

# HUMANIZING HR

Enabling the  
people behind  
your people





Enterprises today comprise of an ever-increasing population of millennial workers who rely on technology for their routine tasks. They are constantly connected to the external world, react to developments swiftly and expect solutions to all problems, on the go, and fast. At the same time, workforces are largely multi-generational and the levels of embrace of technology across a singular workforce can be varied. So, how do we provide a

seamless employee experience to each employee, enabled by tech? Human Resource (HR) professionals must constantly look to change and adapt to meet ever-increasing employee expectations. This in turn provides an opportunity for a digital workplace - by automating mundane tasks, getting deeper insights into employee engagement and leveraging AI to drive improved experience.

## Global forces impacting organizational expectations

### Trends influencing enterprises

Globalization & Geo-Political Issues      Talent Availability & Mobility      Regulations & International Norms  
 Technology Disruptions      Environmental Challenges

### Disruptive Technologies

AI      Siri, Cortana, Alexa!      IoT      3D Printing  
 Rapid Digitization      Driverless Cars      Humanoids: Sofia, Vera      Wireless Mesh Networks

### Trends influencing Talent practices

Talent Attractability      Purpose Personalization      Human Touch      Enable Managers  
 Efficiencies, Throughput      Career-Pathing      Culture      Bottom-line Value & Impact      Great Experiences      Data driven Decisions  
 Flexible work practices

## Key challenges to be addressed by HR:

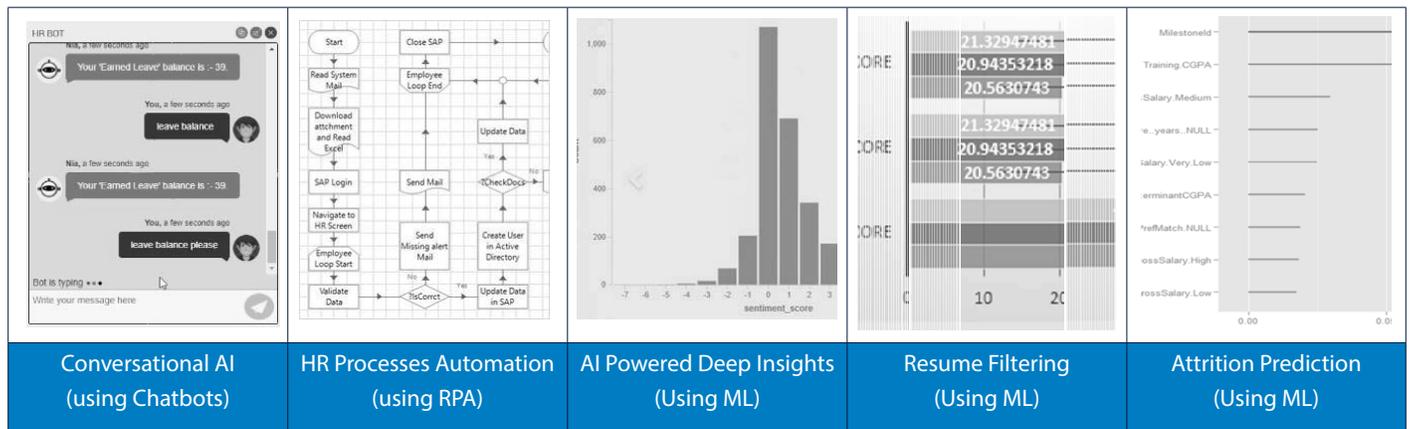
HR needs to constantly find answers to these questions in today's dynamic workplace:

- What are employees saying – with the help of sentiment analysis and gauging organization pulse
- Are we communicating well - effective communication and quick problem resolution is important here
- Who are our best people – predict attrition, right recruitment, analyze performance, etc.

## HR can overcome challenges with AI & Automation Solutions

When HR practitioners help identify opportunities to transform processes, backed by AI & Automation solutions, clients only stand to benefit as we help our clients transform, digitize and connect better:

- **Humanizing HR (bringing a practitioner’s perspective):** Our HR experts help clients identify specific problem areas by carrying out a simple assessment and value discovery, while leveraging the best of AI technologies and experience from having implemented the solutions.
- **Pre-built Solutions Repository:** Infosys offers a platform agnostic, pre-built AI & Automation HR solutions repository to ease and enhance multiple HR process and functions beyond just the traditional ERP systems, including these and many more:



## Infosys amplifies HR experts’ potential with AI & Automation technologies and leverages its partner ecosystem to deliver value to clients

	<p><b>HR Practitioners for opportunity identification</b></p> <ul style="list-style-type: none"> <li>• Value discovery carried out by HR professionals</li> <li>• Leverage HR professionals with deep domain expertise across various Human Resource related focus areas</li> <li>• Build strategic direction through precise planning with the HR expert</li> </ul>
	<p><b>Pre-built accelerators, solutions and point of views</b></p> <ul style="list-style-type: none"> <li>• HR ChatBot for policy queries &amp; employee actions such as leave application</li> <li>• Solution for employee sentiment analysis</li> <li>• Continuous investment in building new solutions</li> </ul>
	<p><b>Technology agnostic services</b></p> <ul style="list-style-type: none"> <li>• Services offered on 3rd party vendors – including IBM Watson, Microsoft Cortana, BluePrism, UiPath</li> <li>• Option to deploy on premise as well as on cloud</li> </ul>
	<p><b>Use-case repository</b></p> <ul style="list-style-type: none"> <li>• Existing use-cases repository drive quicker time to market</li> <li>• Constantly expanding list of available and potential HR/AI technologies</li> <li>• Use cases spanning recruitment, communication, engagement, onboarding, etc.</li> </ul>



Connect with us at [AlandAuto@infosys.com](mailto:AlandAuto@infosys.com) to know more.

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