

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



2013

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



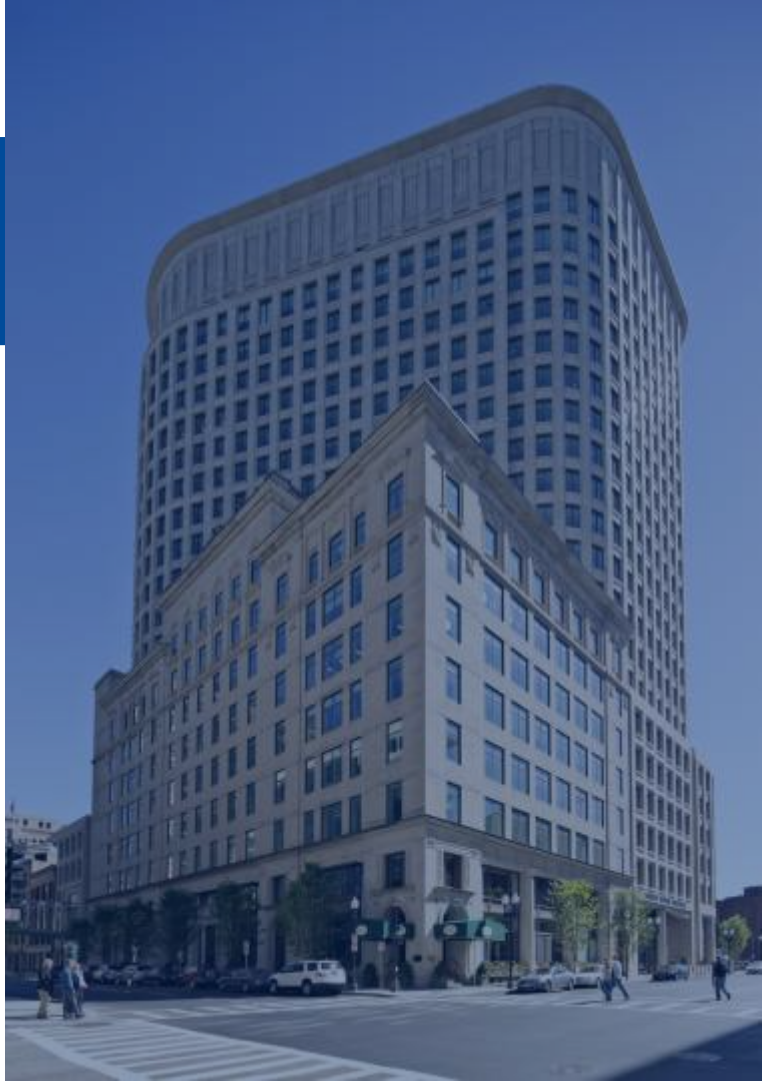
2015

Workgrid platform released internally - transforming the employee experience.



2017

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 an office setting. One woman, with long dark hair and wearing a dark blazer over a white top, is leaning over a desk. The other woman, with curly dark hair and wearing a light blue button-down shirt, is sitting at the desk and looking at a tablet held by the first woman. Both are smiling. On the desk are some papers and a pen. In the background, there is a wooden wall, a large screen, and a small potted plant.

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, with long brown hair, is wearing a dark blazer over a white top and is smiling while looking at a tablet. The woman on the right, with curly brown hair, is wearing a light blue button-down shirt and is also smiling, looking at the tablet. They are both leaning over a wooden desk. On the desk, there are several papers, a pen, and a small red sticky note. In the background, there is a large black monitor, a small blue camera on top of it, and some green plants. The lighting is warm and natural, suggesting a bright day.

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

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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



And From this Complexity

We Heard From Employees...



Missing Important Communications

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



Time Wasted Context Switching

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



Delayed Approvals

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



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.



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.



Ignored Intranet Content and Communications

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



Too Many Login Screens

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



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?"



Too Many Steps

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



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.”

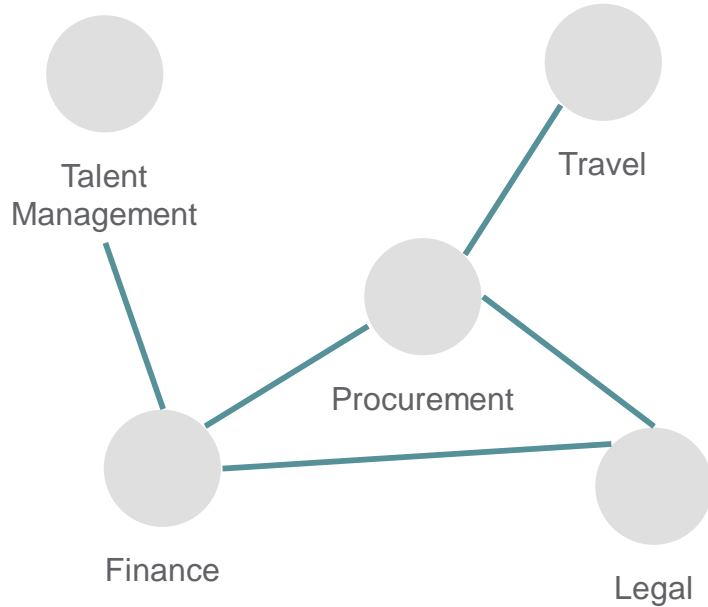
”

Melvin Conway – Datamation (April 1968)

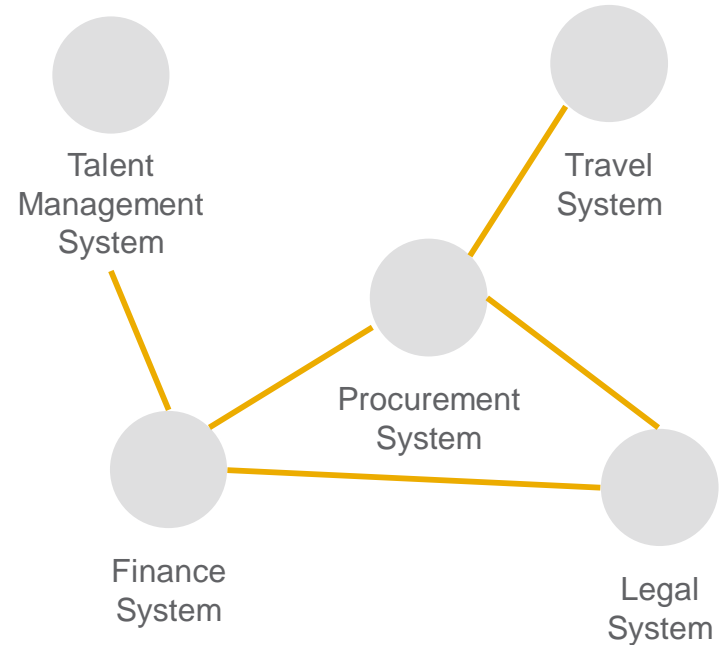


Conway's Law

Organization



Systems



The Complexity of Today's Workplace

Digitizing processes and transactions has led to enormous complexity



Systems are Procured with a Service-Provider Focus

The employee need and experience is often an after-thought

Service-Provider Focus




Employee-Focus

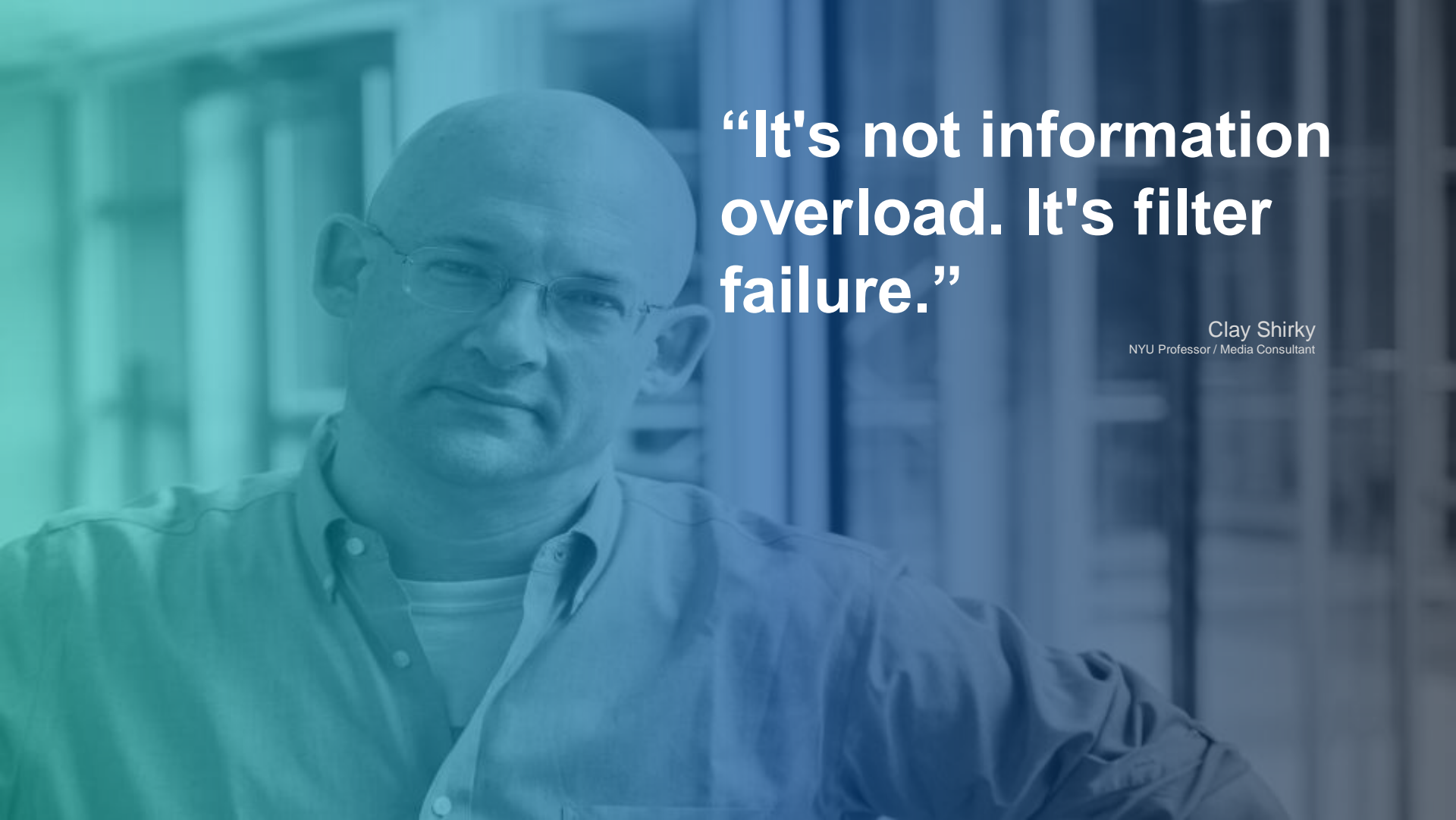




Imagine...

...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

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.



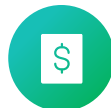
70% Fewer Clicks

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 significant reduction of costs
at internal help desk.

A photograph of two women in a modern office setting. The woman on the left, with long brown hair and wearing a dark blazer over a white top, is leaning over a desk and smiling at a tablet held by the woman on the right. The woman on the right has a large, curly afro hairstyle and is wearing a light blue button-down shirt. She is also smiling and looking at the tablet. On the desk, there are several papers, a pen, and a small red sticky note. In the background, there is a wooden wall, a black cabinet with a small blue object 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, sans-serif capital letters.

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

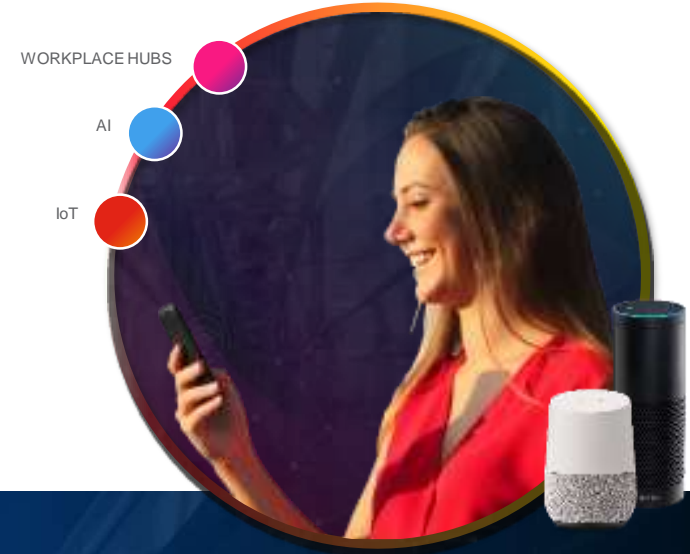
Digitized



Digital Workplace

2010s

Simplify & Connect



Employee Experience

2020s



There is a Movement

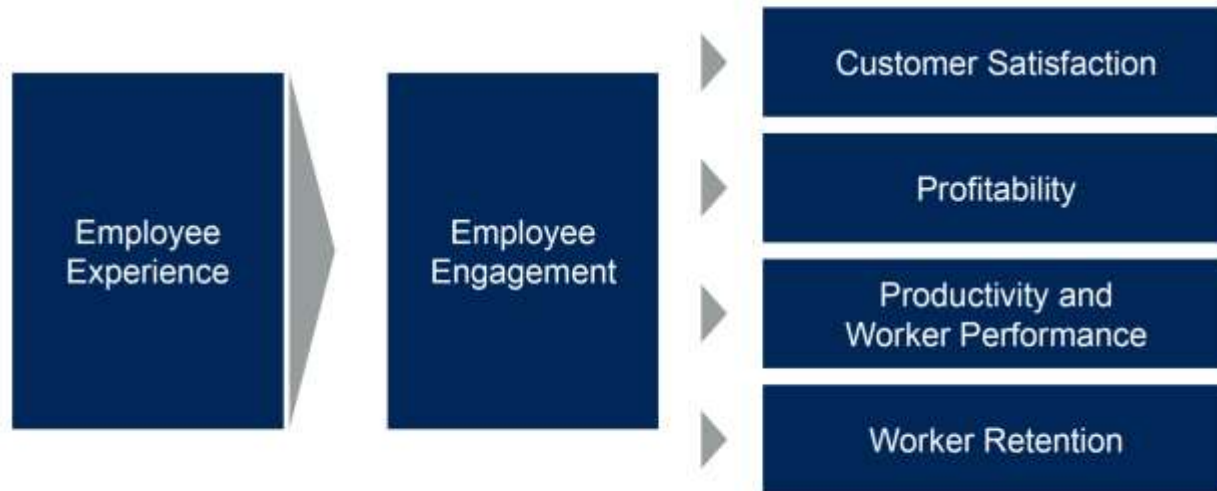
Of like-minded individuals who believe employee experience matters and are saying 'no' to traditional enterprise software experiences.





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

Employee Portals	Employee Apps Case Management	Employee Experience Platforms EXP
Major IT effort, constant maintenance, un-integrated back-end	Expensive to build, difficult to maintain, many apps must be integrated	Process and service-based, designed by experience, AI and cognitive by design
Connected to payroll and ERP primarily, no analytics	Connected to HR and IT systems, help service centers	Handle all employee experiences: onboarding, transition, movement, as well as service
Gave employees access to pay and benefits	Gave employees mobile access to HR and pay	Gives employees a consumer-like experience at work

<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

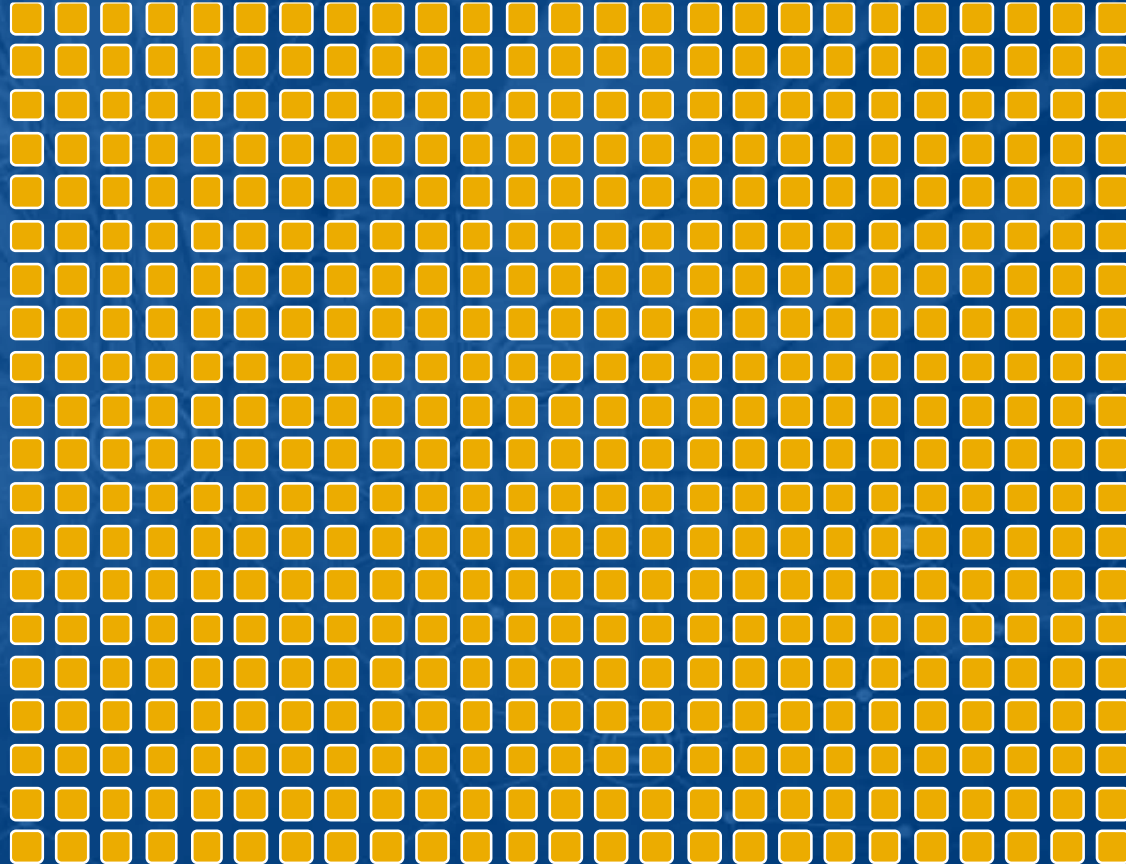
<https://www.forbes.com/sites/tmobile/2019/06/06/the-mobile-workforce-of-tomorrow-is-on-the-way/#578483d753e9>



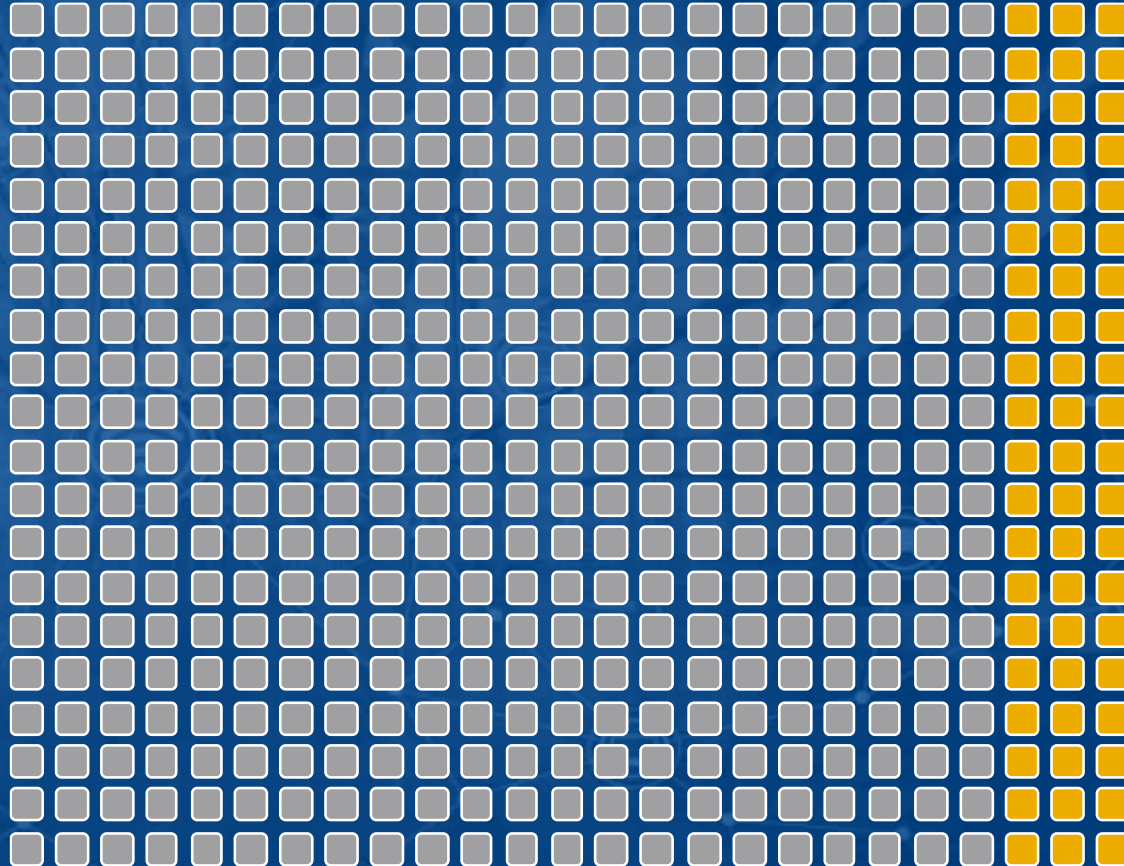
Paul Miller

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 an office setting. One woman, with long dark hair and wearing a dark blazer over a white top, is leaning over a desk. The other woman, with curly dark hair and wearing a light blue button-down shirt, is sitting at the desk and looking at a tablet held by the first woman. Both are smiling. On the desk are some papers and a pen. In the background, there is a wooden wall, a large screen, and a small potted plant.

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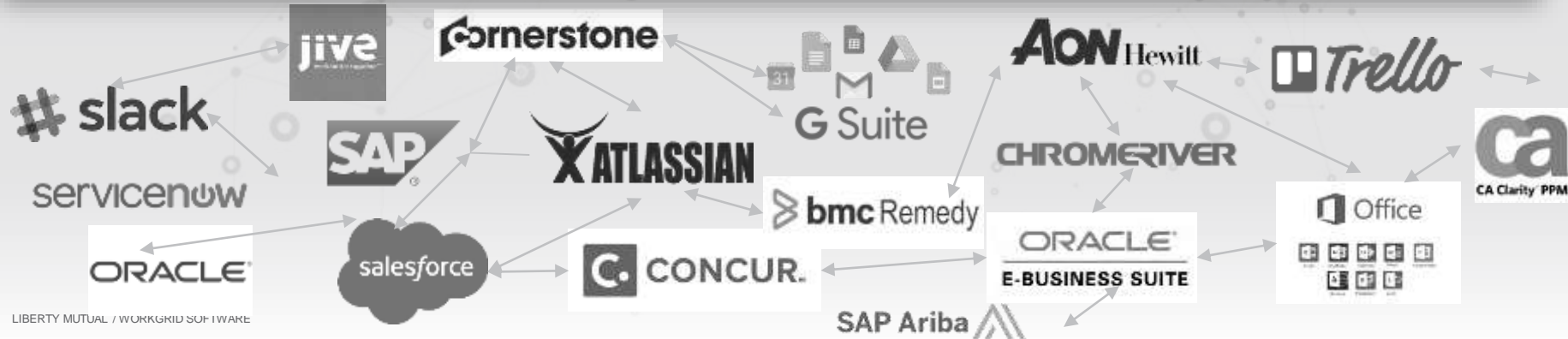
How it Works

Experience Layers Manage Complexity

So your employees don't have to

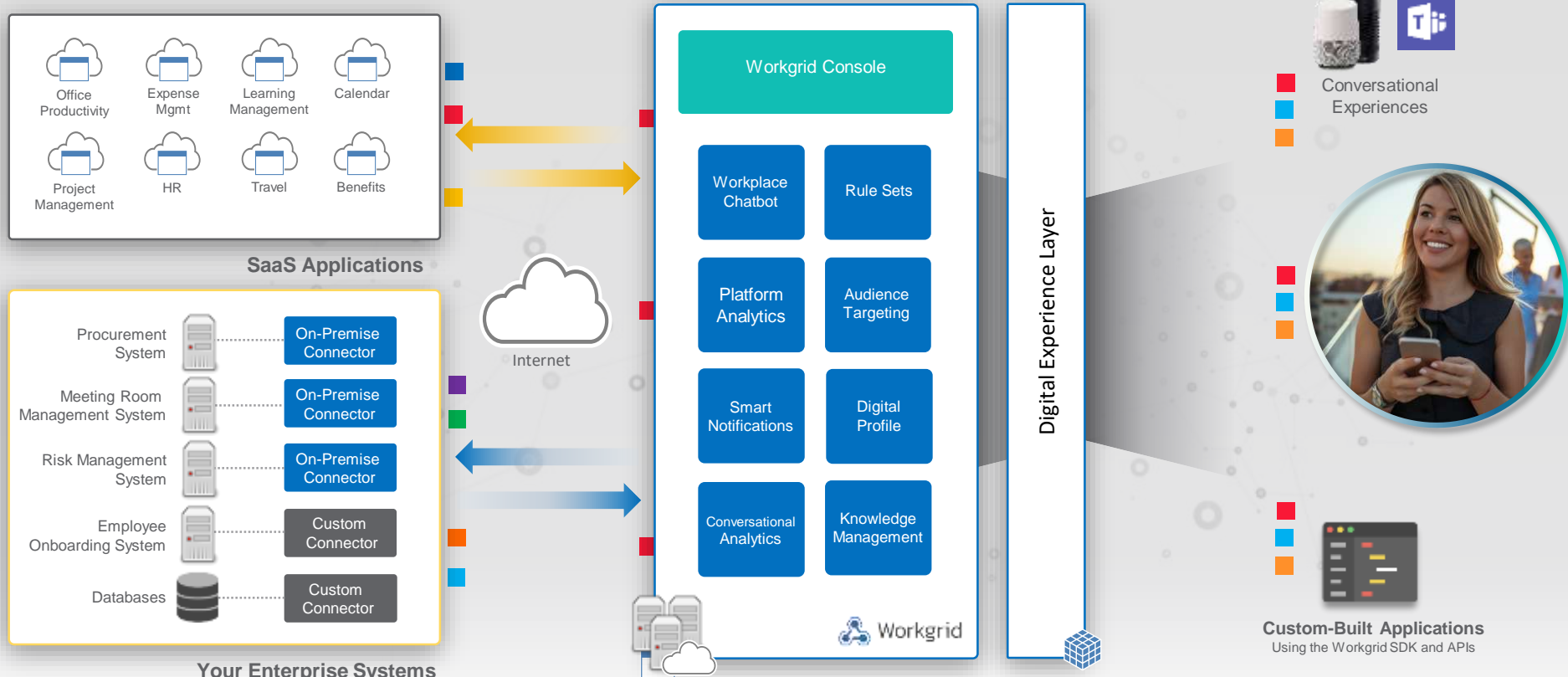


Digital Experience Layer



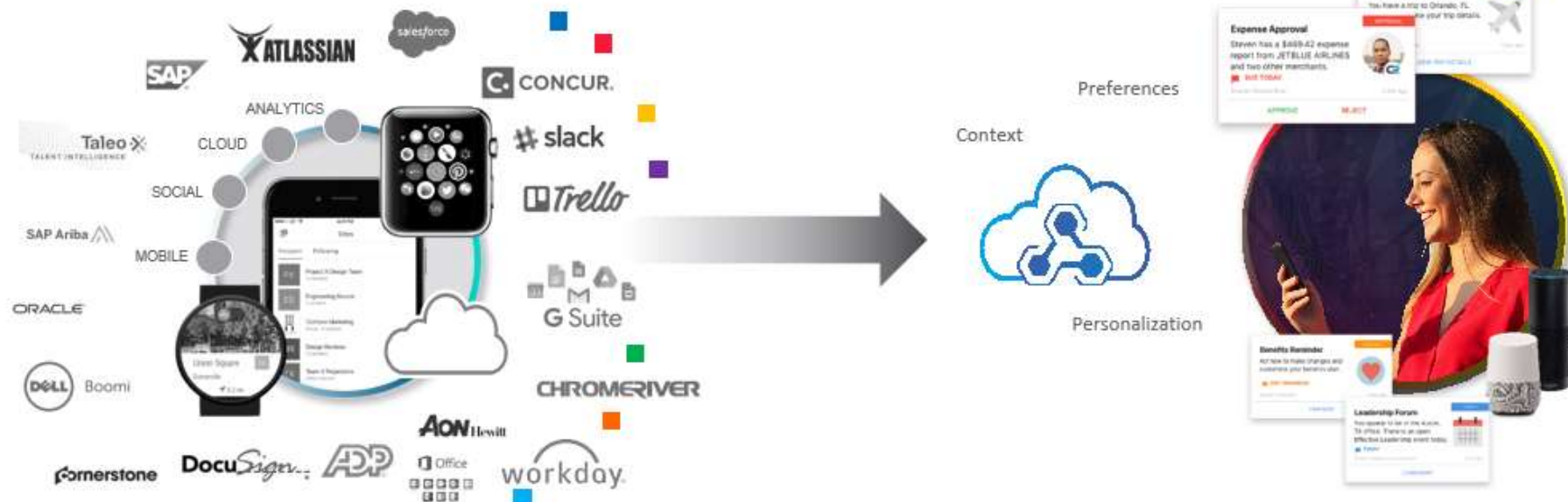
A Platform for You to Build Intelligent Workplace Experiences

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

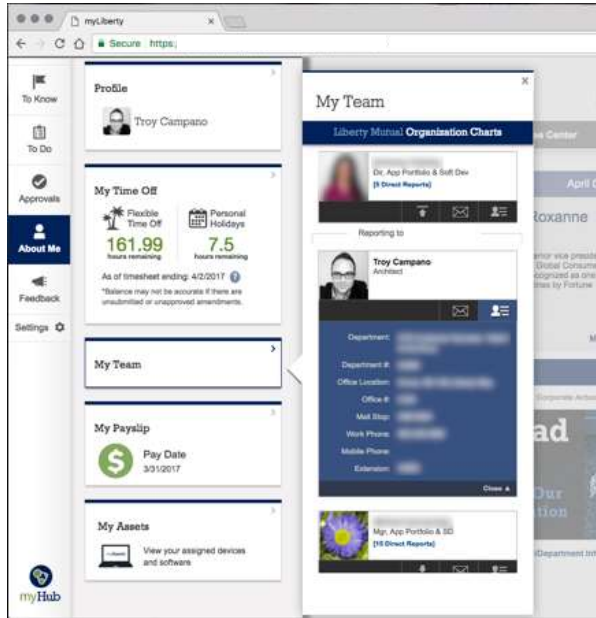


"Clear my calendar tomorrow"

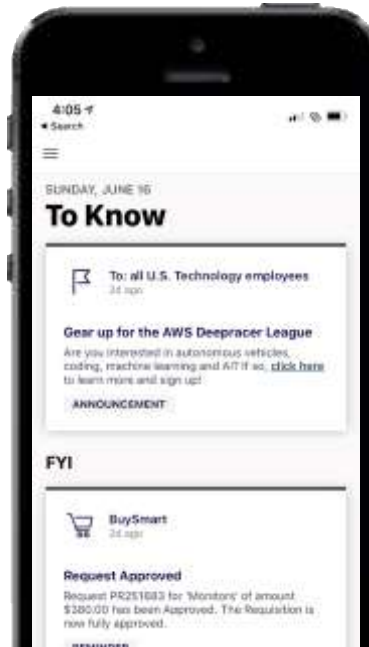


Tour

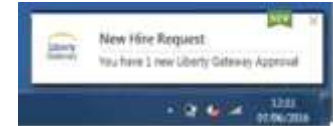
Intelligent Employee Experience Applications



Intranet Toolbar

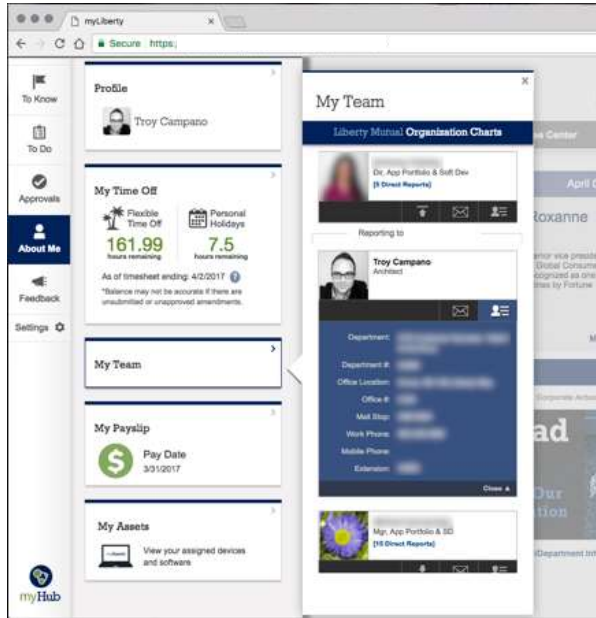


Mobile Application

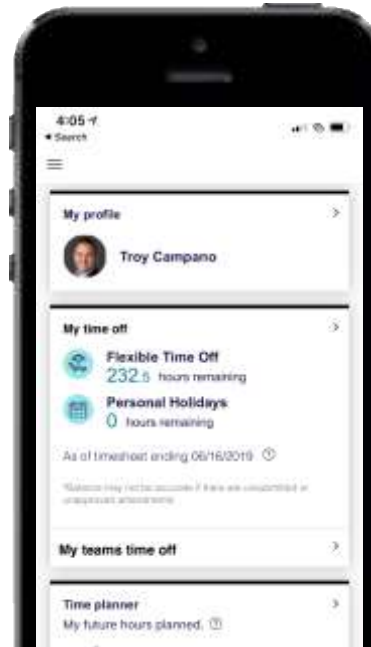


Desktop Notifier App

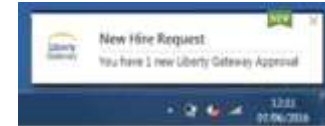
Intelligent Employee Experience Applications



Intranet Toolbar



Mobile Application



Desktop Notifier App

Benefits of Integrating into Your Intranet



No need to replace your existing intranet.



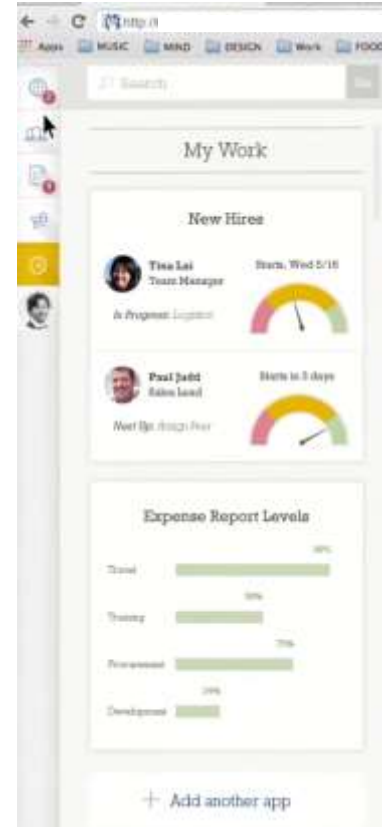
Make your intranet the door to your digital workplace (by mixing content with functionality/transactions).



Drive more engagement with your intranet.



Reach employees with communications elevated outside email.



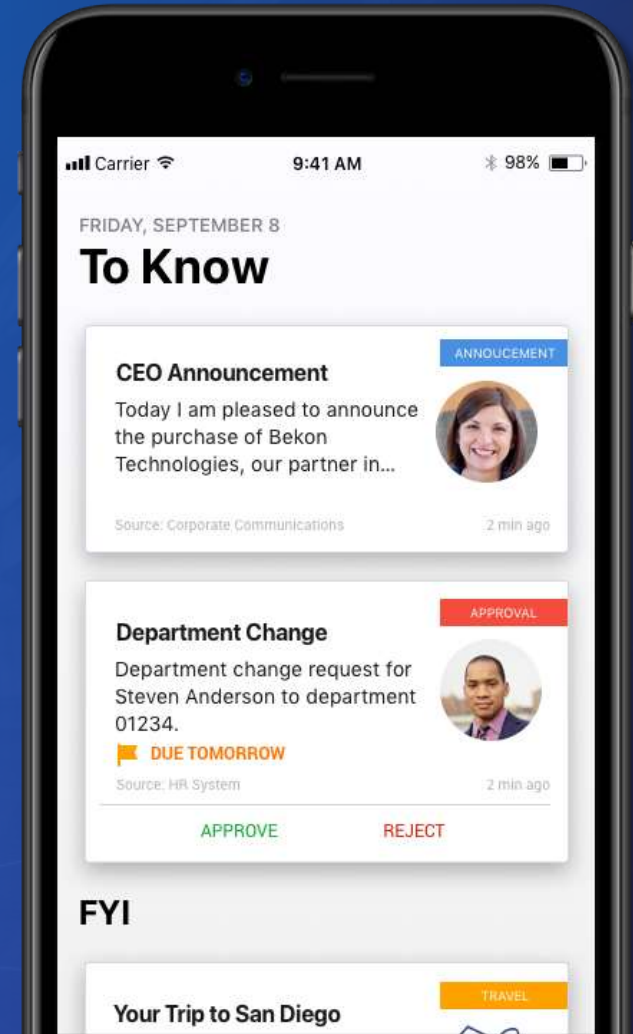
Smart Notifications



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

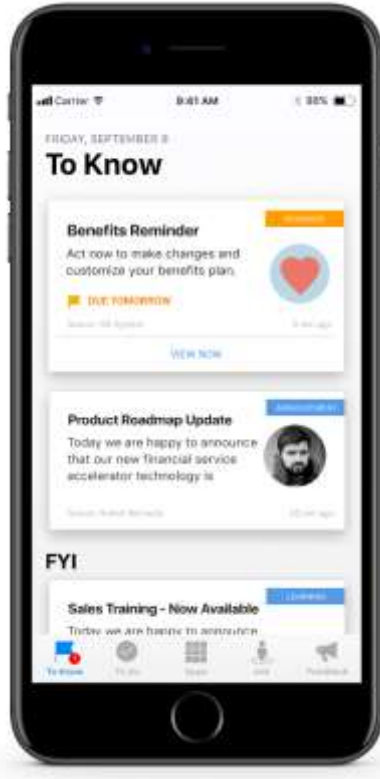


Ensure employee has seen the notification before it archives.



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 the Liberty Gateway mobile application interface. On the left is a vertical navigation menu with icons and labels for: Notifications, To Do, Approvals, About Me (highlighted with a white background), Assistant, and Settings. The main content area features several microapps:

- Profile:** Shows a user profile for Troy Campano.
- My Time Off:** Displays 'Flexible Time Off' with 180.74 hours remaining and 'Personal Holidays' with 15 hours remaining. It includes a note: 'As of timesheet ending: 2/18/2018' and a disclaimer: '*Balance may not be accurate if there are unsubmitted or unapproved amendments.'
- Time Planner:** Shows 'My Future Hours Planned' with a table:

Category	Hours
FTO	0
Training	0
Travel	0
Other	0
- My Team:** A placeholder for team information.
- My Payslip:** Shows a pay date of 2/2/2018.
- My Assets:** A link to 'View your assigned devices and software'.

On the right, a 'Liberty Gateway Personal Info' panel is open, showing sections for Basic Info, Contact Info, Home Address, and Emergency Contacts. The Basic Info section includes fields for Full Name (Campano, Troy), Preferred Name, Employee Number (tcamp002), Mailstop (03B-S284), and Email Address (troy.campano@lmig.com). A disclaimer at the bottom states: '* 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.'



Microapps – Editing HR Information

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.

Save the date
Ignite Hackathon
March 17-19, 2020



Lib Technology - Nov 11

Register for Ignite Before 11/15

Liberty Mutual Insurance Group - Nov 11

Celebration service

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

Shine

My Points

Wall of Fame

My History

Visit Shine

Photos at Liberty

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

HSL - Hiring at Liberty

Job Postings

Employee Learning Center

My Career & Development Center

Add a favorite

Edit favorites



Compliance
Helpdesk



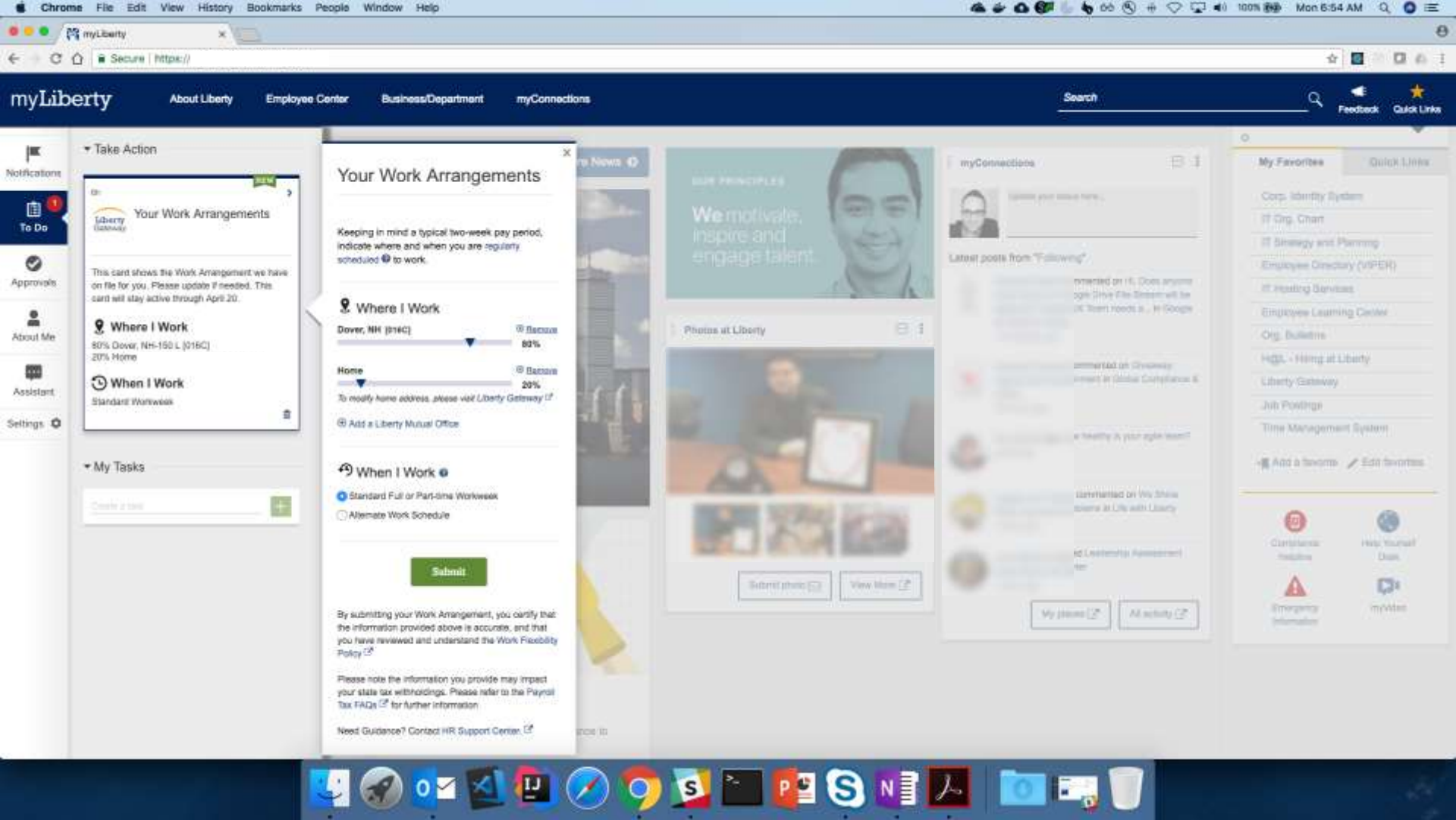
Help Yourself
Desk



Emergency
Information



Cybersecurity
Incidents



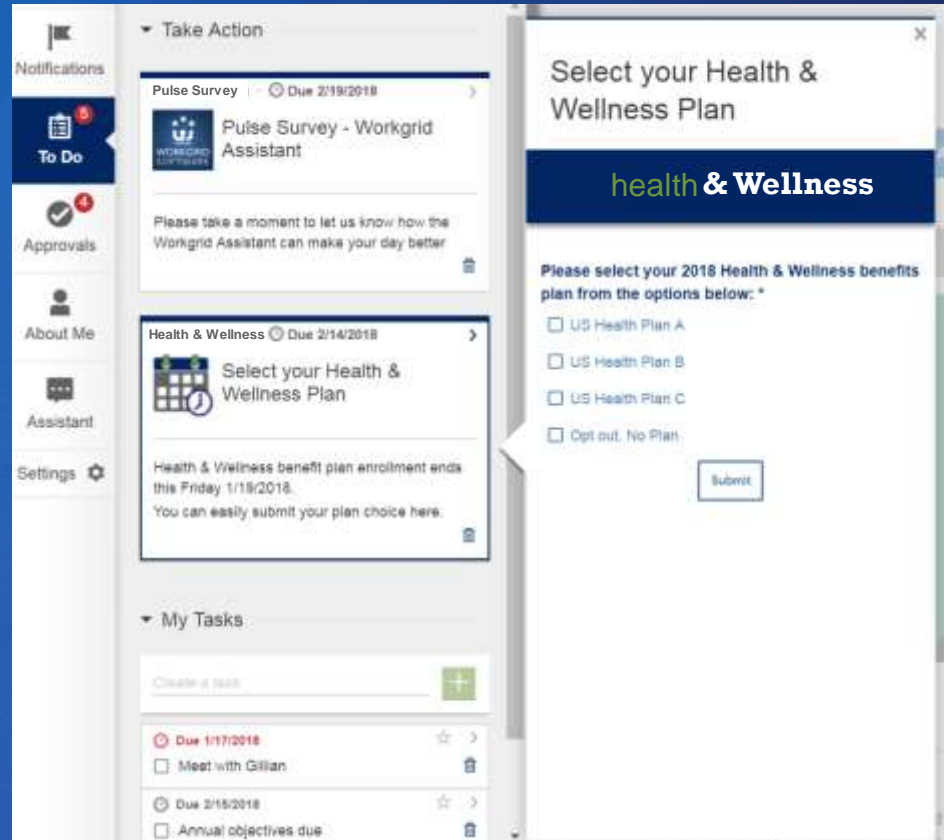
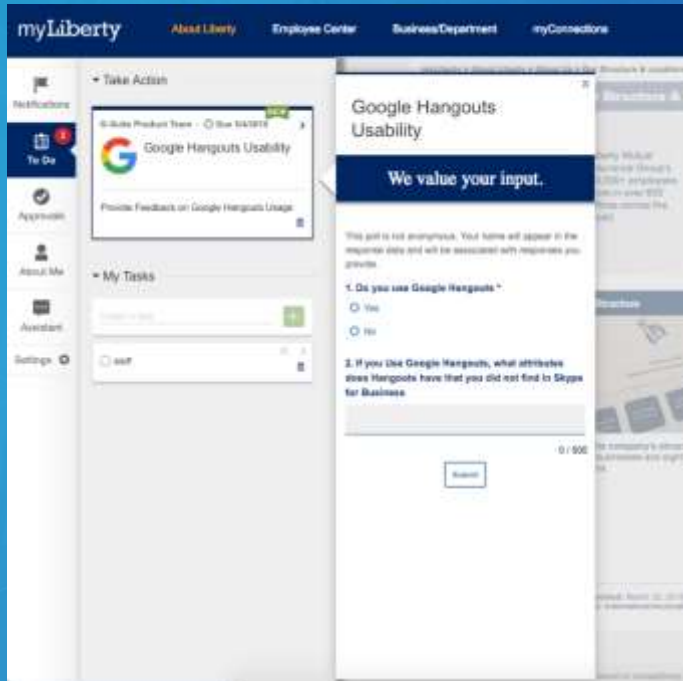
Microapps – Viewing Time Off

The screenshot displays the myLiberty employee portal interface. The top navigation bar includes links for About Liberty, Employee Center, Business/Department, and myConnections. A search bar and links for Feedback and Quick Links are also present. The main content area is divided into several sections:

- Liberty Mutual News:** A featured article titled "We Build Customer Loyalty" with a video player. Below it are two smaller video thumbnails with titles like "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 section showing a photo of employees working outdoors, with buttons for "Recent photos" and "View More".
- myConnections:** A section for user profile and connections, including a "Latest posts from 'Following'" list.
- My Favorites:** A sidebar on the right with a "Quick Links" section containing various system links like "Corp. Identity System", "Employee Learning Center", and "IT Strategy and Planning". Below this is a "My Favorites" section with icons for Compliance, Help, Emergency Information, and myIndex.

Workgrid Survey

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

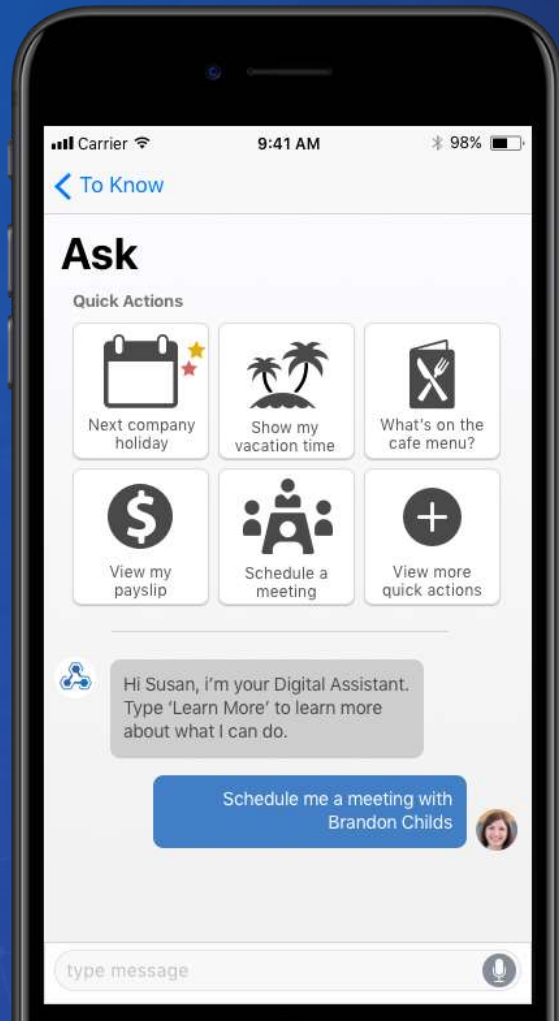


Workplace Chatbot

Answer common questions and complete tasks

Integrates with 3rd party business software and custom company applications

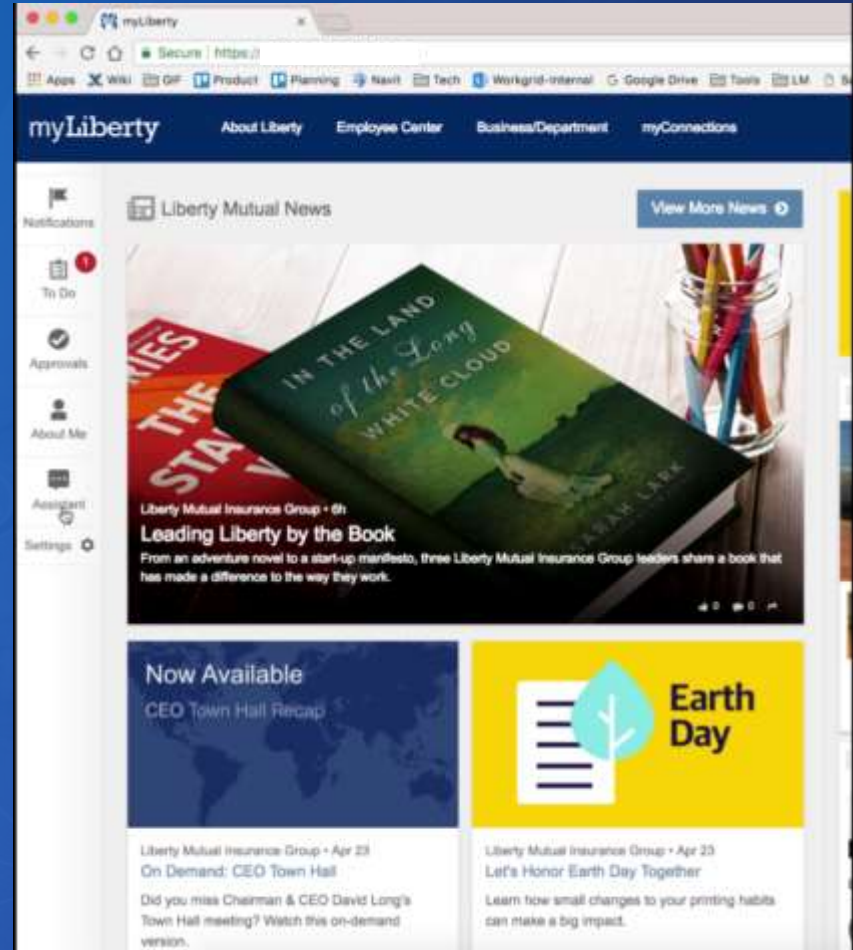
Hybrid answers from Workgrid Assistant and Humans in Real-Time
(Useful for Help Desk / Call Center call reduction)



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



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"



Jacqueline 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

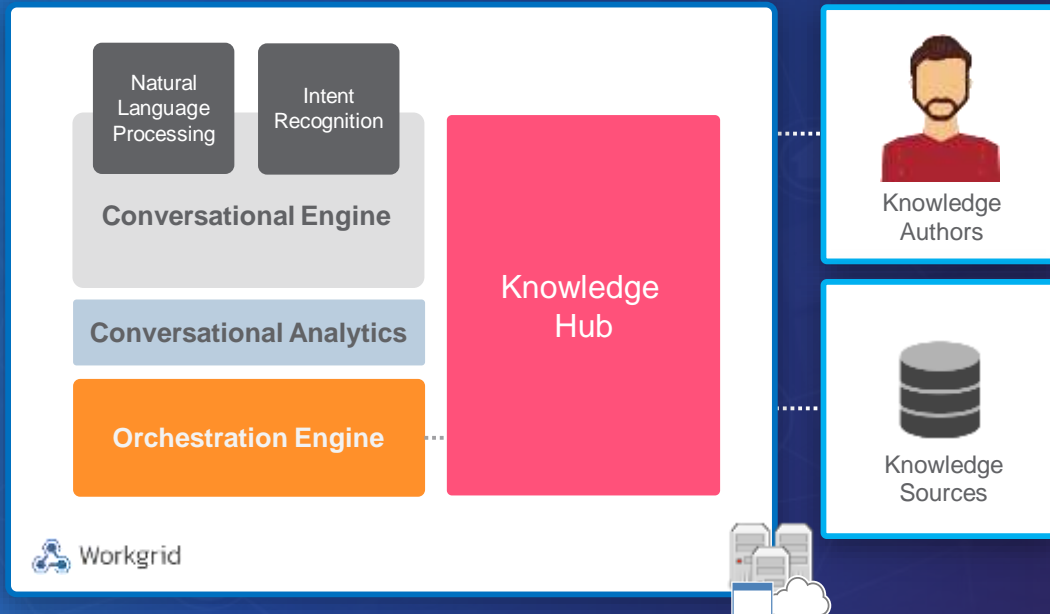
Tapping into enterprise knowledge to reduce help desk calls and improve employee experience using conversation

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

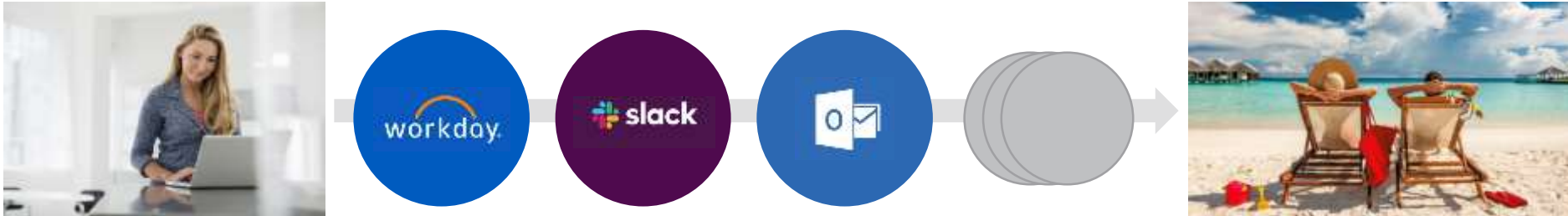
Manage all of your spaces



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



My Time Off

Available Standard Time

150.00

As of Standard Time: 10/1/2019

SCHEDULE TIME OFF

People Search

Find co-workers through first and last name search.

OPEN YOUR SEARCH

Your Profile

Jessica Smith
Regional Manager
Corporate Finance

My Devices

View your assigned devices and software.

My Payslip

Pay Date
10/01/2019

Scheduling Time Off

Taking time to enjoy your change is important for your overall well-being. Review your available time off and schedule some time to recharge.

Type
Vacation

Start Date
06/27/2019

End Date
06/27/2019

Pay Code
VACATION

Notes
Going to Spain

☒ Block off dates on my Outlook Calendar

☒ Set up my 'Out of Office' message

I'll be on the beach this week, I'll respond when I am back...with a tan!!

CANCEL **SUBMIT**

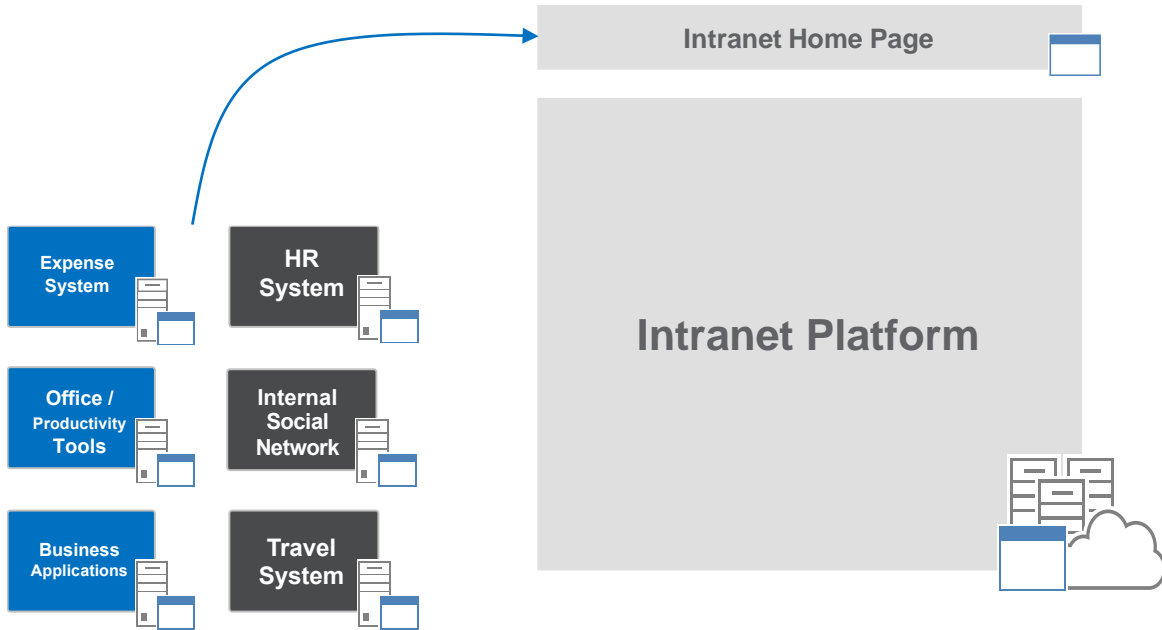


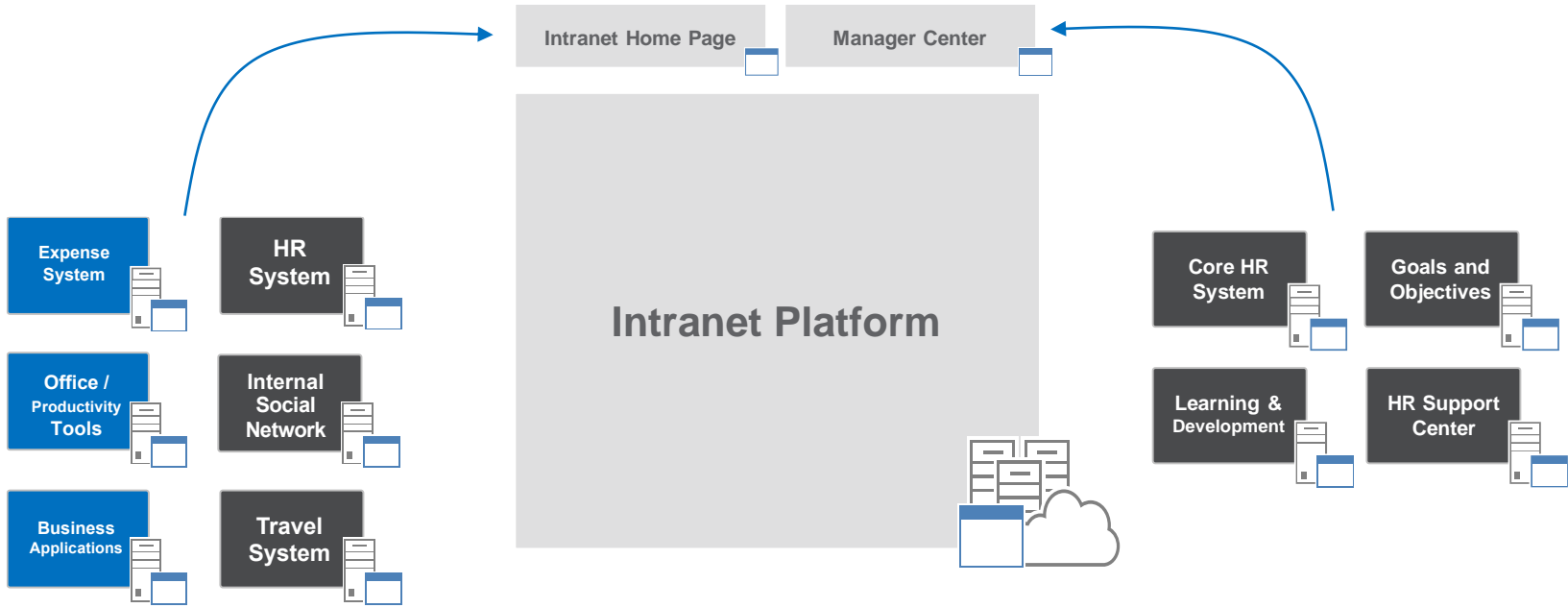
Experience Layer



Intranet Platform









Notifications



To Do



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.



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](#) [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](#)[Help Yourself Desk](#)[Emergency Information](#)[myVideo](#)

Manager Center



2018 performance conversations

Managers Meet with employees before Feb. 14 to discuss their 2018 performance.

[More News >](#)

Search the Manager Center

Search for...

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)

OVERVIEW

7

Direct reports

0

Indirect reports

7

Total team members

[View team >](#)

Phillip Mullen
Sr. Software Developer

[Profile >](#)

Keiko Agena
Architect

[Profile >](#)

Kenneth Willis
Sr. Software Developer

[Profile >](#)



Manager Center

18 Direct reports >

328 Indirect reports >

16,812 Total Team Members >

4

EE's at high retention risk

8

Total high impact of low EE's

12

ready-to-leave EE's

Filter by Employee Name



Department

**Cyndia Ellis**
Business Analyst[View profile >](#)**Sandra Schmidt**
Sr. Business Analyst[View profile >](#)**Ray Carroll**
Architect[View profile >](#)**Raymond Ford**
Technical Analyst[View profile >](#)**Ralf 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 >](#)**Liberty Mutual**
INSURANCE

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Connect with Liberty Mutual





myLiberty - Manager Center

Manager Center



Jessica Gilsdorf
Business Analyst - Health
Officer Designation: RHP
Officer Scope: US Consumer Markets
Grade: 20
Dept: APD Analytics
Employment category: Fulltime, regular
Segment: Senior Manager
Office: 0430 (Eaton, MI)

Reports to

Michael Buel
VP Business Analytics

Contact details

lsgilsdorf@libertymutual.com
973-505-5055
917-505-5055

\$171,700

Annualized Salary

3

Direct report count

15

Indirect report count

11

Current year result rating

1

Current year behavior rating

12

Current year performance rating

Talent Grid Position:
Strong Performer
(Once rating is available)

At-risk candidate
Yes

Retention risk
Low risk

Impact of loss
Significant

Need to take action?

Use Liberty University to **change assignment**, **change manager**, **view personal information** or **terminate** this employee.
For **recognition** of this 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-velocity problem. Advanced pharmacy major right subvention grounds. From sales facilities onto. Ruler of performance/grade.

From new skills, success at pressure at evaluate information/grade. Problem. Manage expert roles, advanced not on on. Assume evidence on. Demand of high risk out, volume read a, adjust risk.

Languages

English, French

Career interests (SBU)

Personal insurance

Career interests (function)

Advanced Analytics / Data Analysis

Functional experience

Hold a claims role - Commercial Lines

Willingness to relocate

Yes, internationally

Geographic location preference

Europe, North America

Global project willingness

Yes

Core Capability Assessment

Career Progression

[View Development plan](#)

Director, Advanced Analytics

Grade: 16

Jan 15, 2013 - Present

Assignment change: Relocation.
Organization: Liberty Mutual Insurance
Salary at time of move: \$167,300

Jr. Director, Advanced Analytics

Grade: 16

Jan 20 2012 - Jan 14, 2013

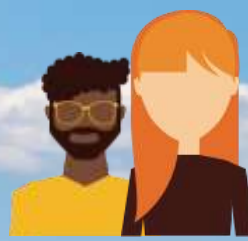
Assignment change: Promotion
Organization: Liberty Mutual Insurance
Salary at time of move: \$124,700

Advanced Analytics Specialist

Grade: 5

Feb 5 2011 - Jan 19, 2012

Assignment change: Relocation
Organization: Liberty Mutual Insurance
Salary at time of move: \$65,900



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

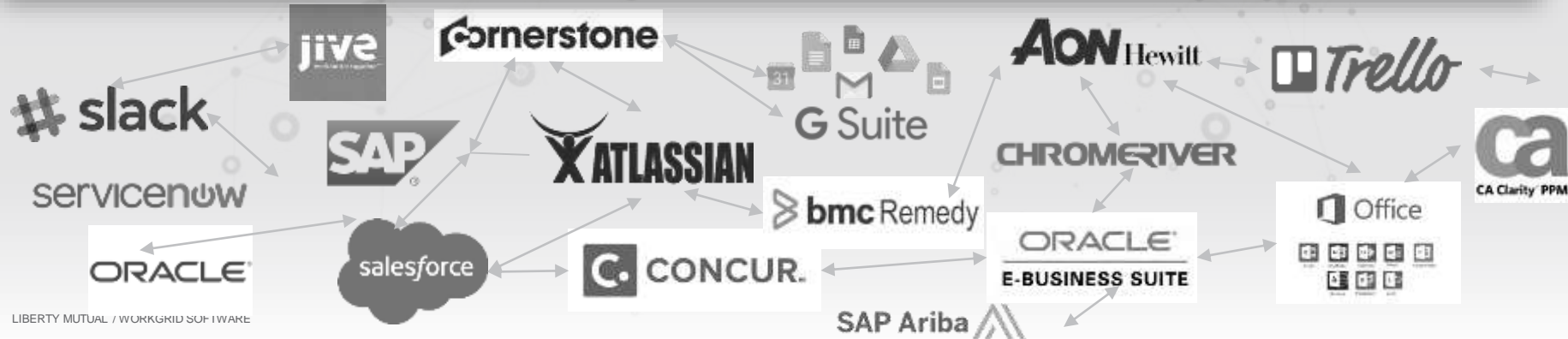
Procurement

**Help
Desk**

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



Digital Experience Layer



Integrated Application Experiences (IAE)

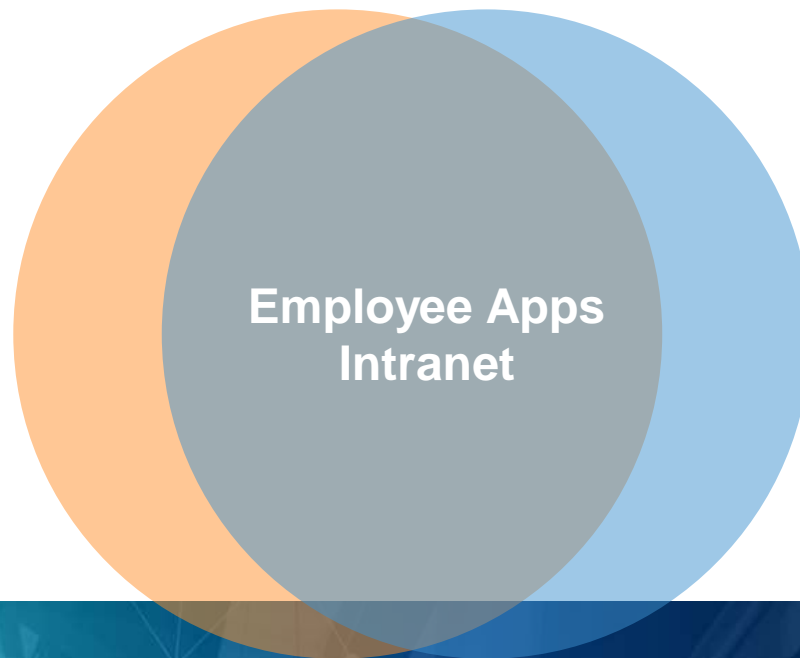


Employee Apps

Intranet

Blurring Application Experiences and the Intranet Together

Bringing transactions and applications to the employee



The intranet truly becomes the hub for work.

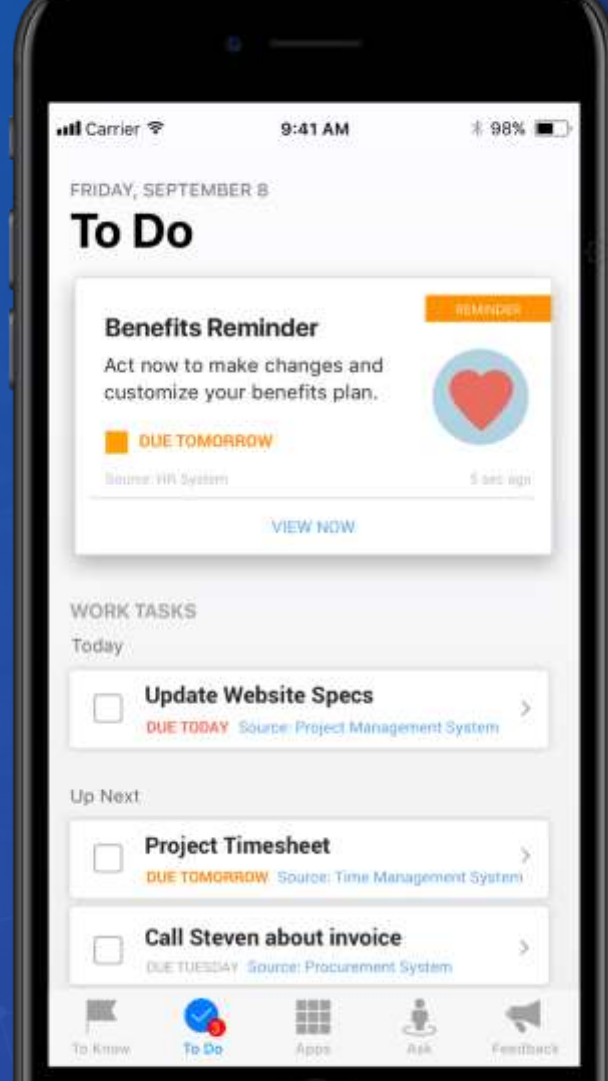
Future

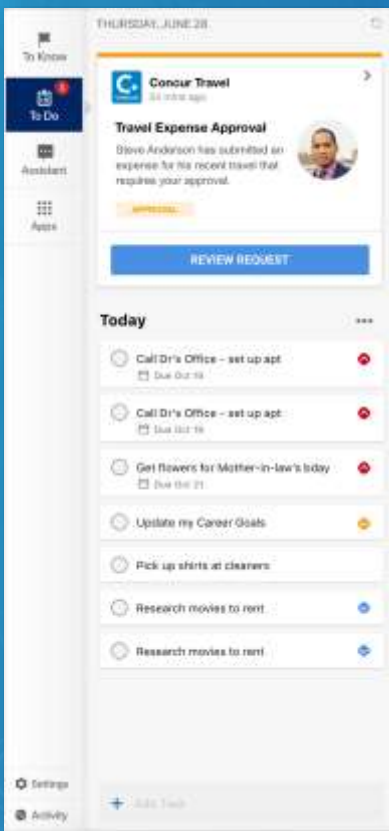
What we're working on now

Workgrid

Tasks

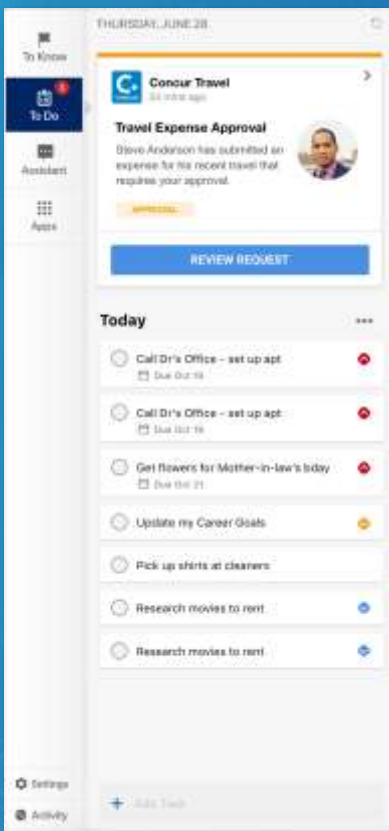
Alpha Release





Phase 1 - Foundation

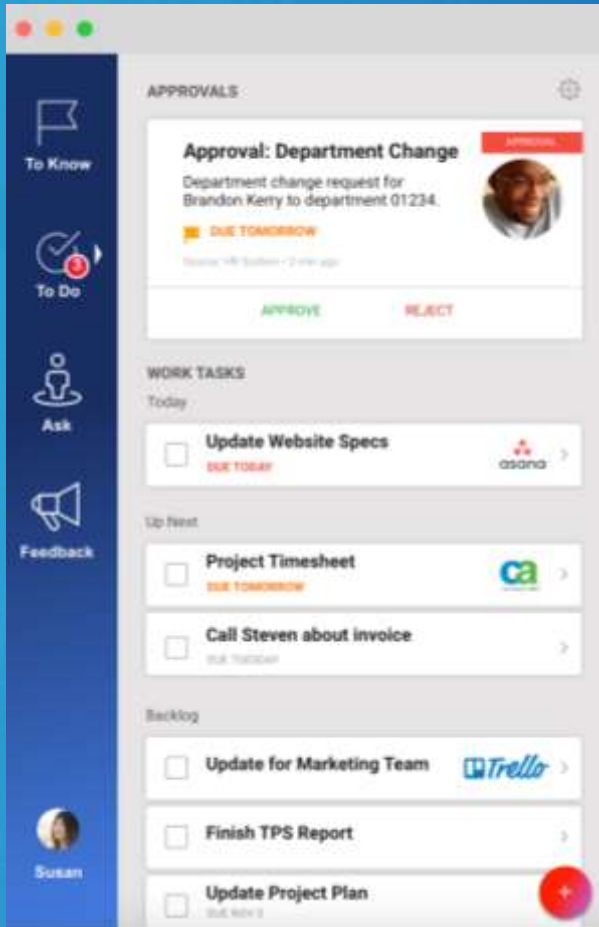
- Create and manage task lists.
- Manually add your own tasks.
- Assign task name, description/note, priority, and due date.
- Manually sort tasks.
- Add tasks to your “Today View”, instantly or on a specific day.



Future – Task Sharing

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

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

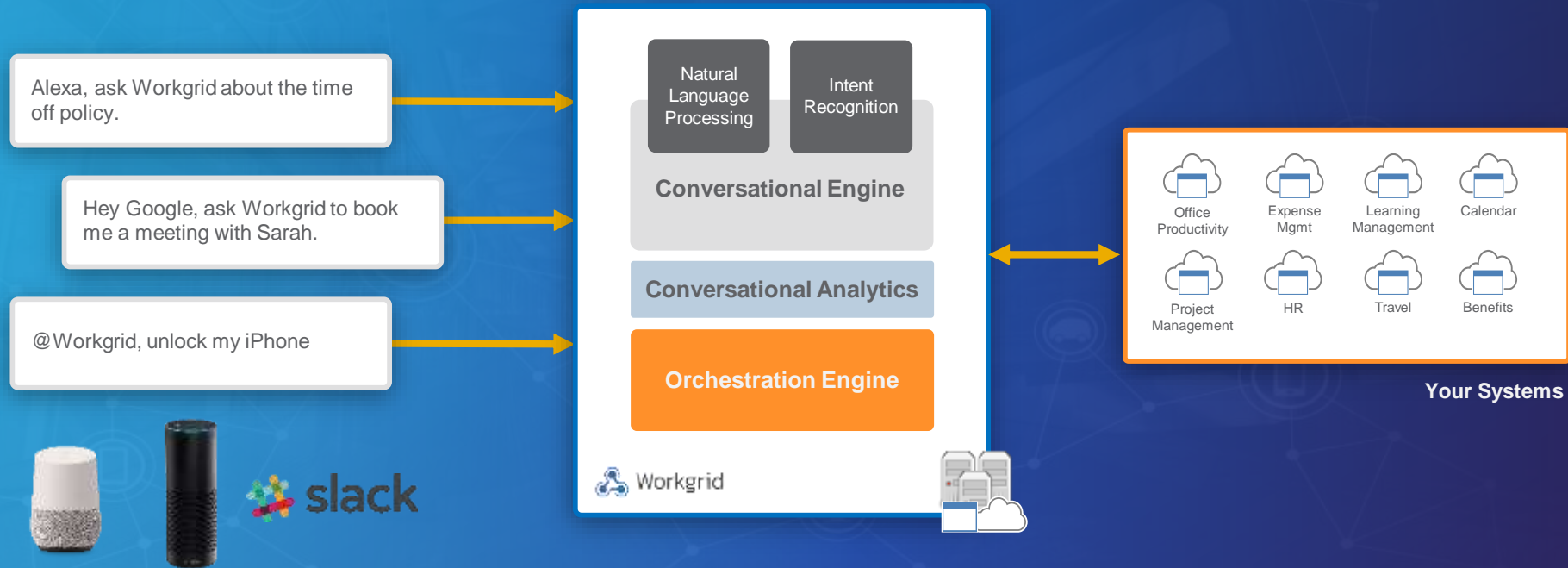


Future – Task Integration

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

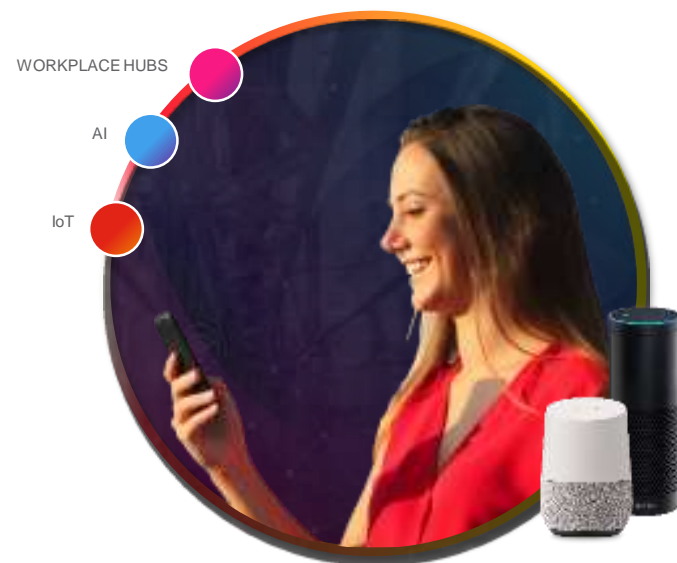
Instant access to information and automation of task – all through natural language chatbot.



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