



2024 Americas Global Employer Services Summit

Amplifying new opportunities with technology enablement



Introductions



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Goals & Objectives

Making an impact through technology

Technology plays a crucial role in the success of a global workforce and has a significant impact on an organization's business and talent objectives. The utilization of technology a better user experience. For many organizations, the recent focus on the possibilities of artificial intelligence (A.I.) has brought even more prominence to the topic.

By embracing technology as part of an organization's core strategy, you can unlock new opportunities for growth, improve workforce agility, foster a culture of innovation, and harness the full capabilities and advancements of technology.

Objectives

- Explore talent mobility trends and disruptors in the marketplace and Mobility's alignment with technology solutions such as A.I. as an enabler and a catalyst
- Align technology strategy to your organization's guiding principles and objectives
- Understand how your service delivery model affects and is impacted by technology enablement
- Make a business case for technology investments

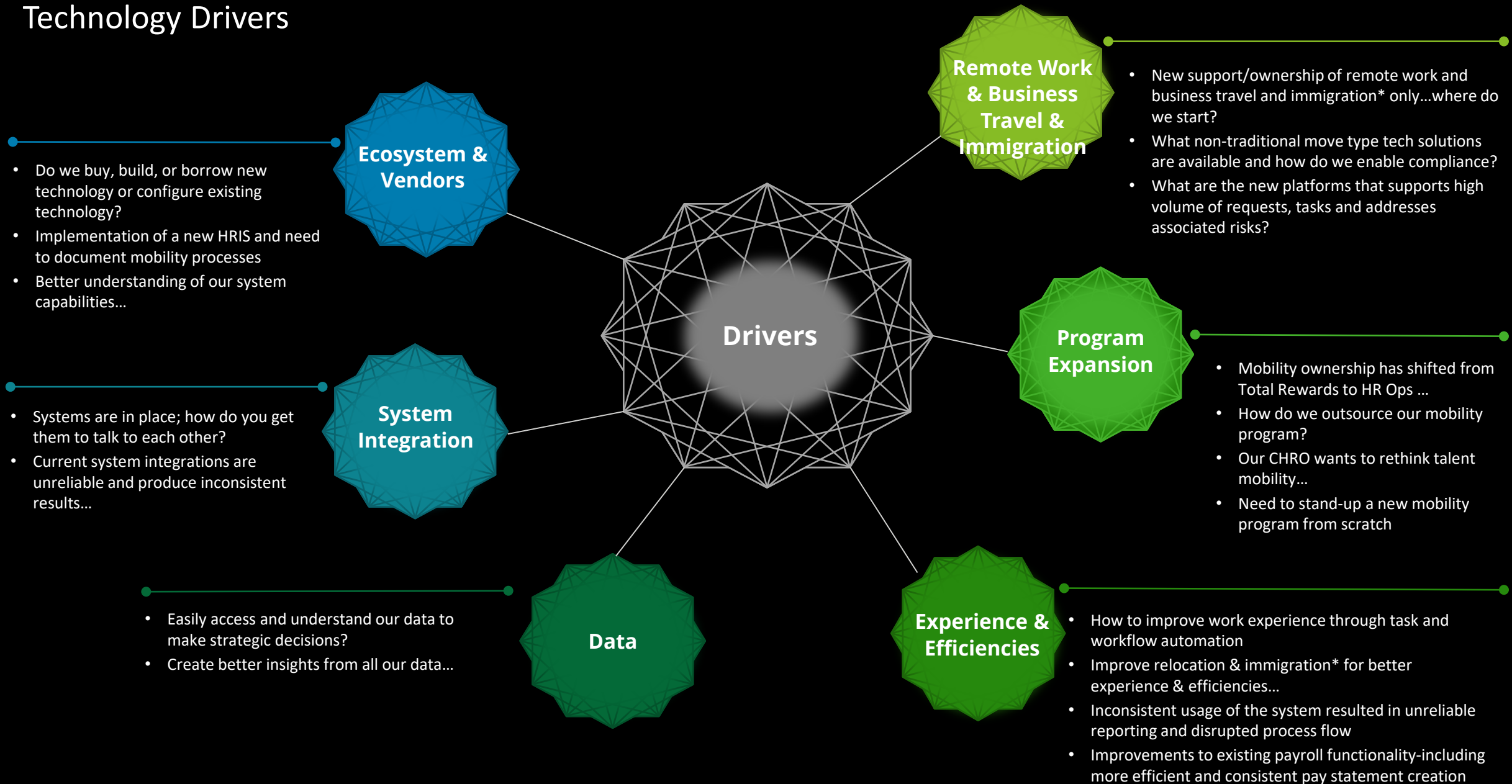
Agenda

Module	Description	Duration
Welcome	Introductions and session overview	5 min
Market trends and disruptors	Discuss current market trends with technology and data	15 min
Guiding principles and technology models	Review guiding principles and technology models to understand how guiding principles will impact technology model.	20 min
Technology enablement	Participants discuss technology considerations for relevant guiding principle	20 min
Lunch/break	12:30 PM – 2:00 PM	90 min
Technology enablement (continued)	Participants discuss technology considerations for relevant guiding principle	40 min
Develop your business case	Participants develop high level business case for technology enablement	18 min
Close	Wrap up and close	2 min

Market trends and disruptors



Technology Drivers



What is Your Goal for Utilizing Generative AI?

Reduce your admin: eliminate and simplify many administrative tasks

Elevate your role: use technologies to guide decisions and focus on critical tasks

Transform the experience: revamp the experience leveraging new types of tools

Summarization

Generate a concise and coherent summary of a long text or a collection of texts

E.g., summarizing policy benefits or compliance briefing

Q&A

Generate a natural language answer to a natural language question based on a given text or a knowledge base

E.g., policy document review, search, chatbot

Transformation

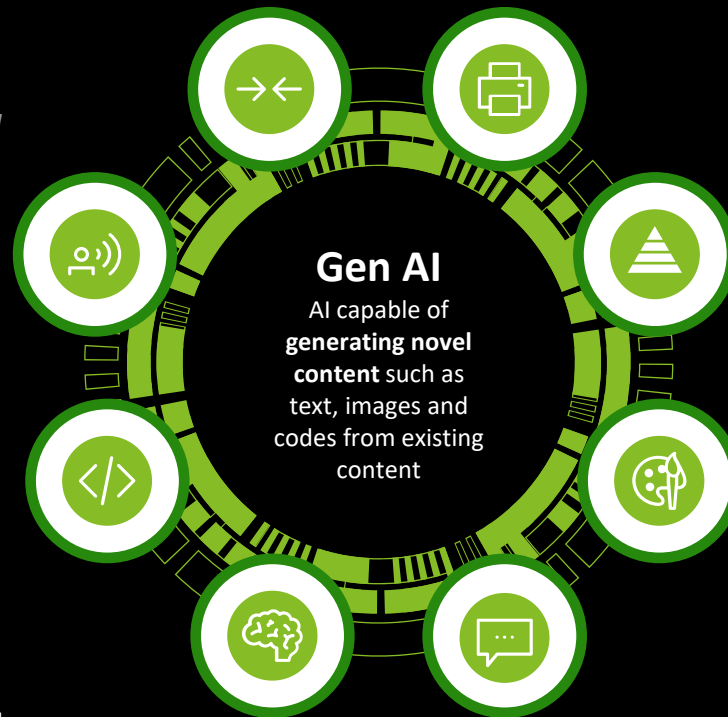
Generate content by converting it into a new specified type, format or style

E.g., text into a table or graph depicting trends and insights

Reasoning

Generate logical analysis (inference, deduction and/or explanation of relations) given a context or knowledge base

E.g., legislation impact analysis or candidate selection based on skillsets



Content Generation

Generate content based on a set of input examples, documents, data and/or a specific theme or topic

E.g., offer letters, documentation, training materials, email drafts

Classification

Generate a category or label to a given input

E.g., sentiment analysis, ticketing classification

Image Generation

Generate images from text prompts (descriptions, edits, etc.)

E.g., video of destination location or onboarding video

Extraction

Generate specific information or entities from a given input

E.g., tax form key information extraction, data extraction from news for CI database

Guiding principles and technology models

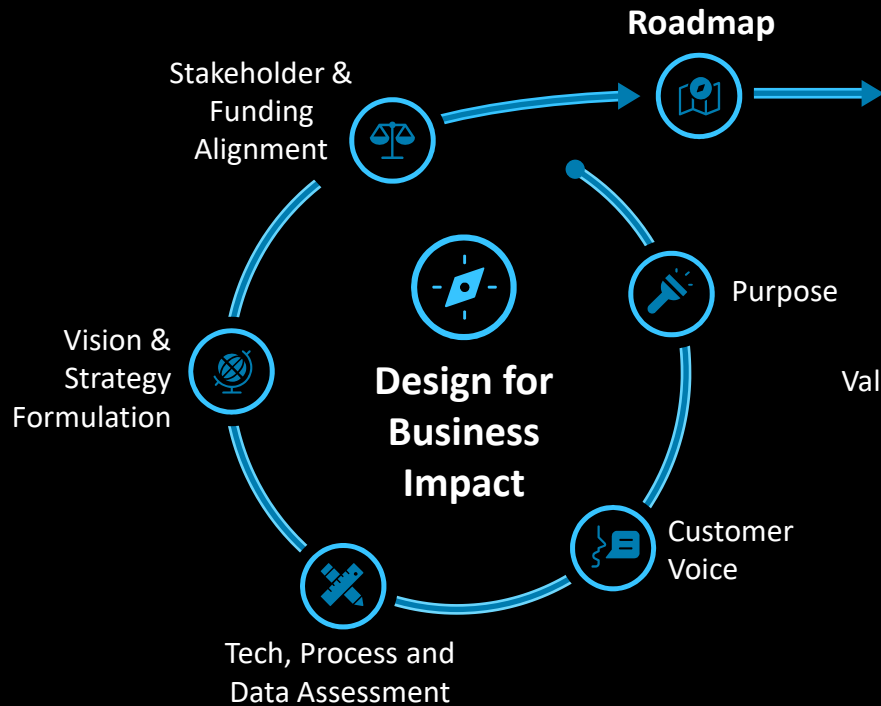


Technology Solution Framework

Deloitte's framework can help align your global workforce needs and implement technology solutions.

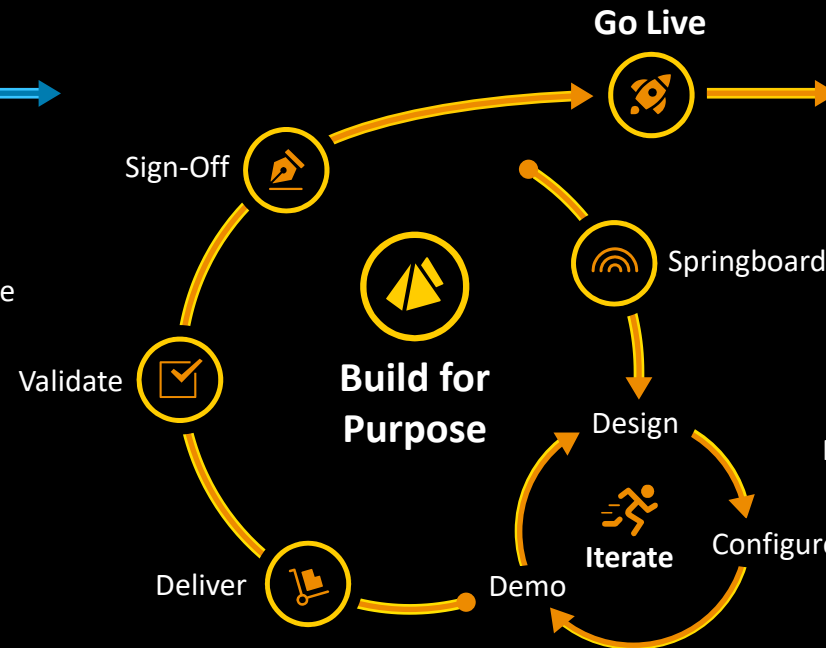
Imagine

Tailored | Human | Comprehensive



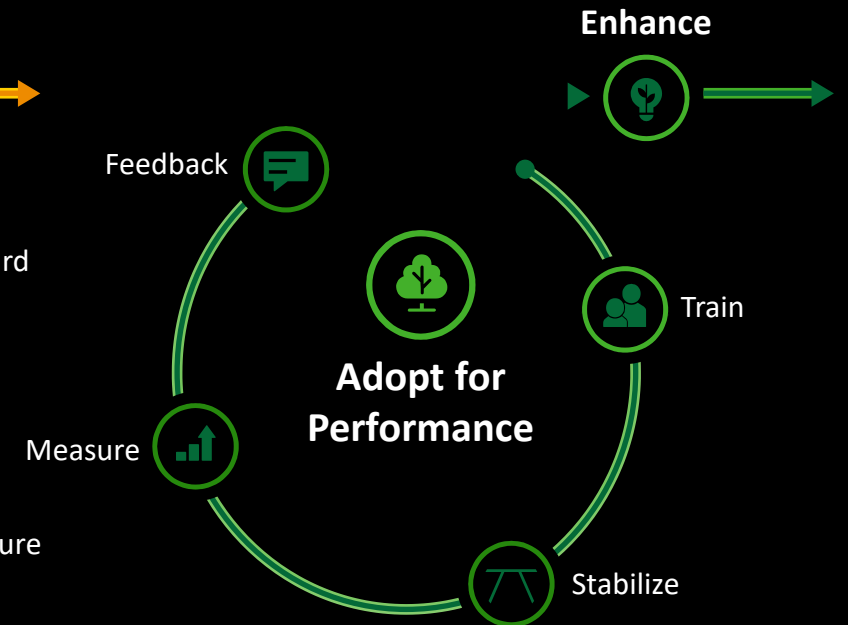
Create

Aligned | Consultative | Adaptive



Optimize

Innovate | Embraced | Impactful



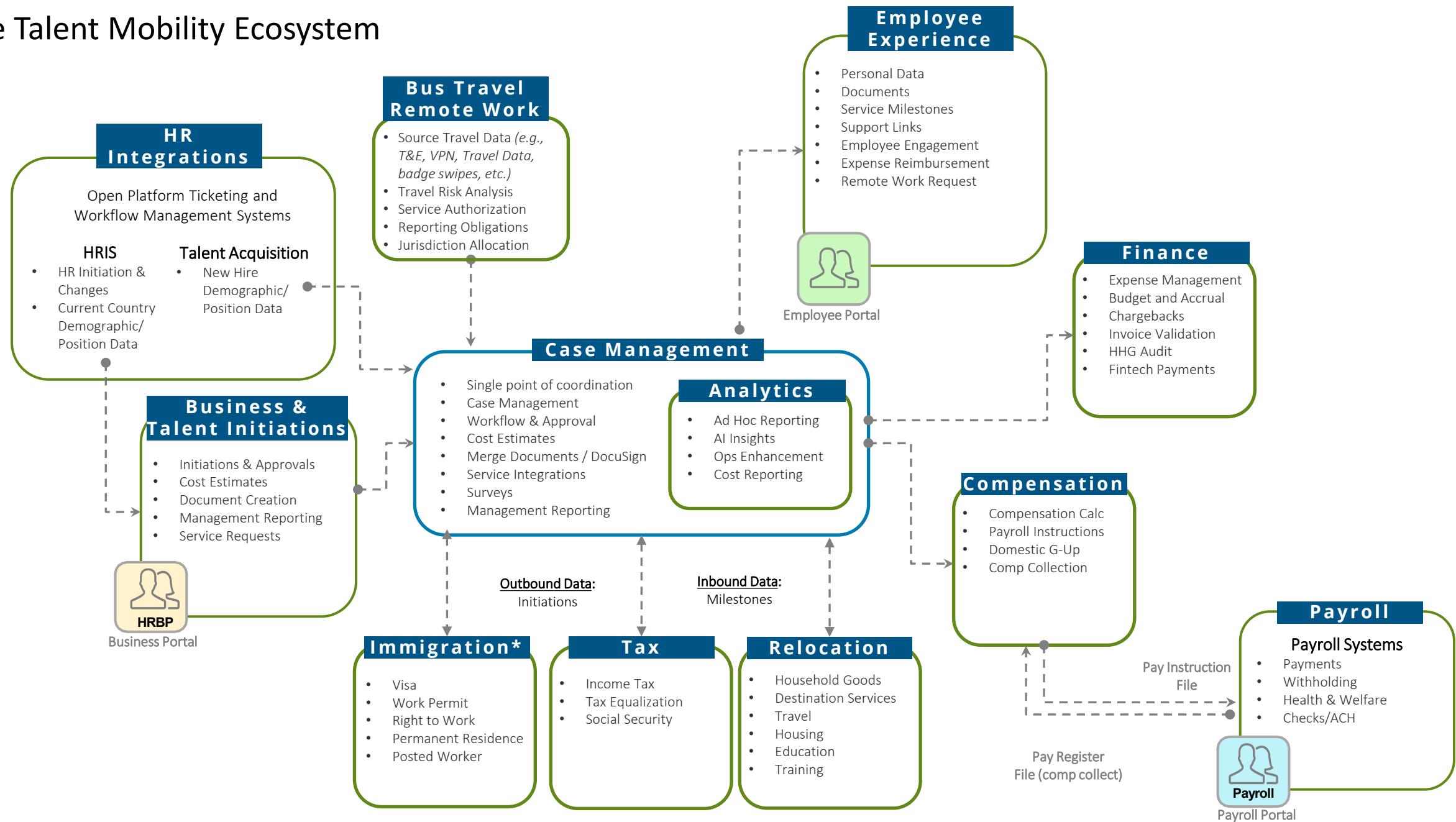
← ONGOING PROJECT GOVERNANCE & CHANGE MANAGEMENT →

Guiding Principles

Each guiding principle can help determine key decisions that may impact the configuration of your technology solution.

Guiding Principle	Description
 Management Reporting & Consultation	Mobility should play a prominent role in advising the business. Access to information and analytics is top consideration (e.g., consulting on policy and benefits selection)
 Efficiency and Automation	Processes should be streamlined and remove user error and effort related to high volume entries and duplicative data entry. Processes should reduce the time between a business leader identifying the need and deploying employee (e.g., reducing time for approval and exception processes)
 Employee Experience	Organization seeks to deliver a higher-touch, timely service coordination and improved experience for employees including access to information, ability to self serve transactions, and transparent communications
 Managing controls and Risk	Mobility program retains a high degree of control and participation over decision rights, key process points, connection to vendor services, and responsibility for compliance for traditional and non-traditional mobility
 Maintainability& Agility	Ability for in-house team to maintain and modify system in response to changing business conditions and priorities
 Cost Reduction	Mobility team is responsible for reduction in labor hours/FTE, outsourced vendor costs, or overall program spend in packages/provisions

The Talent Mobility Ecosystem



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Designing your technology strategy



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Lunch break

Please return by 2:00 pm



Case for change

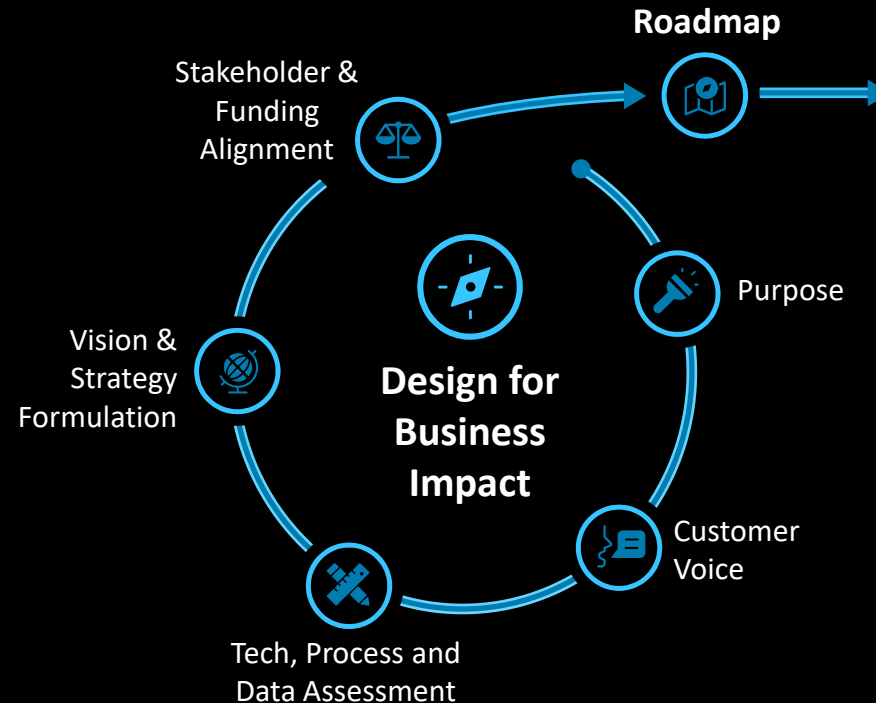


Getting started

Deloitte's framework can help align your global workforce needs and implement technology solutions.

Imagine

Tailored | Human | Comprehensive



Case for change

What is your **problem statement**?

What are **your objectives**?

What are potential **barriers to success**?

What would be the **benefits** of change?

Who are the **stakeholders** that need to be involved?

Questions?



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