



Ensuring your people are at the heart of successful change

NZSUG
July 27th, 2021

We are an IT services market leader delivering excellence for our customers and colleagues.

We use the power of technology to build better futures for our customers, colleagues, environment and communities. We help our customers deliver business impact and are an employer of choice.

#WeareDXC

Introduction



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Agenda

1

Explore organisations biggest workforce and engagement challenges

2

Share strategies to drive engagement and ensure effective organisational communication and behaviours

3

Explore unique and winning elements of what differentiates employee engagement

Compared to pre-pandemic numbers, job ads grew by 24% compared to June 2019.

Source: Seek Employment Report June 2021

COLLEAGUES DELIVERING EXCELLENCE FOR OUR CUSTOMERS AND COLLEAGUES
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FOR OUR CUSTOMERS AND COLLEAGUES DELIVERING EXCELLENCE FOR OUR CUSTOMERS AND COLLEAGUES

Beyond Disruption Survey

44%



of Australian & New Zealand organisations allow **majority of staff to work from home.**

67%



of these have also stated that the focus of their **transformation efforts will be on employees.**

73%



have **expanded the responsibilities of employees,** with many embracing multidisciplinary roles.

Prioritise productivity, flexibility and enhanced communication

Review the products, platforms and processes to ensure the remote workplace embraces flexible ways of working and maintains connectivity.

Focus on enhancing employee resilience and wellbeing

Invest/foster a culture of continuous improvement with well-being training programs and learning pathways.

Create intuitive employee experiences on a simple cloud platform

Sustainable, secure, simple and scalable experiences allow employees to be multi-disciplinary, adapt better to change, and maximise their productivity and creativity.

Audience poll

What is your biggest employee engagement challenge?



Poll source: Mastering SAP HXM Roundtable July 2021

Go to the following link

bit.ly/EXDXC

Or scan this QR



Then enter voting code:

56 58 78 3

The shift from engagement to experience

In a digital world with increasing transparency and the growing influence of diversity, employees expect a productive, engaging, **enjoyable work experience**.

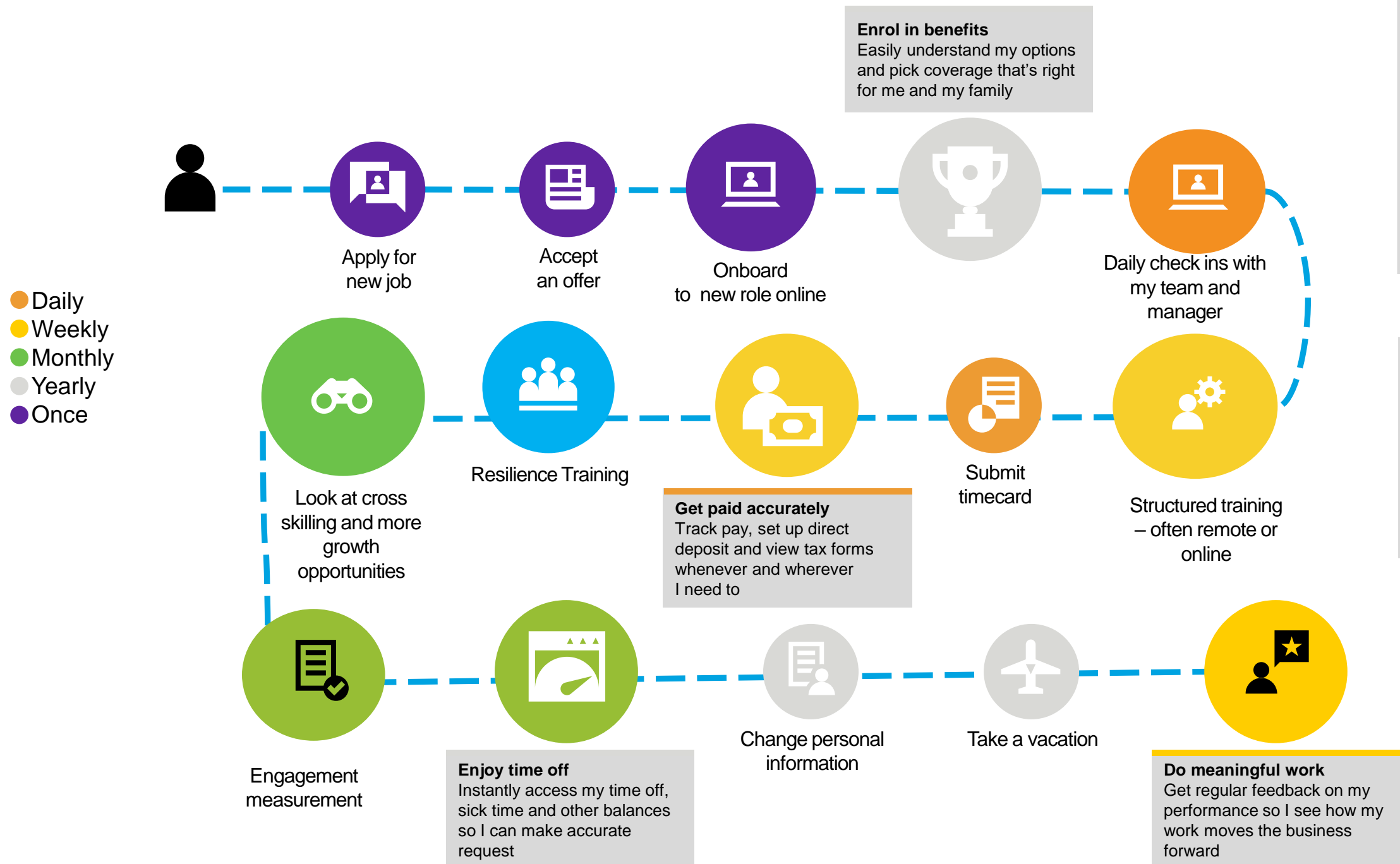
Rather than focus narrowly on employee engagement and culture, organisations are developing an integrated focus on **the entire employee experience**, bringing together all the workplace, HR, and management practices that impact people on the job.

Putting people at the heart of successful change



The main variable in business is **PEOPLE**, and the main variable in people is their **STATE OF MIND**.

The employee journey



2X
Companies that deliver a great employee experience are **twice as innovative** as those that don't.

25%
greater profitability.

Source:
2017 MIT Sloan Center research.

“When people are financially invested, they want a return. When people are emotionally invested, they want to contribute.”

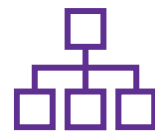
Source: Simon Sinek

Key drivers of a great Employee Experience

Before, on and beyond Day 1 of employment the employee experience will be a differentiator against your competitors.



Regular dialogue and feedback from managers. Continuous listening and frequent conversations is a strategy used to collect feedback and actions throughout the employee lifecycle.



Clarity of an employee's job expectations and importance. With clear expectations of their job and how it aligns to their organisation's strategy, then they feel connected and valuable to the organisation.



Career path and development opportunities consistently rank as top drivers of employee engagement. The quality of working relationship with peers, superiors and subordinates.



Internal employee communications that keep everyone informed about what's going on in your business.

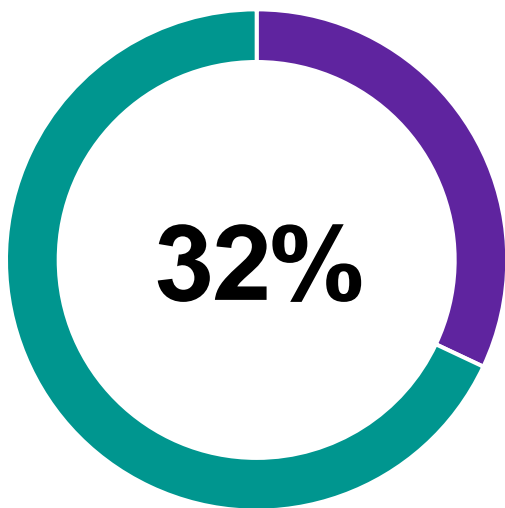
The future trends of work

And how you can pivot to adapt

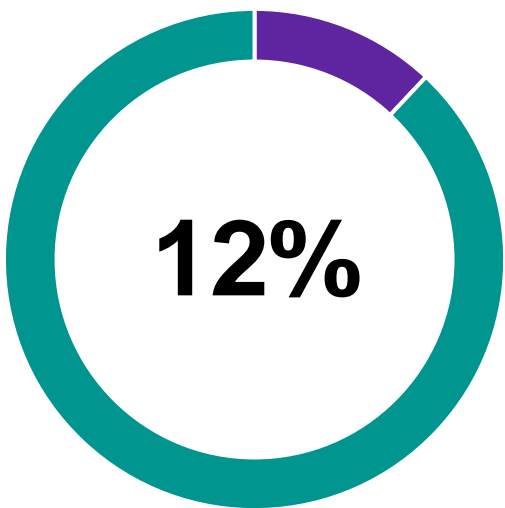
Contingent workforce

What's happening?

Employers use contingent works to reduce costs and augment staff.



Employer replacing FTEs with contingent workers as a cost saving effort



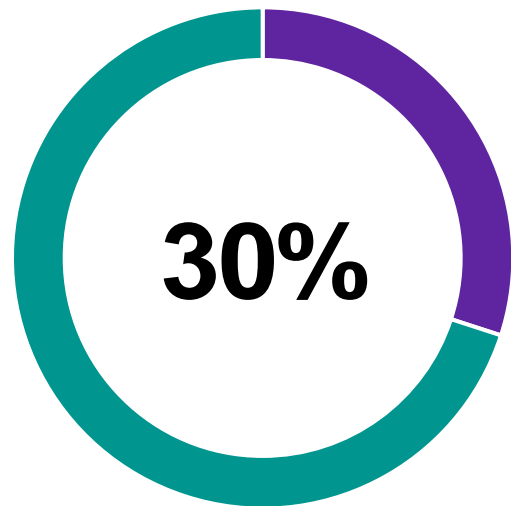
Employer using contingent workers to fill labor shortages due to illness

N = 4.535 employees, 39 HR leaders
Source: 2020 Gartner Cost Cutting and Employee Experience Survey, Gartner
Optimising Workforce Planning Investments Webinar Poll (7 April 2020).

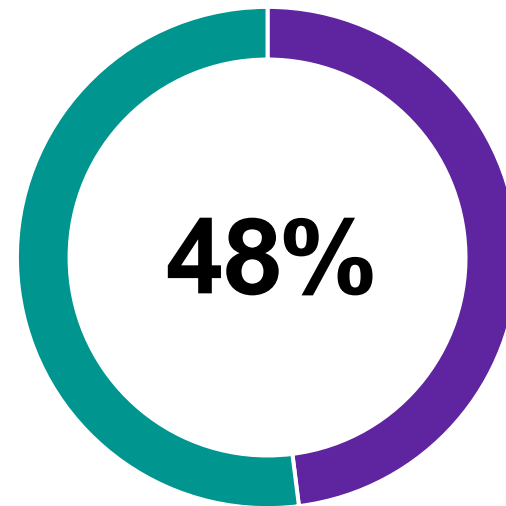
Remote work

What's happening?

Nearly half of employees will work remotely at least some of the time.



Pre-Pandemic



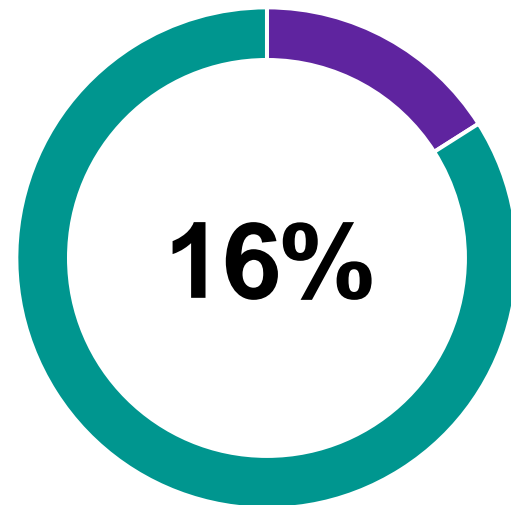
Post-Pandemic

Percent of employees

Employee data

What's happening?

Remote work increases passive data collection. Health and safety protocols may require new explicit data collection.



Already 16% of employers report passive employee data collection, including:

- Virtual logging/clocking in and out
- Computer/phone use
- Email/internal communication/chat
- Location or movement

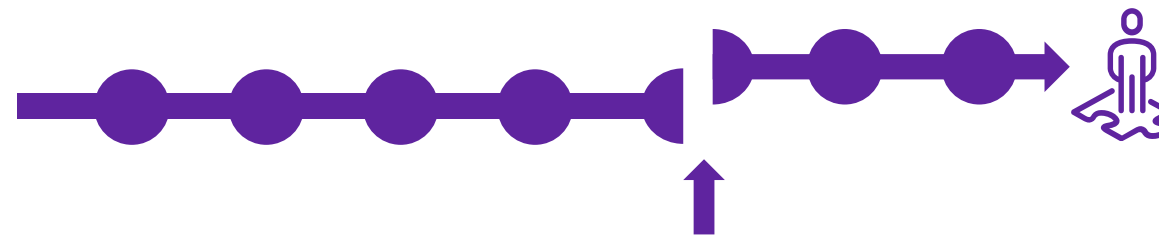
N = 413 HR leaders
Source: Gartner COVID-19 Crisis Benchmarking Against Your Peers Webinar Poll (2April 2020)

Organisational resilience

What's happening?

Prior to COVID, the majority of organisational redesigns were focused on increasing efficiency. The pandemic shows the need for resilience.

Lean operations created limited flexibility during the pandemic



**Process breaks down
because of disruption**

Source: Gartner

The solutions are out there

And change is good

DXC end-to-end Human Experience Management tools



Transforming end-to-end employee experiences, boosting engagement, tenure, visibility and productivity



ASSESS

- HR Digital Transformation Discovery Assessment
- HR Business Transformation Roadmap
- Move to Cloud Advisory
- SI Selection Advisory



PLAN/ADVISE

- Deployment Planning
- Solution Architecture Services
- Delivery Assurance and Risk Management
- Business Process and Design Services
- Change Management Services



IMPLEMENT

- Implementation Services
- Rapid Deployment Services (RDS)
- Integration and Extension Services
- Data Migration
- Program/Project Management Advisory



RUN

- Support Service Management
- Vendor-Managed Service Advisory
- Value Improvement Program
- Quarterly Product Release Advisory



OPTIMISE

- Solution Expansion
- Solution Enhancements
- Process Redesign
- System or Form Upgrades
- Expert On-Demand Services



ADOPTION

- SAP Partner Ecosystem
- Cloud Adoption
- Community-Based Knowledge Sharing
- HCM Best Practice

Some quick ways to win



Mobile

Are you truly leveraging from the capabilities of your mobile solution with standard applications or even extensions that can be deployed rapidly in the SAP Cloud Platform.



Learning

Events are changing around us all of the time, how can you roll out just in time learning to our critical workforce to enable them to deliver the services and outcomes with continual learning support?



Career Development

Employee engagement & retention frameworks are critical. How transparent is this to your workforce? How can you help empower staff to take control of their career and visualise their future with your organisation



Talent

Searching for and trying to retain the right talent? Skill and geographic profile needs are changing all the time. Go beyond traditional processes to deliver meaningful, automated and streamlined talent experiences

Think outside the box – old school term ‘sweat the asset’ with innovative thinking.

Just because we call a module Performance & Goals does not mean that it can’t evolve and extend into something far more than that to support our remote and diverse workforce and to keep connected, engaged and.....

We can help!

A great employee experience leads to an engaged workforce

- Finding fulfilment, enthusiasm and passion in their work
- Feeling valued
- Understanding of how their skills are contributing to the success of their organisation
- Showing more attention to detail
- Developing a sense of ownership and pride in their work
- Pitch-in in areas outside of their own responsibility
- Stay within the organisation; thereby, reducing turnover
- Help attract other quality employees

This does not change during times of disruption. New ways of working have become more important than ever.

"It's about getting the best people, retaining them, nurturing a creative environment & helping to find a way to innovate."

- Marissa Mayer

Why DXC Technology for SAP SuccessFactors?



Expertise and Experience

- 30+ years of experience delivering complex solutions
- Wide range of accelerators and tools to speed implementations in data migration, integrations and testing



Scale

- Strong global practice with a growing number of dedicated SuccessFactors and workforce management resources
- Global network supported by our delivery centre in New Zealand, Australia, Manila and strong network of partners
- DXC consultants are experts – extensive HXM and WFM experience plus rigorous certification program with SAP's Learning Hub.



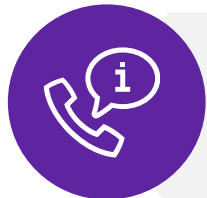
Partnerships

- Global SAP Platinum Partner and Reseller for both SAP SuccessFactors and partner workforce management solutions.
- Working with SuccessFactors to co-innovate solutions



Transformation

- Collaboration with clients through leading practices, knowledge management and real-time problem-solving abilities
- End-to-end approach and high value business services for SAP SuccessFactors, including assessment and advisory, transformation, application management, business process outsourcing, IT outsourcing and integration



Proven Application Management Services

- Proven application management to support clients beyond initial roll out
- Global consultants provide the expertise to realize the business benefits of their transition to SuccessFactors over the lifetime of the application

Connect with us

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Q&A

