

Employee Experience and Digital Assistants in the Workplace

Transforming employee experience using a digital assistant for 50,000 employees



Hello!



Troy Campano

Senior Director
Digital Workplace



 @troycampano

 troycampano



Brett Caldon

Senior Director
Applied Innovation

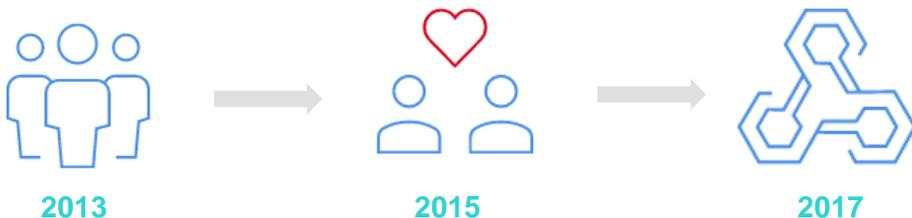


 @bmcaldon

 brettcaldon

Born out of Liberty Mutual...

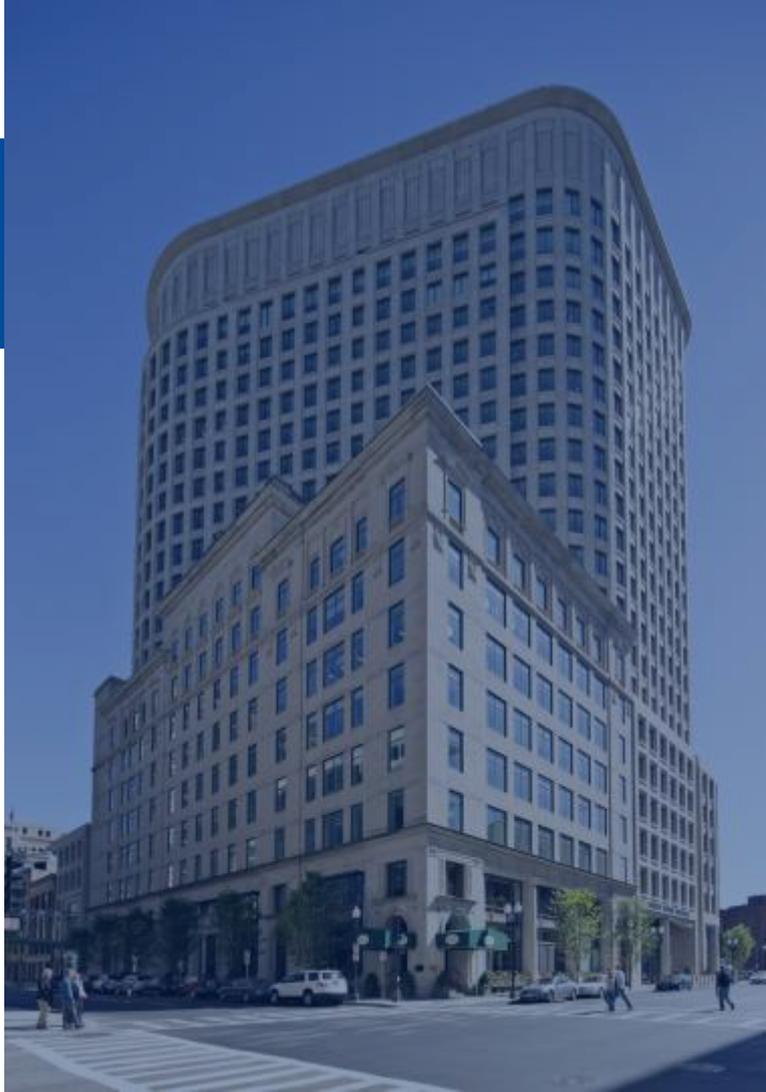
Liberty Mutual Intelligent Digital Workplace



Liberty Mutual seeks to improve digital employee experience for 50k employees.

Workgrid platform released internally - transforming the employee experience.

Workgrid launched externally—software built for the enterprise, by an enterprise



Award-Winning Recognition

Award-winning recognition and accolades from various industry-leading award programs.



A photograph of two women in a modern office setting. The woman on the left, with long dark hair, is wearing a dark blazer over a white top and is smiling while looking at a tablet held by the woman on the right. The woman on the right, with curly dark hair, is wearing a light blue button-down shirt and is also smiling. They are both leaning over a desk with several papers and a pen. The background shows a wooden wall and a video camera on a shelf.

AN UNDENIABLE SHIFT HAS HAPPENED

1

**Our
Journey**

2

**The
Undeniable
Shift**

3

Tour

4

**Techniques,
Tips, Future**

A photograph of two women in a modern office setting. The woman on the left has long, wavy brown hair and is wearing a dark blue blazer over a white top. She is leaning over a desk, smiling as she looks at a tablet held by the woman on the right. The woman on the right has voluminous, curly dark hair and is wearing a light blue button-down shirt. She is also smiling and looking at the tablet. On the desk in front of them are several documents, a pen, and a small red sticky note. In the background, there is a wooden wall, a black cabinet with a camera on top, and a potted plant. A semi-transparent dark grey banner is overlaid across the middle of the image, containing the text "AN UNDENIABLE SHIFT HAS HAPPENED" in white, bold, uppercase letters.

AN UNDENIABLE SHIFT HAS HAPPENED

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



Early Internet

2000s

The Workplace is Moving into a New Era

The technology powering the workplace is undergoing a fundamental shift



Early Internet

2000s



Digital Workplace

2010s

Mobile

Wearables

Cloud Apps

Data Science

Social Intranet

Messaging

Video Conferencing

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.



Poor Perception of IT / Corporate Departments

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.

3

Hours

**Spent on email
each day**

65%

Employees

Putting off Work
(using multiple systems)

32

Days / Year

**Wasted on Inefficient
Workplace Apps**

Source:

1. Attentiv
2. Michael Facemire, Andrew Hewitt
3. Forbes

Conway's Law

“

“Any organization that designs a system (defined broadly) will produce a design whose structure is a copy of the organization's communication structure.”

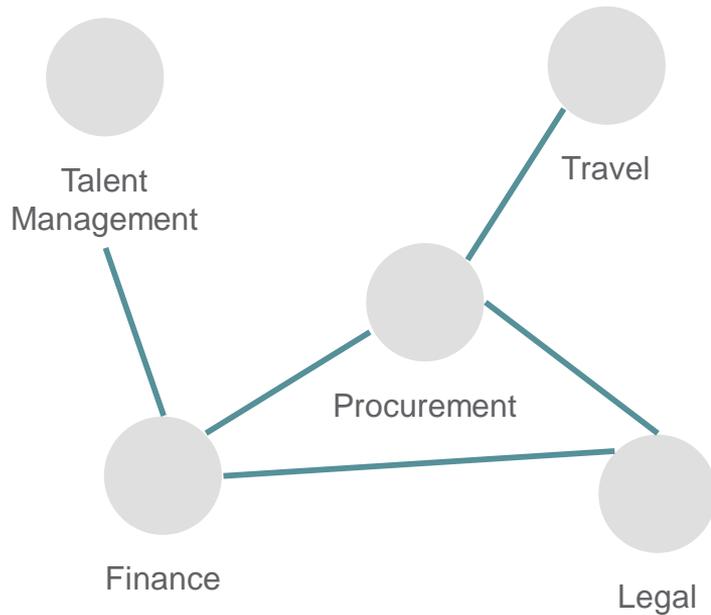
”

Melvin Conway – Datamation (April 1968)

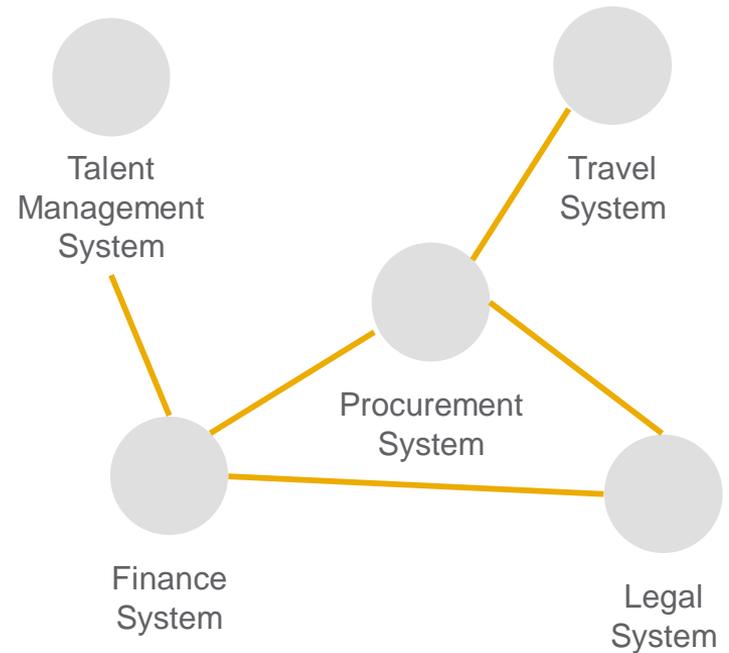


Conway's Law

Organization



Systems



The Complexity of Today's Workplace

Digitizing processes and transactions has led to enormous complexity



Today's Workplace

Systems are Procured with a Service-Provider Focus

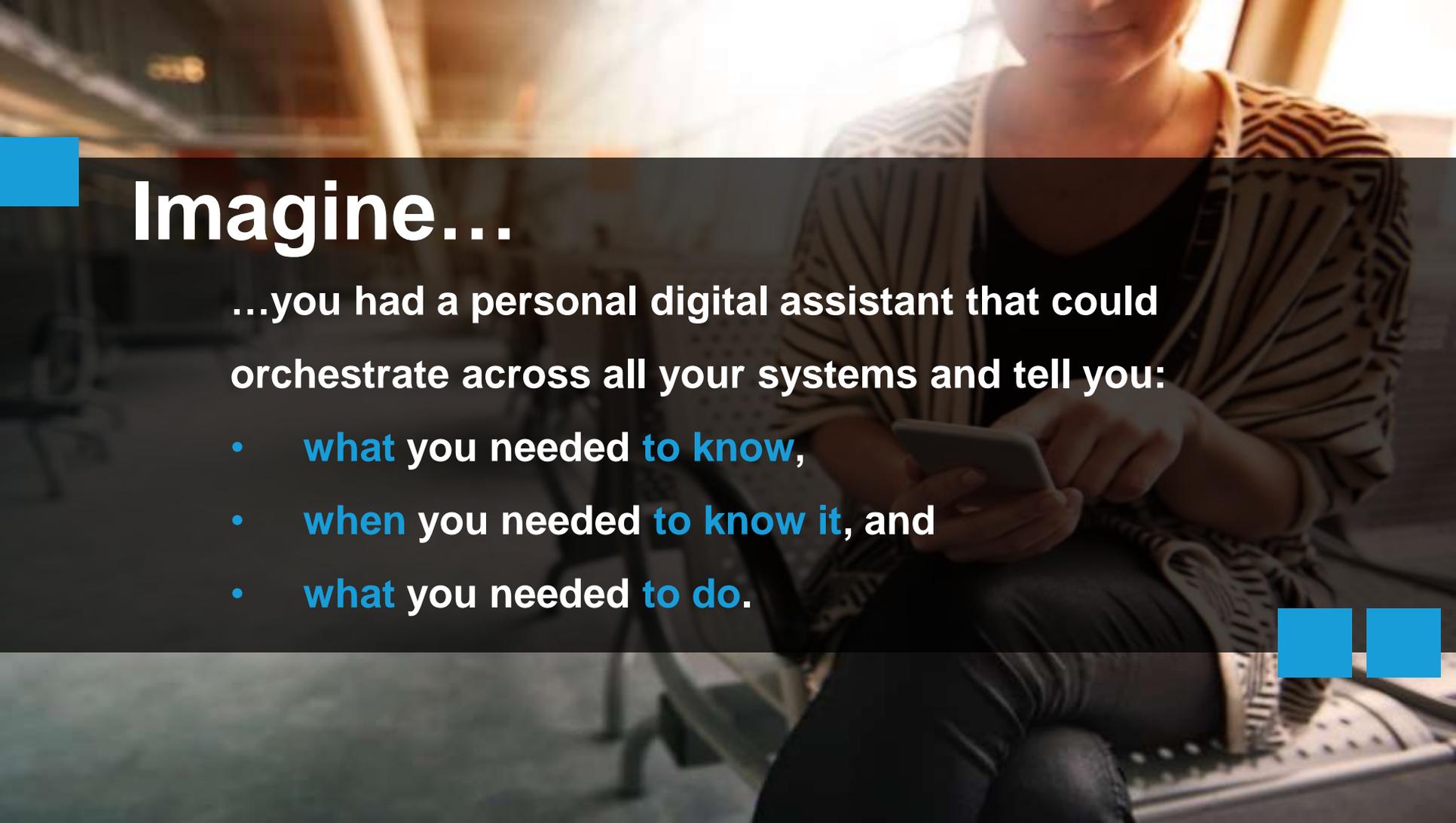
The employee need and experience is often an after-thought

Service-Provider Focus



Employee-Focus

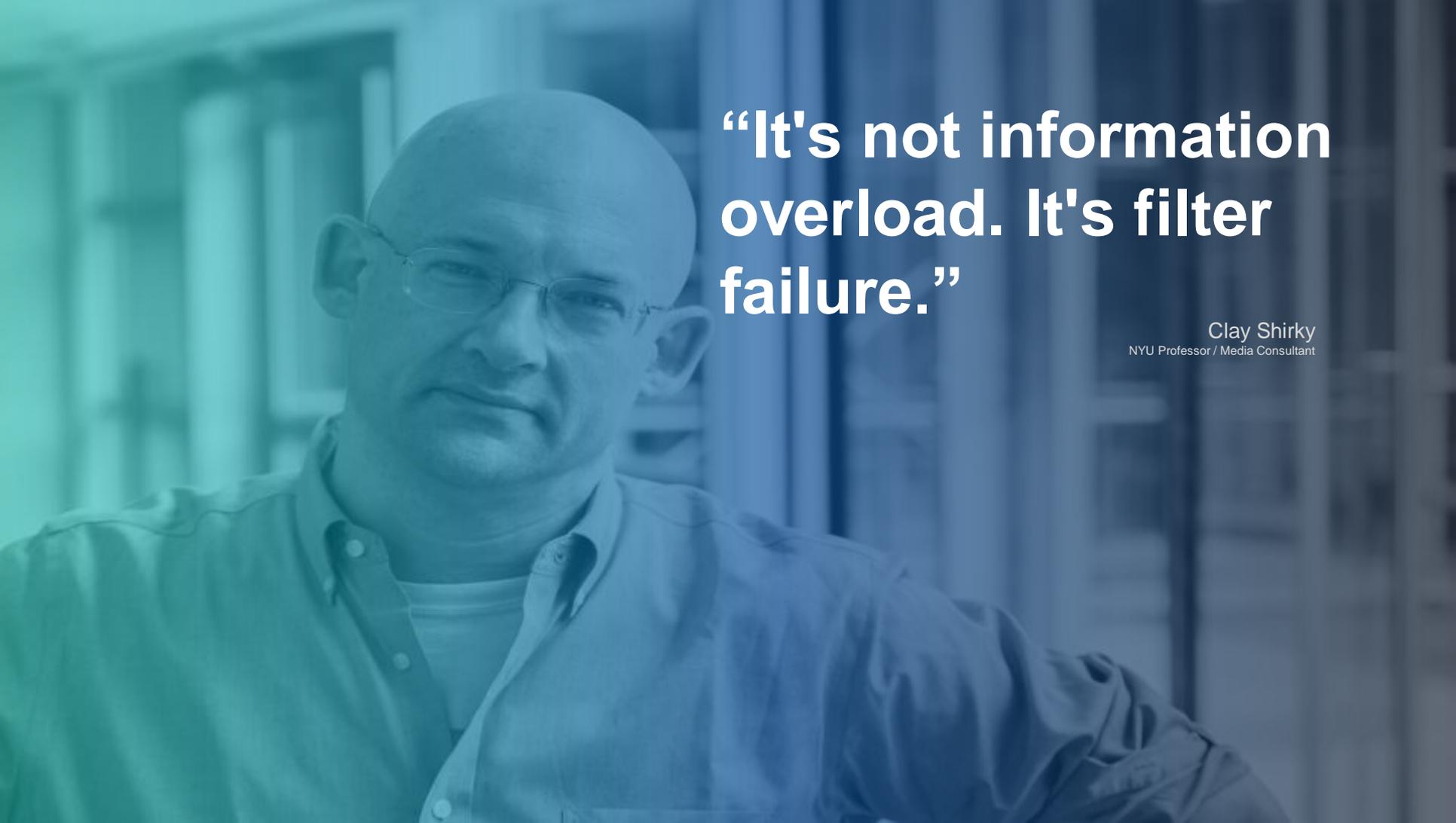




Imagine...

...you had a personal digital assistant that could orchestrate across all your systems and tell you:

- **what** you needed **to know**,
 - **when** you needed **to know it**, and
 - **what** you needed **to do**.
- 



**“It's not information
overload. It's filter
failure.”**

Clay Shirky
NYU Professor / Media Consultant

Video

<https://vimeo.com/262087428>

(Password: Workgrid44)

**“*Love* it! Makes it so easy to see
FTO hours :)”**

Lindsay
Business Analyst

**“I just want to say I *love* this!!!!
I can't wait to see how it grows!”**

Deborah
Med Specialist

“This is *fantastic*... one of the most useful new liberty tools I've seen in a long time!”

Jordan
Business Analyst

**“This is ALL kinds of *awesome*.
Thank you!”**

Gayle
Sr. Training Specialist

“This is *beautiful*. Quick access to time management, and team information with just a click of the mouse. Thank you for doing a fantastic job.”

Adam

Administrative Assistant

“The new Payslip feature is *fabulous* [...] *So much nicer* for when you want to take a quick look at your pay information!”

Lorie
Vice President

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 significant reduction of costs at internal help desk.

A photograph of two women in a professional office setting. The woman on the left, with long dark hair, is wearing a dark blazer over a white top and is smiling while looking at a tablet held by the woman on the right. The woman on the right, with curly dark hair, is wearing a light blue button-down shirt and is also smiling. They are both leaning over a desk with papers and a pen. The background shows a modern office with wood paneling and a camera on a shelf.

AN UNDENIABLE SHIFT HAS HAPPENED

Our Digital Workplace Journey

Moving to cloud applications, mobile, social, and analytics

Foundation



Early Internet

2000s

Digitized



Digital Workplace

2010s

The Workplace is Moving into a New Era

The technology powering the workplace is undergoing a fundamental shift

Foundation



Early Internet

2000s

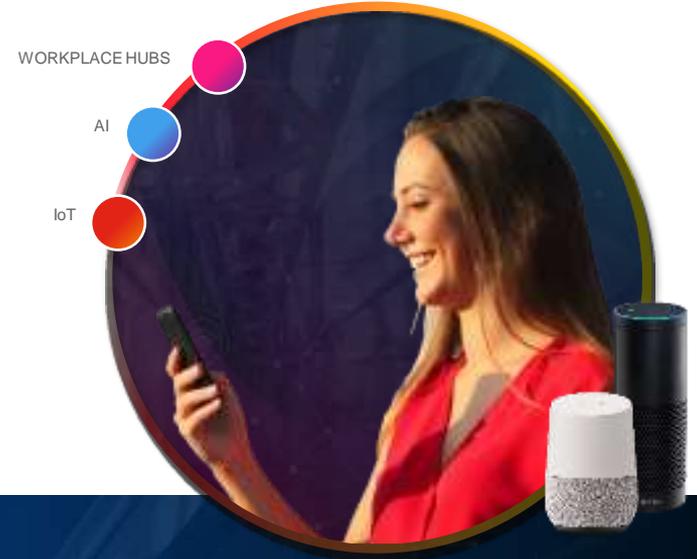
Digitized



Digital Workplace

2010s

Simplify & Connect



Employee Experience

2020s



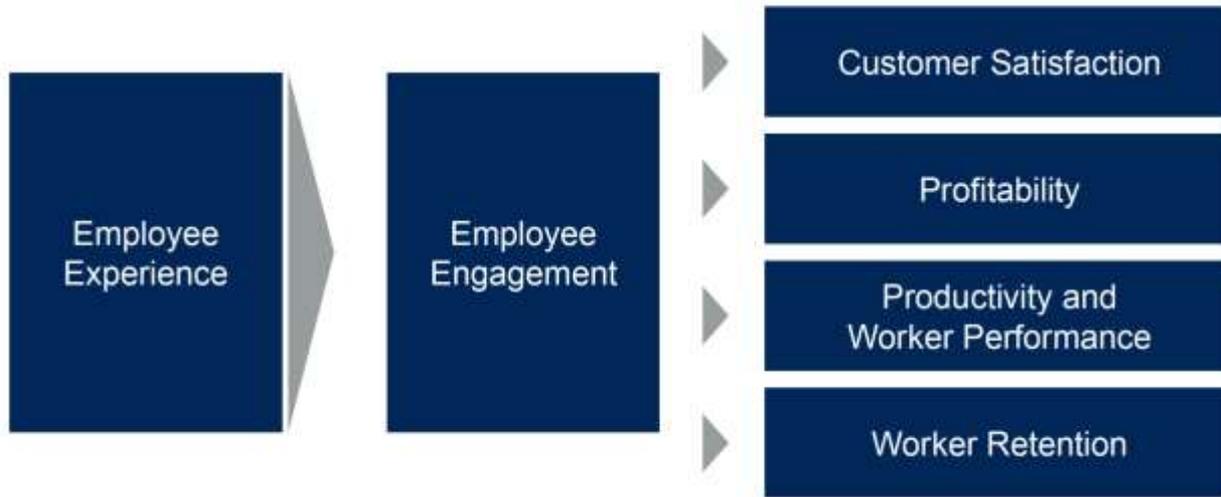
There is a Movement

Of like-minded individuals who believe employee experience matters and are saying 'no' to traditional enterprise software experiences.



Brian Solis
Author / Analyst

Why Employee Experience Matters



Gartner

Gartner

Digital Workplace
Summit

EXtech:

A diverse collection of employee-facing applications designed to influence and improve the employee experience and organizational culture

Gartner

Gartner
Digital Workplace
Summit

The Employee Experience Platform: A New Category Arrives

BY JOSHBERSIN · PUBLISHED FEBRUARY 15, 2019 · UPDATED MARCH 24, 2019

<https://joshbersin.com/2019/02/the-employee-experience-platform-a-new-category-arrives/>



Josh Bersin
Leading Industry
Analyst - HR

Evolution Of This Market



<https://joshbersin.com/2019/02/the-employee-experience-platform-a-new-category-arrives/>



Josh Bersin
Leading Industry
Analyst - HR

These initiatives exist in concept form today, offering a preview of intelligent digital workplaces and a new level of flexibility for employees. Examples like Microsoft's Envisioning Center and Liberty Mutual's AI-fueled assistant Workgrid fit into that forecast—upping the adaptability and simplicity of modern work with features like interactive desktops, seamless cross-platform workflows and more. But these innovations can't reach their full potential without high-performing mobile networks.

Forbes

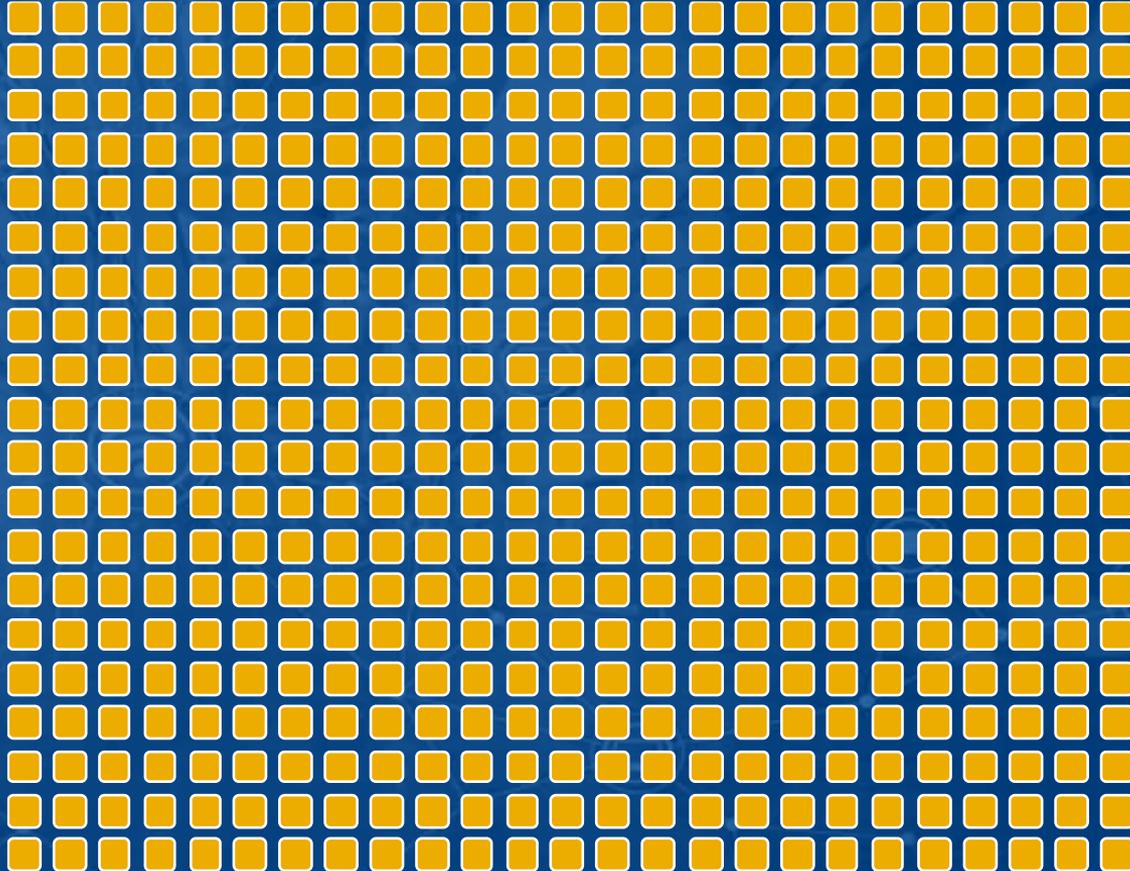
<https://www.forbes.com/sites/tmobile/2019/06/06/the-mobile-workforce-of-tomorrow-is-on-the-way/#578483d753e9>



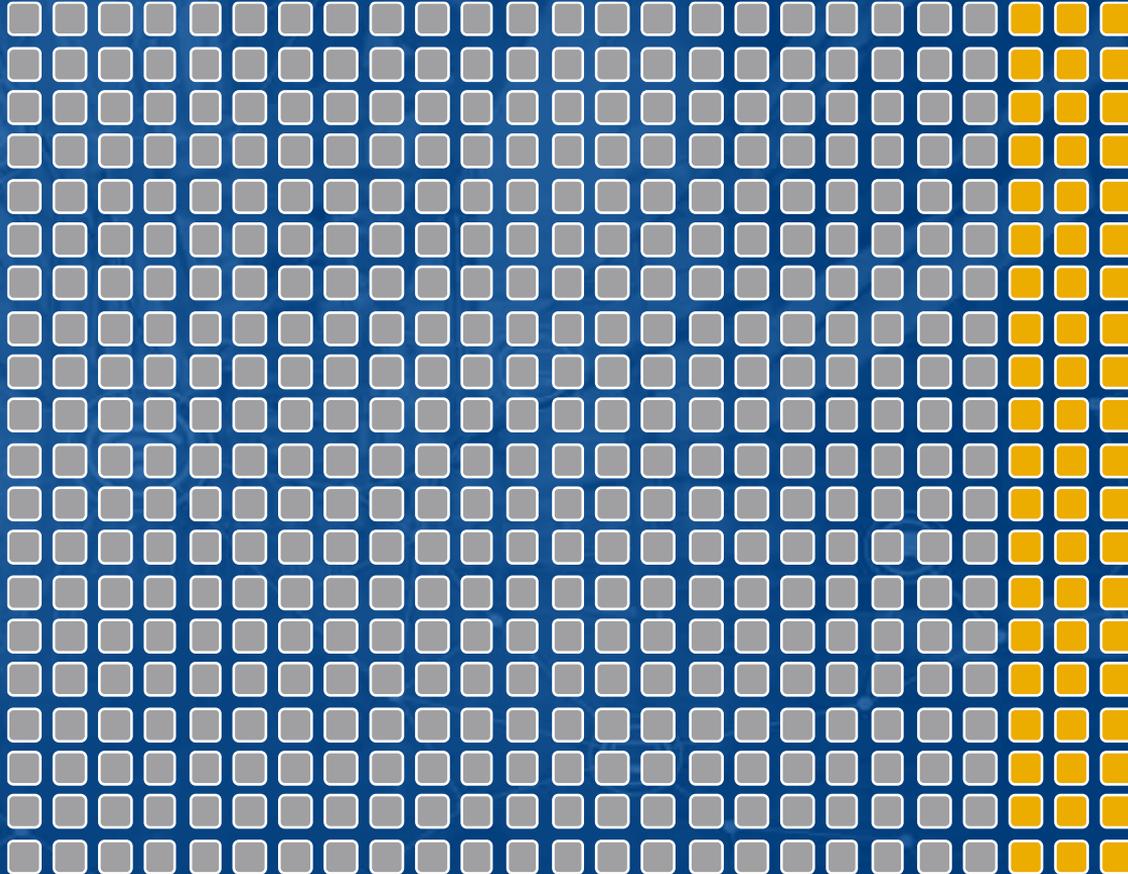
Paul Miller

Creator and Visionary of “Digital Workplace” concept.

Fortune 500 in 1955



How Many Remain Today



Only
60
Remain

How Many of Those Organizations Remain Today

Those that are best able to
adapt to change

Only
60
Remain

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.



A photograph of two women in a modern office setting. The woman on the left has long, wavy brown hair and is wearing a dark blue blazer over a white top. She is leaning over a desk, smiling as she looks at a tablet held by the woman on the right. The woman on the right has voluminous, curly dark hair and is wearing a light blue button-down shirt. She is also smiling and looking at the tablet. On the desk in front of them are several papers, a pen, and a small red sticky note. In the background, there is a wooden wall, a black cabinet with a camera on top, and a potted plant. A semi-transparent dark grey banner is overlaid across the middle of the image, containing the text.

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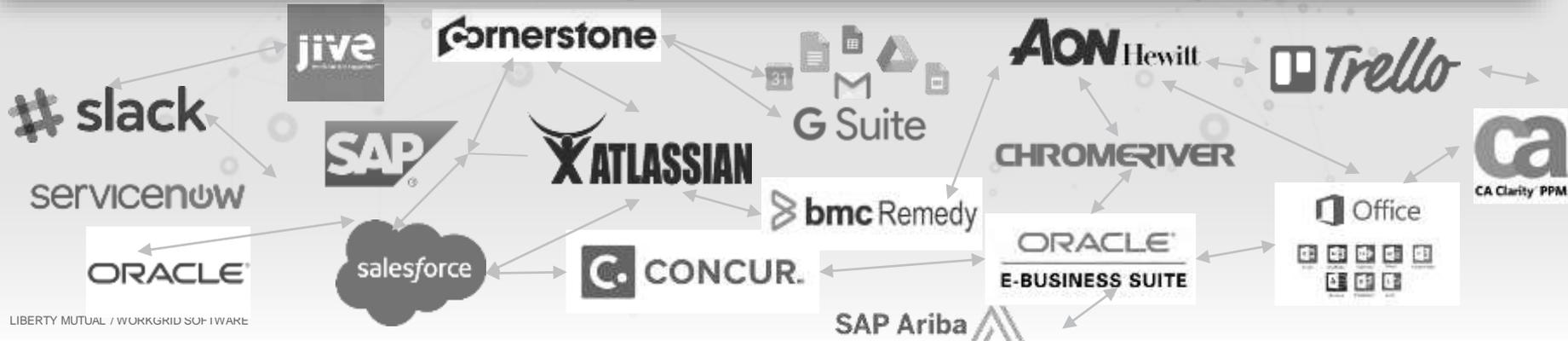
How it Works

Experience Layers Manage Complexity

So your employees don't have to

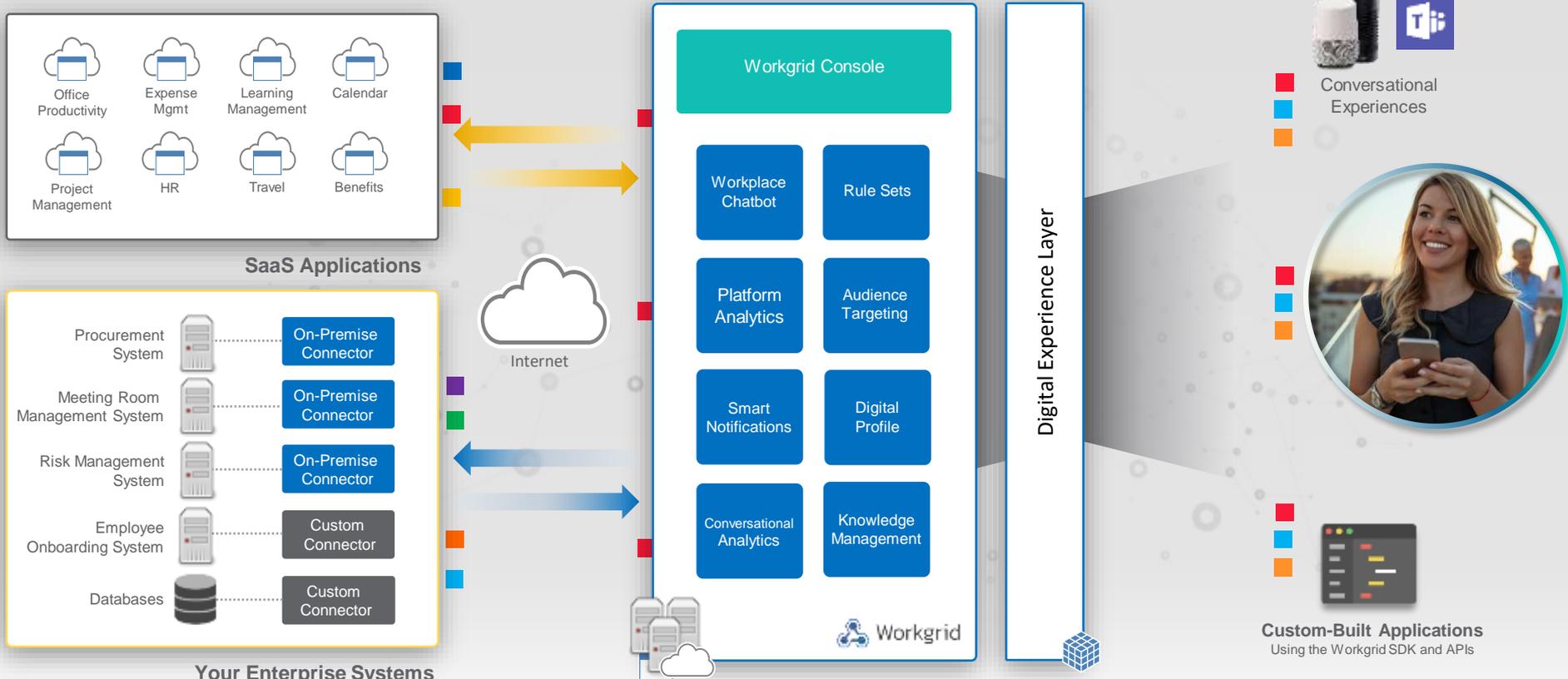


Digital Experience Layer



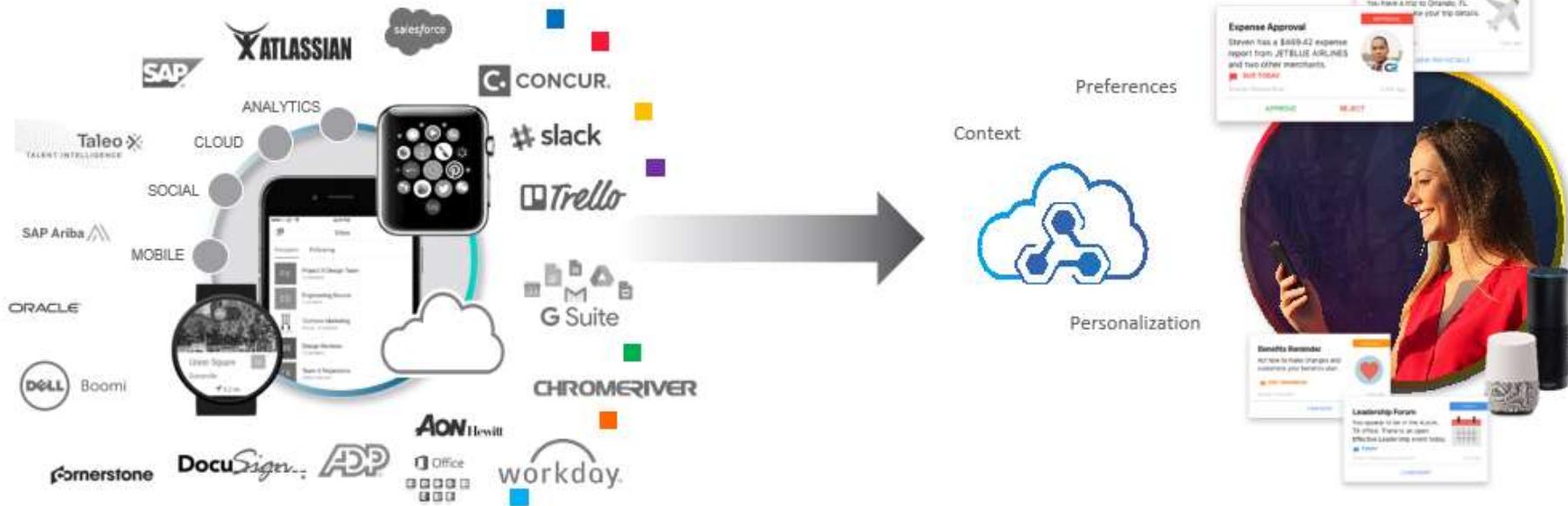
A Platform for You to Build Intelligent Workplace Experiences

A Future-Proof Event-Based Platform to Build Your Intelligent Workplace



Improving Employee Experience

By Simplifying Technology Complexity



Improving Employee Experience

By Simplifying Technology Complexity

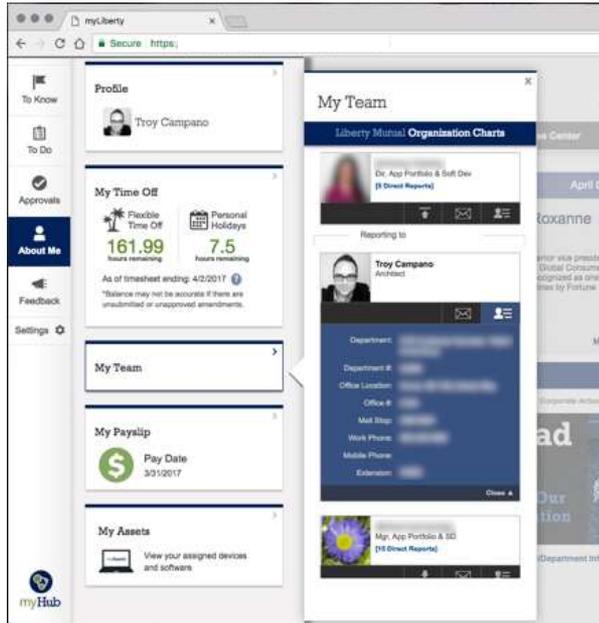


"Clear my calendar tomorrow"

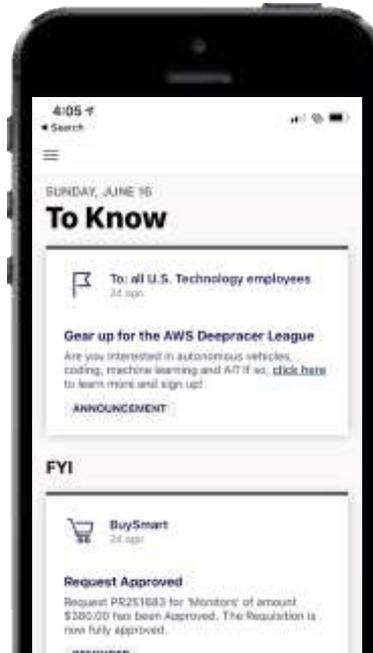


Tour

Intelligent Employee Experience Applications



Intranet Toolbar

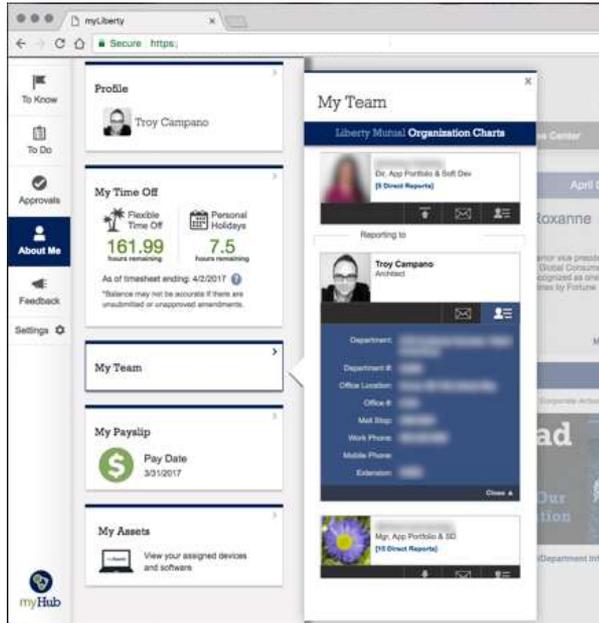


Mobile Application

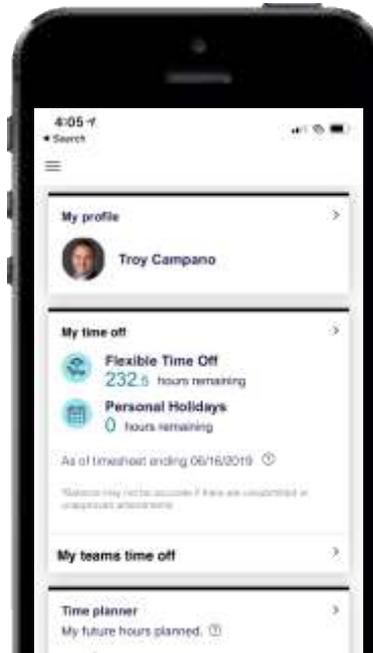


Desktop Notifier App

Intelligent Employee Experience Applications



Intranet Toolbar



Mobile Application



Desktop Notifier App

Benefits of Integrating into Your Intranet



No need to replace your existing intranet.



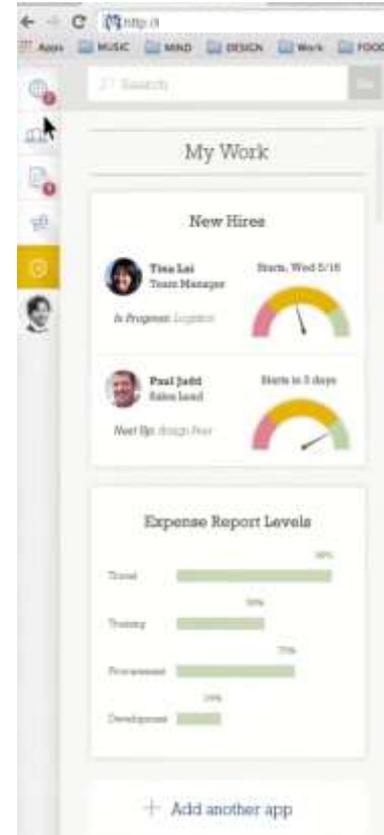
Make your intranet the door to your digital workplace (by mixing content with functionality/transactions).



Drive more engagement with your intranet.



Reach employees with communications elevated outside email.



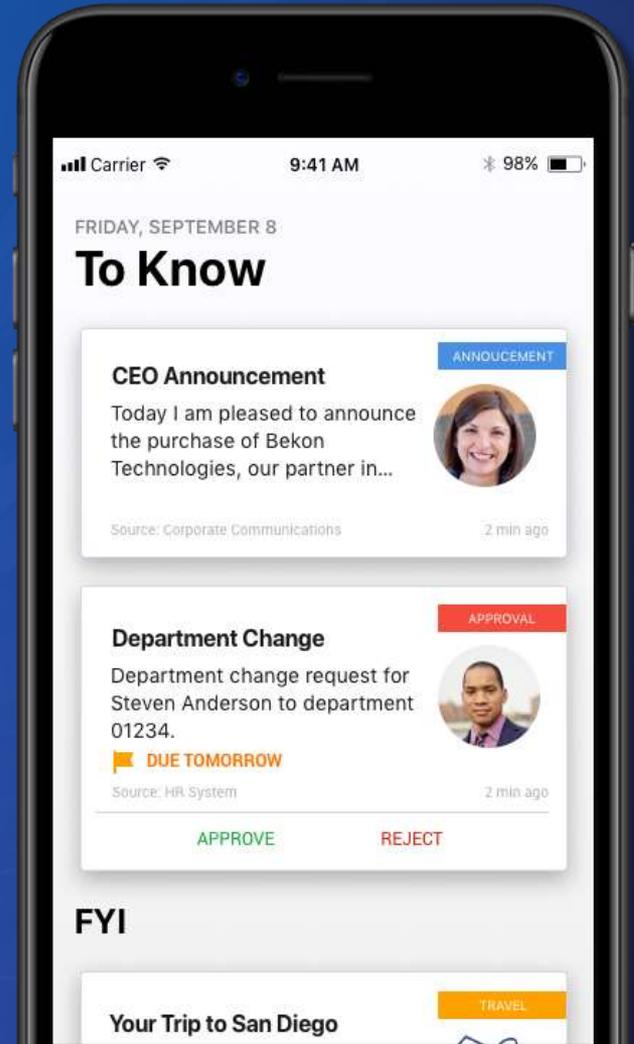
Smart Notifications



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

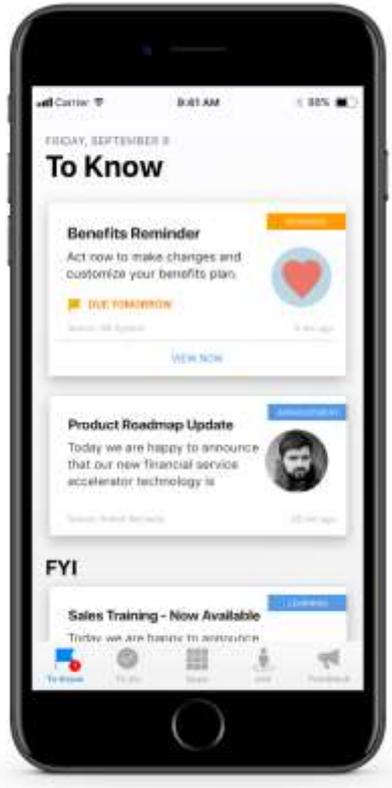


Ensure employee has seen the notification before it archives.



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'

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.

The screenshot displays a mobile application interface with a navigation menu on the left and a main content area on the right. The navigation menu includes: Notifications, To Do, Approvals, About Me (highlighted), Assistant, and Settings. The main content area features several microapp tiles:

- Profile:** Troy Campano
- My Time Off:** Flexible Time Off (180.74 hours remaining), Personal Holidays (15 hours remaining). Includes a note: "As of timesheet ending: 2/18/2018. *Balance may not be accurate if there are unsubmitted or unapproved amendments."
- Time Planner:** My Future Hours Planned (7). Includes a table:

FTO	0
Training	0
Travel	0
Other	0
- My Team:**
- My Payslip:** Pay Date 2/2/2018
- My Assets:** View your assigned devices and software

On the right, a "Liberty Gateway Personal Info" panel is open, showing:

- Basic Info:** Full Name (Campano, Troy), Preferred Name, Employee Number (tcamp002), Mailing Address (03B-S264), Email Address (troy.campano@lmig.com). Includes a note: "* Your first and last name and SSN must match what appears on your Social Security card. Do not make a change to your name until you have changed it with the Social Security Administration."
- Contact Info**
- Home Address**
- Emergency Contacts**
- Note: "* Any changes made to your information here will update Liberty Gateway immediately. For any questions or issues updating your information, please contact the HR Support Center."



Microapps – Editing HR Information

- To Know
- To Do
- About Me
- Ask

Life with Liberty

View more news

Liberty Mutual Insurance Group - 2h

Take the first step, enroll now

Join the Walk With Friends step challenge on Castlight for a chance to win a \$1,000 Visa eGift Card. Text APP to 35925 to download the Castlight app.

OUR VALUES

Act responsibly

Do what's right and follow through

My Tiles

All my tiles

myConnections

What's going on?

Latest posts from "Following"

Shine - Recognition at Liberty

My Points

Wall of Fame My History

Visit Shine

My Favorites

Quick Links

- People at Liberty
- buySmart
- myTravel
- myExpense
- Corp. Identity System
- Time Management System
- IT Strategy and Planning
- Employee Directory (VIPER)
- IT Hosting Services
- IT Org. Chart
- Org. Bulletins
- HJIL - Hiring at Liberty
- Job Postings
- Employee Learning Center
- My Career & Development Center

Add a favorite Edit favorites

Photos at Liberty

Save the date

Ignite Hackathon

March 17-19, 2020

UP Technology - Nov 11

Register for Ignite Before 11/15

Liberty Mutual Insurance Group - Nov 11

Celebrating service

- Compliance Helpline
- Help Yourself Desk
- Emergency Information
- Cybersecurity incidents

Microapps – Viewing Time Off

The screenshot displays the myLiberty intranet interface. At the top, there is a navigation bar with the myLiberty logo and links for 'About Liberty', 'Employee Center', 'Business/Department', and 'myConnections'. A search bar and 'Feedback'/'Quick Links' options are also present.

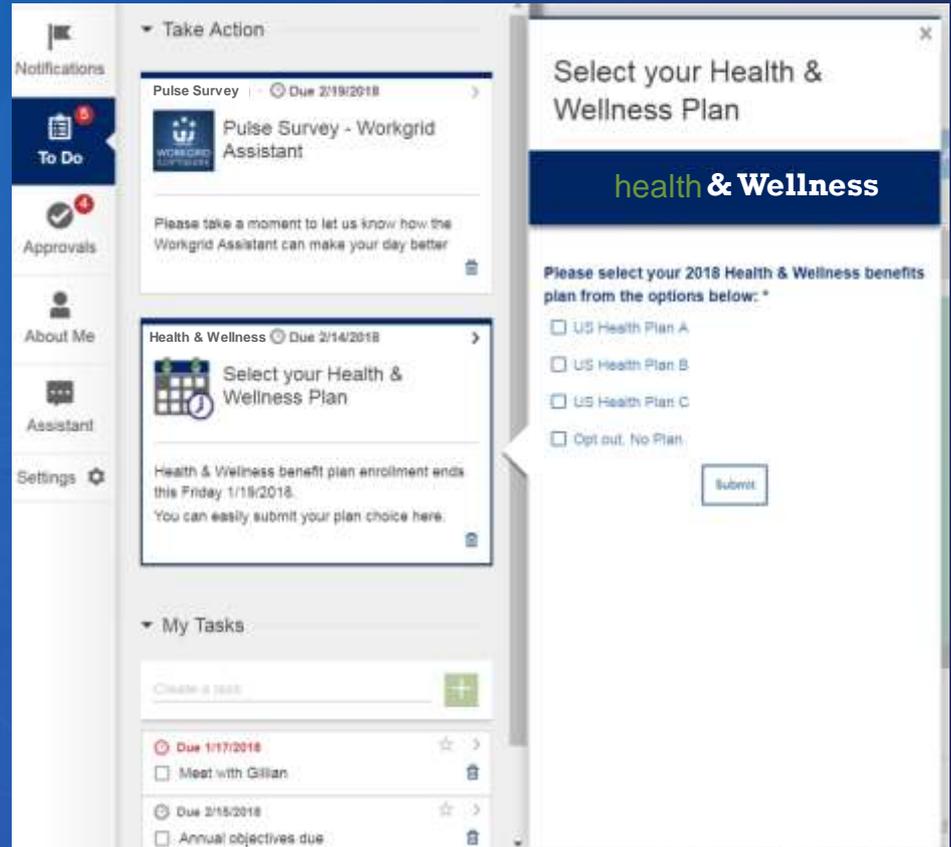
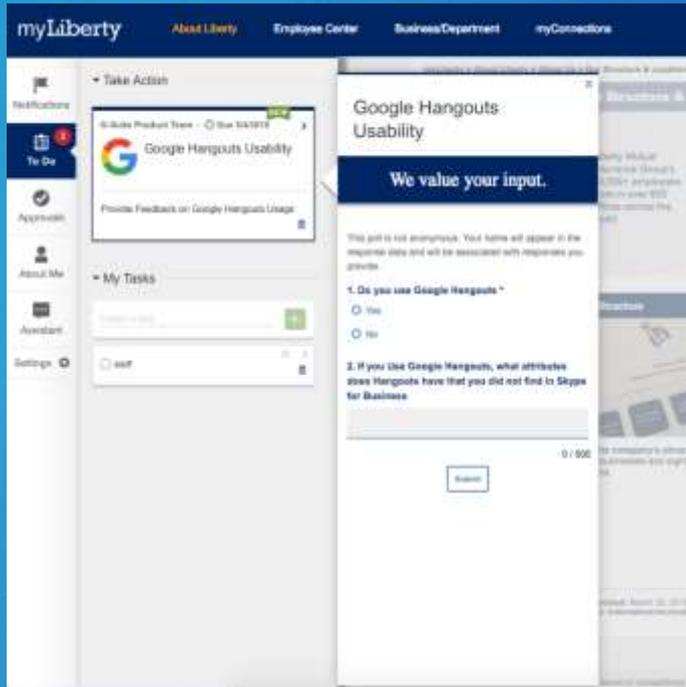
The main content area is divided into several sections:

- Liberty Mutual News:** A large featured article titled 'We Build Customer Loyalty' with a video player. Below it are two smaller articles: 'Are You a Liberty Torchbearer?' and 'Extraordinary Achievements'.
- OUR VALUES:** A yellow banner with the text 'Put people first. Act with empathy, dignity and respect.'
- Photos at Liberty:** A gallery of photos showing employees in various settings.
- myConnections:** A section for user profiles and activity, including 'Latest posts from "Following"' and 'My photos'/'All activity' buttons.
- My Favorites:** A sidebar menu with 'Quick Links' and a list of favorite items such as 'Corp. Identity System', 'Employee Learning Center', 'IT Strategy and Planning', 'Employee Directory (VPER)', 'IT Hosting Services', 'Time Management System', 'Org. Bulletin', 'HQE - Hiring at Liberty', 'Liberty Gateway', 'Job Postings', and 'IT Org. Chart'. It also includes 'Add a favorite' and 'Edit favorites' options.

At the bottom left, there is a 'Top 5' graphic partially visible.

Workgrid Survey

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

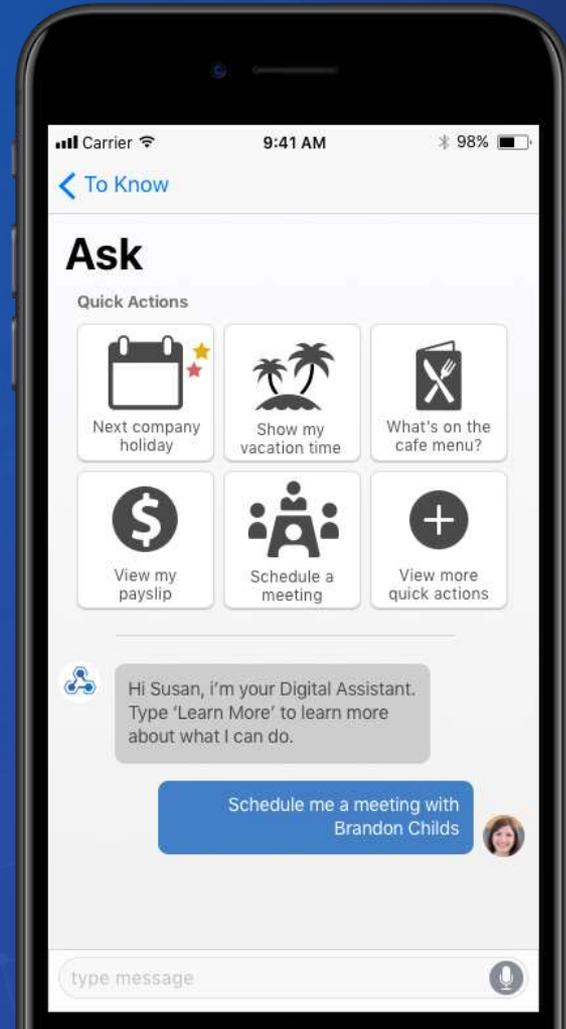


Workplace Chatbot

Answer common questions and complete tasks

Integrates with 3rd party business software and custom company applications

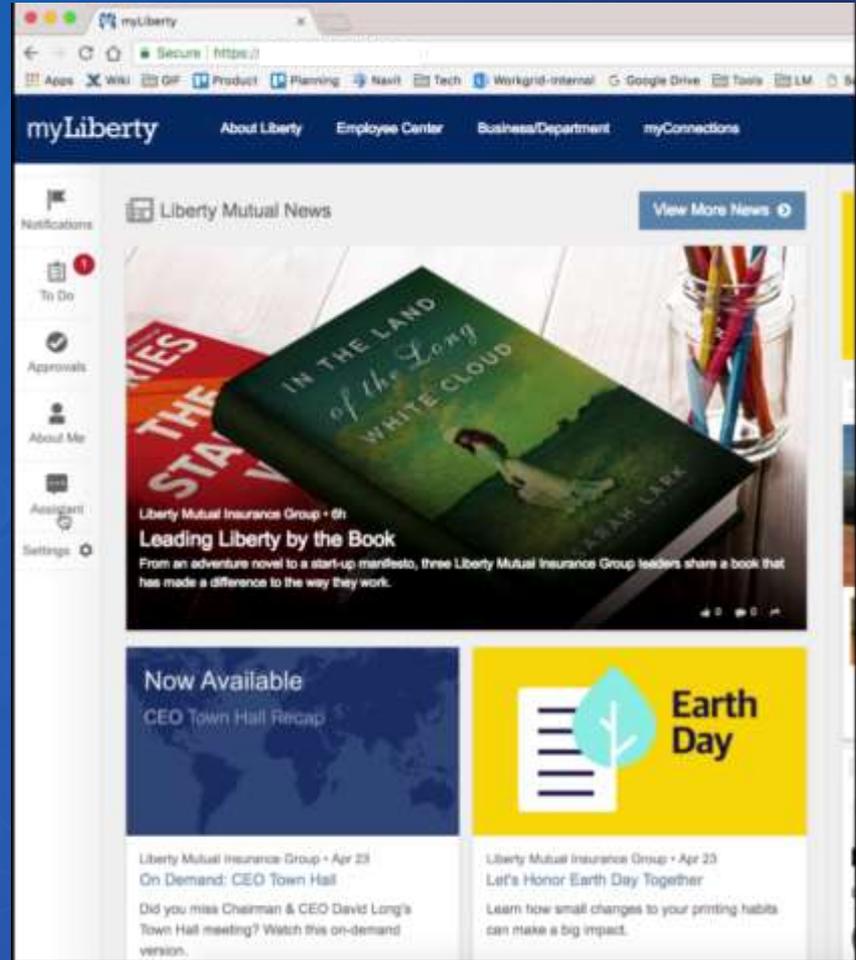
Hybrid answers from Workgrid Assistant and Humans in Real-Time
(Useful for Help Desk / Call Center call reduction)



Workplace Chatbot

Answer common questions and complete tasks

Integrates with 3rd party business software and custom company applications



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



Notifications



To Do

Approvals 11

About Me



Ask

Settings

Liberty Mutual News

View More News



Liberty Mutual Insurance Group • 6h

Organizational Announcement

Please read the organizational announcement about Global Risk Solutions.



Liberty Mutual Insurance Group

We Build Customer Loyalty

From collaborating effectively to communicating clearly, learn what two employees did to win awards.



Liberty Mutual Insurance Group

Tech Upgrades to Simplify Life

Three new enhancements to our digital technologies will make it easier for you to get the information that matters to you.

Liberty Torchbearers

Serve | Give | Volunteer

LEARN MORE

myConnections



Update your status...

Latest posts from "Following"



Jaqueline Ross **joined** Liberty Travelers
36 minutes ago



Peter Anderson **correct_answer_set**
Tropic Request for May 30th Tech
Leaders meeting in USCM IT Technology
Leaders



Randy Bennett **acclaim_added** USCM IT
Claims - DNA: Zero Downtime
Deployment with Rolling Updates in DNA
Blueprints



Grace Soto **liked** Clancy's Tips & Tricks
to a More Productive Workforce
57 minutes ago



Brenda Edwards **replied** Great Recent
Reads in Liberty Book Club
1 hour ago

My places

All activity

My Favorites

Quick Links

Work/Life

- Benefits Express
- Liberty Gateway
- Time Management
- Work Life Solutions
- Your Benefits Guide
- Your Total Rewards

Career Development

- Shine - Recognition at Liberty
- Job Posting
- My Career & Development Center

Support Tools & Resources

- Digital Policies
- HR Support Center
- My Workplace Requests
- RequestIT
- Employee Services & Directory (VIPER)

Travel & Expenses

- buySmart
- Expense Reimbursement
- myTravel

Compliance
HelplineHelp Yourself
Desk

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

Knowledge Hub

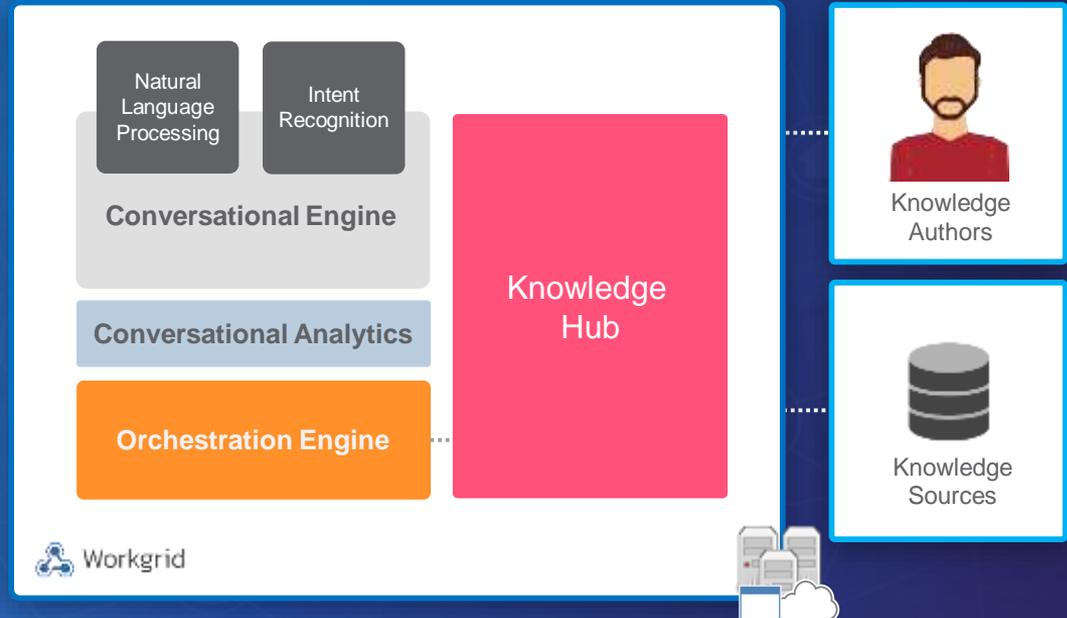
Tapping into enterprise knowledge to reduce help desk calls and improve employee experience using conversation

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?





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



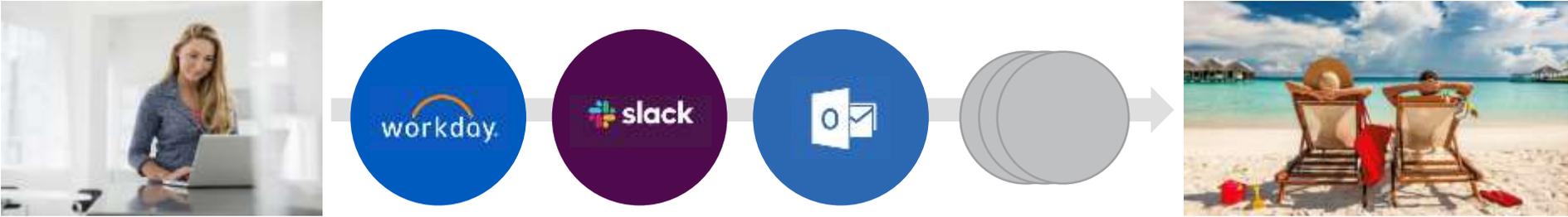
Spaces

Manage all of your spaces

Outcome-Driven Design

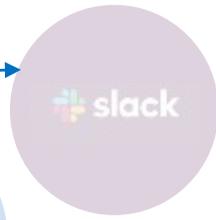
Outcome-Driven Design

A typical employee process – taking a day off for vacation



Outcome-Driven Design

A simple and enjoyable employee process based on intent

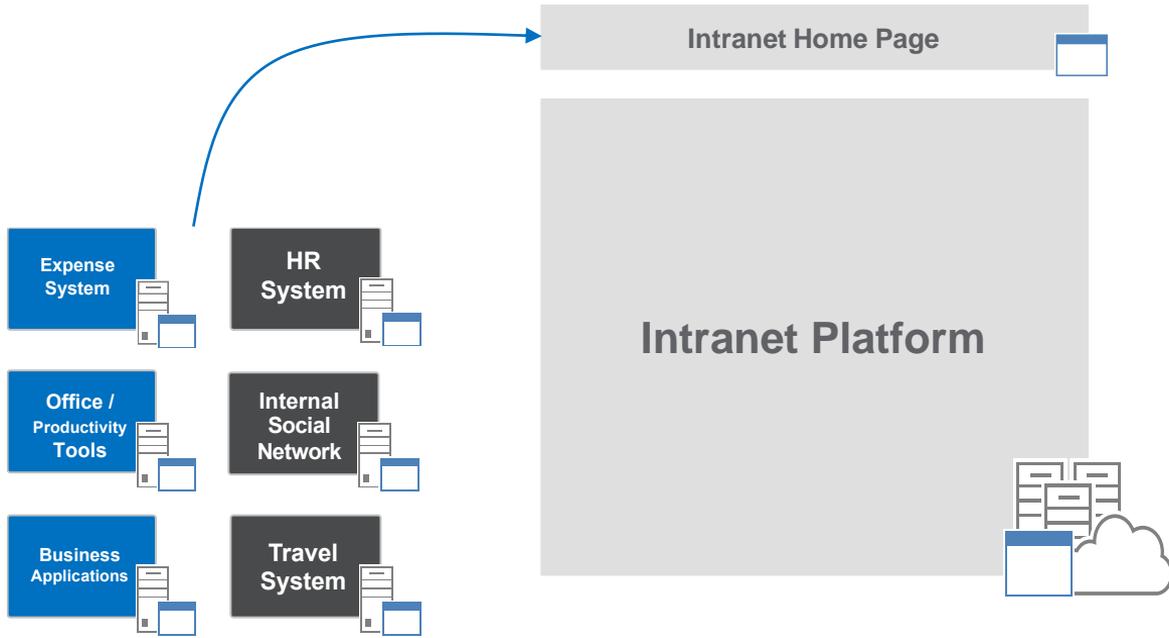
A screenshot of a mobile HR application interface. The main screen is titled "My Time Off" and shows "Available Vacation Time" as "150.00". Below this is a "SCHEDULE TIME OFF" button. There are sections for "People Search", "Your Profile" (Jessica Smith, Project Manager), "My Devices", and "My Payslip". A modal window titled "Scheduling Time Off" is open, showing fields for "Type" (Vacation), "Start Date" (06/27/2019), "End Date" (06/28/2019), "Pay Code" (VACATION), and "Notes" (Going to Linn). There are checkboxes for "Block off dates on my Outlook Calendar" and "Set up my 'Out of Office' message". A note at the bottom of the modal says "I'll be on the beach this week, I'll respond when I am back...with a tan!!". At the bottom of the modal are "CANCEL" and "SCHEDULE" buttons.

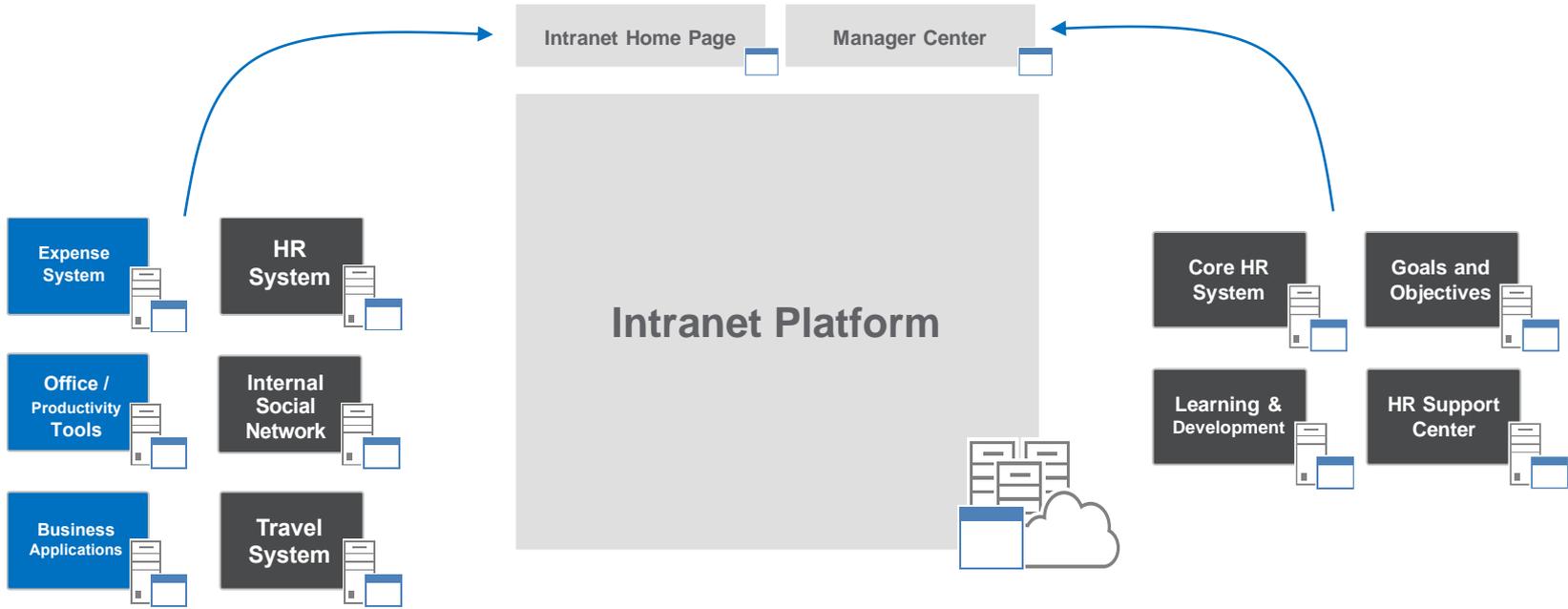
Experience Layer



Intranet Platform







- Notifications
- To Do 3
- Approvals
- About Me
- Ask
- Settings

Liberty Mutual News

View More News >

Cortex Workshop
Portsmouth, 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.



Streamlining year-end reviews

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



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 46

OUR VALUES

Make things better
Be proactive and challenge the status quo

My Tiles View all My Tiles >

Company Photos

Submit photo View More

Shine - Recognition

Shine My Points

Wall of Fame My History

myConnections

What's going on?

Latest posts from "Following"

- Commented on we shine when we solve problems. Jan. 2019 in Life at work 36 minutes ago
- Peter Anderson joined LibertyCLOUD: Workspace Desktop 43 minutes ago
- Randy Bennett created The LCW portal is available in LibertyCLOUD: Workspace Developer 43 minutes ago
- Grace Soto replied to myConnections has no reporting capabilities since 10/29. Will there be a resolution soon? 43 minutes ago
- Brenda 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 366 43 minutes ago

My places All activity

Snapshot

My Favorites Quick Links

- 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
- Liberty Gateway
- Job Postings
- Employee Learning Center

Add a favorite Edit favorite

- Compliance Helpline
- Emergency Information
- Help Yourself Desk
- myVideo

Manager Center



Search the Manager Center

Quick Links

- Performance & Talent Review
- Employee Handbook
- Job Postings
- Liberty Gateway
- My Career & Development Center
- New! Manager Calendar
- Salary Change Guideline Tool
- Time Management

How may we help you? [?]

Check the status of an [existing request](#)

 CAREER & DEVELOPMENT	 COMPLIANCE & ETHICS	 EMPLOYEE SAFETY & WELLNESS	 LEAVES	 MANAGER POLICY MANUAL	 PERFORMANCE, PAY & CONDUCT
 RECRUITING & ONBOARDING	 SHINE-RECOGNITION AT LIBERTY	 TALENT FORUMS	 TERMINATIONS	 TIME TRACKING & ASSIGNMENTS	 WORKPLACE FLEXIBILITY
 MANAGEMENT RESOURCES		 GLOBAL RISK SOLUTIONS MANAGEMENT RESOURCES		 GLOBAL RETAIL MARKETS MANAGEMENT RESOURCES	

Manage your team [?]

Your direct reports (3 of 7)

<p>OVERVIEW</p> <p>7 Direct reports</p> <p>0 Indirect reports</p> <p>7 Total team members</p> <p>View team ></p>	<p>Philip Mullen Sr. Software Developer</p> <p>Profile ></p>	<p>Keiko Agena Architect</p> <p>Profile ></p>	<p>Kenneth Willis Sr. Software Developer</p> <p>Profile ></p>
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Manager Center

18 Direct reports -

228 Indirect reports -

10,812 Total Team Members -

4

22's at high membership risk

8

Total high impact of team 22's

12

Ready-to-leave 22's

Filter by Employee Name



Department


Cyriah Ellis
Business Analyst


View profile >


Sandra Schmidt
Sr. Business Analyst


View profile >


Ray Carol
Architect


View profile >


Raymond Ford
Technical Analyst


View profile >


Rafi Gordon
Business Analyst


View profile >


Scott Myers
Business Analyst


View profile >


Anthony Reid
Technical Consultant


View profile >


Stephanie Wong
Business Analyst


View profile >


Philip Clark
Business Analyst


View profile >


Donald Woods
Business Analyst


View profile >


Lori Murray
Lead Architect


View profile >


Jessica Gilsdorf
Business Analyst


View profile >

And 45 more team members

View more >

myLiberty > Manager Center

Manager Center



Jessica Gibdorf
Business Analyst - Analyst
Officer Designation: ACP
Officer Scope: US Consumer Services
Grade: 20
Dept: APD Analytics
Employment category: Fulltime, regular
Segment: Senior Manager
Office: 0430 (Boston, MA)

Reports to
 Michael Suitt
VP Business Analytics

Contact details
jgibdorf20@libertymutual.com
878-925-2025
817-925-6222

\$171,700

Annualized Salary

3

Direct report

15

Indirect report

11

Current year
Health rating

1

Current year
Behavior rating

12

Current year
Performance rating

Talent Grid Position:
Strong Performer
(Over 50% Overall Potential)

At-risk employee:
Yes

Retention risk:
Low risk

Impact of loss:
Significant

Need to take action?

Use Liberty Gateway to **change assignment**, **change manager**, **view personal information** or **terminate** this employee.
For **recognition** of the employee's outstanding service, visit the Recognition Center.
To **update the talent snapshot** of the employee, visit My Career & Development Center.

[Liberty Gateway](#)
[Recognition Center](#)
[Update Talent Snapshot](#)

Career Profile

Career experience

Solved a high-risk, high-visibility problem. Addressed phytocera magna agent identification projects. Proven ability to handle work. Honor of performance badge.

Proven risk skills. Success at pressure at multiple assignments and. Proven Manager support roles. Addressed risk on key projects worldwide in. Directed a high risk task, where risk a, critical task.

Core Capability Assessment

Languages

English, French

Career interests (SBU)

Financial Insurance

Career interests (function)

Advanced Analytics / Data Analysis

Functional experience

Head & claims role - Commercial Lines

Willingness to relocate

Yes, Internationally

Geographic location preference

Europe, North America

Global project willingness

Yes

Career Progression

[View Development plan](#)

- Director, Advanced Analytics**
Grade: 18
Jan 15, 2013 - Present
Assignment change: Reassignment
Organization: Liberty Mutual Insurance
Salary at time of move: \$124,200
- Jr. Director, Advanced Analytics**
Grade: 16
Jan 20,2012 - Jan 14, 2013
Assignment change: Promoter
Organization: Liberty Mutual Insurance
Salary at time of move: \$124,700
- Advanced Analytics Specialist**
Grade: 5
Feb 9,2011 - Jan 19, 2012
Assignment change: Reassignment
Organization: Liberty Mutual Insurance
Salary at time of move: \$83,900



Employees





Employees

**Experience
Layer**

HR

Comms

IT

Finance

Procurement

**Help
Desk**



Employees

Experience
Layer

HR

Comms

IT

Finance

Procurement

Help
Desk



Employees

Experience Layer

HR

Comms

IT

Finance

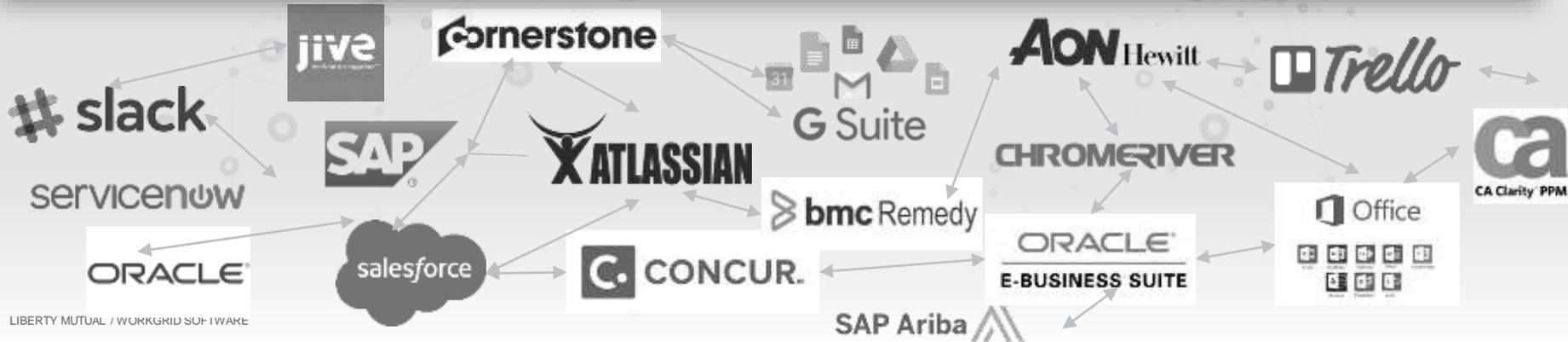
Procurement

**Help
Desk**

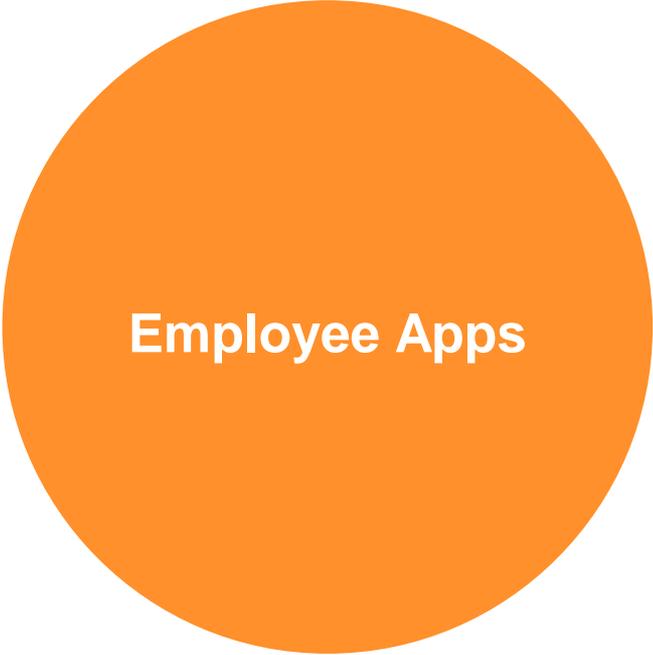
Don't Couple Your Experience Layer to a System of Record



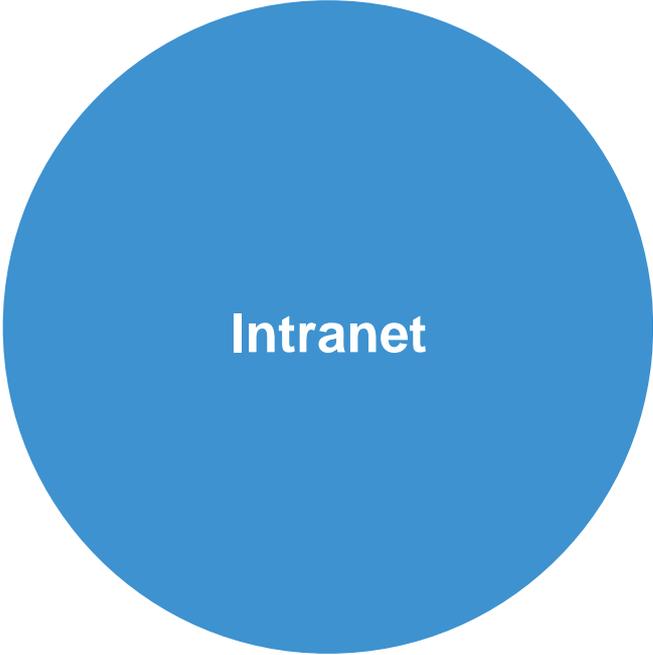
Digital Experience Layer



Integrated Application Experiences (IAE)

A large, solid orange circle centered on the left side of the slide.

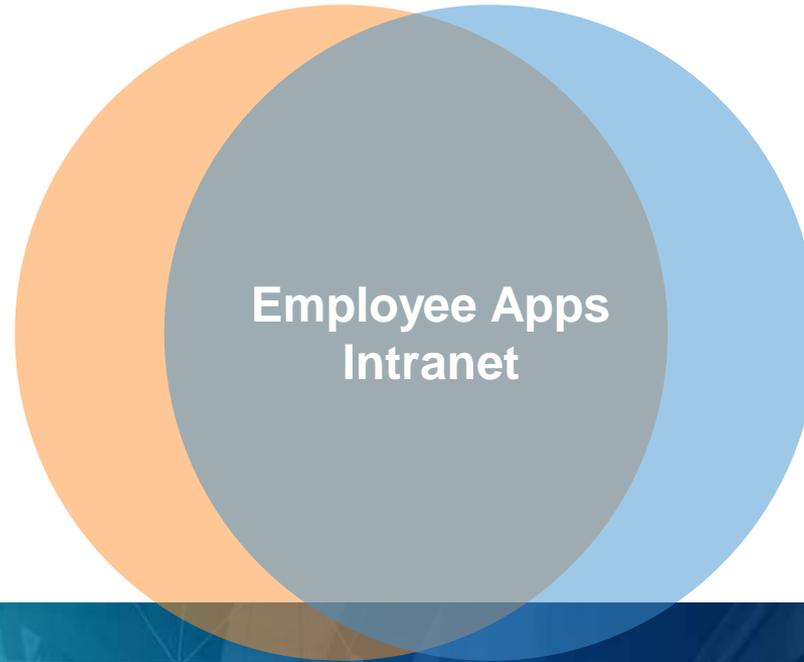
Employee Apps

A large, solid blue circle centered on the right side of the slide.

Intranet

Blurring Application Experiences and the Intranet Together

Bringing transactions and applications to the employee



The intranet truly becomes the hub for work.

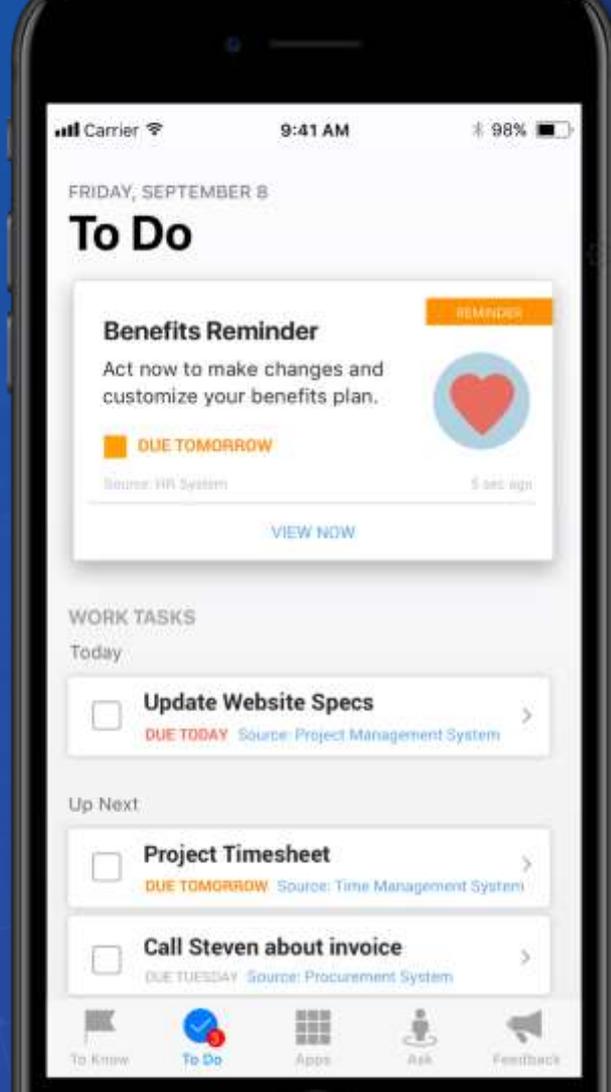
Future

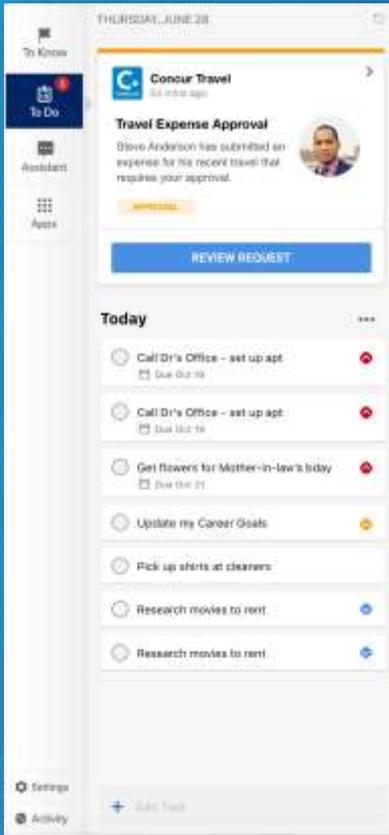
What we're working on now

Workgrid

Tasks

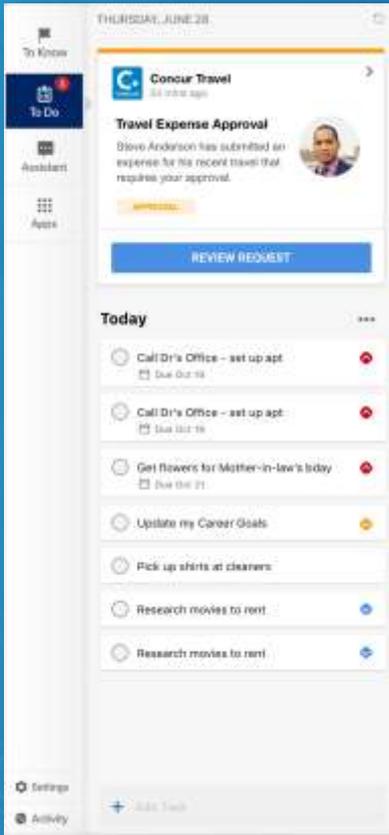
Alpha Release





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.



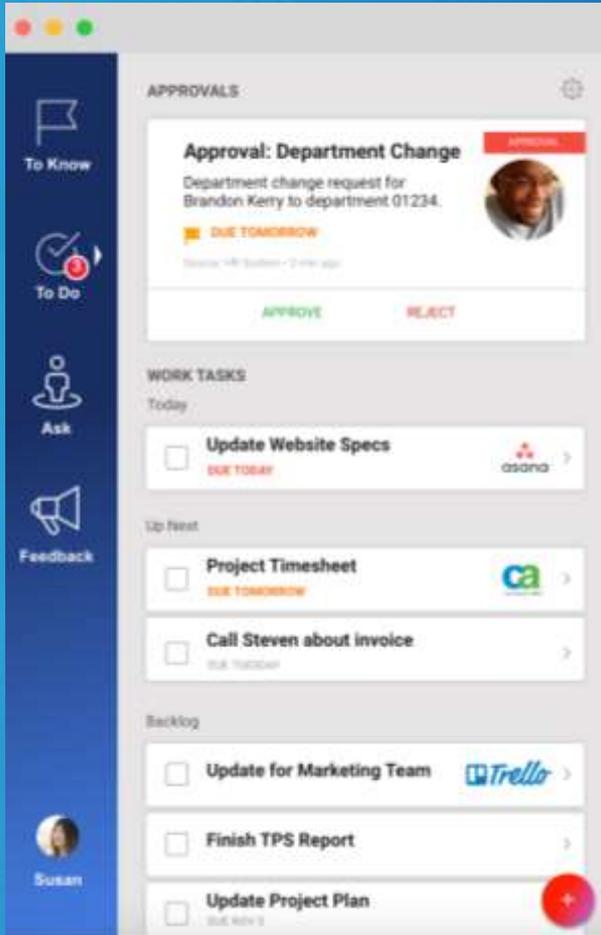
Future – Task Sharing

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

- Managers Assigning Tasks to Employees
- Companies Assigning Tasks to People and Departments
- Onboarding tasks / template
- HR Management Calendar

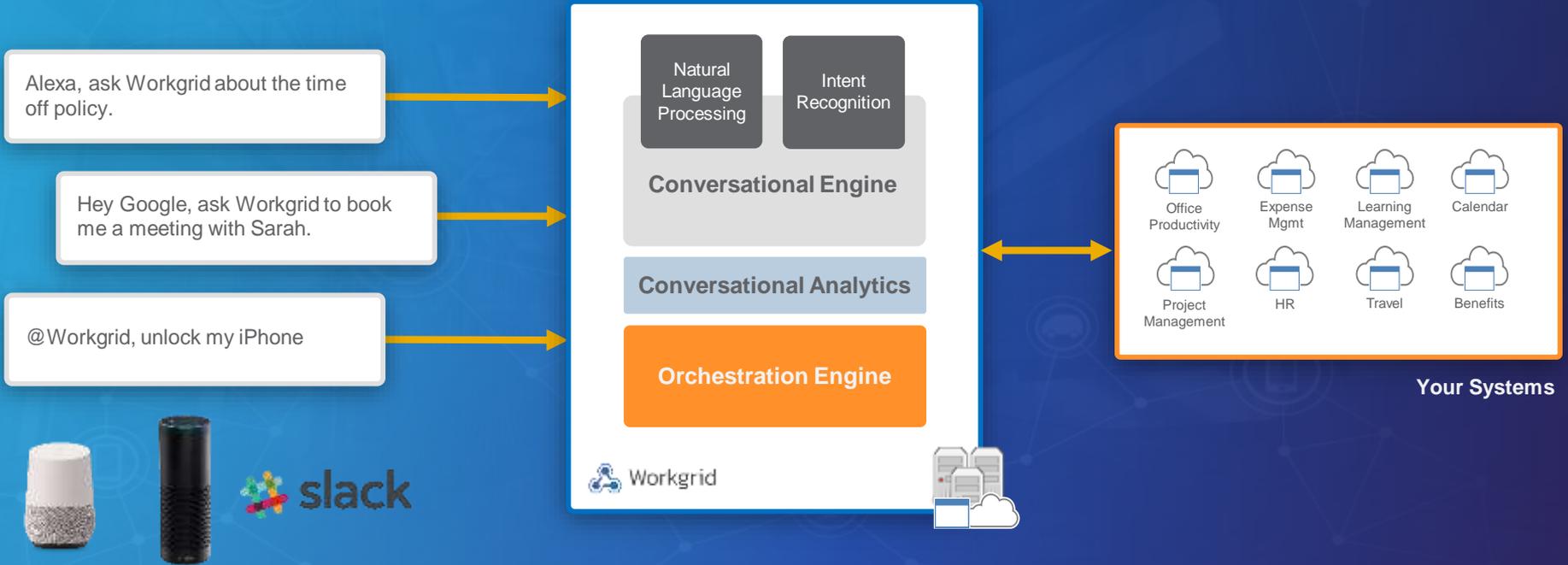
Future – Task Integration

Provide the ability to aggregate all of your tasks, across all of your systems, in one single pane. Workgrid becomes your one place to go to understand what work you need to complete across all of your systems



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...



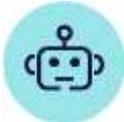
Single Pane of Glass

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

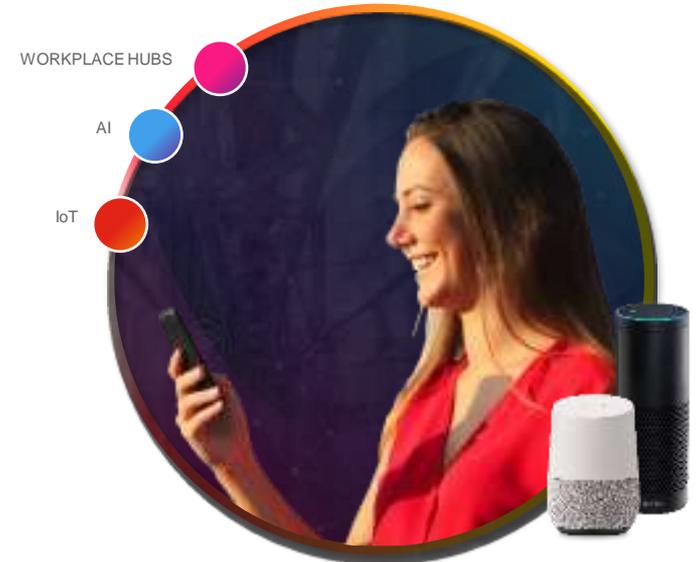
Instant access to information and automation of task – all through natural language chatbot.



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

Email:

Troy.Campano@LibertyMutual.com

Brett.Caldon@LibertyMutual.com



Troy Campano

Senior Director
Digital Workplace



 @troycampano

 troycampano



Brett Caldon

Senior Director
Applied Innovation



 @bmcaldon

 brettcaldon