by Now Assist" (highlighted with a blue border), "Compose" (for adding comments), "Your employee" (showing details for Miranda Hammitt), and "Miranda's team" (showing the IT department). The "Case summary by Now Assist" section contains a "Summarize" button and a "HR Payroll Case" section with fields for Number (HRC0000765), State (Work in Progress), Opened for (Miranda Hammitt), Priority (2 - High), Subject person (Miranda Hammitt), HR service (Payroll Discrepancy), Pay discrepancy type (None), and Skills (Payroll).

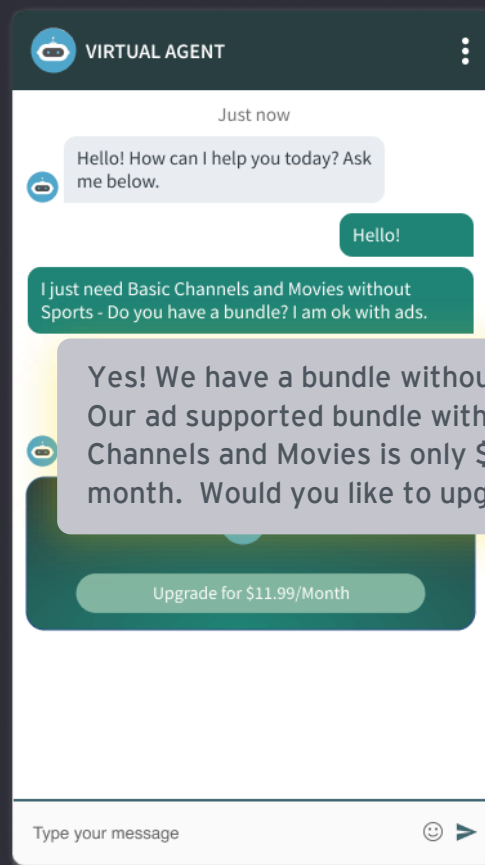
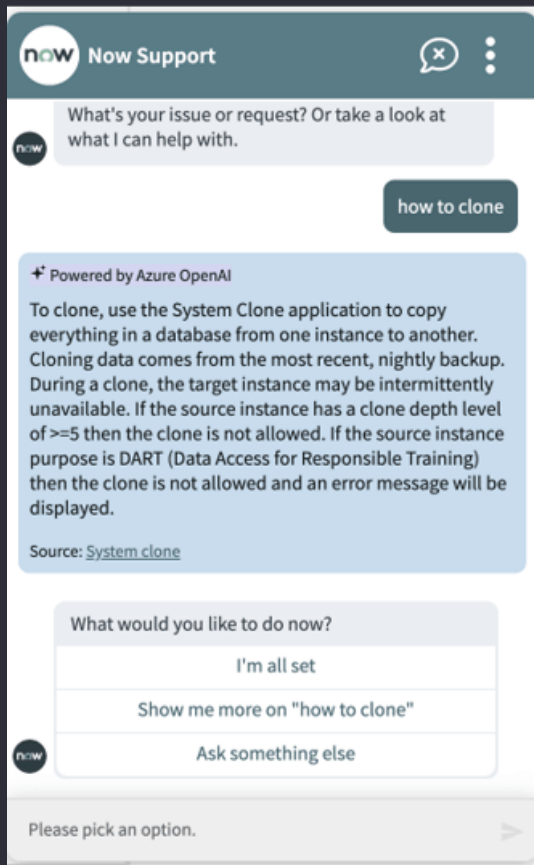
HR case summarization

Accelerate HR productivity with generative AI experiences

- 1 Allow HR agents to instantly view a summary of a case topic, action items and resolutions taken to date
- 2 Provide agents with a summary of previous history from live chat and Virtual Agent interactions
- 3 Auto-generate resolutions for HR cases

Conversational Experiences

Generative AI



Deliver seamless content delivery experiences with generative AI assisted search

- 1 Support increased case deflection with AI generated solutions
- 2 Deliver consumer-grade employee experiences with AI assistance
- 3 Increase CSAT and eNPS scores

Tell us about the key gaps in your HRIS setup



Quick poll





QUESTIONS & DISCUSSION

WEBINAR

EY – People Advisory Services –
Thinking Ahead Webinar Series

Navigating The Future Of Work With Gen AI



Thursday, 9 November | 1 to 2 p.m. ET

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An aerial photograph of a river with white-water rapids. The water is a vibrant blue-green color, and several large, dark rocks protrude from the riverbed, creating turbulent currents. The surrounding forest is dense and green, framing the river on both sides.

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