Digital Workplace Assistants

How Liberty Mutual Uses a Digital Assistant to Support 50,000 Employees.

Hello!

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Agenda

Our Journey
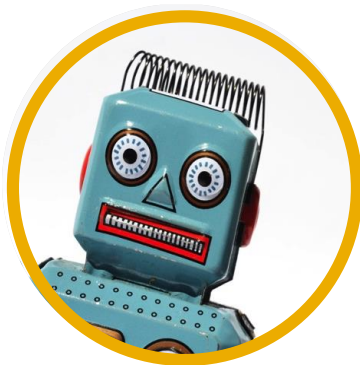
Digital Assistants in the Workplace

Intelligent Workplace

Our Journey

The Workplace is Moving into a New Era

The technology powering the workplace is undergoing a fundamental shift

Early Internet

2000s

Intranet

Email

Productivity Applications

File Shares

Corporate Directory

Unified Communications

Instant Messaging

Large Monolithic Systems

The Workplace is Moving into a New Era

The technology powering the workplace is undergoing a fundamental shift

ANALYTICS

CLOUD

SOCIAL

MOBILE

Mobile

Wearables

Cloud Apps

Data Science

Social Intranet

Messaging

Video Conferencing

Early Internet

2000s

Digital Workplace

2010s

The Complexity of Today's Workplace

Digitizing processes and transactions has led to enormous complexity

Today's Workplace

And From this Complexity

We Heard From Employees…

Missing Important Communications
Employees were frequently missing important announcements and time-sensitive reminders.

Delayed Approvals
Managers were losing approvals amongst other emails, blocking important work or requests from being completed.

Cognitive Overload
With too many systems for employees to use, key information and tasks were spread across multiple systems wasting valuable employee time and increasing frustration.

Too Many Login Screens
Many systems do not support Single Sign-On, requiring employees to manually type their username and password over and over.

Too Many Steps
If often took 10-15 clicks for employees to complete simple transactions like approving an expense report or timesheet.

Time Wasted Context Switching
Employees would lose valuable time jumping from one system to another to complete tasks or lookup common information.

Disconnected Corporate Systems
With each corporate department buying their own best-in-class SaaS and vendor systems, it left a siloed impression of these groups.

Ignored Intranet Content and Communications
Information on the company intranet and other communications weren't personalized enough for employees to actually stop and read.

Difficulty Finding Information
Employees didn't have a single tool to ask basic employee questions like "what is the time off policy?", "what's on the café menu?", or "how do I report a system outage?"

Complex Employee Experience
With no system to bring it all together, each vendor or SaaS product had a completely different user experience from the other.

The year was

2013

90% of the data in the world today has been created in the last two years alone

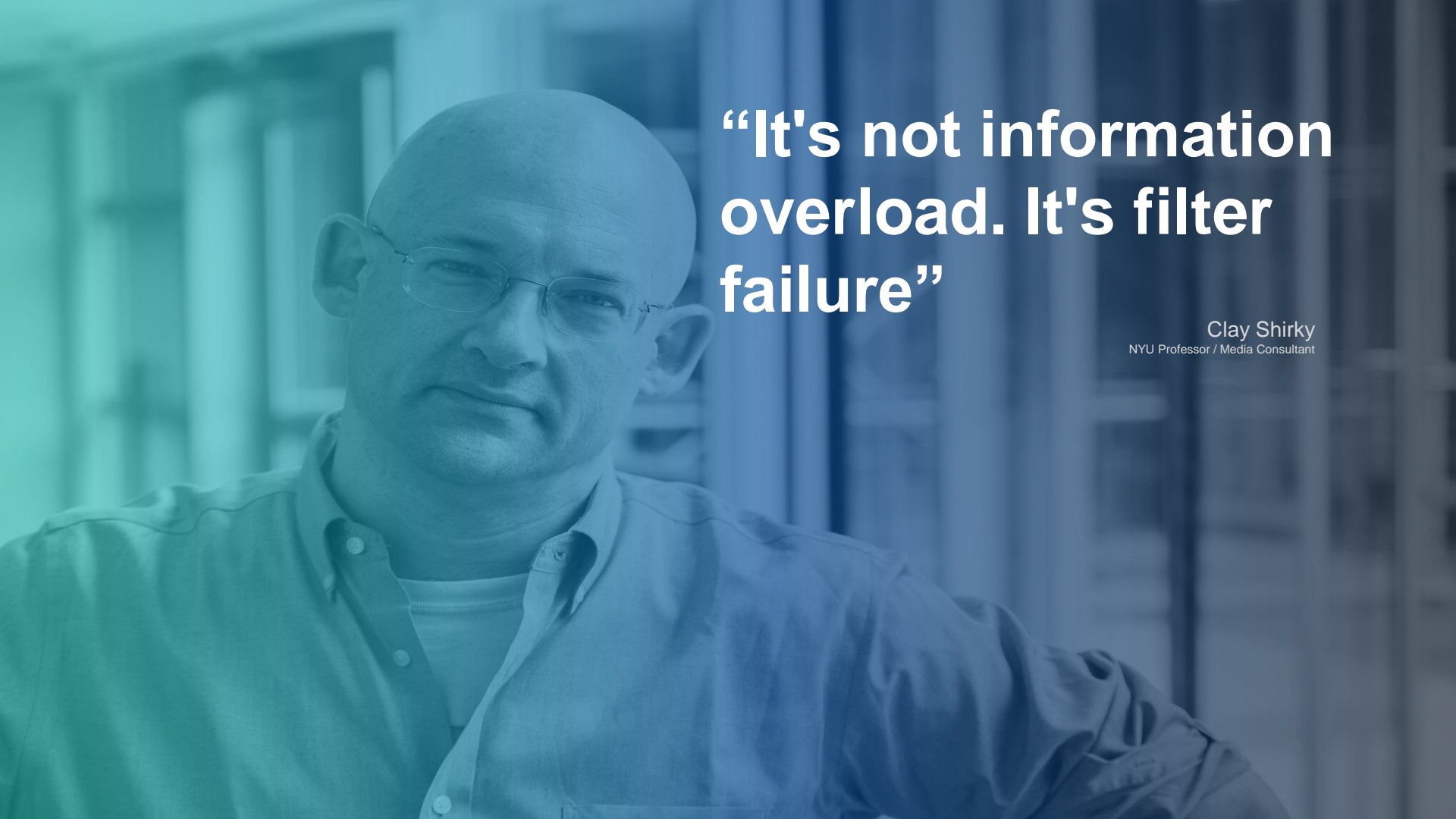Source: IBM

Data

and

Information

Opportunity

to enable

the future of the workplace

"It's not information overload. It's filter failure"

Clay Shirky
NYU Professor / Media Consultant

Background

Starting in late 2013, Liberty Mutual began work on what would become a digital assistant for the enterprise.

In 2014 we iterated through prototypes of the tool and evolved the digital assistant based on employee feedback.

In early 2015 we did our official launch of the digital assistant with Liberty Mutual managers first, followed by the remaining 50,000 employees.
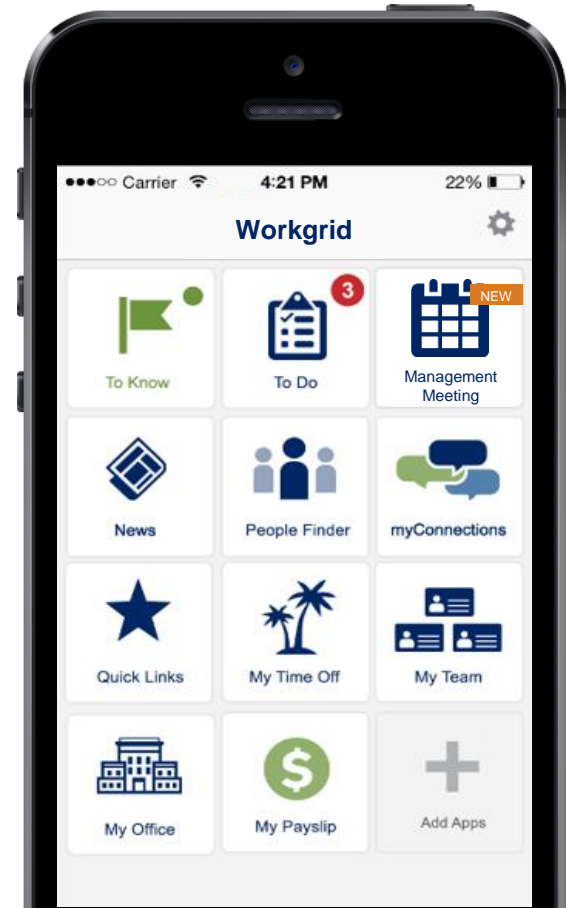
Workgrid at Liberty Mutual

The Employee Response to Workgrid (myHub) was Overwhelming!

MONICA
Jan 29, 2016 11:33 AM

I love it!

Helpful   Like   Report Abuse   Reply

Deborah
Jan 30, 2016 8:21 PM

Love myHub!

Helpful   Like   Report Abuse   Reply

Shavonda
Mar 16, 2017 1:34 PM

Love My Hub just a few simple clicks to view FTO/Payslip

Helpful   Like   Report Abuse   Reply

Nathan
Jan 29, 2016 11:03 AM

The "myHub" tool has already proved itself to be an excellent addition to my everyday work. Seeing that this is only the start and there is still more to come, I can only imagine how much better it can get. Looking forward to it!!

Helpful   Like   Report Abuse   Reply

Jennifer
Feb 2, 2016 7:44 AM

I love this tool. 🙂

Helpful   Like   Report Abuse   Reply

Steven
Jan 29, 2016 6:01 PM

As a manager, I LOVE myHub. I like seeing my FTO balances, and approvals that need to be taken care of. Thanks Liberty for this time saving tool!

Helpful   Like   Report Abuse   Reply

Kate
Feb 2, 2016 7:50 AM

myHub is incredibly useful. Thanks for all the hard work!

Helpful   Like   Report Abuse   Reply

Donna
Feb 8, 2016 10:43 AM

I think it is a great little tool. I have begun using it every day.

Helpful   Like   Report Abuse   Reply

Workgrid at Liberty Mutual

The Employee Response to Workgrid (myHub) was Overwhelming!

The #1 word employees used based on sentiment analysis at Liberty Mutual to describe myHub was '**Love**'.

Nancy

I love the new myHub - saves so much time by avoiding logging in to other programs. Everything is right there for you. If you haven't tried it yet, I highly recommend it!

1 Comment

Debi

I completely agree with you, I like the idea that all of your FTO balances are right there at your fingertips.

Like (0)   Report Abuse

Carla

Love the new myHub functionality!!!! Just got back from FTO and already used it to approve a BuySmart request in about 7 seconds versus minutes of separately logging in and clicking around. GREAT work!!!

Benefits

Workgrid at Liberty Mutual

Simplified Consumer-Like Employee Experience

Less systems to deal with. Less logins. Less steps to complete tasks and access key information, employees loved it – a system employees actually enjoy using.

40% Internal Comms Increase

40% increase in internal communications click-through rates, employees no longer miss important communications.

Reduced Impact of System Migrations

News apps are built on this platform, removing employee impact of switching to new systems behind the scenes.

70% Fewer Clicks

70% fewer clicks to obtain key employee information, allowing employees to be more productive.

90% Adoption Rate

90% adoption by managers, seeing 80% of transactions being approved in Workgrid instead of the actual source systems.
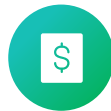
Millions in Savings Each Year

Saving hours and hours of employee and manager time, and reducing costs at internal help desk.

The Workplace is Moving into a New Era

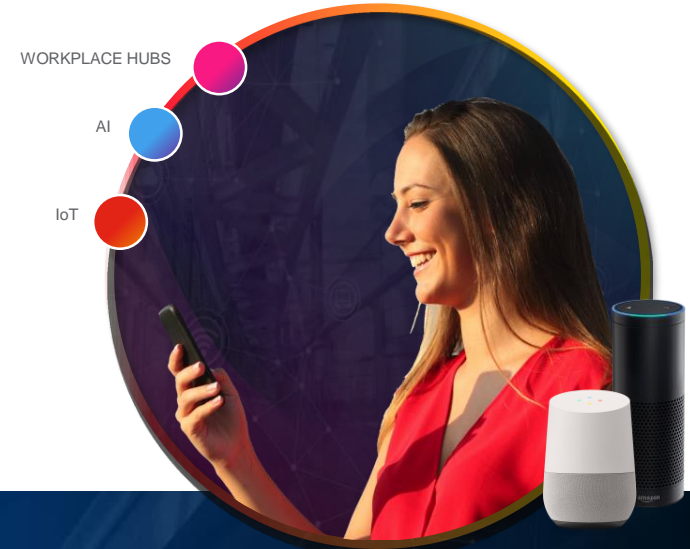The technology powering the workplace is undergoing a fundamental shift

Foundation

Digitized

Simplify & Connect

ANALYTICS

CLOUD

SOCIAL

MOBILE

WORKPLACE HUBS

AI

IoT

Early Internet

2000s

Digital Workplace

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Intelligent Workplace

2020s

The Workplace is Moving into a New Era

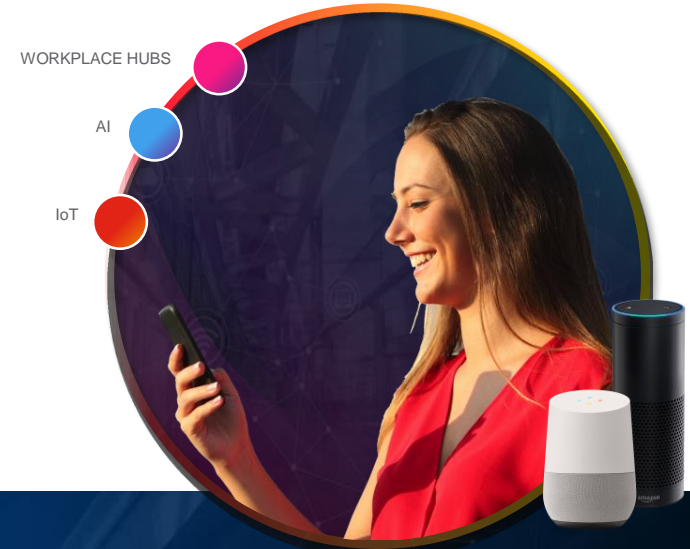The technology powering the workplace is undergoing a fundamental shift

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Employee Experience

WORKPLACE HUBS

AI

IoT

Intelligent Workplace

2020s

🎉 Simplifies the employee experience.

🎉 Reduces the noise, saves time, and allows employees to focus on their primary work.

🎉 Provides a consumer-like experience that employees actually enjoy!

Employee Experience Matters

Employee Experience is a Top Priority for Most Major Organizations

😀 **Employee Experience Leads to Great Customer Experience**
"Studies have documented a clear statistical relationship between increases in frontline engagement, increases in customer service, and revenue growth." - Deloitte

😀 **Engaged Employees Lead to Increased Revenue**
"Highly engaged employees help grow revenues," according to Bain & Company " - as much as two and a half times more than companies with low engagement levels."

😀 **Attract and Retain Talent**
Technology that makes daily work easier, allowing employees to focus on what matters / what they were hired to do, improves job satisfaction.

Employee Experience Matters

Today's Workforce Expects…

👋 **Consumer-Like Experience**
Easy to use, intelligent, and fast.

👋 **Mobile Enabled**
Being able to access information and capabilities from anywhere at anytime.

👋 **Personalized**
Personalized employee experiences dramatically increase engagement.

How it Works

ECHO

Employee Content & History Online

(2013)

ECHO

Employee Content & History Online

(2013)

⟶

WORKGRID

WORKGRID

Improving Employee Experience

By Simplifying Technology Complexity

ATLASSIAN
salesforce
SAP
ANALYTICS
Taleo
CLOUD
CONCUR.
slack
SOCIAL
Trello
SAP Ariba
MOBILE
G Suite
ORACLE
DELL Boomi
CHROMERIVER
AON Hewitt
Cornerstone
DocuSign
ADP
Office
workday

Preferences

Context

Personalization
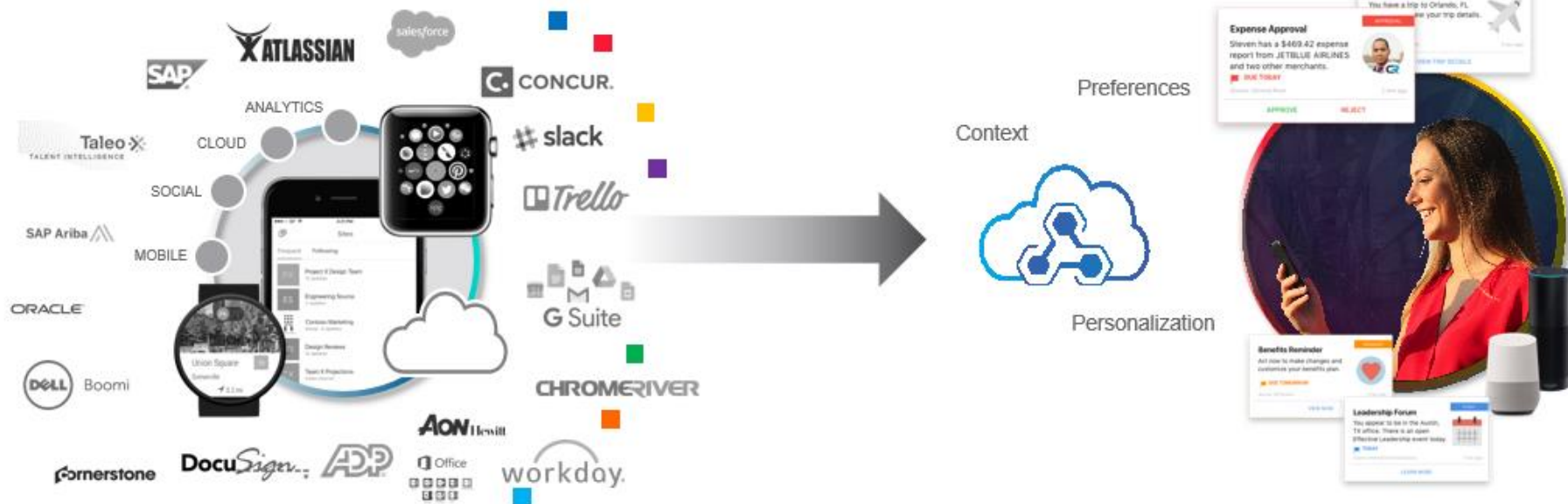
Improving Employee Experience

By Simplifying Technology Complexity
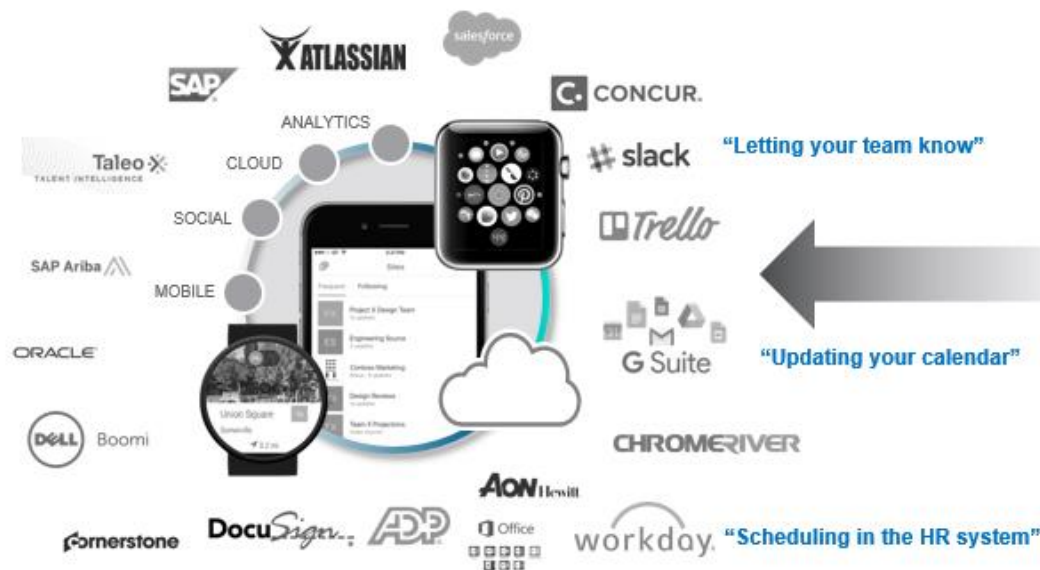
"Clear my calendar tomorrow"

"Letting your team know"

"Updating your calendar"

"Scheduling in the HR system"

Digital Assistant Components
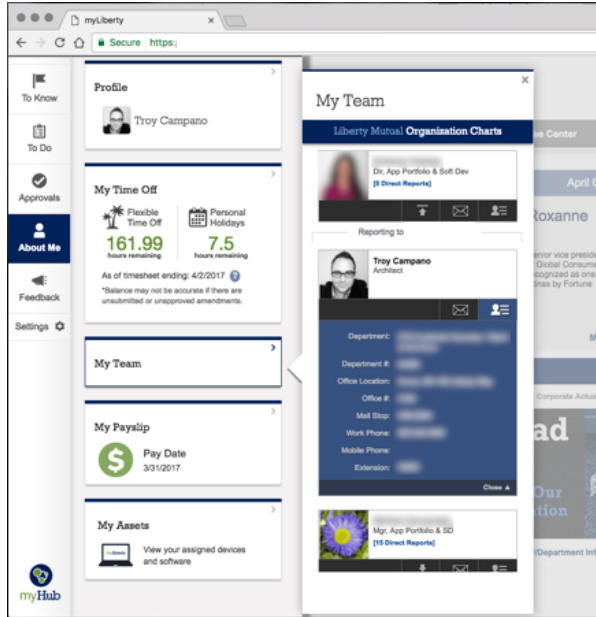
Intranet Toolbar

Mobile Application

Desktop Notifier App

Benefits of Digital Assistant in the Workplace

👍 **No need to replace your existing intranet.**

👍 **Make your intranet the door to your digital workplace** (by mixing content with functionality/transactions).

👍 **Drive more engagement with your intranet.**

👍 **Reach employees with communications elevated outside email.**
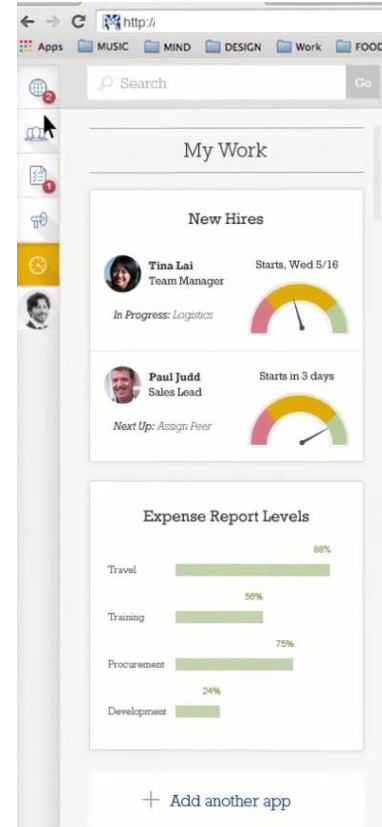
Smart Notifications

5-Year Work Anniversary

ANNIVERSARY

Help celebrate Kelly Banner's 5-year Work Anniversary at Navit Technology!

Source: HR System • 15 mins ago

SAY CONGRATS!

Provides essential information to the employee on a contextual basis, taking into account the employee's needs and preferences. Smart Notifications have the gift of anticipation, providing relevant information for upcoming events.

Smart Notifications

📣 Unlike email, they expire (no need to manage / delete them).

📣 Ensure employee has seen the notification before it archives.

📣 Elevates company and team information outside of email.
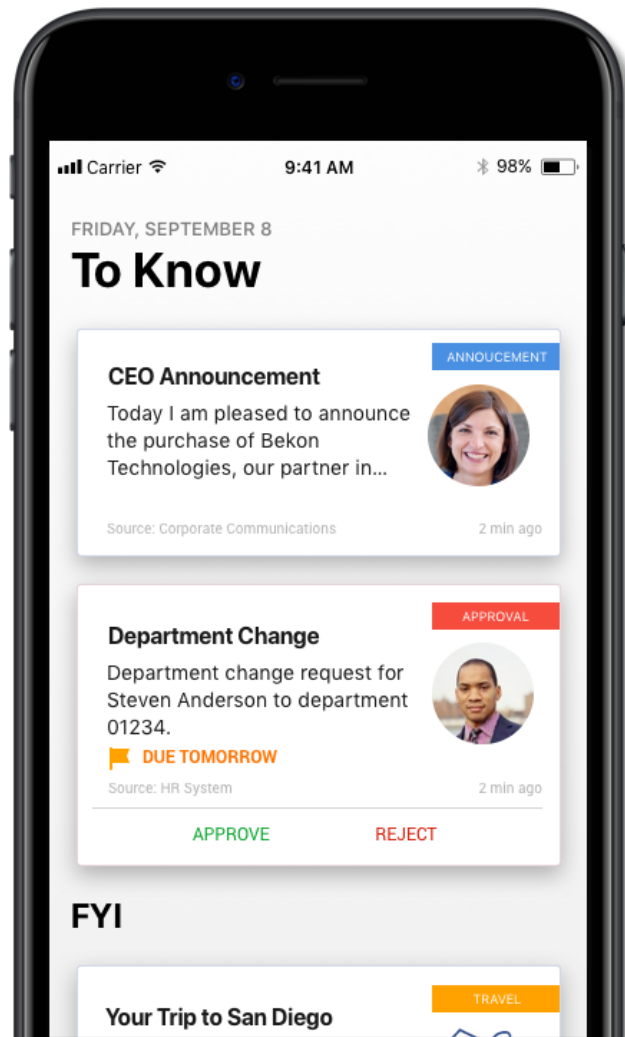
Mixing Transactions and Content

Drives Hire Engagement of Internal Communications

Concur Travel
54 mins ago

Your Trip to Miami

Your flight from Boston, MA (BOS) to Miami, FL (MIA) is schedule for tomorrow.

BOS ✈ MIA

Boston   Miami

American Airlines 1006

Departure: **Arrival:**

Feb 17 2018 10:03am   Feb 17 2018 1:15pm
Terminal N   Terminal B
Gate T9

`TRAVEL`

VIEW DETAILS

Liberty Internal Communications
5 mins ago

5 Essential Tips for Business Storytelling

Learn from Jacob Simpson, Leadership Communicator, about the best ways to communicate your message.

`WEBINAR`

👍 42   💬 12   🔖   •••

Chrome River
Expense Report • 30 mins ago

Samuel Jennings Expense Report

Summary

Security review of the new Miami facility and stakeholder meetings.

`EXPENSE`

APPROVE   **REJECT**

Kayleigh McKerson
Commented in Jive • 5 mins ago

Remote Desktop Connections in OSX

I didn't realize MS RDC was available through the App Store—awesome. I've had good success with CoRD, an open source alternative, although I don't know if it's on the approved list.
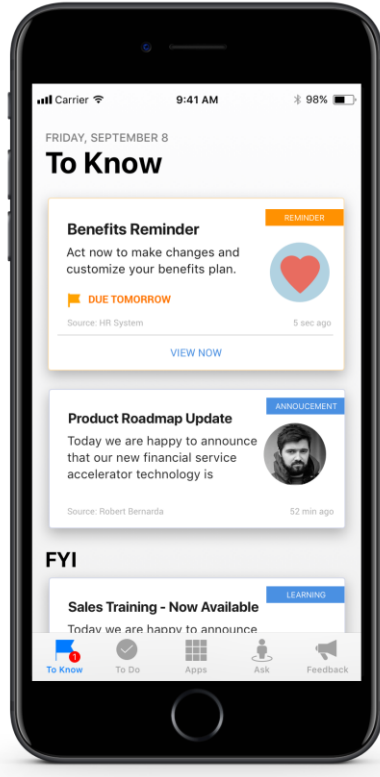
VIEW CONVERSATION

`SOCIAL`

👍 42   💬 12   🔖   •••

Smart Notifications – Where They Appear

Using Algorithms to Bring the Most Important Information First

Priority Section

FYI Section

Smart Notifications can appear in the '**Priority**' section of 'To Know' and also the '**FYI**' section of 'To Know'
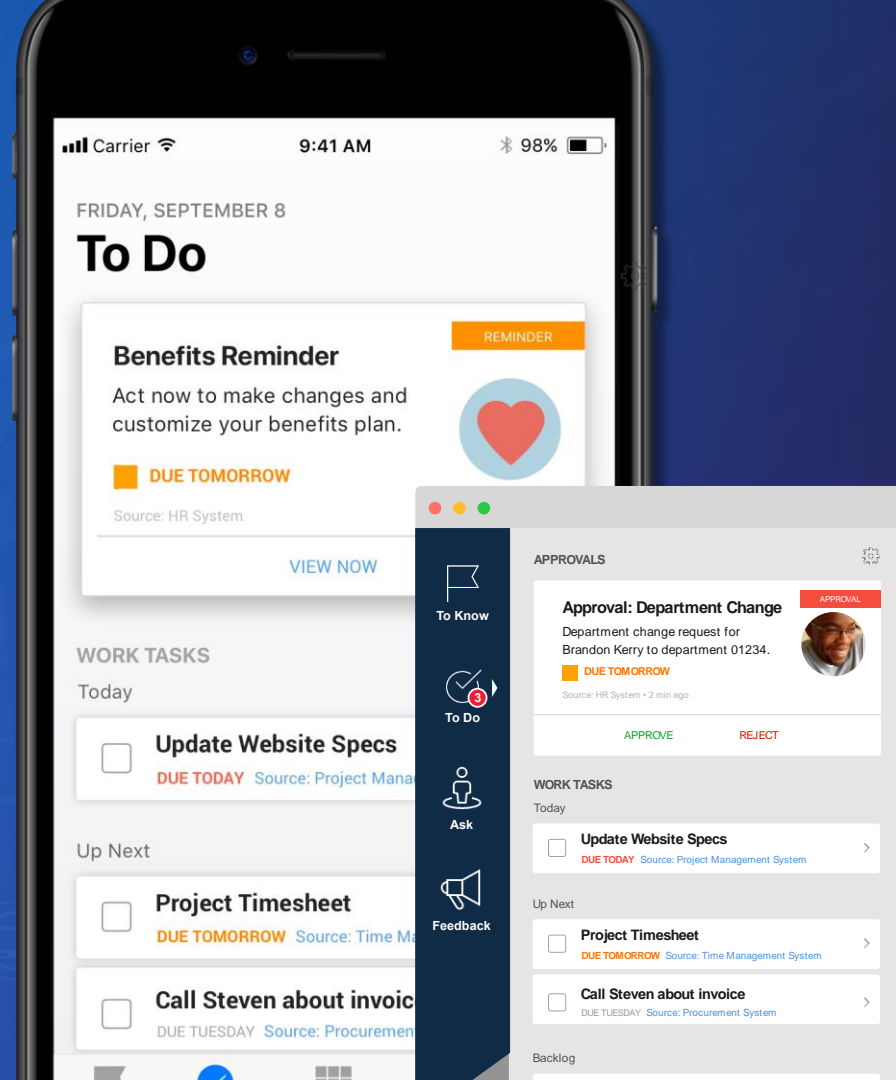
To Do

Aggregate tasks and approvals from across your systems

Highlight company or team tasks or due dates

Manage your personal or individual tasks alongside team or company tasks

Integrate with 3rd party task systems

Microapps

Persistent micro-apps that highlight important information from your work, employee systems, and more.

Changes and edits in the apps sync back to the source system.

Reduce the need for employees to log into many systems.

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)
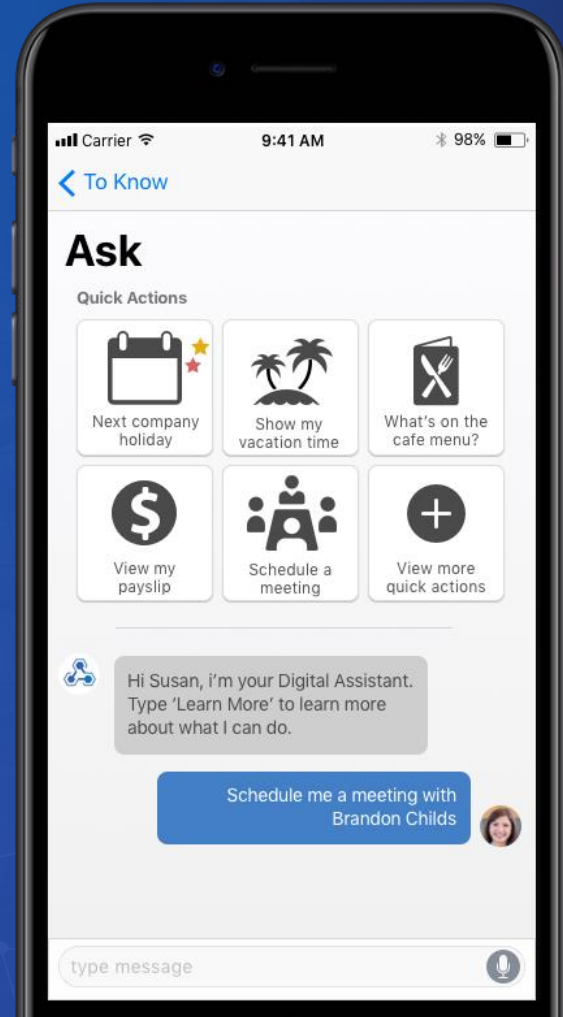
Business Case: Smart Notifications

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.

Liberty Mutual Case Study

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

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
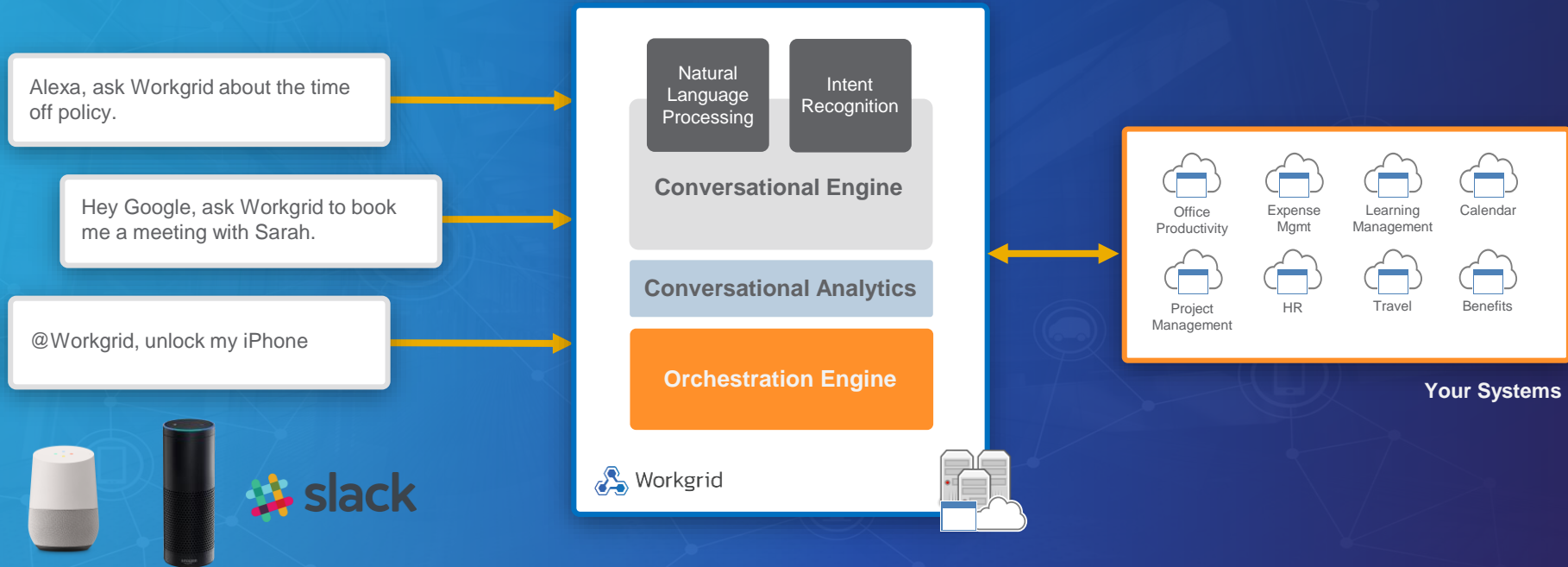
2 FTE Capacity savings annualize*

$222,250 Projected annualized savings*

10% Increase in employee satisfaction

Conversational Hub

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

Alexa, ask Workgrid about the time off policy.

Hey Google, ask Workgrid to book me a meeting with Sarah.

@Workgrid, unlock my iPhone

Natural Language Processing

Intent Recognition

Conversational Engine

Conversational Analytics

Orchestration Engine

Workgrid

Office Productivity

Expense Mgmt

Learning Management

Calendar

Project Management

HR

Travel
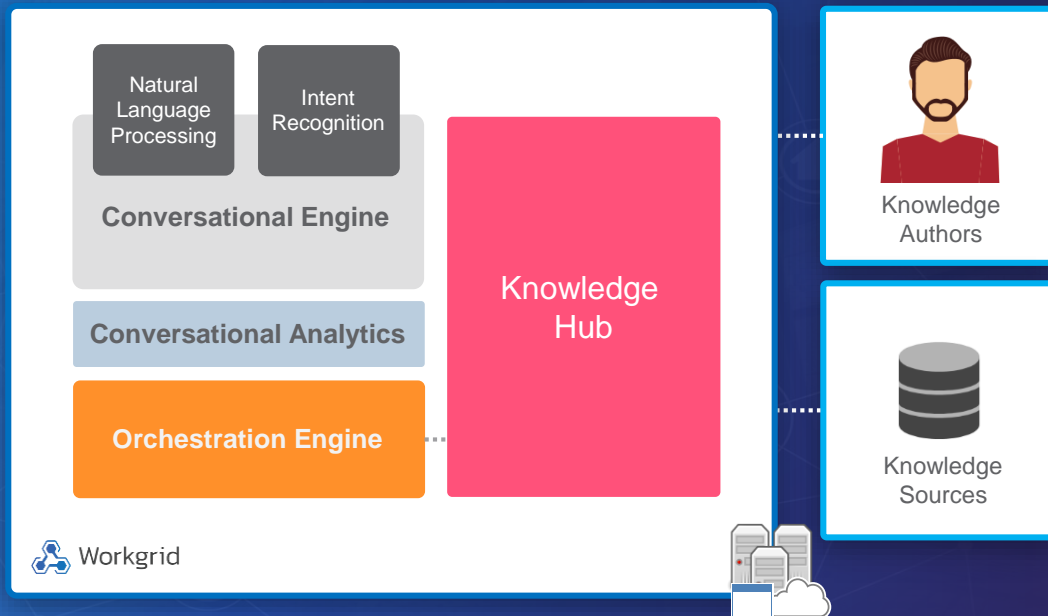
Benefits

Your Systems

slack

Knowledge Hub

Tapping into enterprise knowledge to reduce help desk calls and improve employee experience using conversation

What's the parental leave policy?

How many vacation days do I have left?

How do I access the guest wifi network?

When is the next company holiday?

Natural Language Processing

Intent Recognition

Conversational Engine

Conversational Analytics

Orchestration Engine

Knowledge Hub

Knowledge Authors

Knowledge Sources

Workgrid

Thank you!

Troy Campano

Senior Enterprise Architect
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Liberty Mutual
INSURANCE

🐦 @troycampano

in troycampano

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