



How HR Leaders Can Optimize Technology Initiatives for Employee Experiences

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Agenda

- Challenges
- Pathway to conquer Challenges
- Success Cases
- Key Learnings



Challenges



Challenges

HR is all about Talent, and it's very critical in 2023 and beyond

- Attracting and retaining talent
- Honing Skills / Career progression
- Productivity
- Diversity & Inclusion

And *Employee Experience listening* is the key *imperative*

Source: Predictions 2023: Strengthening Employee Experience is Critical (forrester.com)

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Challenges

Employee Experience (EX) is not only about Technology, but they are about **People** too

- Purpose and Business Alignment
- Culture, Collaboration, Workplace
- Growth Development
- Wellness, Engagement, Inclusivity
- Support from IT / Digital

Source: Brandon Hall Group Study, Human Capital Management Outlook 2023



Challenges

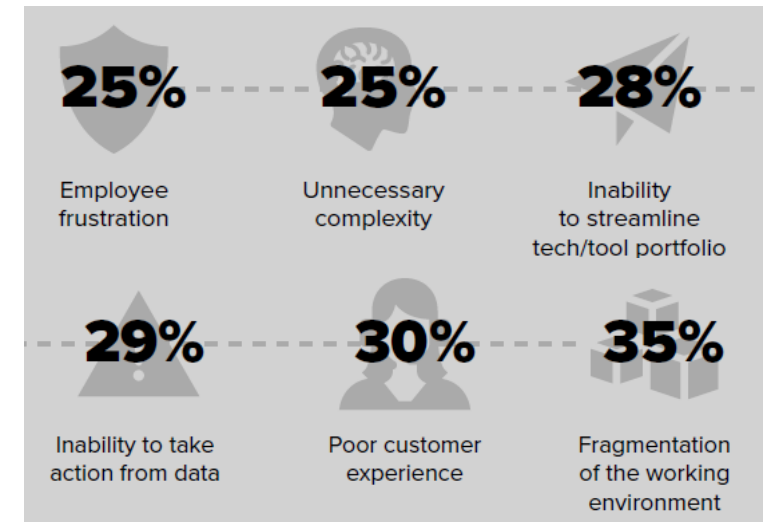
What are the right Technology and Workplace Environment for improving Employee Experience?

Source: Brandon Hall Group Study, Human Capital Management Outlook 2023

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What impact do these challenges have on your organization?



Source: A commissioned study conducted by Forrester Consulting on behalf of Kyndryl, July 2022

Construct a Pathway to Conquer Challenges



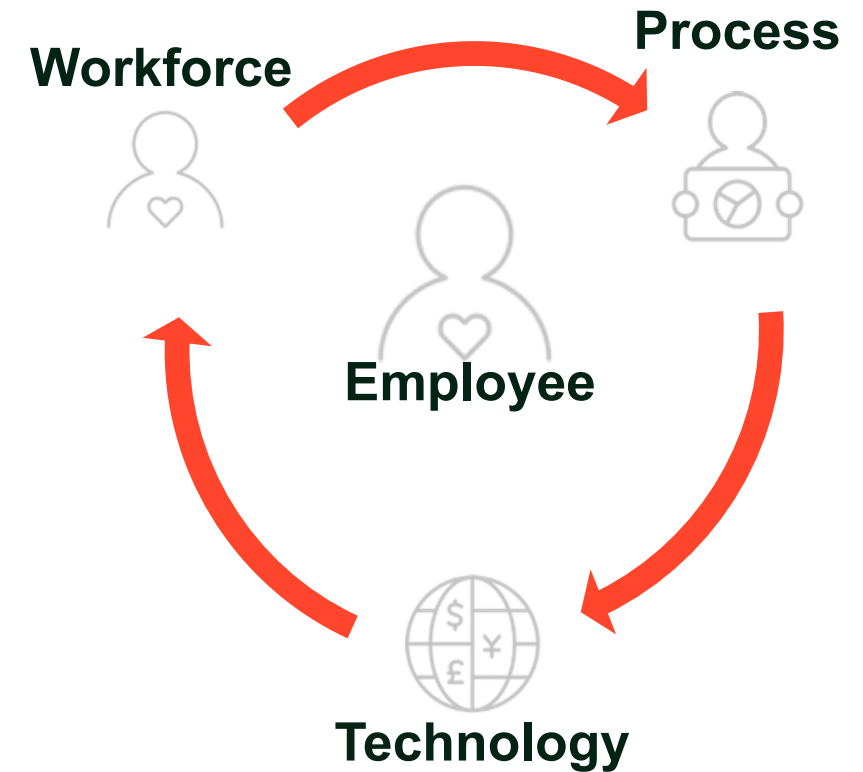
Building a pathway to conquer challenges

The EX strategy is driven by:

- Focusing on **Employees**
- **Co-Creating** in the workplace
- Using **Data Analytics** to improve **Employee Experience** and **Business Outcome**

Remark: EX is Employee Experience

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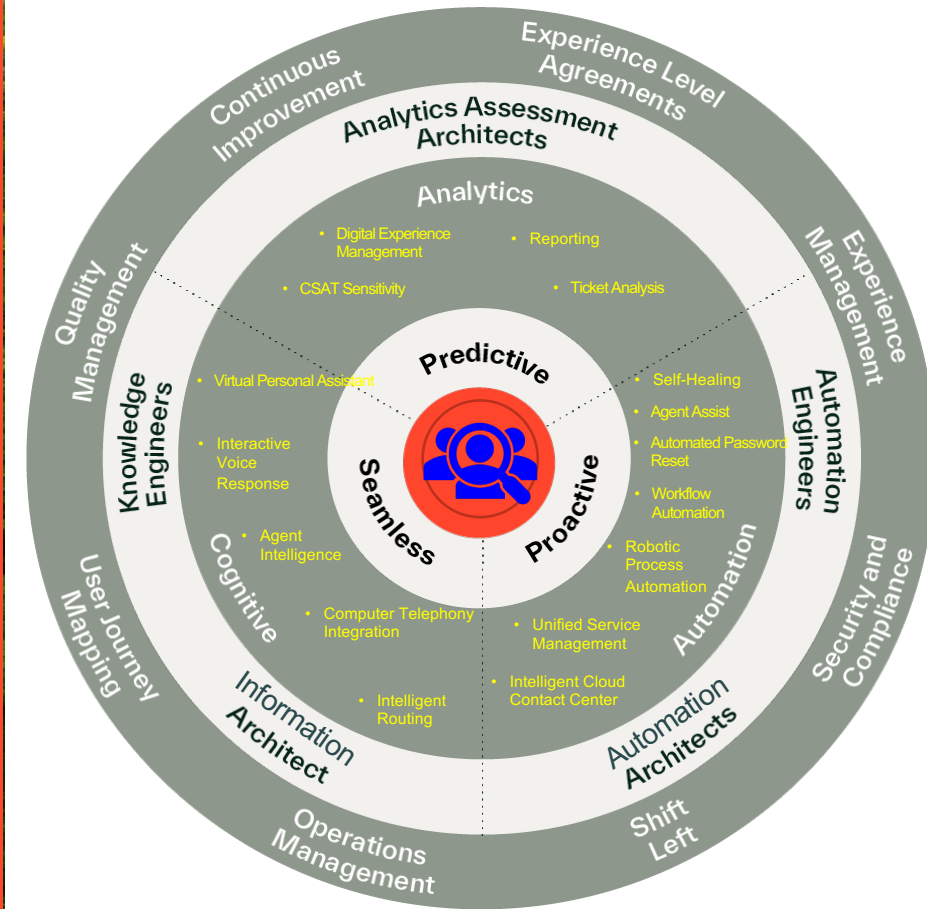
Kyndryl's Digital Workplace Strategy Framework.

*We are transforming ourselves as we **execute with precision** to transform with You.*

Building a pathway to conquer challenges

Our focus is our **People**;
hence Technology needs to be:

- Seamless (easy)
- Automated (proactive)
- Predictive/Insightful (analytics)

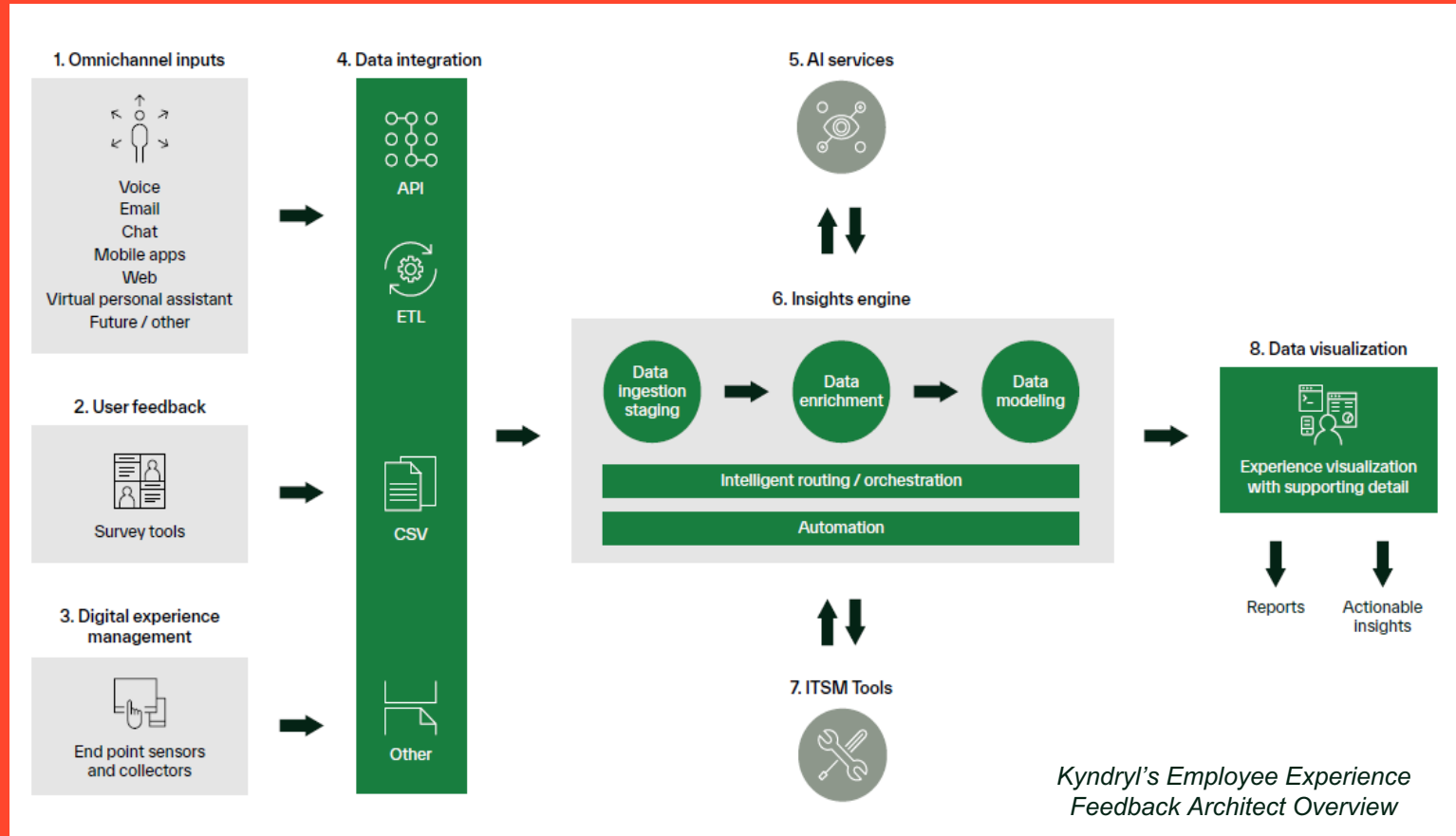


Kyndryl's Digital Workplace Strategy Framework.

We are transforming ourselves as we **execute with precision** to transform with You.

Building a pathway to conquer challenges

Continuously Enhancing Employee Experience requires tool suites and processes with the ability to provide Omni Channel Feedback



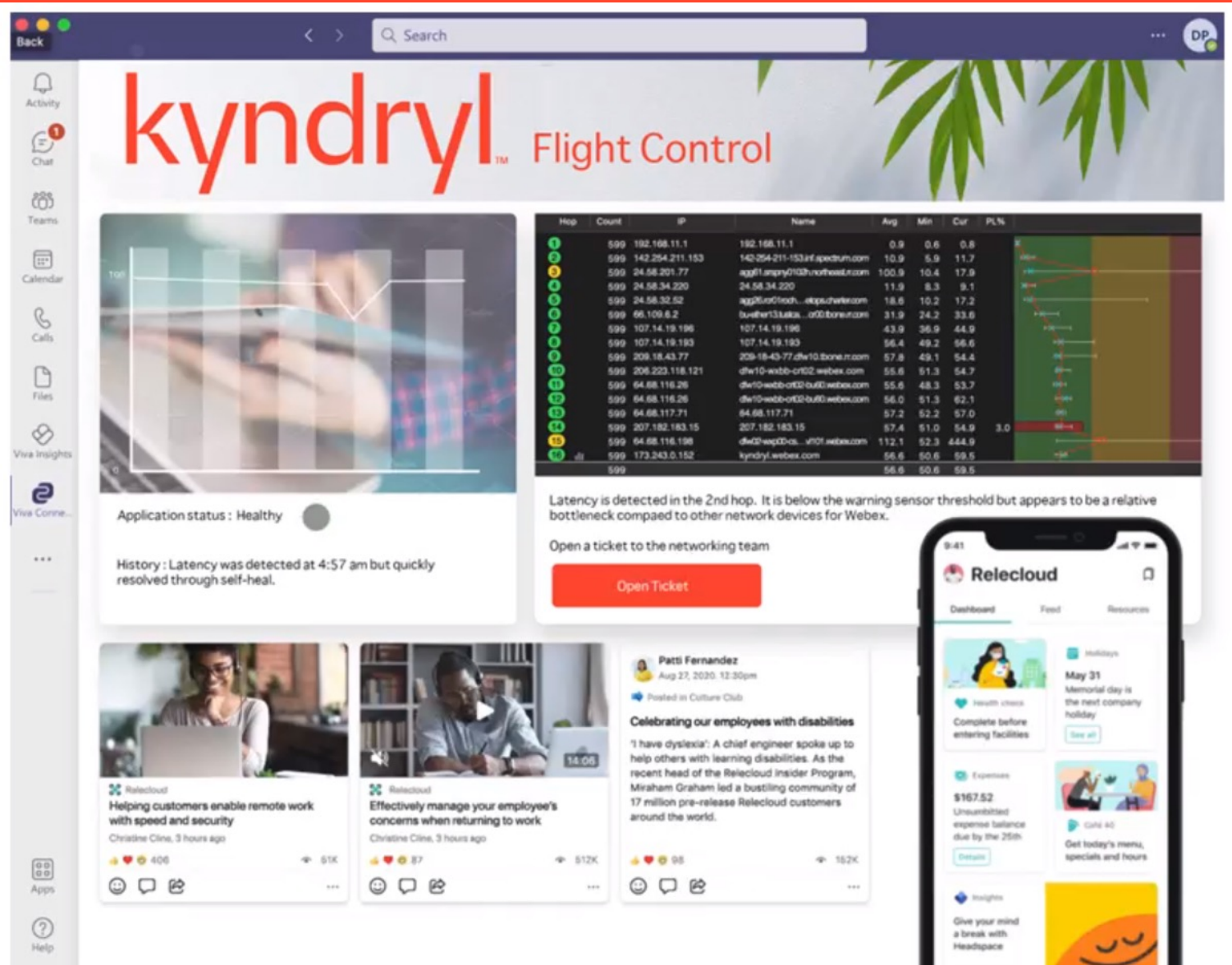
Success Cases



Success Cases

Kyndryl's Employee Dashboard

- All Workplace components are visible in a single dashboard
- Easy access to support desk and self-help via Ask-IT/HR (Bots-AI), or traditional voice, video, and chat
- Predictive by Data Insights from Device Usage, Community & Interest Groups, Surveys
- Proactive device performance/recommendation from Insight-Automation
- Focus on employee wellness through insights from digital engagements



Success Cases

Dow (NYSE: DOW) manufactures products in 104 locations across 31 countries, with 35,700 employees worldwide.

The rapid transformation with data insights and proactivity led to:

- **45,000 devices converted to service monitoring in 6 months**
- **60% reduction of Computer's blue screen of death errors**
- **10% increase so far in device life across the fleet due to component monitoring and remediation**

Source:

<https://www.kyndryl.com/us/en/customer-stories/interactive/dow-transformation>

<https://custom.cvent.com/7bf0a5dc9b8f4692bfc8e6e2a70676de/files/a58b13b7d1cd4740b04389834798380e.pdf>

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Success Cases

Driving digital innovation into the heart of plant maintenance for safety, agility, and reliability

“One of the primary problems we were trying to solve was getting information into the field to change the way we do operations and maintenance tasks,” says Clark. “...we wanted to make that information available at the fingertips of the front-line professionals, impacting how they work, how they interact, how they collaborate, how they solve problems.”

Clark Dressen, Global IT Innovation Center Director, Dow



Key Learnings



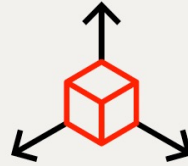
Key Learnings

- Higher Employee Experience (EX) leads to better Business Outcome
- HR is a critical function and is key to enhancing EX
- To achieve an elevated EX, it is essential to have access to accurate & insightful data



How Kyndryl may partner with your organizations

Kyndryl Consult - Digital Workplace Services



Accelerate your journey to a modern and secure digital workplace with strategy and implementation expertise to help improve employee and customer experiences.

Workplace Collaboration Services



Extend the security features of your office wherever your employees work, unlocking communication and interaction from anywhere.

Modern Device Management Services



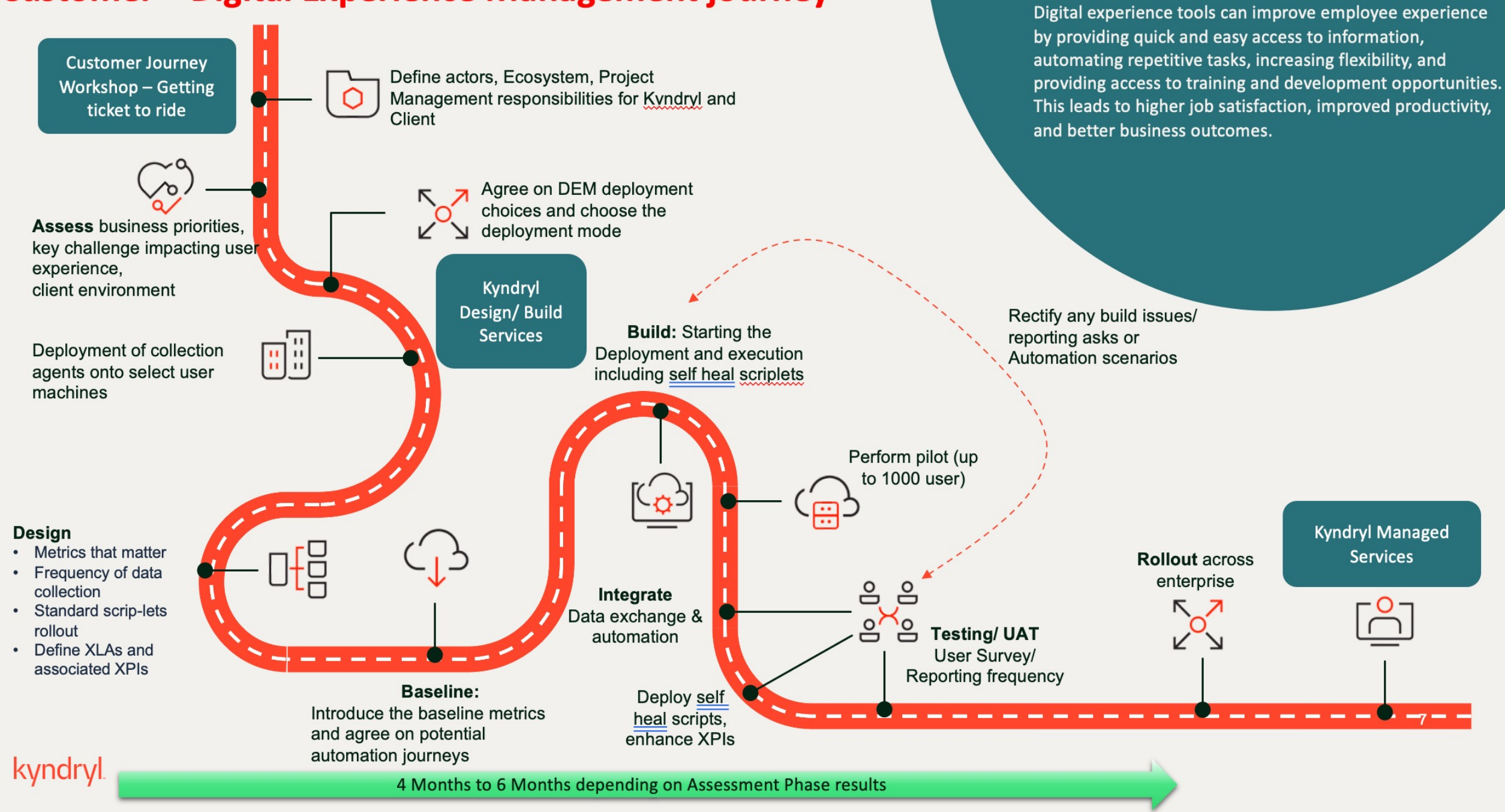
Streamline device management with a single, end-to-end service for virtually all employee devices, operating systems, and ownership models.

IT Support Services



Build cognitive capabilities and automation into your IT support strategy and enhance employee experience by proactively resolving issues before they occur.

Customer – Digital Experience Management journey

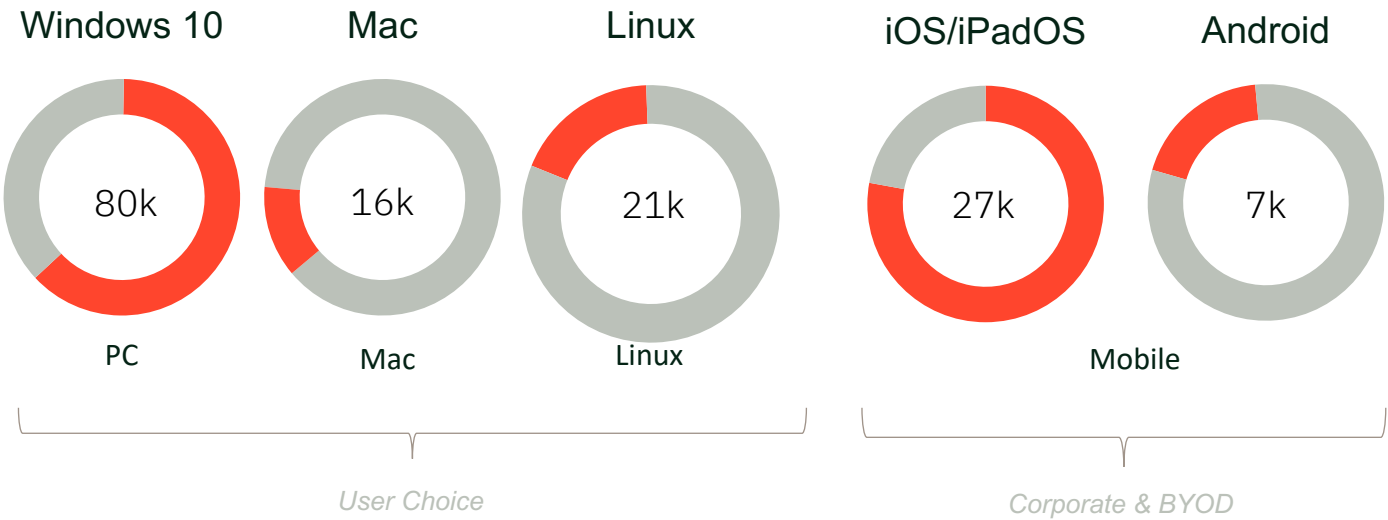


Digital experience tools can improve employee experience by providing quick and easy access to information, automating repetitive tasks, increasing flexibility, and providing access to training and development opportunities. This leads to higher job satisfaction, improved productivity, and better business outcomes.

Recognized and proven leadership and experience



Internally, for ourselves, we empower our employees by securely deliver platform of choice to wherever they are working, maximizing employee productivity, convenience and satisfaction



Kyndryl successfully deployed 75k devices through 2021 with zero impact or interruption to employees or customer despite raw materials/shipping container shortage caused by pandemic



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Thank you