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Four Ways Investing In Technology Can Improve The Employee Experience

Webinar

3pm (UK) on Tuesday, 01 December 2020





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A Word From Today's Chairman



**Professor Michael
Mainelli**

Executive Chairman

Z/Yen Group



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Agenda

- | | |
|---------------|-------------------------|
| 15:00 – 15:05 | Chairman's Introduction |
| 15:05 – 15:30 | Keynote Address |
| 15:30 – 15:45 | Questions & Answers |



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Four Ways Investing In Technology Can Improve The Employee Experience



Patrick Luther

Vice President &
Industry Principal,
Financial Services

Ceridian

Four ways investing in technology can improve the employee experience

Ceridian

Patrick Luther, VP & Principal
Financial Services Advisory

Date: December 2020

Today's Presenter

Patrick Luther

**Vice President & Industry Principal, Financial Services
Ceridian**

Leveraging his extensive experience in Financial Services and the Software Industry, Patrick is responsible for shaping how Ceridian addresses this key industry sector, working with customers and prospects to understand their challenges and bring forward strategic solutions to address them.

Prior to joining Ceridian, Patrick held several senior positions at leading technology and consulting organizations including Deloitte, IBM Software and most recently as Industry Principal for Financial Services at Infosys Consulting.

Patrick is a former Lieutenant in the U.S. Navy and holds a BS in Mechanical Engineering from the University of Rochester and an MBA from Yale University.



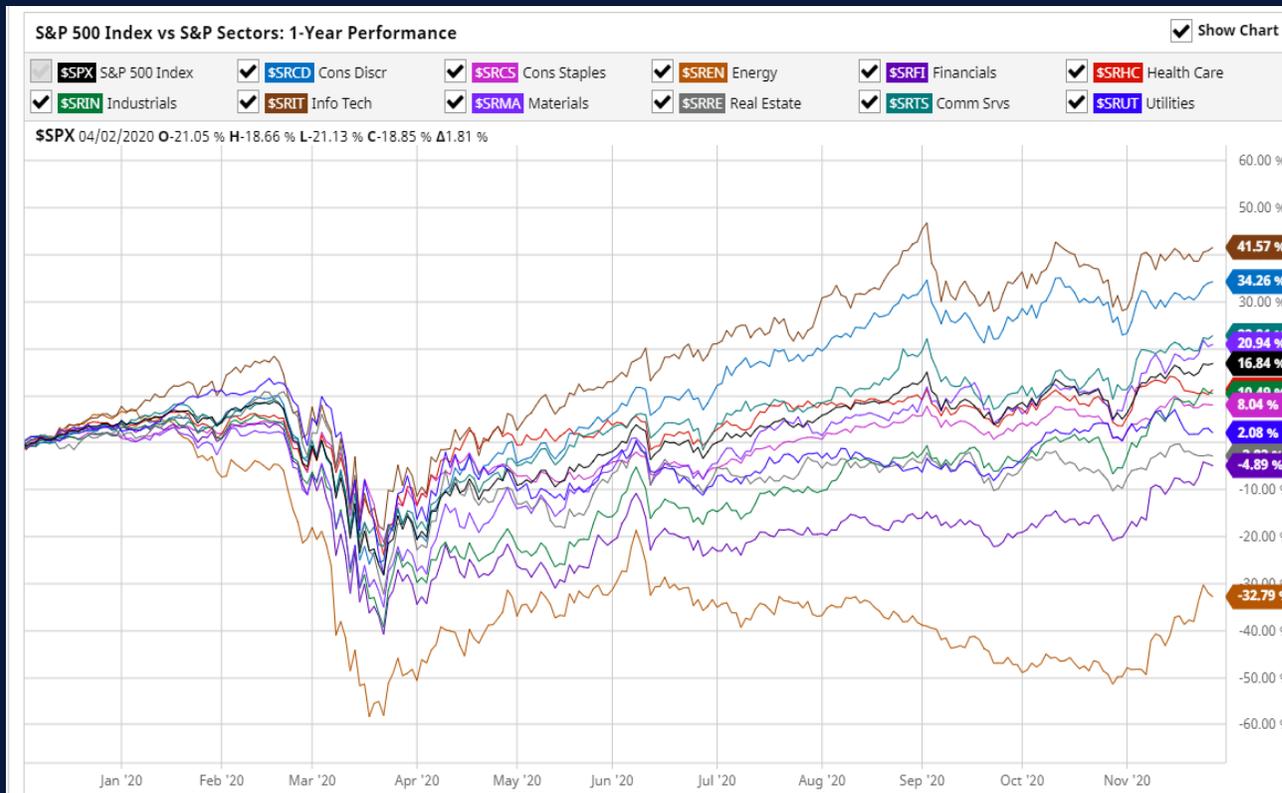


Agenda

- Financial Services - current snapshot
- Why technology matters at work
- Four ways tech can help you build a great employee experience
- Q&A



Select Market Data Points – Financial Services

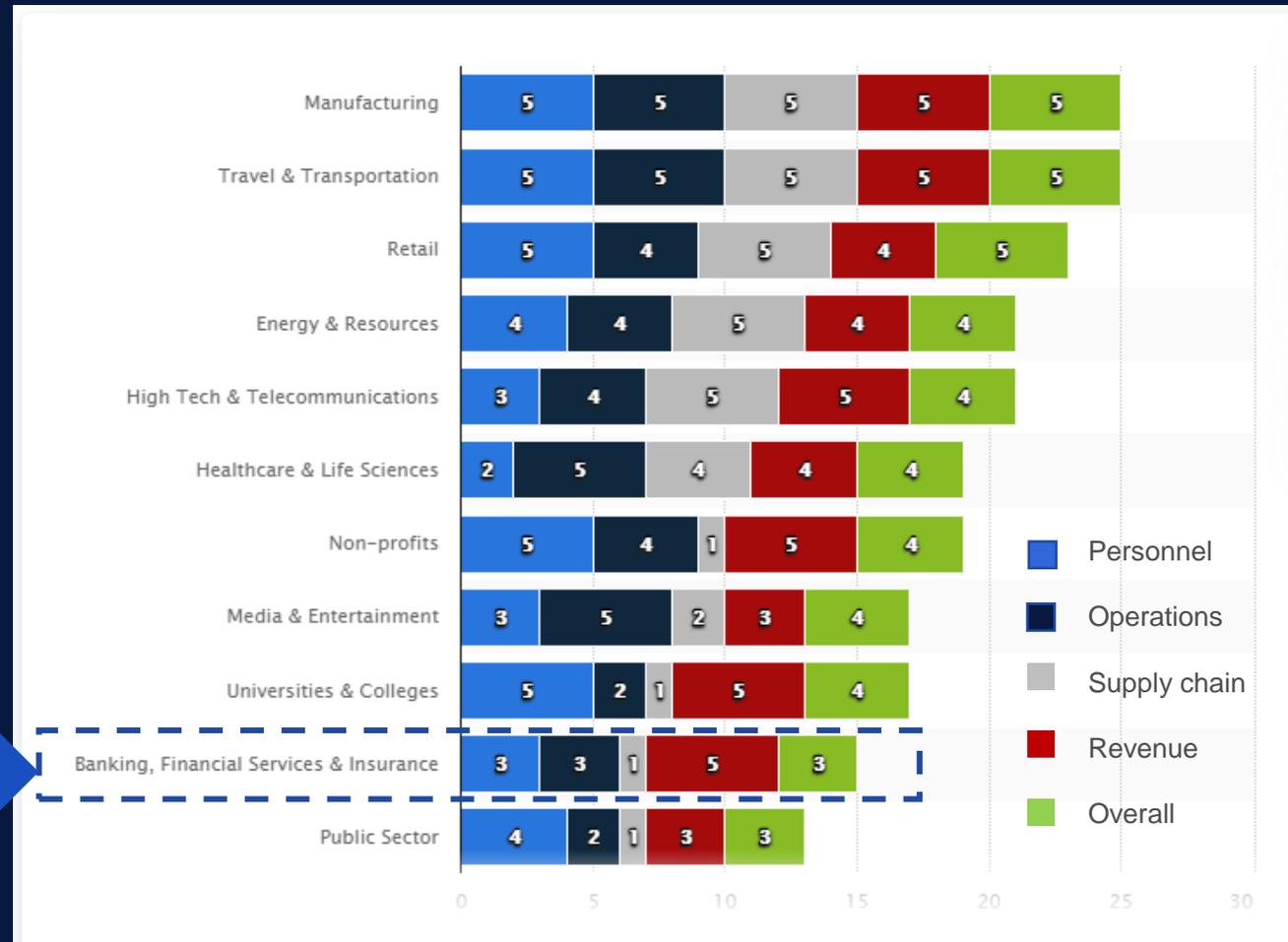


Insights

- Overall less than stellar business environment
- Insurance is mixed
 - Business interruption claims up
 - Lower auto claims due to shelter in place
- Mortgages up, business lending outside of Gov't backed pandemic loans are down.
- Credit cards have lower transactions, but higher fees / balance carryover
- Asset Managers / trade platforms, exchanges are seeing strong business.
- M&A and IPO business is returning to normal

COVID Impact by Industry

COVID Impact Index by Industry & dimension



minor (1) to severe (5) in 2020*

Manpower UK Survey

-6%

UK FinServ Q4
Employment Outlook¹

-14%

UK FinServ YoY
Employment Outlook¹

+10%

UK FinServ QoQ
Employment Outlook¹

19.5%

Investment in tech is the top
priority for UK HRDs²

49%

People analytics and workforce
planning will be top influencing
decision of HR Tech spend²

16.5%

HRDs say tech advancements
will offer biggest opportunity²

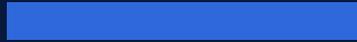
HRD Connect UK Survey

¹ Manpower Group, Employment Outlook Survey UK, Q4 2020
² HRD Connect People Leaders Report 2020

Polling question # 1

**How would you rate
your company's tech
IQ compared to
peers?**

- a. More advanced**
- b. About the same**
- c. Less advanced**
- d. Don't know**



**When it comes to creating a great
EX, technology matters**

Tech is driving change all around us

- Info Tech is growing twice as fast as the market in general
- Decoupling accelerated in 2015 and shows no signs of slowing
- Companies that are not heavily leveraging advances in IT risk losing market share



Tech helps solve key workforce challenges



We're experiencing
a generational shift



Your employees
are customers, too



The pandemic is
changing work

Tech helps solve key workforce challenges



We're experiencing
a generational shift



Your employees
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Tech helps solve key workforce challenges



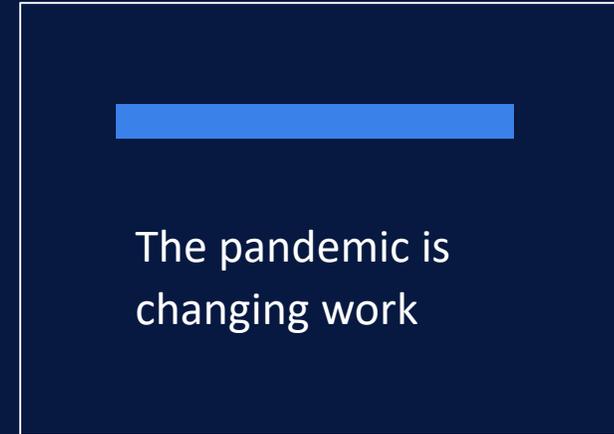
We're experiencing
a generational shift



Your employees
are customers, too



The pandemic is
changing work



Polling question # 2

**How would you rate
your organisation's
access to learning
resources that help
build tech skills?**

- a. Excellent**
- b. Good**
- c. Average**
- d. Needs improvement**

Four ways to build a great EX with technology

Personalisation

Use technology to create a bespoke experience for each employee



Wellness

Prioritise wellness programs and place them at employees' fingertips



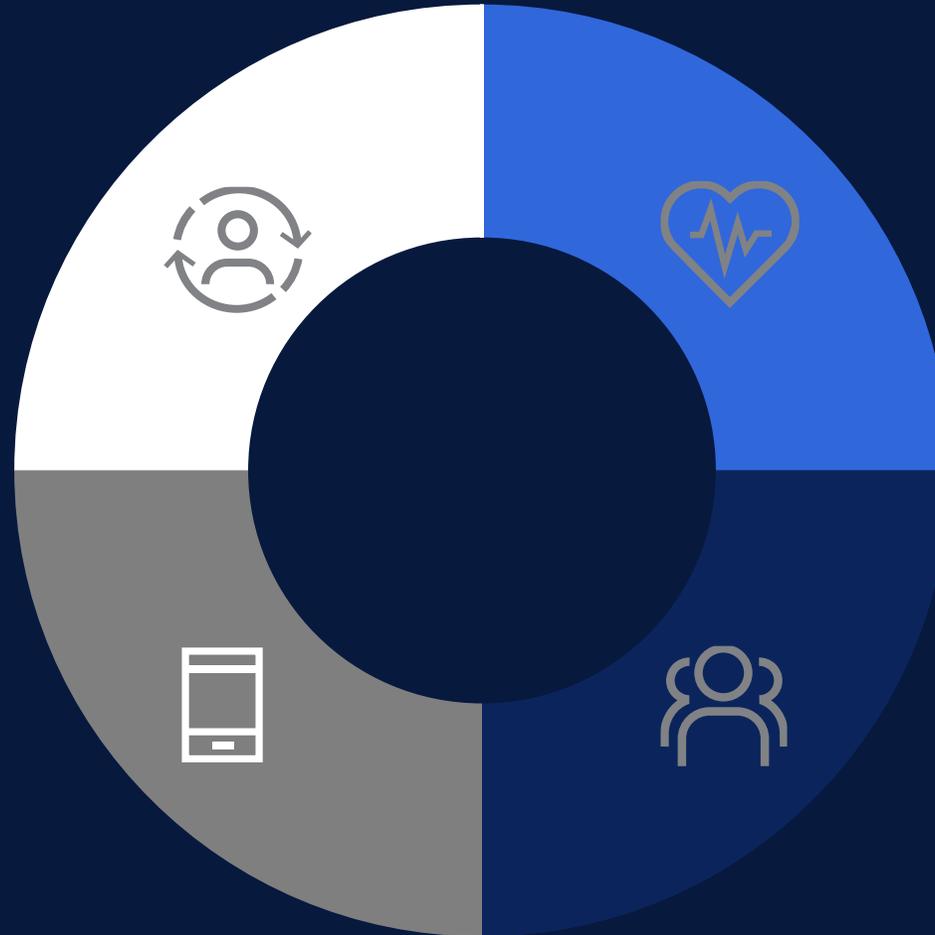
Consumerisation

Offer employees apps that mimic the same experience they love as consumers



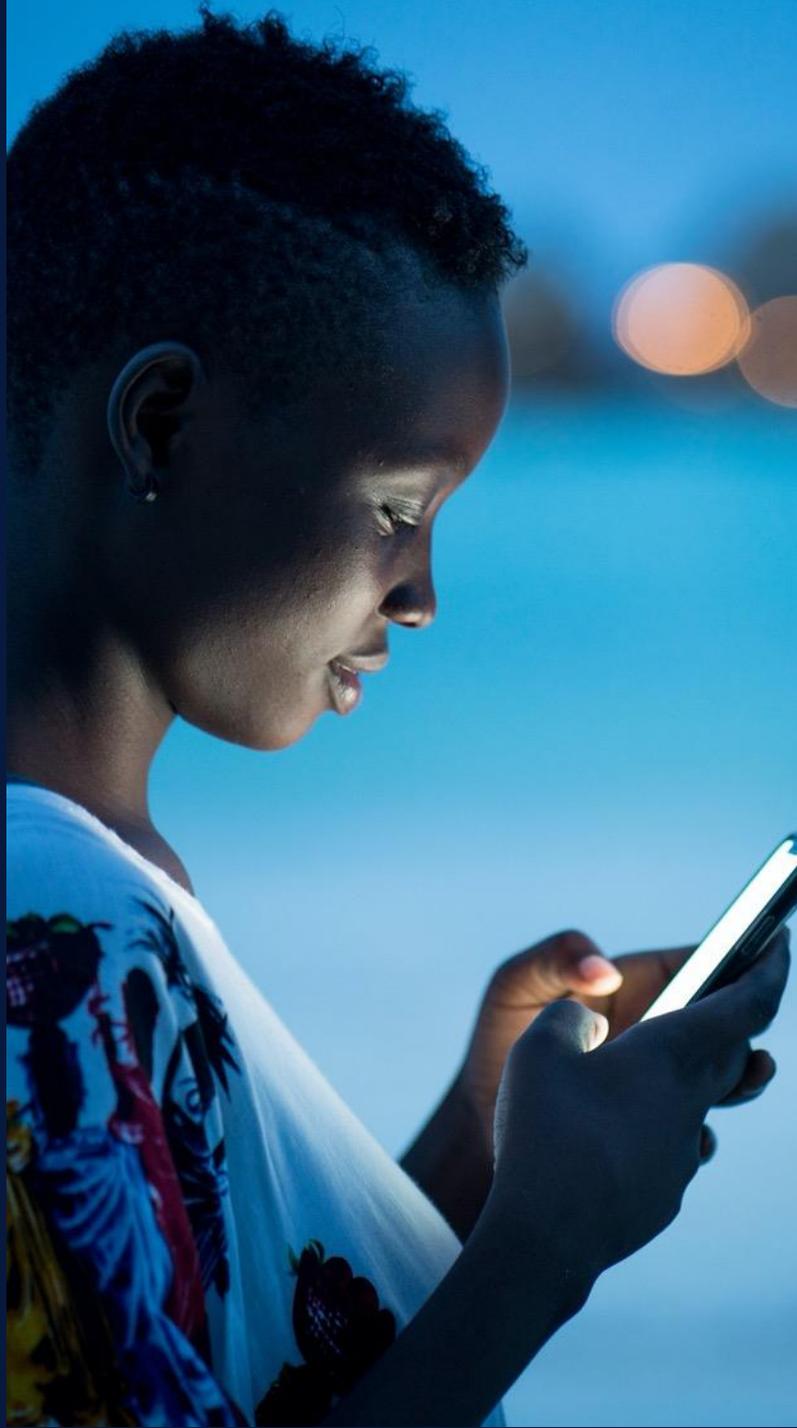
Culture

Foster a digital-first culture by digitising the employee experience



Personalisation

Creating a unique,
personal experience for
each individual employee





Employees who feel their voices are heard are 4.6x more likely to feel empowered to perform their best work

How Leading with Equality and Values Impacts Your Business
Salesforce

Consumerisation

Making your EX match the familiar experiences we have as consumers





56% of employees feel their employer should understand them as well as they are expected to understand their customers

Willis Towers Watson



I would tell leaders that when employees step into the door at the office, they expect the same modern conveniences.

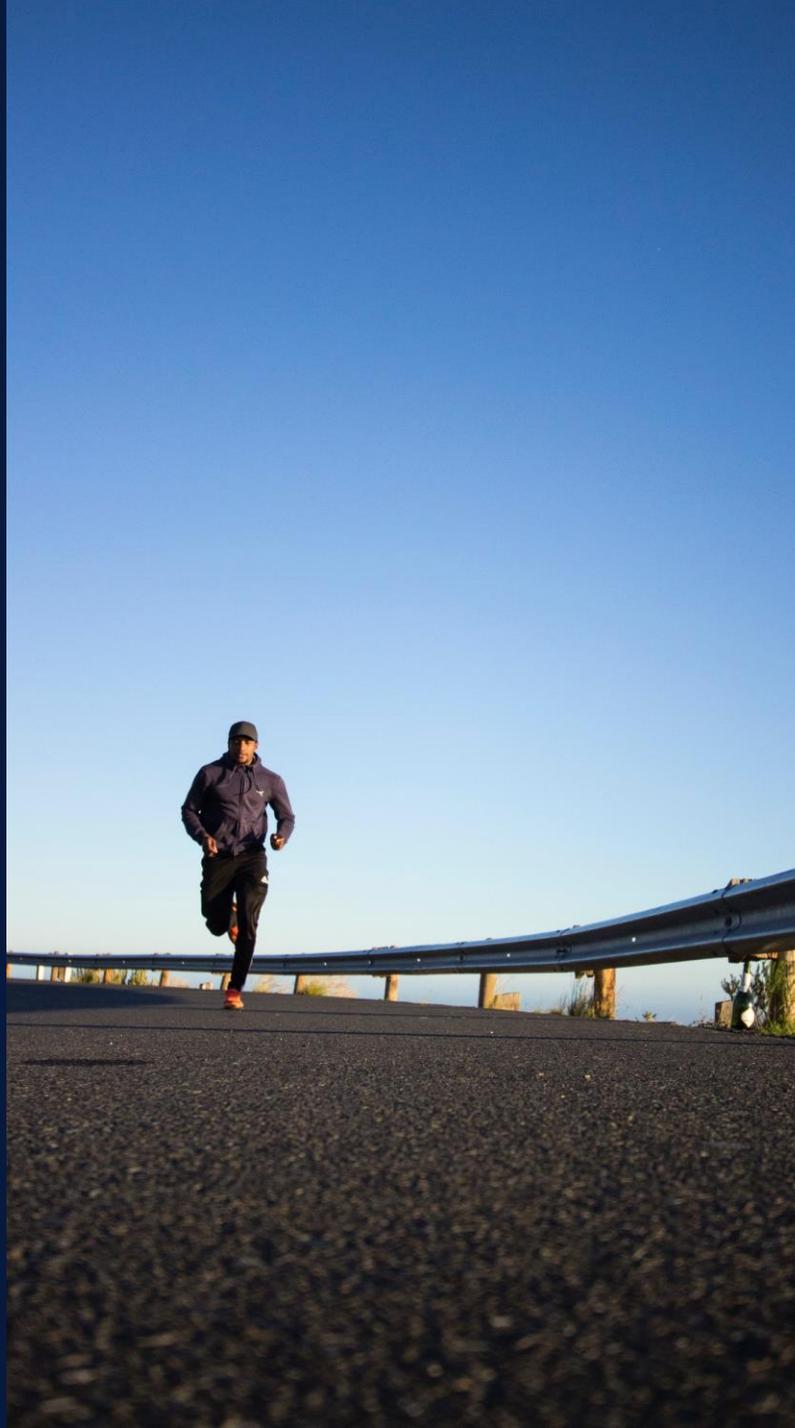
Mark Salzman

Tech expert, journalist, speaker, and host



Wellness

Prioritise employee wellness and make it accessible through technology



Polling question # 3

**How important is
financial wellness to
your organisation?**

- a. Very important**
- b. Somewhat important**
- c. Not very important**
- d. Not at all**



96% of employers believed that some of their workers were experiencing persistent money worries, yet four in 10 organisations had no formal procedures in place to support them.

How can HR help employees with the financial impact of coronavirus?
Personnel Today report by Howdens, June 2020

Introducing on-demand pay

Give employees more control over their cash flow for financial wellness

What is pay on demand?

- Technology that allows employees to get paid in advance of their payday
- Solutions can either take the form of a salary advance, or as the option to access pay for completed work

How it supports the employee

- Gives employees more control and oversight over their personal finances
- Helps reduce reliance on debt and payday loans, which ultimately harm financial wellness
- Table stakes for emerging gig economy

How it benefits the business

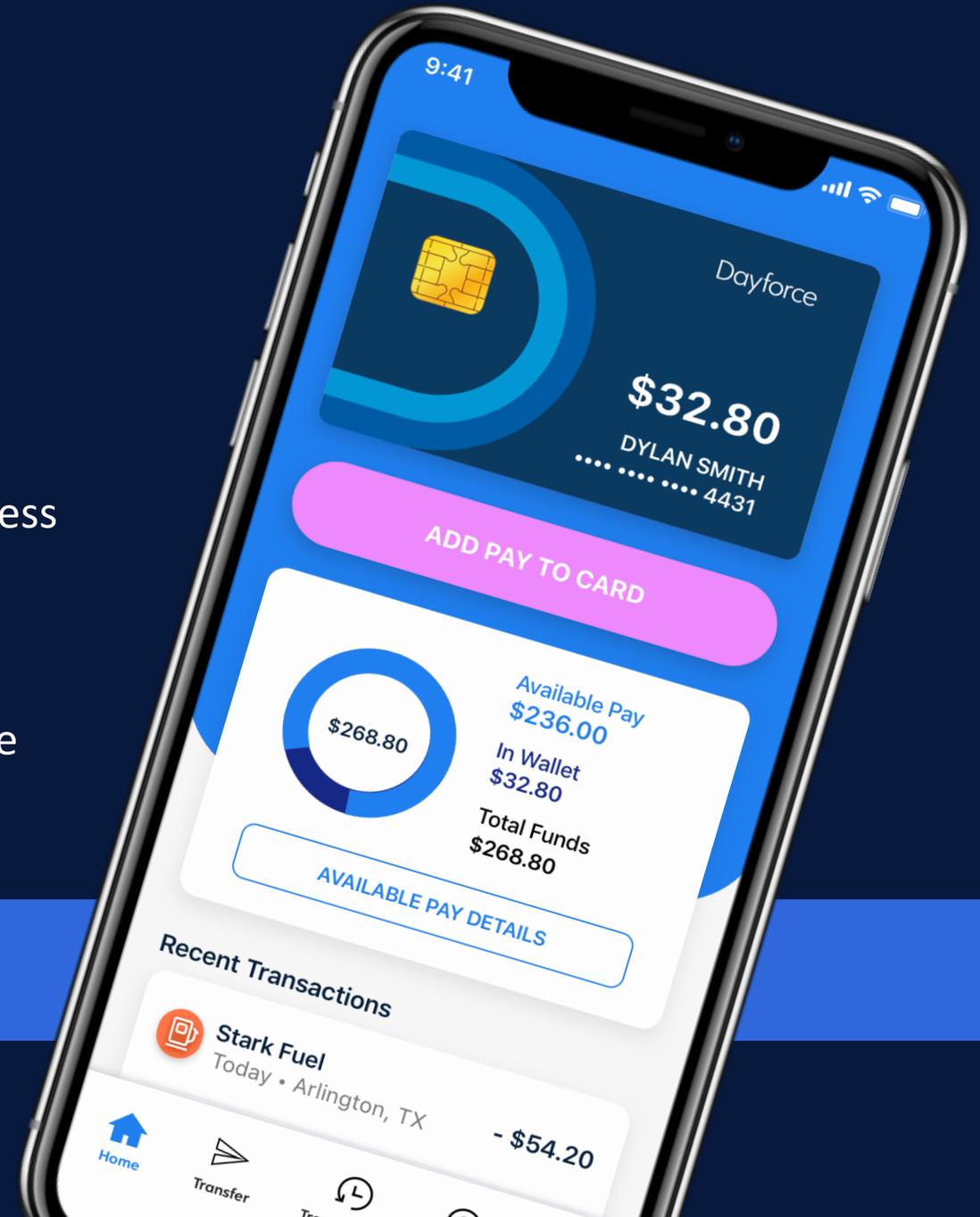
- Improves employee financial wellness to boost productivity and reduce stress
- Can be used as a recruitment incentive, as well as a retention strategy to reduce turnover
- Some solutions can be built into the existing payday process to help manage compliance and reduce risk with minimal disruption and change

Dayforce Wallet

What is it?

A modern way to pay employees, giving them access to their earned wages on demand.

Funds are requested using the Dayforce Wallet mobile app and are then available on the Dayforce Card.



Culture

A great EX relies on a culture that values technology and continuous learning





Recent data indicates just 8% of employed Britons are engaged at work, down from 17% in 2012.

Gallup

Polling question # 4

Which of the four areas outlined today do you think can have the biggest impact on EX in your organization?

- a. Personalisation**
- b. Consumerisation**
- c. Wellness**
- d. Culture**

A group of four business professionals are seated around a dark, reflective conference table in a modern office setting. On the left, a woman with dark hair, wearing a light blue patterned short-sleeved shirt, is smiling and looking towards the center while holding a tablet. In the center, a man with a beard and glasses, wearing a grey sweater over a blue shirt and tie, is smiling and looking towards the right. To his right, a woman with dark hair pulled back, wearing a dark blue patterned top, is smiling and looking towards the man. On the far right, a man with short brown hair, wearing a light blue button-down shirt, is seen from the side, looking towards the group. The table is cluttered with several papers, two laptops, and a glass of water. The background consists of white panels with some documents pinned to them. The overall atmosphere is collaborative and positive.

Questions

CERIDIAN

Intelligence at work

CERIDIAN

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- Thursday 03 Dec (10:00) [Data Gravity & Its Effect On The Global 2000 Enterprises](#)
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