



2024 Americas Global Employer Services Summit

Remixing delivery to advisory

Introductions



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Learning objectives

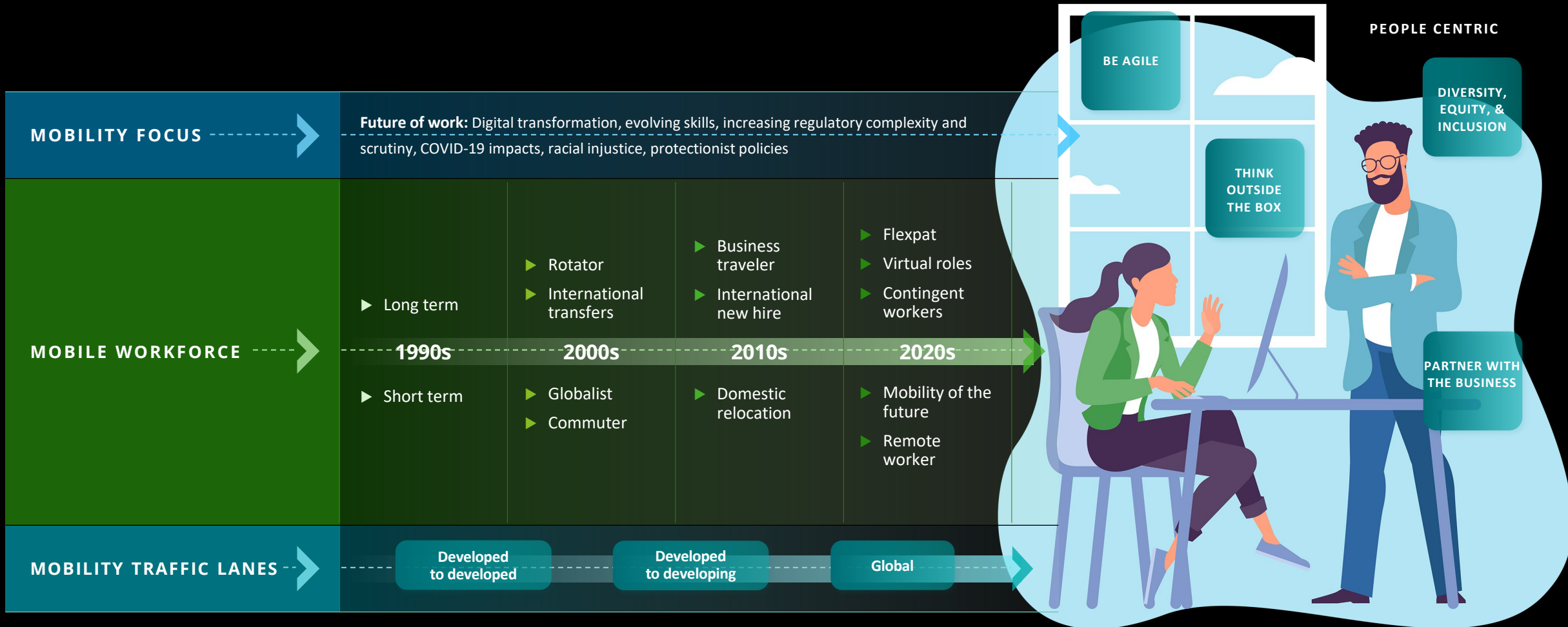
With the growing complexity of mobility tasks and the importance of proactive management, organizations are transforming their mobility programs to adapt to the needs of a global workforce. Technology can play a crucial role in creating a positive mobility experience for both employers and employees but it is not the sole factor.

In this session, we'll:

- Explain how to revolutionize your mobility function by shifting away from manual processes
- Explore diverse methods to effectively communicate with a global workforce with rising expectations
- Detail the role of AI in mobility, understanding its potential impact and benefits

The scope of mobility is expanding

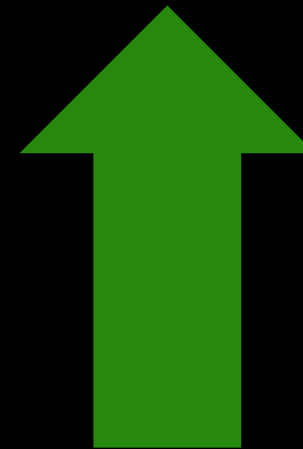
More move types, move locations, and colleague profiles—inclusive of diversity, equity, and inclusion (DEI) —means increased opportunity and complexity for the overall global talent experience



Role of mobility today

- Leader
- Mentor
- Innovator
- Collaborator
- Coordinator
- Challenger
- Negotiator
- Educator
- Value Creator
- Fixer

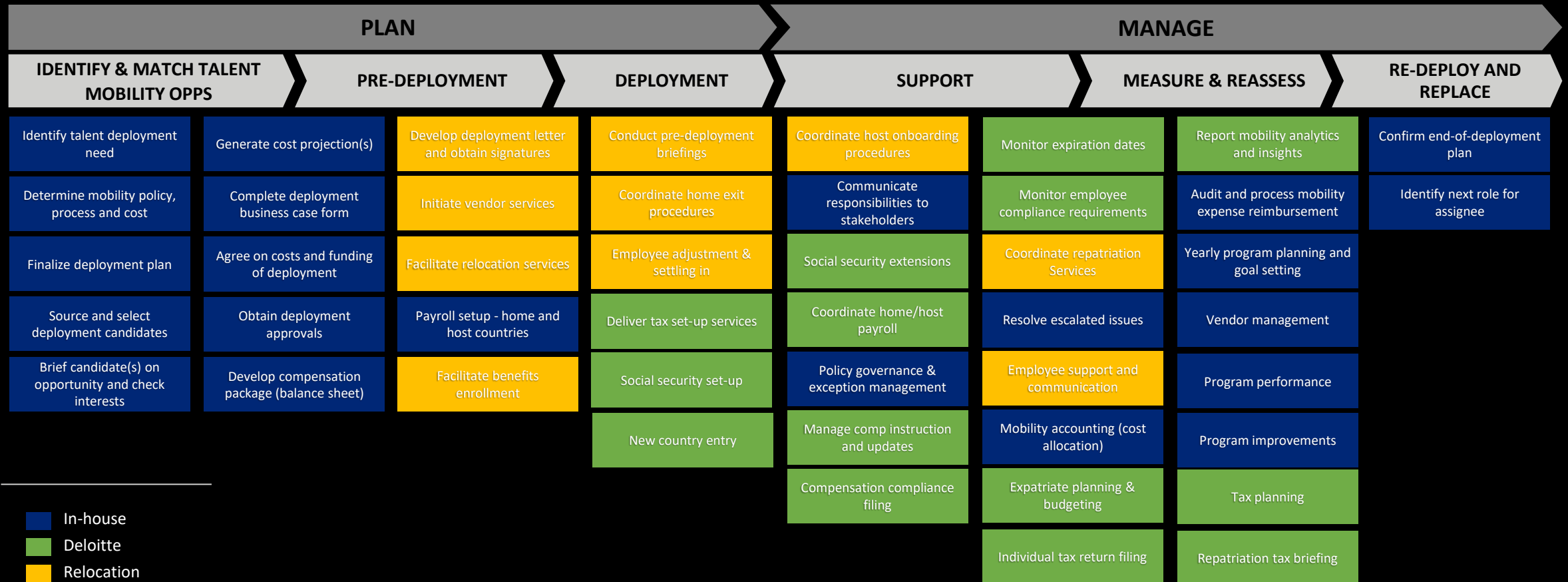
STRATEGIC



OPERATIONAL

Role of mobility today

The diagram below is a representation of an end-to-end global talent mobility process with key activities mapped into the five main phases



Evolution of the global mobility program

Corporate volumes drive
the need for services



Vendor Consolidation



Future commercial model



Manual / Siloed

Automated / Consolidated

Digitize / Integrate / Standardize

Future of global mobility

THE DEMAND FOR GLOBAL MOVEMENT

Borderless
Skills-Based Movement

Expanded
Risk

Growing Distributed
Workforce

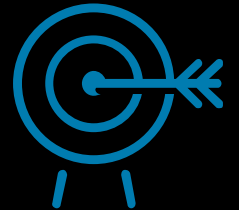


ECOSYSTEM OPTIMIZATION

Enable with
Technology

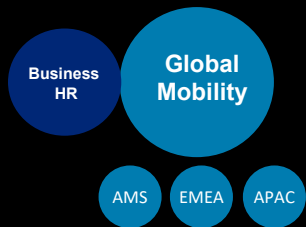
Data-Driven and
AI-Powered Insights

Do More with
Less



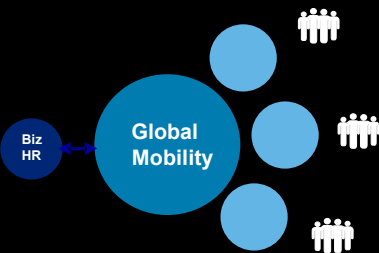
Service delivery model scenarios

In-House/Regional Shared Service Center



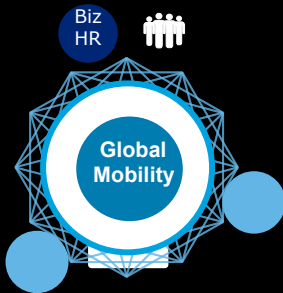
Governance, Controls + Risk;
Operational Effectiveness;

Disconnected Vendor Network



Scalability, Technical Expertise,
Business Partnering

Tech-Enabled Connected “Ecosystem”



Business Partnering, Employee
Experience, Scalability

Touch-Free Fully Operated



Scalability, Operational Cost, Talent
Strategy, Employee Experience, Agility

Drivers

Outsourcing

*Operational
Delivery*

*Technical
Expertise*

*Employee
Services*

*Business
Engagement*

*Program Strategy
& Governance*

● Business HR

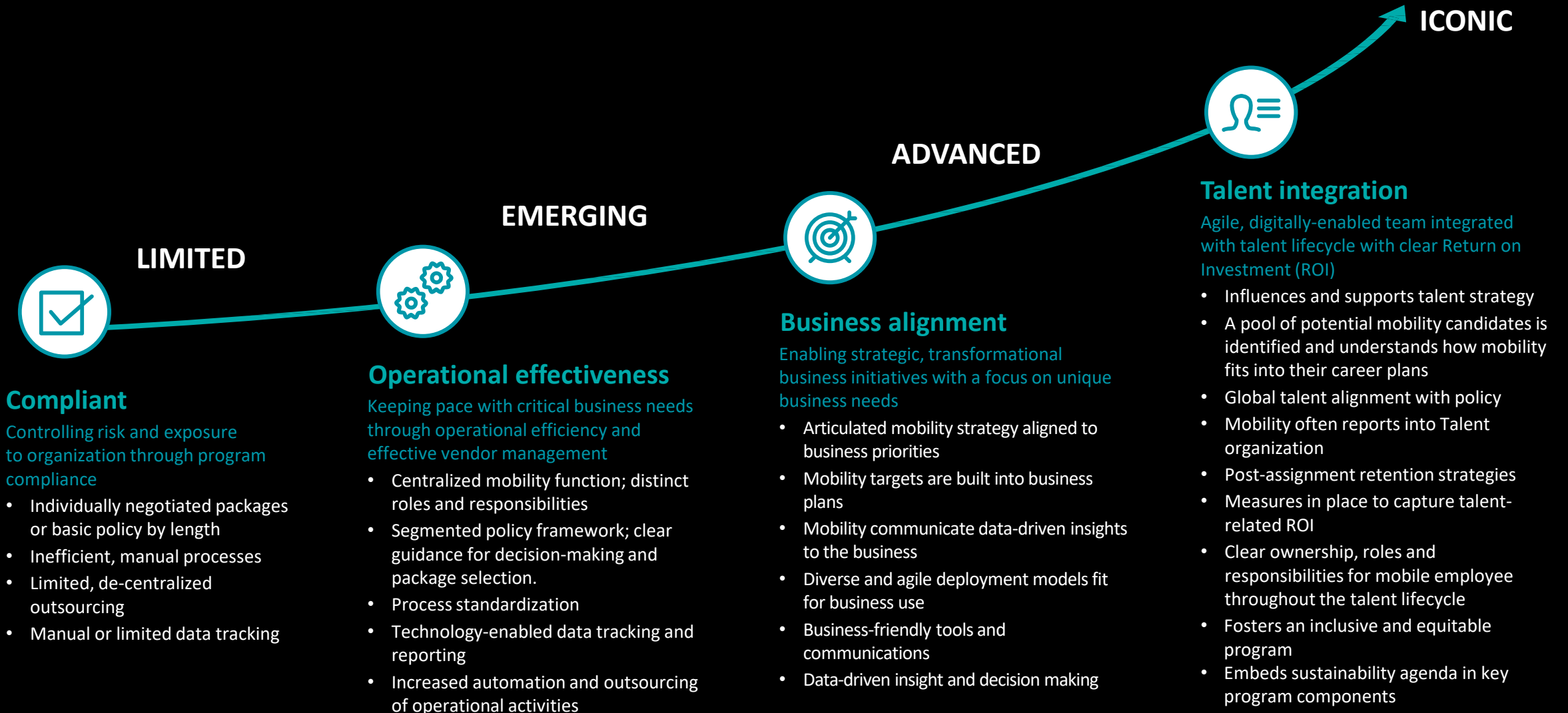
● Global Mobility
Function

● Vendors

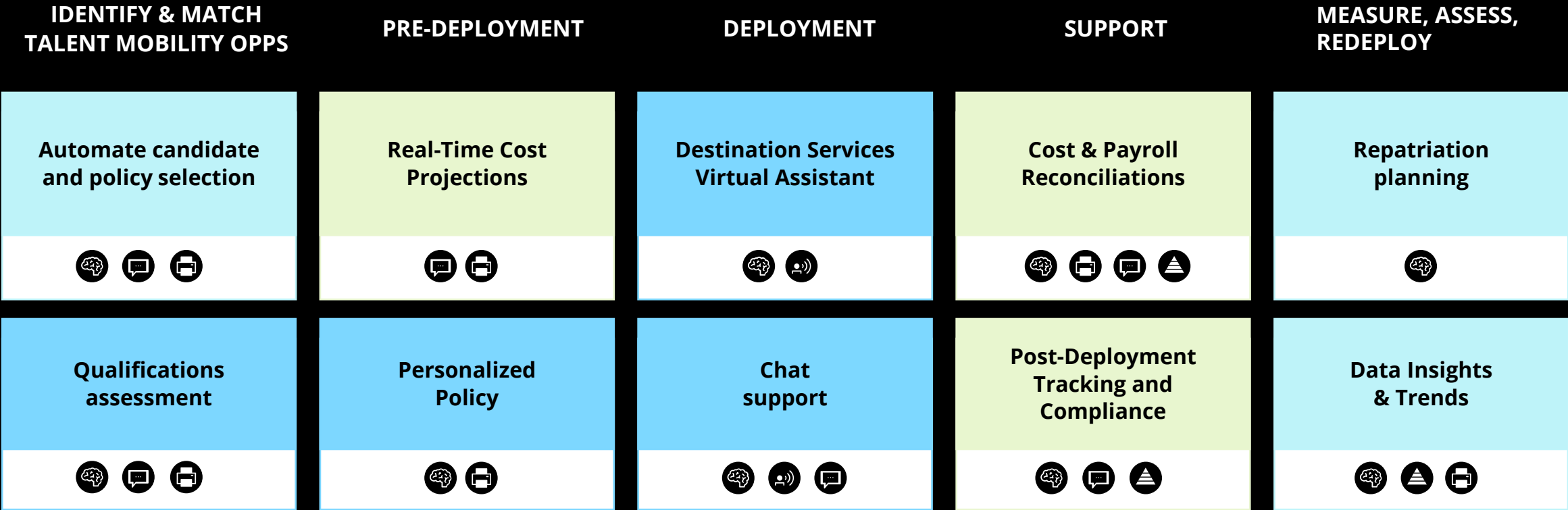
● Employees

Global talent mobility's role and priorities are evolving

The expectations of global mobility continue to evolve (with corresponding changes to organizational models, types of internal partnering and required skills) from strict compliance to seamless integration with Talent



GenAI revolutionizes mobility



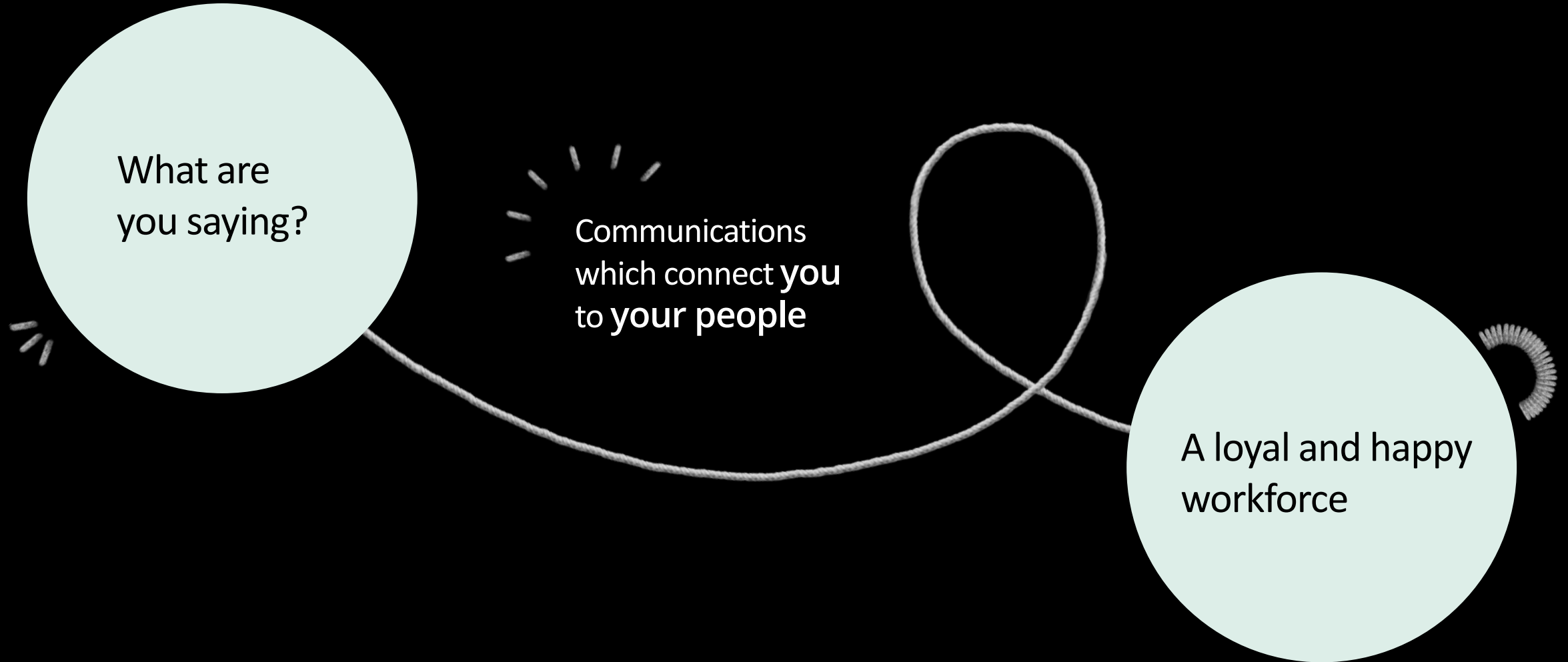
 Elevate your role

 Reduce your admin

 Transform the experience

-  Reasoning
-  Content Generation
-  Extraction
-  Q&A
-  Classification

Common challenge



Common challenge

"In a world where employees expect employers to recognise them as individuals, demographics and mass communications are not enough."

MetLife's US Employee Benefits Trends Study 2019



The trends transforming our world



Digital transformation

A survey conducted by Deloitte's Global Marketing Trends found that more than **70% of participants value digital solutions that deepened their connection with other people.**

63% believed they rely on digital technologies more than they did prior to the pandemic.



Creating a human experience

When brands demonstrate humanity, customers surveyed are 1.6 times more likely to purchase from the brand over competitors and employees are 2.6 times more likely to feel motivated at work.



Aligning value and perceived value

Engaging people around purpose, strategy and values remains the number one priority for more than half (**53%**) of the world's organizations.

A further **31%** of organizations are focusing on enhancing **people leader communications.**



Connecting employees with change

An annual Survey conducted by Garther of more than 800 HR leaders identified that change communication and helping employees navigate change and mitigate the impact it has on their workload is a top priority for 53% of HR leaders.

45% stated their employees are fatigued **from all the change.**

KPI =
~~Key Performance Indicators~~

The New Focus

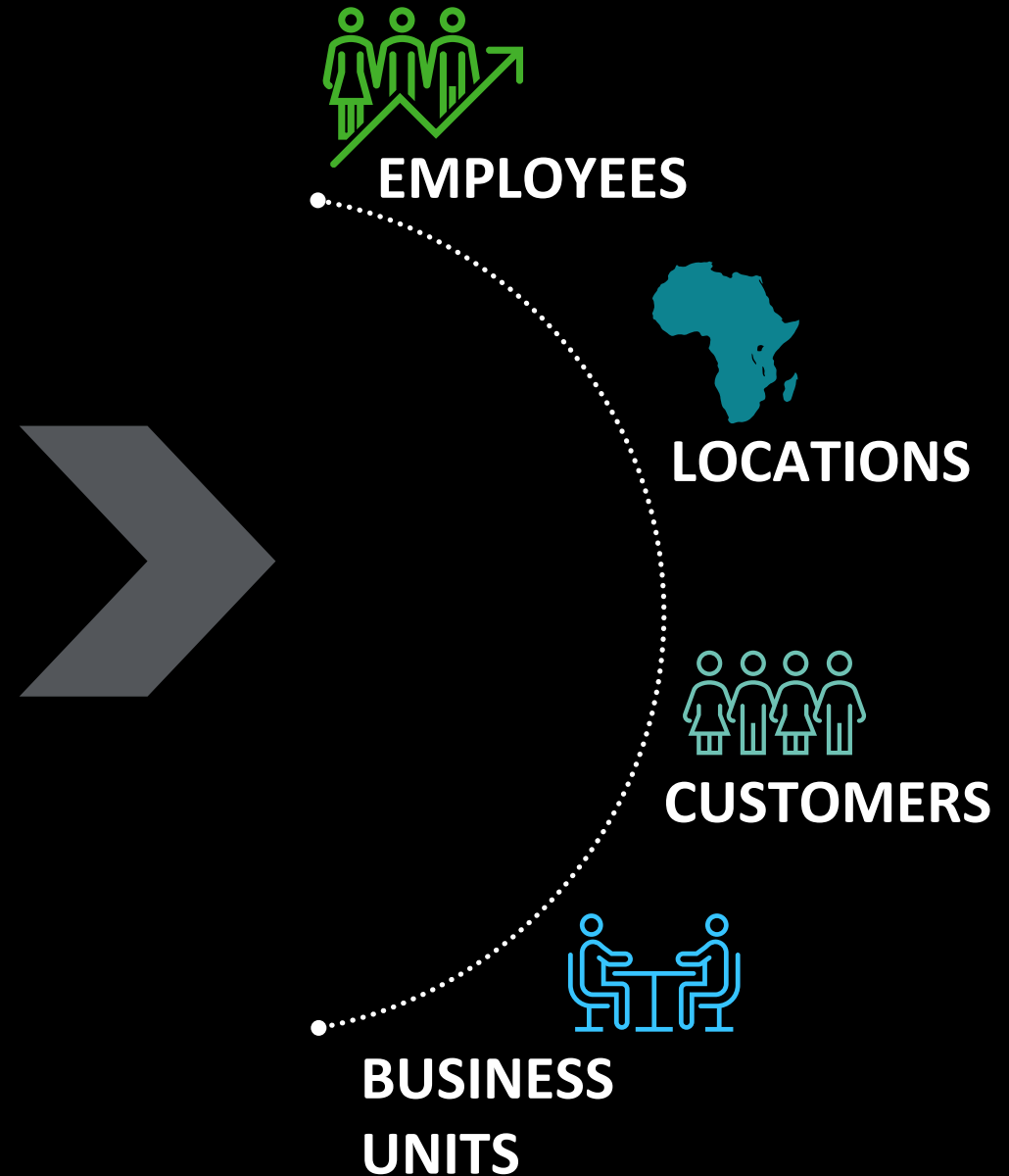
KPI

Keep people **INTERESTED**

Keep people **INFORMED**

Keep people **INVOLVED**

Keep people **INSPIRED**



Questions?





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