

Microapps – Editing HR Information

myLiberty

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Join the Walk With Friends step challenge on Castlight for a chance to win a \$1,000 Visa eGift Card. Text APP to 33925 to download the Castlight app.

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Ignite Hackathon

March 17-19, 2020

LM Technology · New 11

Register for Ignite Before 11/15

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Corp. Identity System

Time Management System

IT Strategy and Planning

Employee Directory (VIPER)

IT Hosting Services

IT Org. Chart

Org. Bulletins

H@L - Hiring at Liberty

Job Postings

Employee Learning Center

My Career & Development Center

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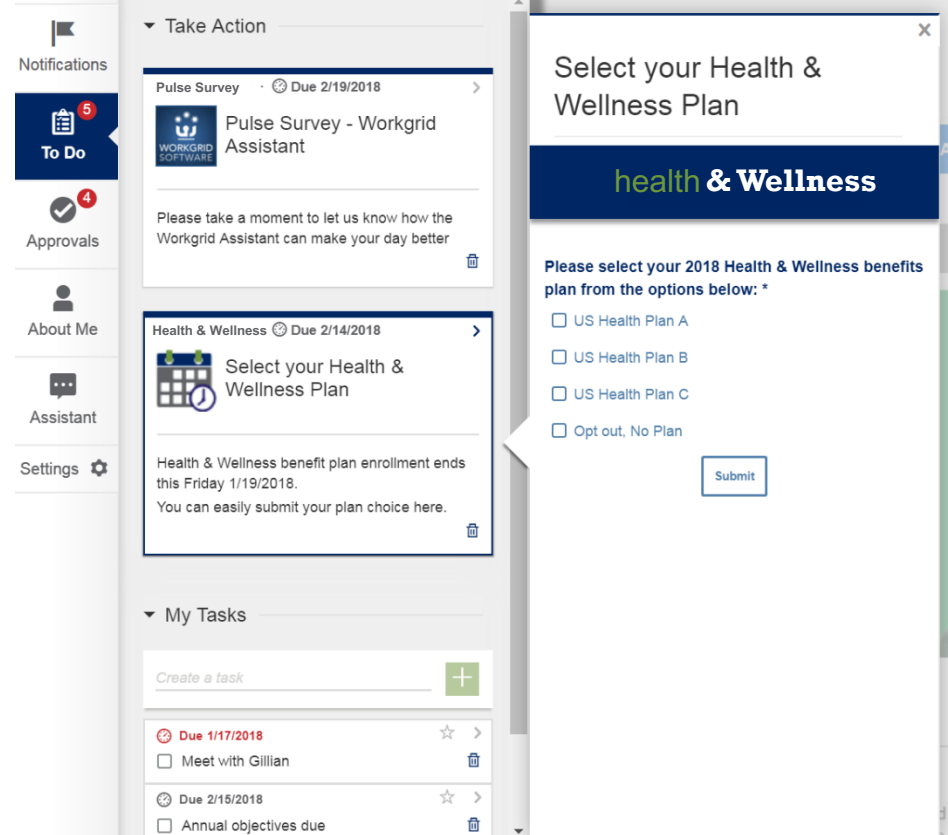
Help Yourself Desk

Emergency Information

Cybersecurity incidents

Workgrid Survey

Capture information from employees, take quick pulse surveys, and more.



Workplace Chatbot

Answer common questions and complete tasks

Integrates with 3rd party business software and custom company applications

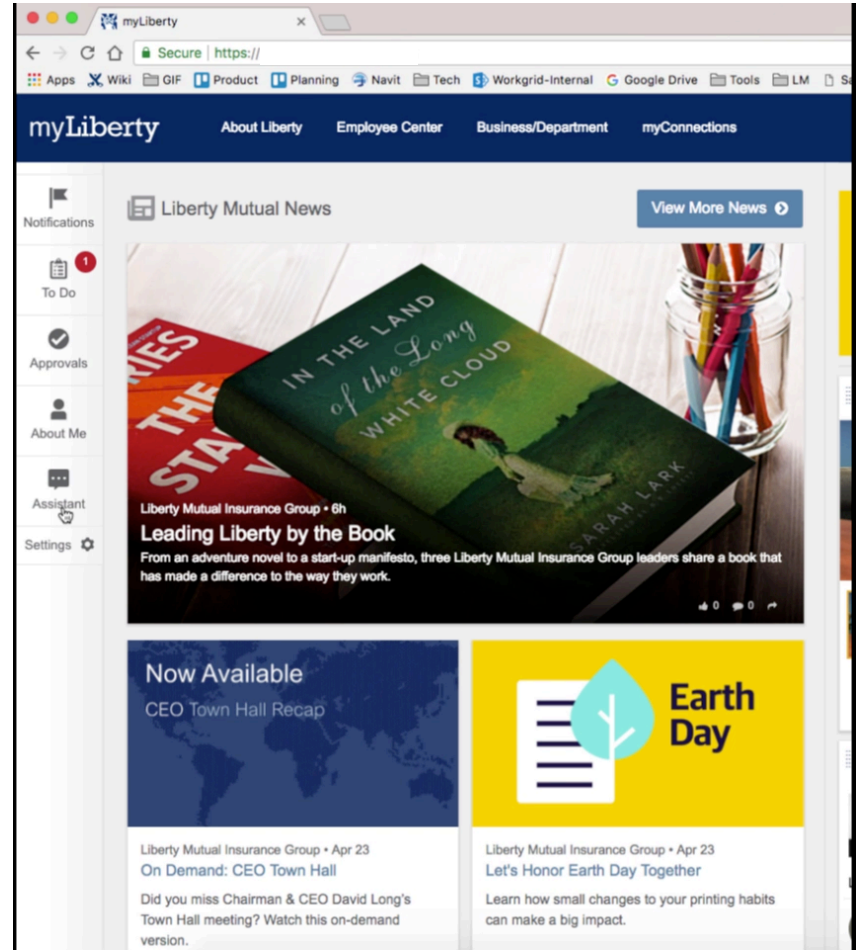
Hybrid answers from Workgrid Assistant and Humans in Real-Time
(Useful for Help Desk / Call Center call reduction)



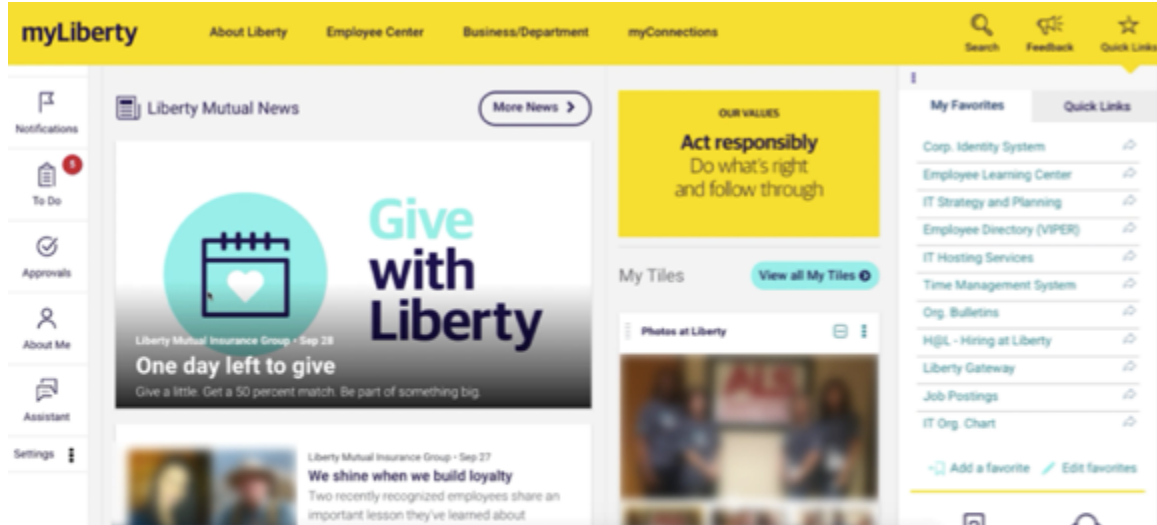
Workplace Chatbot

Answer common questions and complete tasks

Integrates with 3rd party business software and custom company applications



Workplace Chatbot



Business Case: Mobile Help Desk

Overview

Liberty Mutual Insurance implemented a chatbot to drive efficiencies across its IT help desk and improve employee satisfaction levels. The chatbot was piloted to all mobile users for the following use cases: unlock phone, register/unregister devices, and sync calendar. After just two months, Liberty realized significant benefits and large ROI projections.

Objective	Prior	Chatbot (2 months)
Reduce Average Handling Time (AHT)	15 Minutes	2 Minutes
Reduce Average Speed of Answer (ASA)	142 Seconds	0 Seconds
Convert 5% of mobile help desk call volume to chatbot	0	18%
Increase Satisfaction (eNPS)	9	10

*Annualized savings/capacity calculated at a 50% adoption rate based on average mobile calls per year and average salary data.

Business Value



93% Expense reduction per help desk transaction



2 FTE Capacity savings annualize*



\$222,250 Projected annualized savings*






10% Increase in employee satisfaction

Business Case: Smart Notifications

Overview

With smart notifications, Liberty Mutual consolidated approvals and notifications into one view outside of email. Approvals and notifications can be directly actioned from the digital workplace vs. the native system of record, removing the productivity burdens of context switching between applications.

Use Case	Calculation	Annualized Value
Approval Time Savings Significant time savings per transaction to action approval (login & clicks)	(754,962 approvals) * (45 secs saved per approval)	 Over 9,000 Hours Saved
Approvals \$\$ Savings Reduce time managers spend on approvals	(566,221 minutes saved) * (avg. employee rate per minute)	 \$639,829
Notifications \$\$ Savings Move notifications outside of email and time spent searching	(5 min per week) * (50,000 employees) * (avg rate per minute)	 \$6,720,000



90% adoption by managers performing approvals in digital assistant vs native system.



5 minutes saved on average per week per employee



Millions of dollars' worth of reclaimed productivity.



70% Reduction in number of clicks required for employees to obtain key information



Workgrid Software, LLC

Welcome to the Workgrid Console. It's you, but now with superpowers.



The Workgrid Console empowers you with effective tools and resources so you can keep your employees informed and engaged with relevant, timely and contextual information.



Organization Settings

Top-Level settings for your organization's account



Security Settings

Set up and manage the access levels for your account



Organization Analytics

Track how your Workgrid is being utilized



Organization Audit Logs

Track how your Workgrid is being utilized and managed



Organization User Management

Setup and manage users and permissions



Spaces

Manage all of your spaces

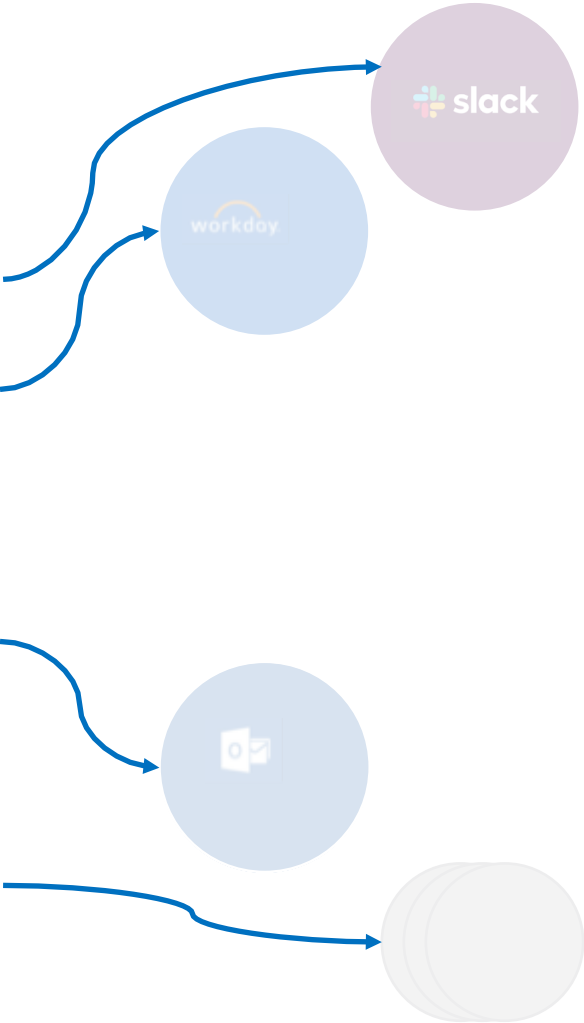
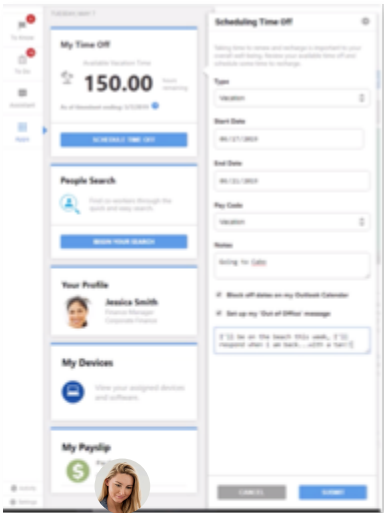


Outcome-Driven Design

O.D.D.

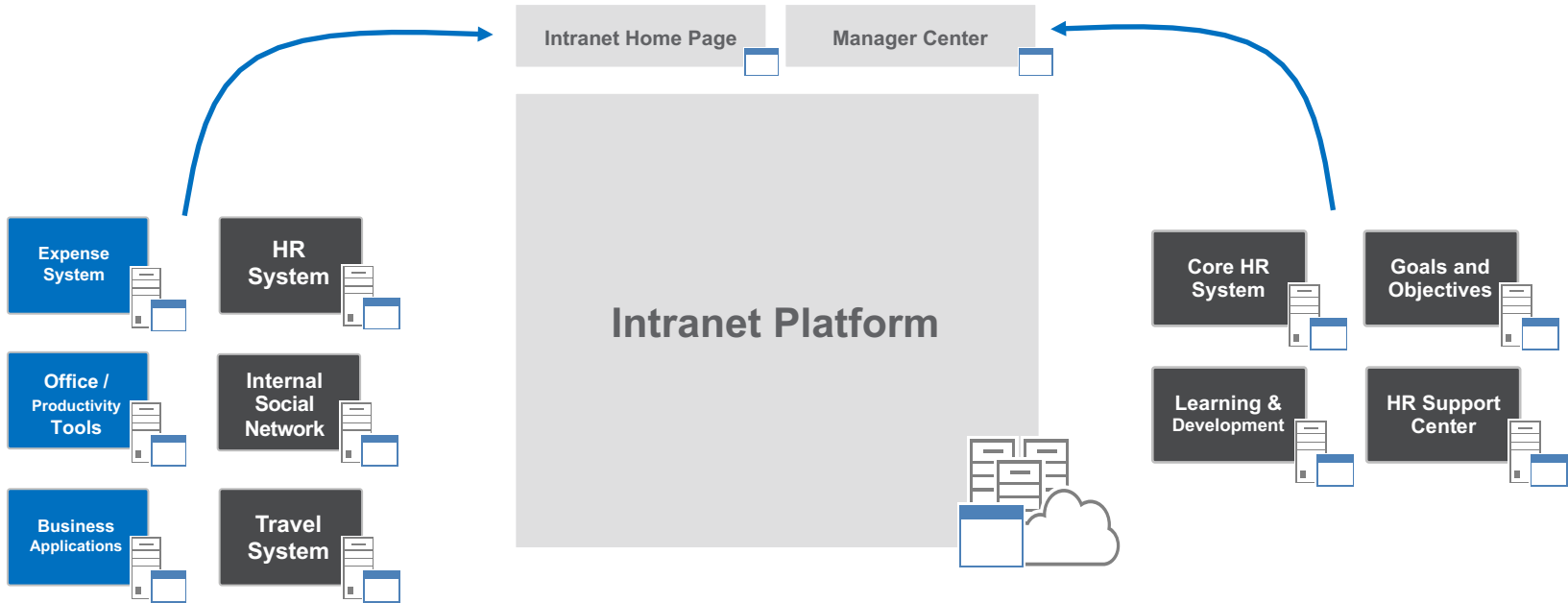
Outcome-Driven Design

A simple and enjoyable employee process based on intent



Experience Layer







Liberty Mutual News

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Cortex Workshop

Perrsmouth, NH and virtual
Thursday February 7, 2019

LM Technology • Feb 1

Hands-on Cortex Workshop

Learn how to use Cortex to work on data science projects in the cloud during this hands-on workshop.



myCompany Feature • Feb 1

Streamlining year-end reviews

Managers, Global Leadership, Learning and Talent's Paula McKenna and Roland Washington share 2018-2019 Performance & Talent Review process updates.



myCompany Feature • Jan 31

Shining a light on new solutions

Global Solutions Team Manager Casey Linden was recently recognized for challenging the status quo and solving problems. Learn more

[47](#) [24](#) [10](#)

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Make things better
Be proactive and
challenge the status quo

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Commented on [we shine when we solve problems](#), Jan. 2019 in Life at work
36 minutes agoPeter Anderson [joined](#) LibertyCLOUD: Workspace Desktop
43 minutes agoRandy Bennett [created](#) The LCM portal is available in LibertyCLOUD: Workspace Developer
43 minutes agoGrace Bate [replied to](#) myConnections has no reporting capabilities since 10/25. Will there be a resolution soon?
43 minutes agoBrenda Edwards [replied to](#) Is it possible for a linked document on myConnections (that lives on SharePoint) to open in its application and not the browser in Office 365?
43 minutes ago[My places](#)[All activity](#)

Snapshot



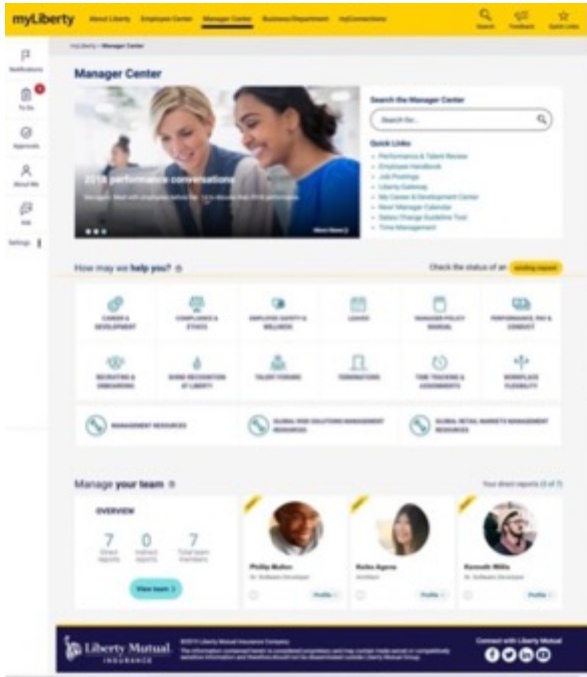
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- [Time Management System](#)
- [IT Strategy and Planning](#)
- [Employee Directory \(VSPER\)](#)
- [IT Hosting Services](#)
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








myLiberty > Manager Center

Manager Center

18 Direct reports | 328 Indirect reports | 19,812 Total Team Members




4 Direct high potential | 8 Total high potential of team | 12 more ready | 80% | [Download](#)

Filter by Employee Name

 Cynthia Ellis Business Analyst View profile	 Daniela Schubert Sr. Business Analyst View profile	 Ray Carroll Analyst View profile	 Raymond Ford Business Analyst View profile
 Raf Gordon Business Analyst View profile	 Scott Myers Business Analyst View profile	 Anthony Reed Technical Consultant View profile	 Stephanie Wang Business Analyst View profile
 Philip Clark Business Analyst View profile	 Donald Woods Business Analyst View profile	 Lari Murray Analyst View profile	 Jessica Ghisler Business Analyst View profile

Just 45 more team members [View more](#)

Liberty Mutual 401(k) Liberty Mutual Investment Company
The company and its products are not insurance products and are not intended to provide insurance coverage. For more information and details, please visit us at [Liberty Mutual Insurance Liberty Mutual Group](#)

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Don't Couple Your Experience Layer to a System of Record



Digital Experience Layer

Integrated Application Experiences (IAE)

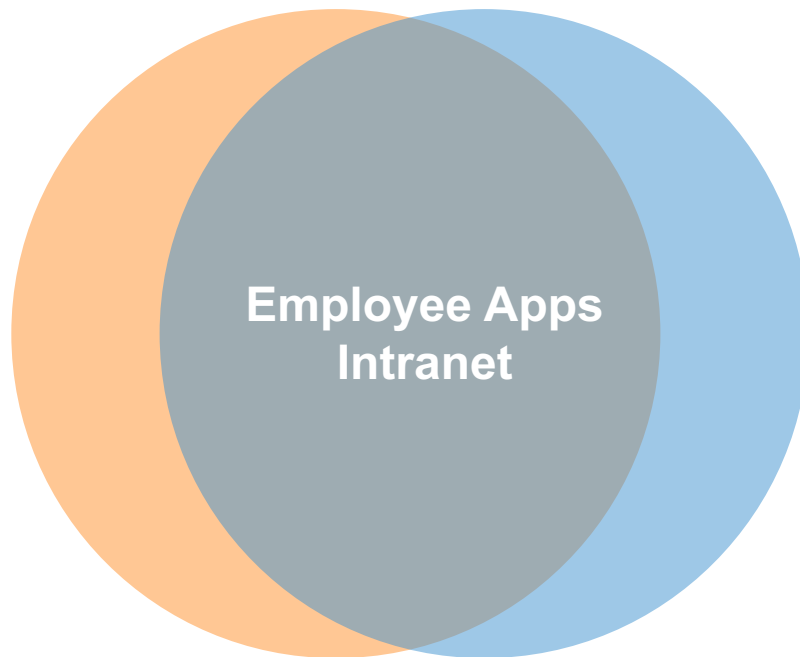


Employee Apps

Intranet

Blurring Application Experiences and the Intranet Together

Bringing transactions and applications to the employee



The intranet truly becomes the hub for work.

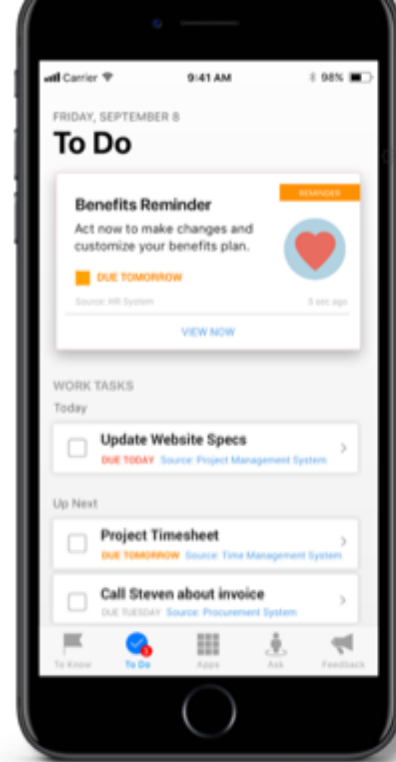
Future

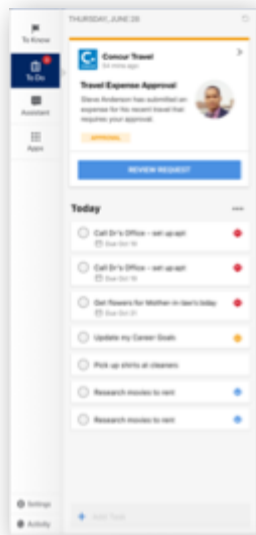
What we're working on now

Workgrid

Tasks

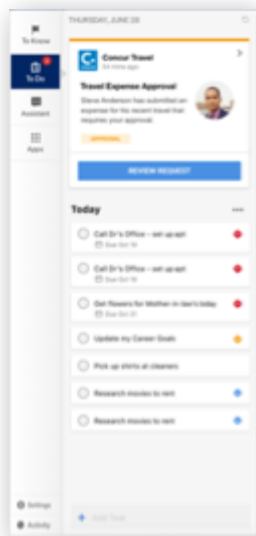
Alpha Release





Phase 1 - Foundation

- Create and manage task lists.
- Manually add your own tasks.
- Assign task name, description/note, priority, and due date.
- Manually sort tasks.
- Add tasks to your “Today View”, instantly or on a specific day.



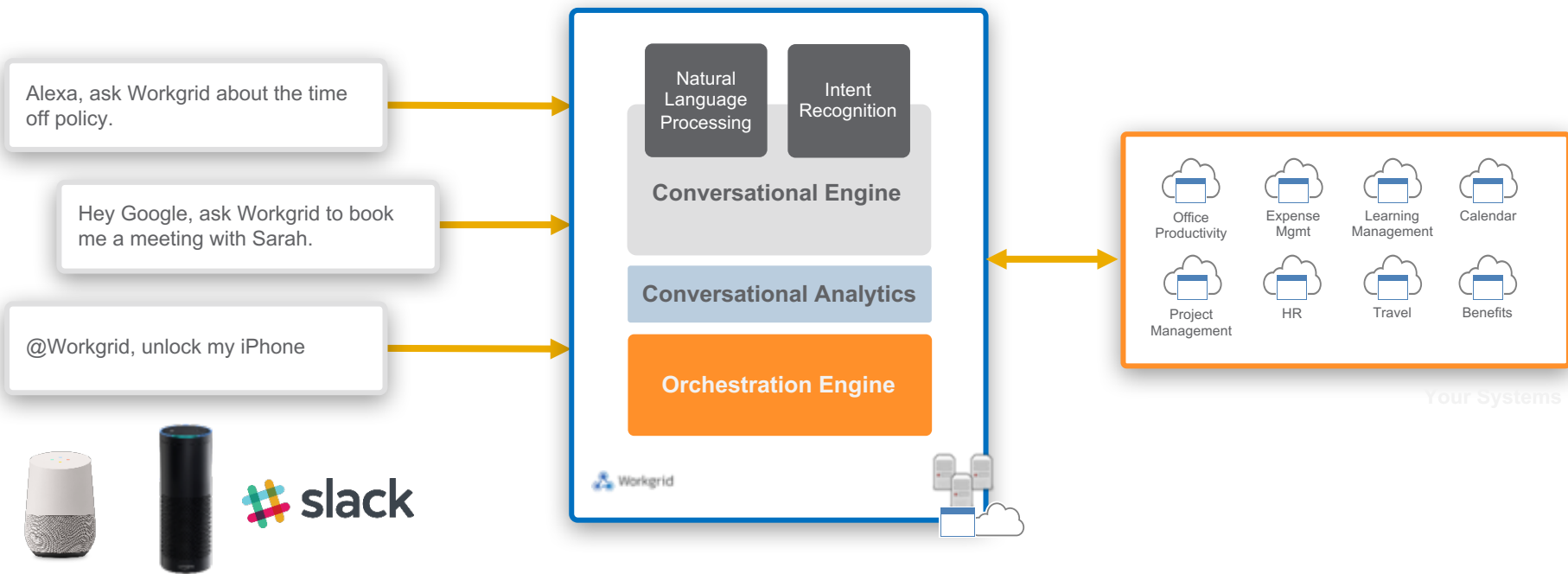
Future – Task Sharing

Provide the ability for an organizations, managers, teammates, to share and assign tasks to others and track status for completion.

- Starbucks Use Case
- HR Management Calendar
- Onboarding tasks / template
- Kimberly Clark Use Case – assigning tasks after meetings

Conversational Hub

Workgrid enables voice and text conversation across devices and applications when configured as your enterprise workplace hub.



Evolving Your Intranet to an Intelligent Employee Experience Platform...



Single Pane of Glass

Consolidates notifications, tasks, and messaging from disparate systems into a single, modern interface.



Elevates Communications Outside Email

Shrink email volume with communications outside of email, ensuring employees never miss updates.



Instant Access to Information & Answers

Instant access to information and automation of task – all through natural language chatbot.



Consumer-like Experiences

Engage employees with modern consumer-like experiences they expect, anytime & anywhere.

Simplify & Connect



Intelligent Employee Experience Platforms

Thank you!

We'd love to hear from you

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Brett.Caldon@LibertyMutual.com

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Digital Workplace




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