

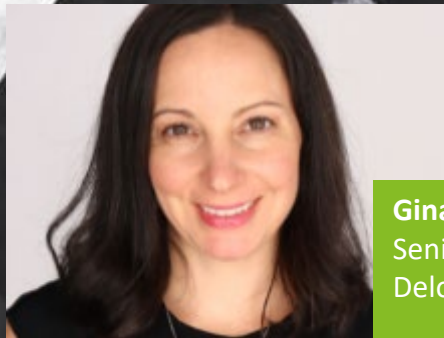


2024 Americas Global Employer Services Summit

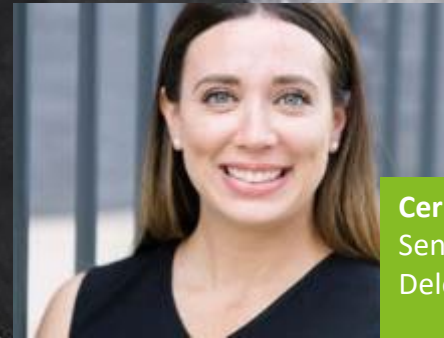
Composing a technology strategy to achieve business objectives



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//INTRO

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Composing a technology strategy to achieve business objectives

Smart technology investments can drive growth, streamline operations, and keep businesses ahead of the curve. But making the right investments requires a proven process for identifying high-impact technology changes that support overarching business objectives. It also involves getting stakeholder buy-in to implement these changes and demonstrating that the proposed tech transformation can deliver an ROI that resonates.

Learning objectives

- Discuss tech strategy and solutions
- Business cases backed by the right data and components
- Panel discussion on identifying business challenges, building a case for change and achieving stakeholder buy-in for technology enablement initiatives

Agenda

Strategy & Alignment //03

Smart Tech Solutions //04

Case for Change//05

Delivery & Adoption //06

Linking technology to business objectives

1

Define business objectives & strategy

Define goals and a plan outlining how an organization will accomplish its goals.
Achieve stakeholder alignment on strategy.
Identify business challenges and manage risk.

2

Design technology aligned to strategy

Align and implement smart technology solutions to bring the strategy to life.

3

Build a business case

Business cases backed by the right data and components.

4

Deliver and digital change management

Mobilize the organization and prepare to manage and receive the technology.



Find Your Mix //

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1

Define business objectives & strategy

Define **goals** and a **plan** outlining how an organization will accomplish its goals.
Achieve **stakeholder alignment** on strategy.
Identify business challenges and manage risk.

Business challenges and risk

- Shift in **demographics** and **diversifying** move profiles
- Doing **more with less**
- Driving efficiencies and automation whole creating a **seamless**, consumer-grade experience
- Ensuring data can be share, integrated, analyzed and easily accessed and reported
- **Investing in**, and **optimizing technology** solutions during a time when change and innovation are rapidly evolving
- Meeting compliance obligations

Strategy and alignment

Foundation//

Business Objectives

Talent strategy 
Strategic deployment and **retention of talent** in the right markets at the right time

Talent integration 
Identifying and addressing corporate life cycle events

Global talent mobility 
Enabling and facilitating both the strategic and tactical activities required to effectively move talent around the world

Global expansion 
Addressing the complex challenges associated with entering new markets and **expanding internationally**

Managing employment risks 
Supporting strong global processes to mitigate in-country and cross-border risks, manage costs, and support growth priorities

Aligning programs to priorities 
Designing and **implementing strategies**, programs, policies, processes, and **technology** to pursue business objectives

Smart technology solutions

Innovation //



2

Design technology to strategy

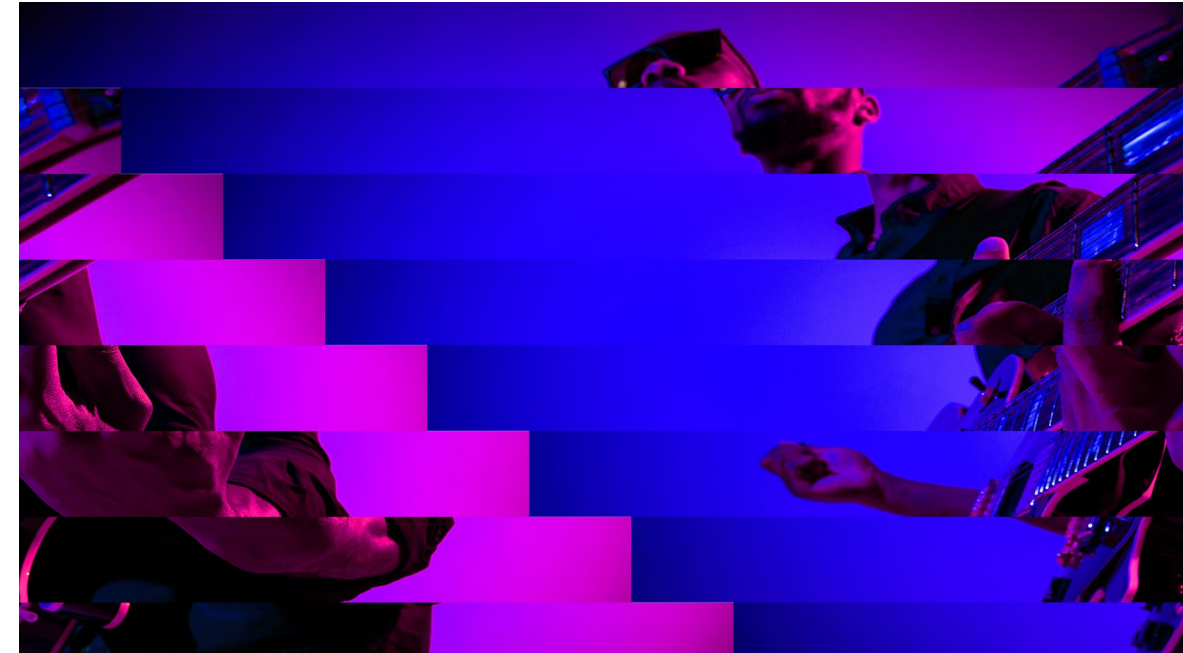
Align and implement smart technology solutions to bring the strategy to life. Advancements in technologies such as **generative AI**, machine learning, and predictive analytics will drive global simplicity, efficiency, and automation.

Smart technology components

- Automated and **adaptive functionality**
- **Enhanced** agility and speed
- Intentional in approach
- Tech investments purposefully harnessed to achieve a distinct goal
- Solutions **implemented with discipline**
- Tech solutions that **power digital strategy**
- Clear linkage between tech and how it enables the strategy

Levers for transformation

- **Tech Advancements** and Innovations
- **Talent strategy** and **People Impact**
- Process **optimization** and efficiencies
- Elevating profitability and **cost savings**
- User **Experience** and **satisfaction**
- Data insight and strategic decision making
- **Growth / Restructuring**
- Enable new ways of working
- **Increase** productivity
- Stronger resource management



Smart technology solutions

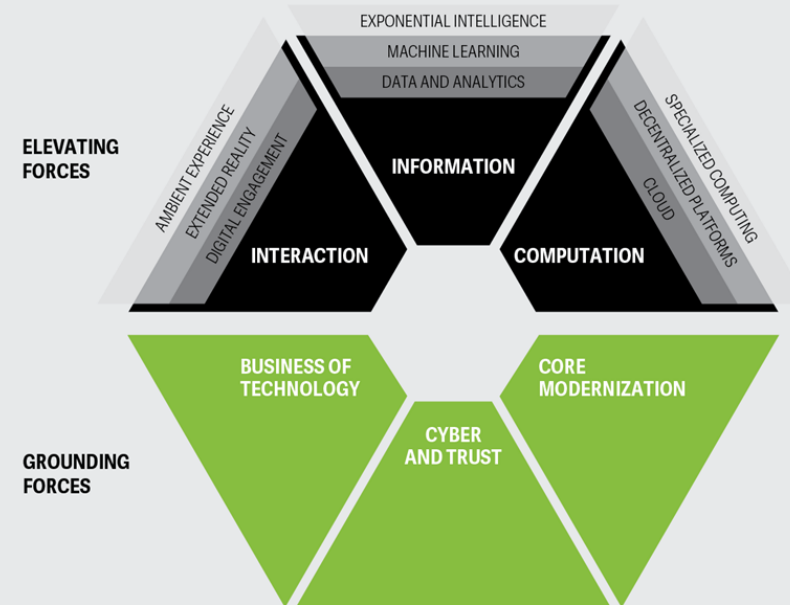
Innovation //



Technology trends

Figure 2

Six macro forces of information technology



Source: Deloitte analysis.

Case for change

Business case//

3

Build a business case

Business cases backed by the right data and components. It should **clearly define** the guiding principles & objectives, problem statement, the proposed solution and **the value** to the business.



Elements of the business case

01

Maximize

Inventory what technology platforms are used across HRIS, Payroll, Mobility, Talent Acquisition and beyond and explore the possibility of leveraging

02

Define

Define the problem and the desired solution

03

Sell

Map out stakeholders important to the success of future technology aspirations. What makes each one important and how will you achieve their buy in?

04

Research return on investment

Understand current performance and what can be measured. Establish baseline before changes are made

05

Commit

Set goals and KPIs against baseline. Determine cadence for measurement and reporting to stakeholders

06

Flex

Have a back up plan. Be prepared to make adjustments based on changing business objectives, available resources or changes in focus for mobility / rewards



Delivery & adoption

Path forward//

Key components for success

- Evaluate all roll-out strategies (pilot, target audience use case, phased approach, etc.)
- **Holistic** change management strategy
- Identify leaders driving change and Leverage stakeholder buy-in
- Foster culture of **collaboration and innovation**
- Define purpose and clear message on “what is in it for me” (WIFM)
- **Diverse** champion / adoption group and network
- Effective training and material
- **Clear communication** plan
- Seek user feedback
- Continuous monitoring, **evolving** and **refining**
- On-going support and maintenance

4

Deliver and digital change management

Mobilize the organization and prepare to manage and receive the technology

Delivery and adoption in practice

- Host **vendor summits** to identify integration points, handoffs and opportunities for improvement
- Conduct **stakeholder interviews** to understand the current and desired future state
- Establishing a **task force** to own the project and a **steering committee** to secure resources and signoffs
- Design **cross-functional labs / working sessions** to ensure alignment on desired outcomes

Building the business case



The case for change: How can you get started?

01

Maximize

Inventory what technology platforms are used today across HRIS, Payroll, Mobility, Talent Acquisition and beyond and explore the possibility of leveraging

04

Research Return on Investment

Understand current performance and what can be measured. It is important to have baseline before changes are made

02

Define

Define the problem and the desired solution

05

Commit

Set goals and KPIs against the baseline. Determine the cadence for measurement and reporting out to stakeholders

03

Sell

Map out the stakeholders that are important to the success of your future technology aspirations. What makes each one important and how will you achieve getting their buy in?

06

Flex

Have a backup plan. Be prepared to make adjustments based on changing business objectives, available resources or changes in focus for mobility / rewards

The case for change: Where do you go from here?

	What are you doing today?	What is your next step?	Target completion date
Maximize Inventory the current platforms / solutions available			
Define Problem statement and desired solution			
Sell Map your stakeholders			

The path forward: Where do you go from here?

	What are you doing today?	What is your next step?	Target completion date
Research ROI <i>Educate yourself on what data is available and establish a baseline</i>			
Commit <i>Set KPIs and goals</i>			
Flex <i>Anticipate changes in direction and establish a backup plan</i>			

Questions?





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