



Human Experience Management (HXM)

Every transformation is a people transformation

Transformation in any business is not just digital, first and foremost it should **focus on your people**, making them the centre of the transformation.

Now more than ever organisations need workforce technology in the cloud that can empower employees with engaging, relevant experiences; deliver the data and insights leaders need to add value to their business; and keep pace with the rapidly changing wants and needs of the workforce.

People crave connections. They need transparency. They want to feel a sense of belonging and deliver meaningful work in line with your business strategy.

Embrace the new world of work through HXM and reimagine your employee experience to truly transform your customer experience.

88.9% of organizations recognize the value of employee experience (EX) as a crucial strategic differentiator, however, just 38.3% are very satisfied with their current capability

NTT Ltd's: Intelligent Workplace Report, 2020

What is HxM?

Human Experience Management creates experiences that align employee wants, needs, and expectations with company goals.

It's the next evolution of HCM, the new way of delivering software designed around employee needs, how they work and what motivates them; thus being able to create individualized, dynamic experiences for your people.



'Our mission statement about treating people with respect and dignity is not just words but a creed we live by every day. You can't expect your employees to exceed the expectations of your customers if you don't exceed the employees' expectations of management.'

Howard Schultz CEO of Starbucks

What stays the same?

HR processes and the people chain remain key to HR, the business and employees. Attracting and hiring top talent, effectively on-boarding talent and engaging them from the start, creating talent mobility through learning and development opportunities, alignment to culture and values, giving people a voice and empowering and supporting them through change are all still critical to organisations but the shift with HXM is that at the centre are your people where the experience flows in a way that is intuitive for the employee, adds value to their work, and inspires them.

HXM is not about putting employee needs above company needs, but rather about recognising that the company cannot achieve what it needs to achieve if it does not consider what employees want and their key employee experience. HXM is about enabling outcomes for individuals, teams and the organisation while delivering exceptional experiences for people which ensure high performance and achievement of business goals.

HXM and the Employee Journey

Offboarding

Employees who have a positive exit experience are **2.9 x more** likely to recommend their organization to others (Gallup exit survey analytics, 2019)

Attraction

Enabling technology, AI and focus on user experience in the hire process can reduce cost of acquisition by **45% with a 40% decrease** in time to hire (&Team, 2020)

Reward and Recognition

Reward and recognition based on capability development and work output will **help organisations build resilience** by creating incentives that motivate employees to learn, adapt and improve (2020 Deloitte Global Human Capital Trends Report)



Onboarding

54% of organizations with a formal onboarding process experience greater new hire productivity and **50% experience** greater new hire retention (Aberdeen Group research, 2016), with automation in onboarding reflecting **16% higher retention** for new hires (SHRM maximizing success report, 2015)

Performance

Engaged employees are **44% more productive** than workers who merely feel satisfied and an employee who feels engaged and inspired is **125% more productive** than the satisfied staffer (Bain & Company, research study 2017)

Learning and Development

41% of executives said that building a workforce capability through upskilling, reskilling, and mobility is one of the most important actions they are taking to transform work (Deloitte insights: working trends to watch in 2021)

Experience is the new paradigm and HXM is about creating individualised, dynamic experiences for people whether they are talent in the market, new hires, employees, managers or HR leaders.

How Dimension Data can help you

We provide powerful integrated solutions across the people life cycle (talent management, experience management and people analytics) to enable HR leaders to accelerate business growth. We focus on HXM across all stages of your journey, designing and delivering software based on what your employees need, how they work and what motivates them. With this approach your employees have the power to transform your CX.

Advisory

We partner with you as your trusted advisor within your HCM to HXM journey to build out your roadmap in line with strategy, to ensure you have an integrated experience across your people value chain and to provide you with insights into global trends and best practice.

Process re-engineering

We run business process re-engineering, supporting you with redesigning your core business processes in order to achieve dramatic improvements in productivity, cycle times and quality.

Implementation

We offer implementation services for world class OEM platforms plus unique enhancements for differentiation and innovation.

Support

We have experience across the major HCM's and boutique candidate and employee engagement tools and services creating value-adding solutions with medium- and long-term support from an application and cloud managed service perspective.

Why Dimension Data



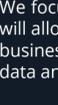
World Class Expertise

We have domain specialist expertise across SAP, Oracle and Workday as well as cross industry experience in creating value-adding HXM solutions, with medium and long term support both from an application and cloud managed service perspective. We provide world class OEM platforms plus unique enhancements for differentiation and innovation.



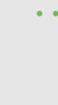
Trusted Advisors

Not only do we assist with creating an integrated intelligent HCM to HXM experience across the people life cycle, we also provide insight into HR trends, assisting clients to align to global best practice which is relevant to their market and industry.



Platform Optimisation

Improve application performance to achieve better employee experience, remote working, productivity and employee wellbeing.



We Make Life Simpler

We focus on risk reduction to ensure integrated, aligned and well-governed processes which will allow for identification of automation ready processes unlocking unique value drivers and business return on investment. We enable process efficiency gains for our clients through data analytics and automation.

Our partners of choice

