



# Next Level HR

HR Function Transformation

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# The evolution from current capabilities to future goals ...

Today's HR landscape presents opportunities to unlock greater strategic value for organizations. Cloud transformation is at the heart of this shift, positioning HR to leverage cutting-edge technology for an immersive people function.



## Today

- **Limited integration** across systems, often resulting in **siloed data** and **manual processes**.
- Varying **levels of user adoption**, often hindered by a **lack of training** or **intuitive design**.
- **Basic data** reporting with **limited predictive capabilities**; often reactive rather than proactive.
- Fundamental security protocols in place, but **potential gaps in compliance** with evolving regulations (e.g. GDPR).
- Technology that meets current demands but may **lack flexibility for rapid scaling** or adapting to new business needs.



## Future

- **Fully integrated systems** with seamless data flow, allowing for **real-time data** access and **streamlined workflows** that enhance decision-making.
- **High user adoption** due to **user-centered design**, robust training programs, and continuous feedback loops that **enhance the user experience**.
- **Advanced analytics and AI-driven insights** enabling **predictive modeling** and **proactive decision-making** for HR and organizational strategy.
- Proactive, **AI-enhanced security measures** and **ongoing compliance** updates to **address new regulatory changes** and **cyber threats** in real-time.
- Highly **scalable and flexible technology** that supports **business expansion**, **remote work capabilities**, and adaptation to new HR models and organizational structures.

# Why a Next Level HR Assessment is Essential for Maximizing HR Cloud Value

While many have successfully implemented HR cloud solutions, achieving measurable value from these investments remains elusive. To unlock the full potential of HR cloud systems, companies must focus on improving system efficiency, people experience, and integration.

## Key Findings

88%

Of executives say achieving measurable value from new technology is a challenge according to the latest PwC Pulse Survey.<sup>1</sup>

67%

Of HR Leaders believe that if they don't take action to improve HR's approach to technology, their function's effectiveness will decrease.<sup>1</sup>

30%

of German CEOs believe their companies won't remain profitable without ensuring meaningful transformation.<sup>1</sup>



## Issues organizations face after an HR cloud transformation



### Limited User Adoption

Employees may struggle with the new system, leading to underutilization and reduced ROI.



### People Experience Challenges

A non-user-friendly system frustrates employees, impacting engagement and satisfaction.



### Workflow Inefficiencies

Cloud system may retain old inefficiencies, slowing down processes.



### System Interface Issues

Complex interfaces hinder productivity, leading to manual workarounds.



### Unharmonized Data

Disconnected data sources cause inconsistencies, complicating reporting and insights.

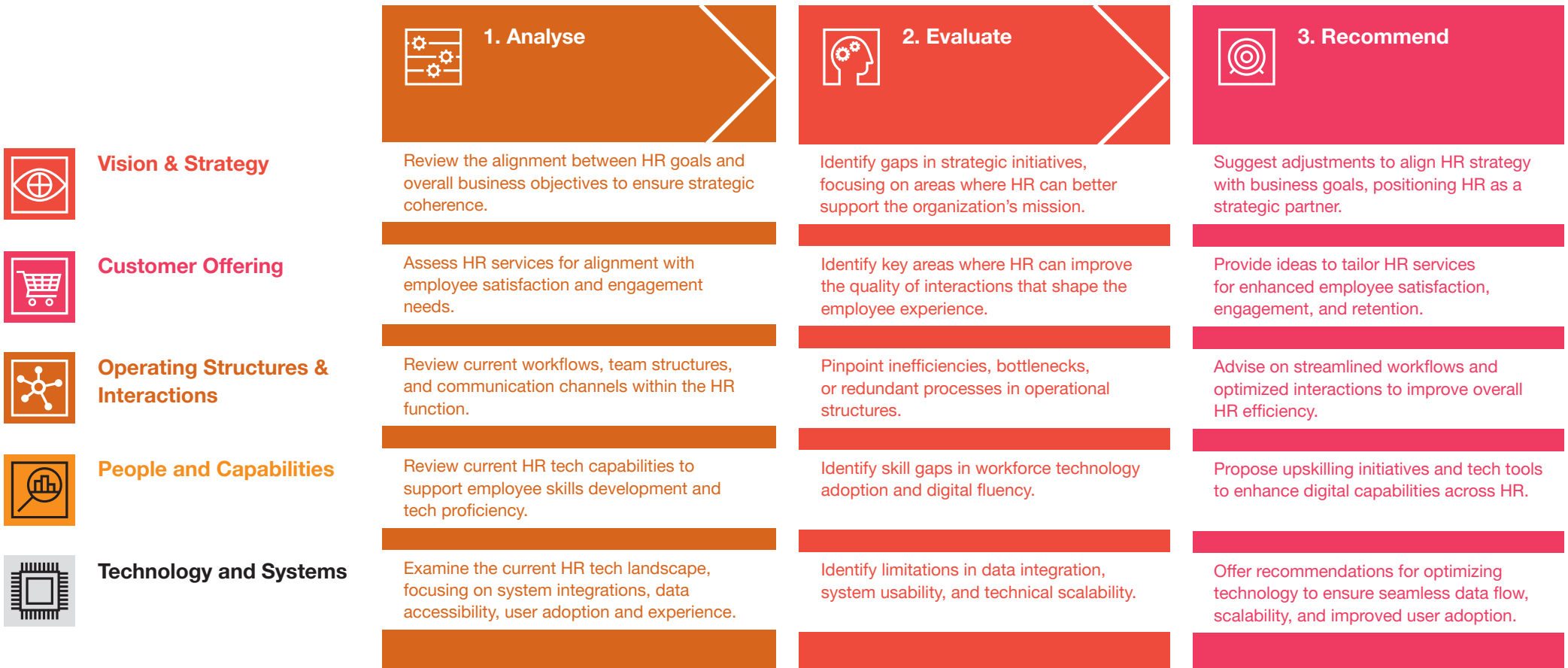


### Compliance Issues

Challenges in maintaining consistent compliance standards across regions lead to regulatory risks.

<sup>1</sup> PPwC (2023). PwC Pulse Survey: Focused on reinvention; Gartner (2024). Augmented HR: Regions lead to regulatory risks. Unlocking HR's Business Impact Through Technology.

# How We Approach the Next Level HR Assessment: Quick, Easy, and Impactful Delivery Across Key HR Dimensions



# What will You Gain from the Next Level HR Assessment?

The Next Level HR Assessment addresses common post-HR cloud implementation challenges, enhancing user adoption, optimizing workflows, harmonizing data, and aligning HR with strategic goals to maximize the value of your cloud investment.

## This will allow ...

2.3

times more likely to **achieve success** when HR aligns with business goals.<sup>2</sup>

17%

increase in **productivity** when personalized HR services enhance people experience and retention.<sup>3</sup>

25%

more likely to have **engaged employees** when **streamlined structures** and effective communication foster greater collaboration and reduces inefficiencies.<sup>4</sup>

94%

of **employees staying longer** at companies that invest in their learning and development ensuring a skilled and adaptable workforce.<sup>5</sup>

41%

improvement in **workforce productivity** in companies that use advanced HR technologies for enhancing employee experience.<sup>6</sup>

<sup>2</sup> AIHR (2024). HR Trends Report;

<sup>3</sup> Clear Company (2020). The State of Workplace Communications;

<sup>4</sup> Perform Yard (2024). Onboarding and Employee Experience Survey;

<sup>5</sup> LinkedIn (2021). Workplace Learning Report;

<sup>6</sup> PwC (2022). Technology at Work report.

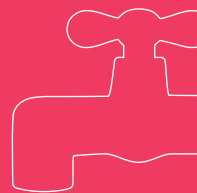


## Case study

How we helped a **Global Water Technology** company to **maximize the ROI** on their HR IT Transformation.

## Situation

Our client has **implemented a HRIT cloud technology** several years ago but was not happy with the current setup & processes. A recent **acquisition of a major competitor** made things even more complicated as now **two systems, processes and data landscapes** needed to be merged into one.



## Key Activities & Outcomes:

With our Next Level HR approach, we ...

- Combined **assessing the status quo** with immediately showcasing **to-be best practices** with regards to e.g. cloud configuration and business processes.
- Implemented **new functionalities** (e.g. in recruiting) which made a big difference especially in **people experience**.

This led first and foremost to a significant change in the perception of HR's services and system landscape in the business and **boosted key HR performance KPIs** (e.g. Net Promoter Score).





# It is time to act now!

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Empower your HR function to drive measurable impact-take the Next Level HR Assessment and unlock the full potential of your people strategy. Start building a future-ready workforce today!



# PwC is one of the world's leading HR and change management consultancies

## Our Next Level HR experts



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