

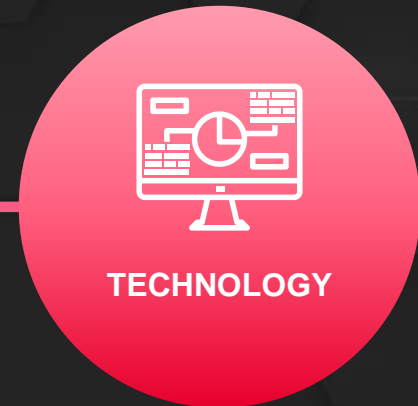
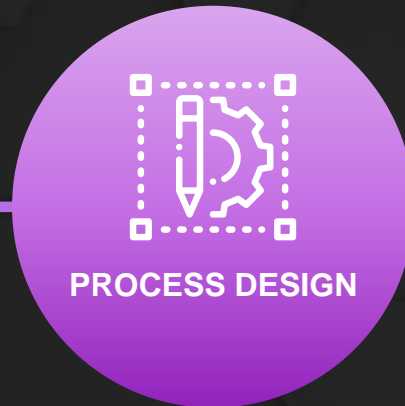


# EX & THE FUTURE OF EMPLOYEE SERVICES

**SOFIGATE**

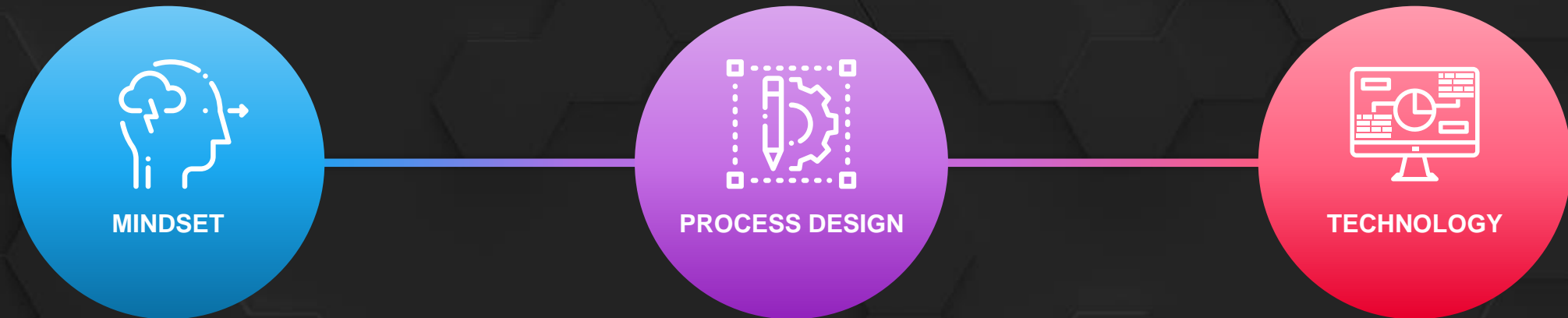
# SOFIGATE

ELEVATES YOUR EMPLOYEE EXPERIENCE



# SOFIGATE

## AMBITIOUS TEAMS



EMPLOYEE EXPERIENCE

IT OPERATING MODEL

IT SERVICE MANAGEMENT

IT OPERATIONS MANAGEMENT

GOVERNANCE, RISK & CONTROL

AGILE LEADERSHIP



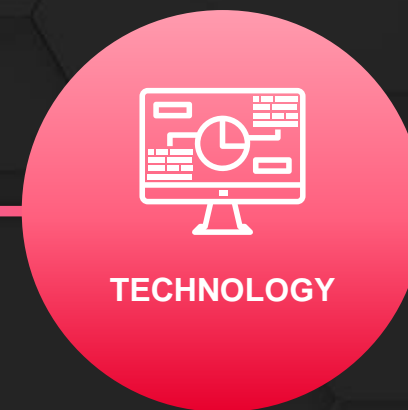
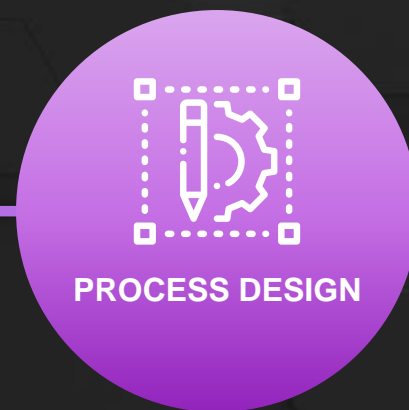
We expect the Employee Experience

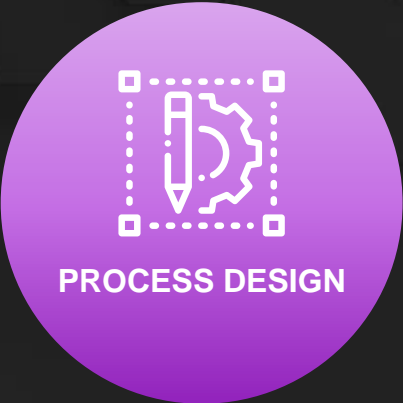




We expect the **Employee Experience**  
to be as good as the **Customer Experience**







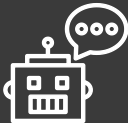
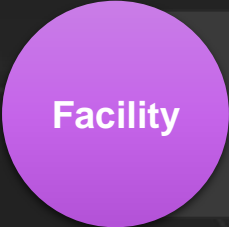
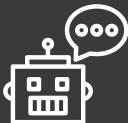
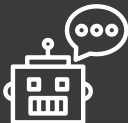
Level -1

Level 0

Level 1

Level 2

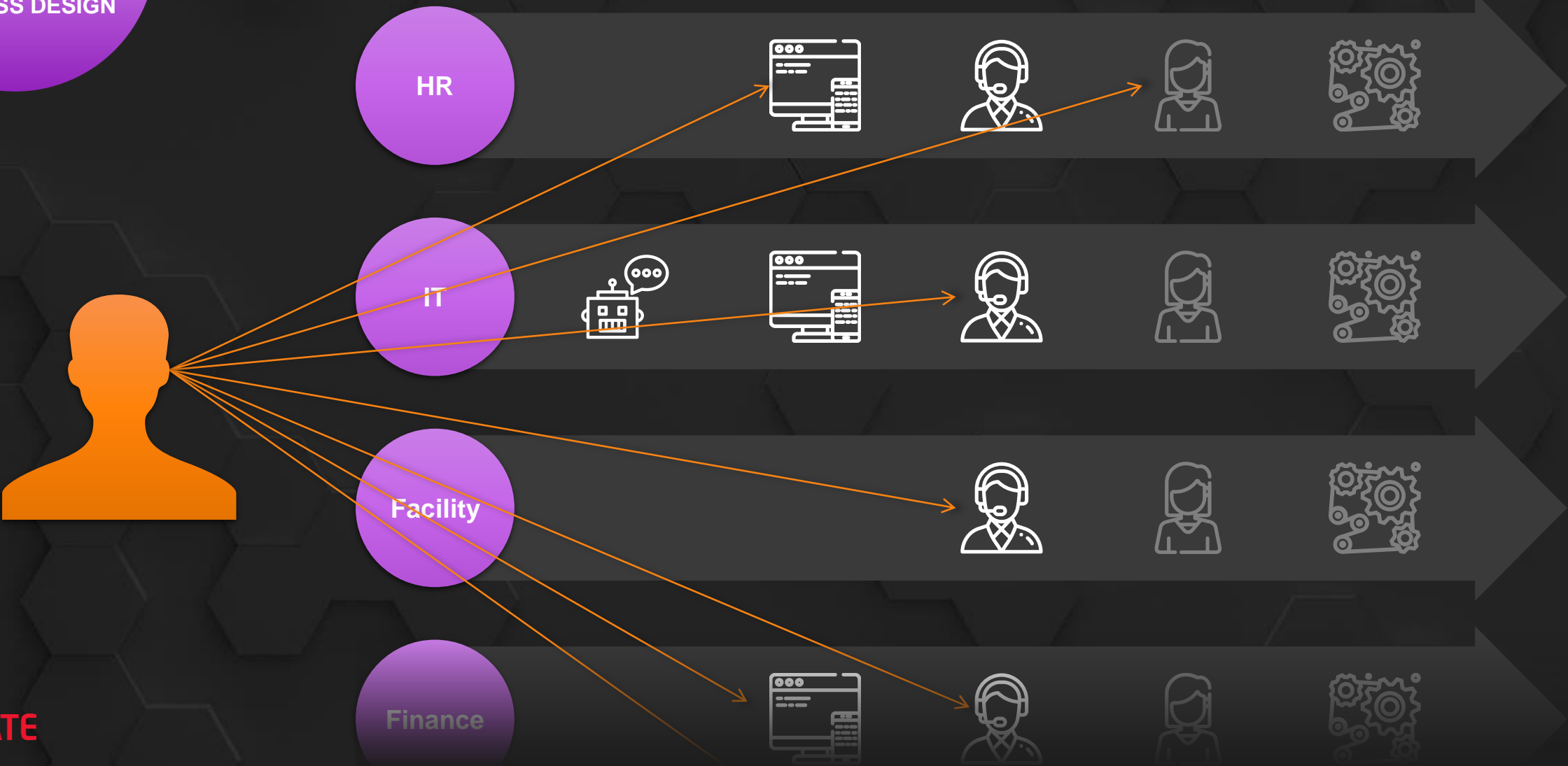
Level 3



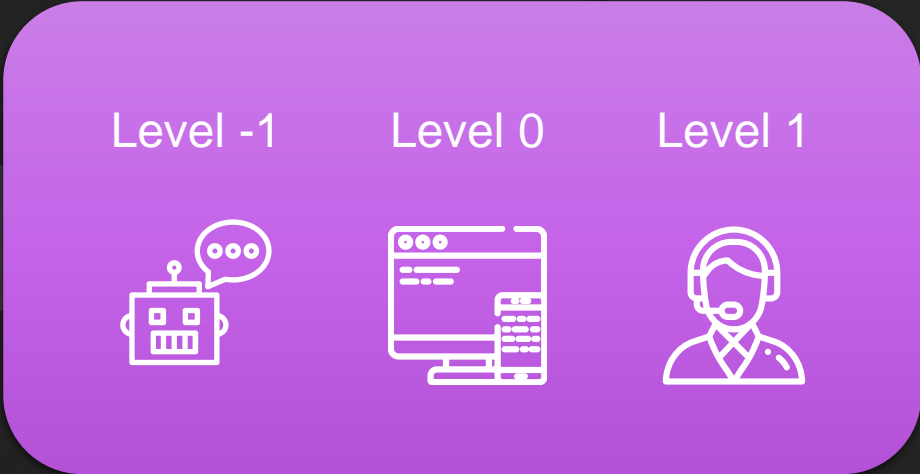
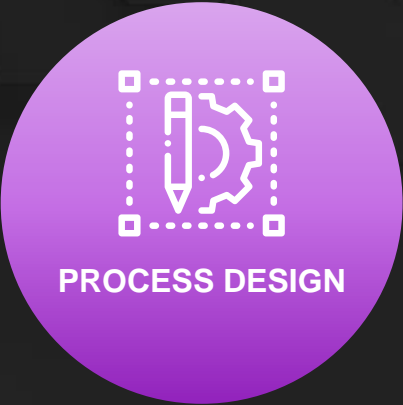


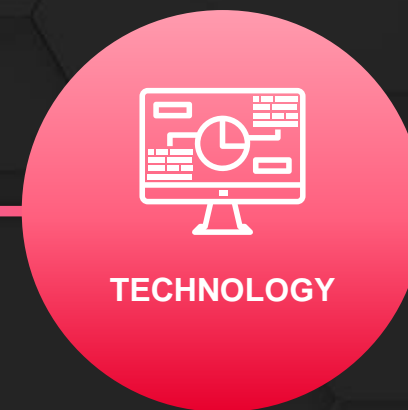
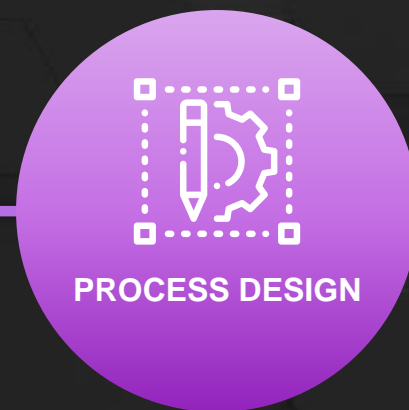


Level -1      Level 0      Level 1      Level 2      Level 3









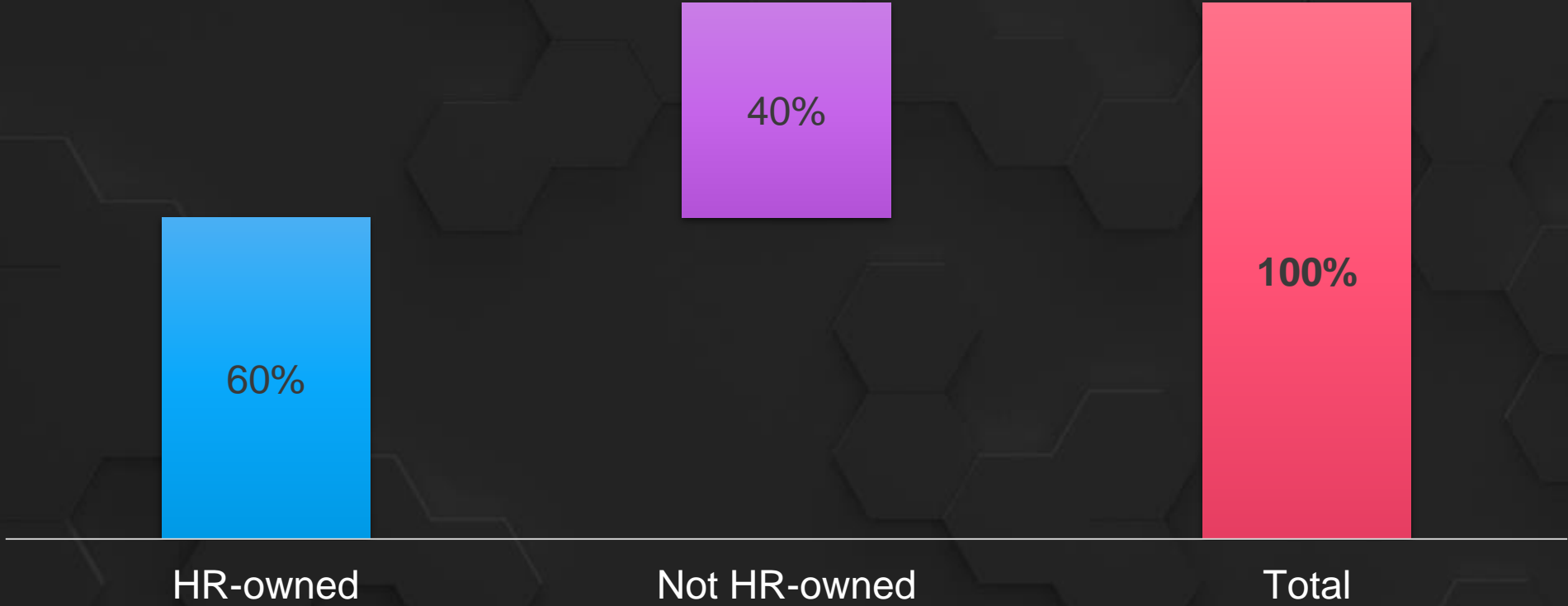


HR is the final piece  
and the heart of the **Employee value stream**



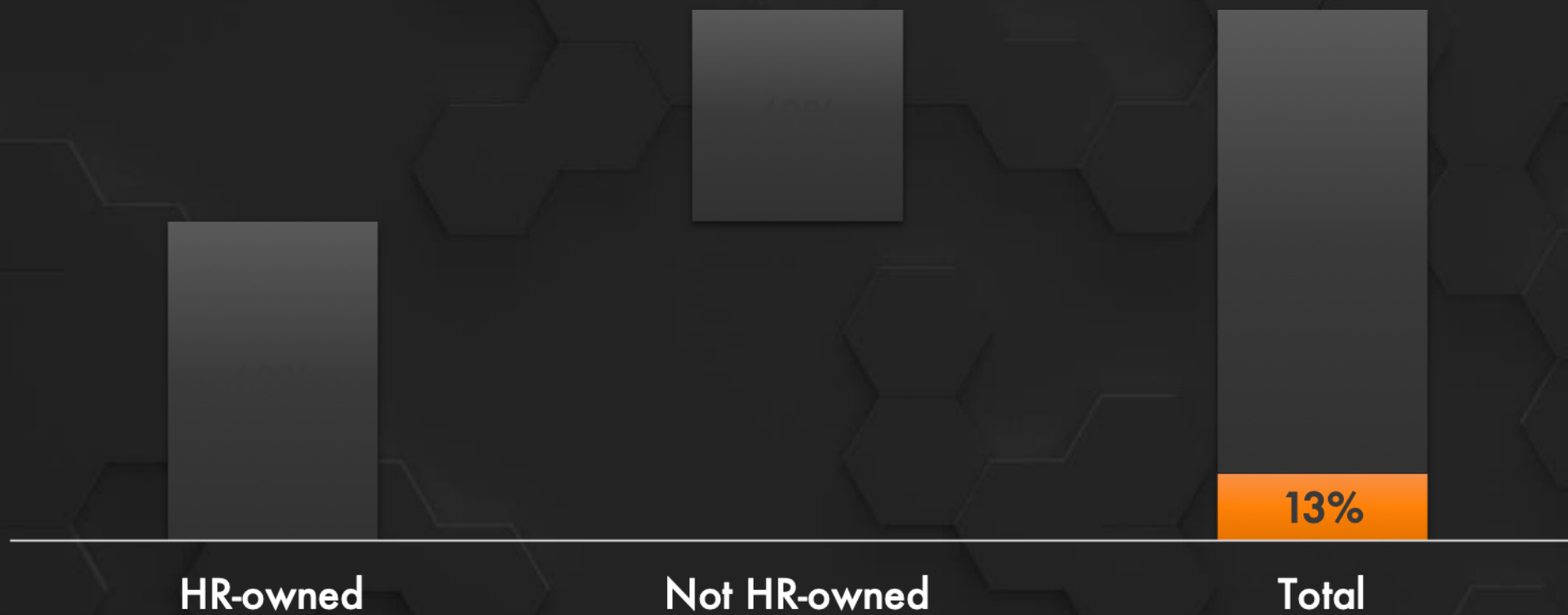


60% of the **Employee Experience**  
touchpoints are owned by HR





13% of the **Employee Experience**  
touchpoints are considered critical

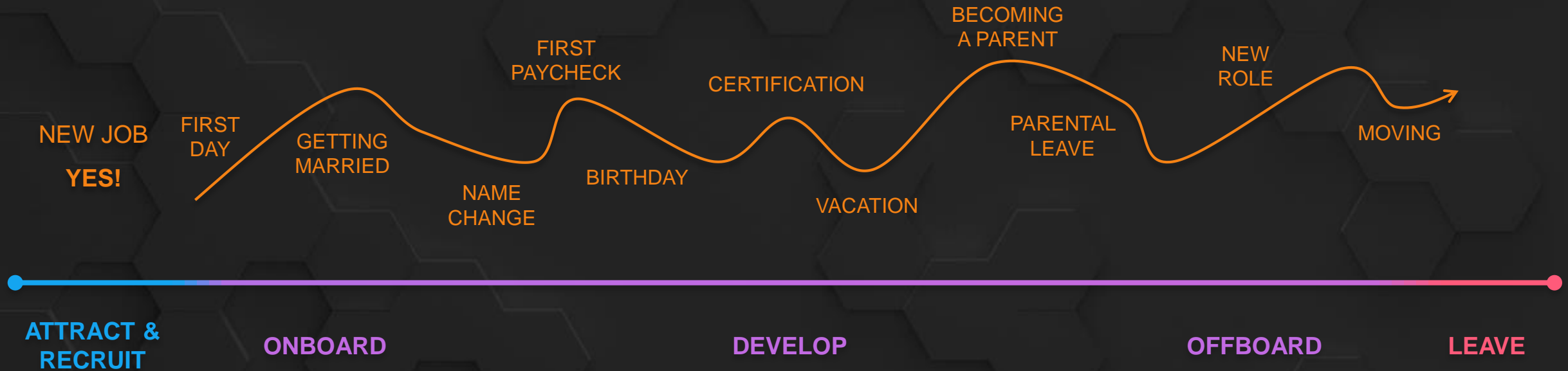




97% of the **critical touchpoints**  
are between the employee and the manager



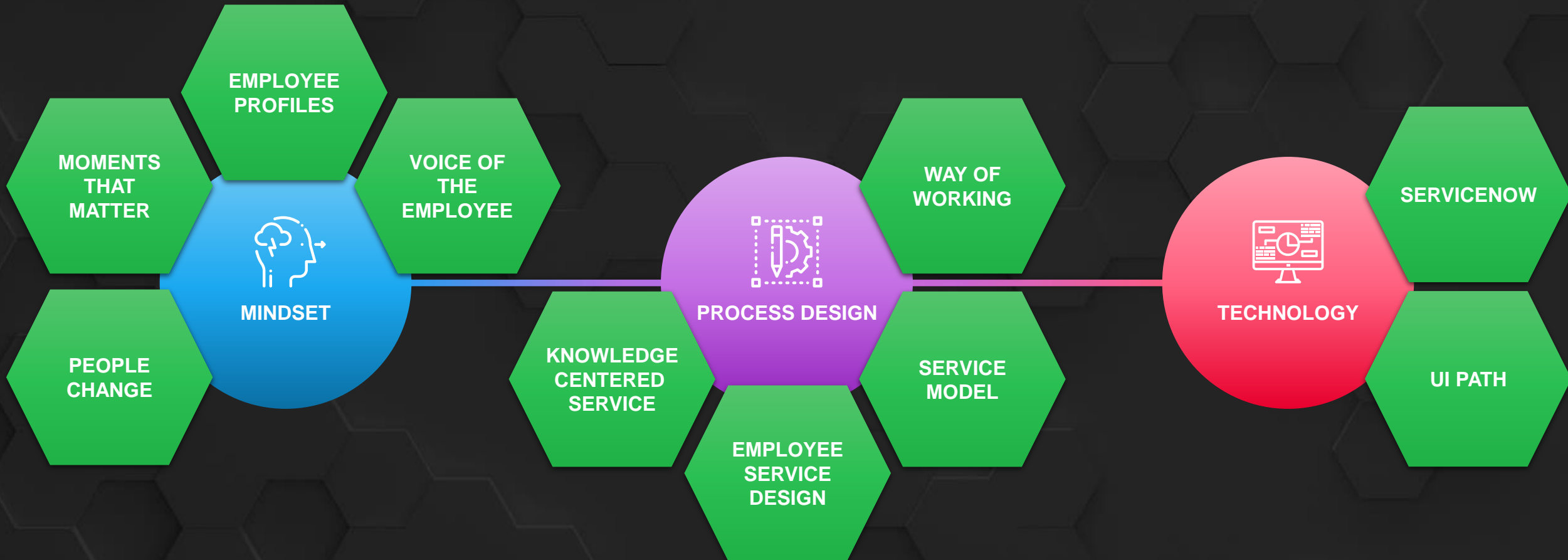
Design of the **Employee Experience** must be aligned with  
Moments that matter and Moments that drain





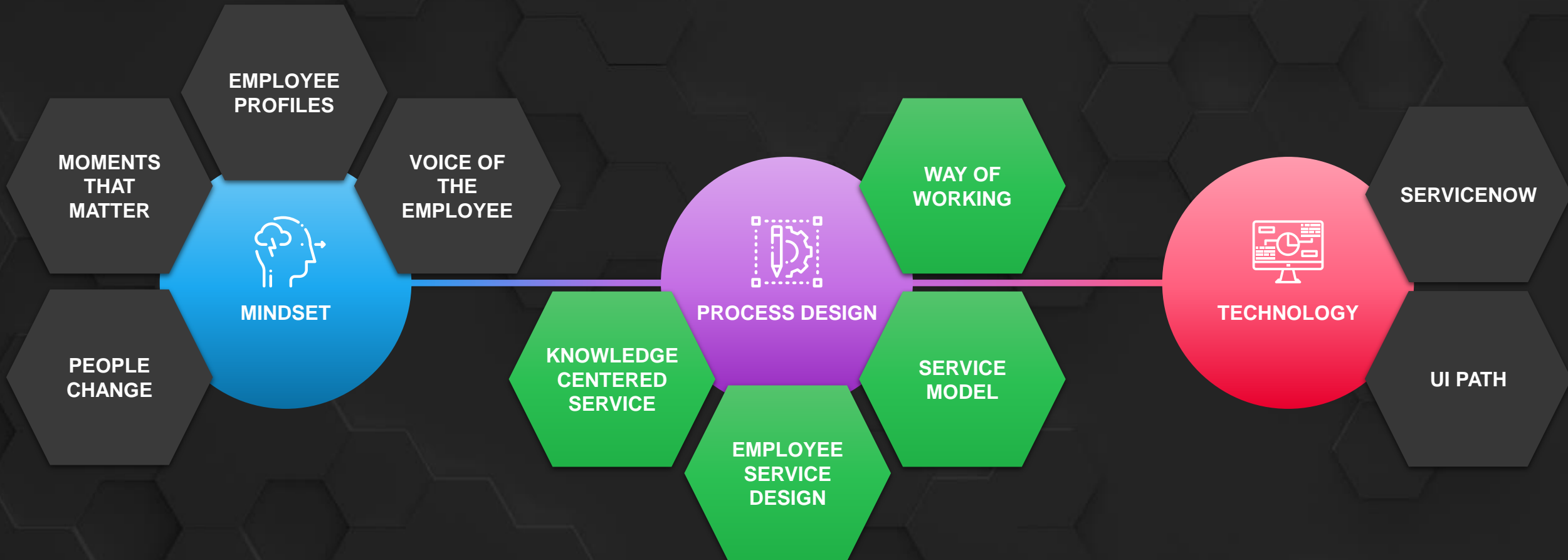


# SERVICE EXPERIENCE FRAMEWORK



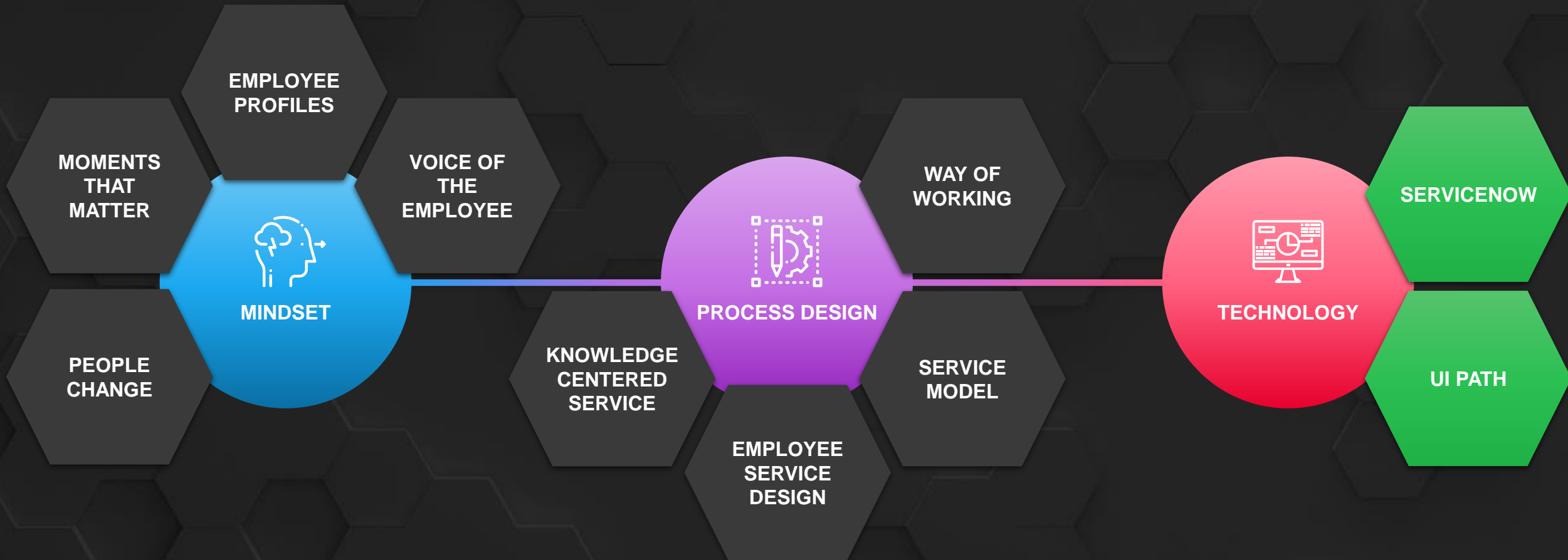
Meet the expectations of  
the employee

# SERVICE EXPERIENCE FRAMEWORK



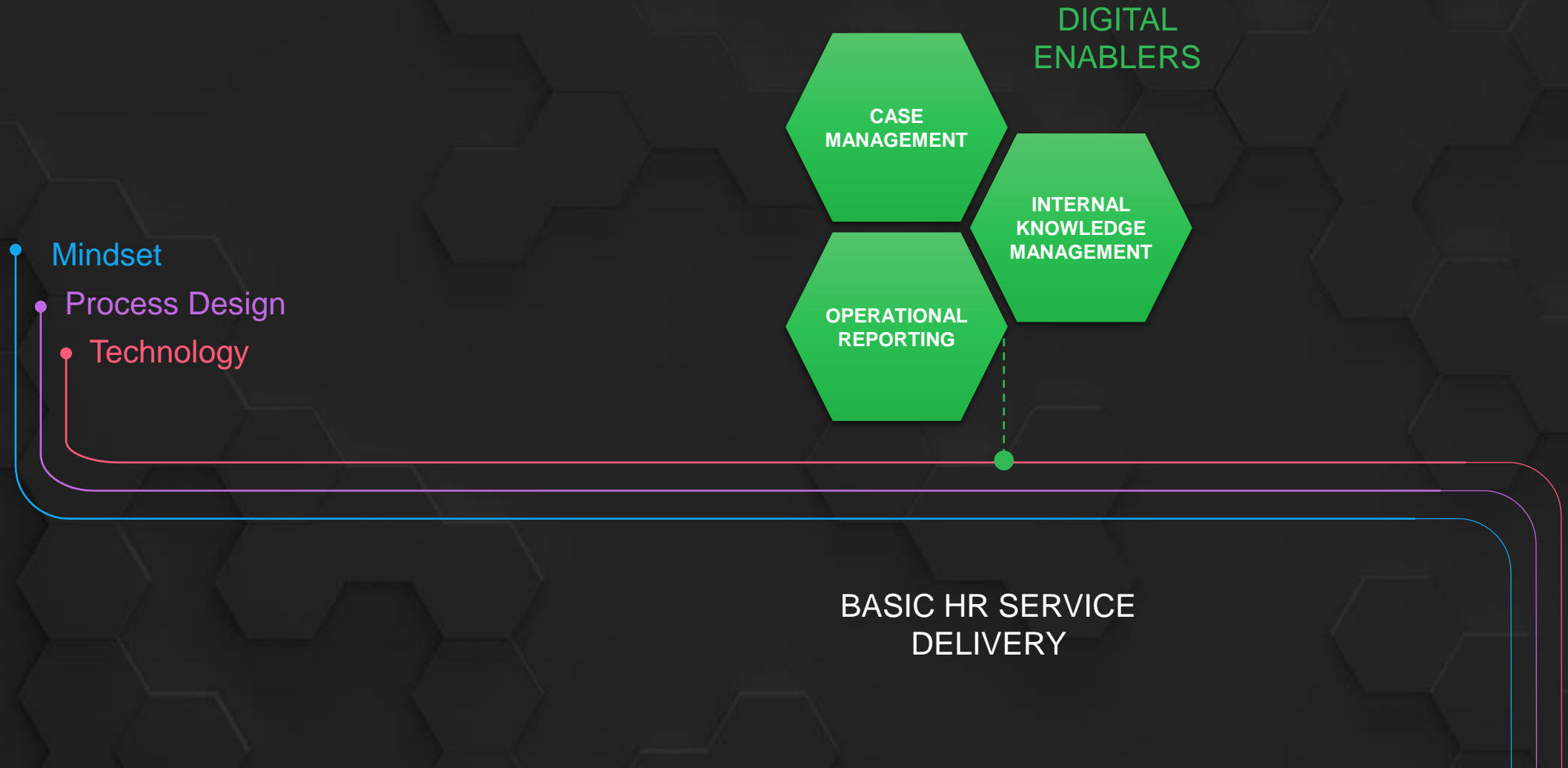
Be responsive, focused and  
deliver efficient service

# SERVICE EXPERIENCE FRAMEWORK



Enable a personalized service experience in every moment

# THE DIGITAL TRANSFORMATION JOURNEY



## DIGITAL ENABLERS

SERVICE  
CATALOG

EXTERNAL  
KNOWLEDGE  
& POLICIES

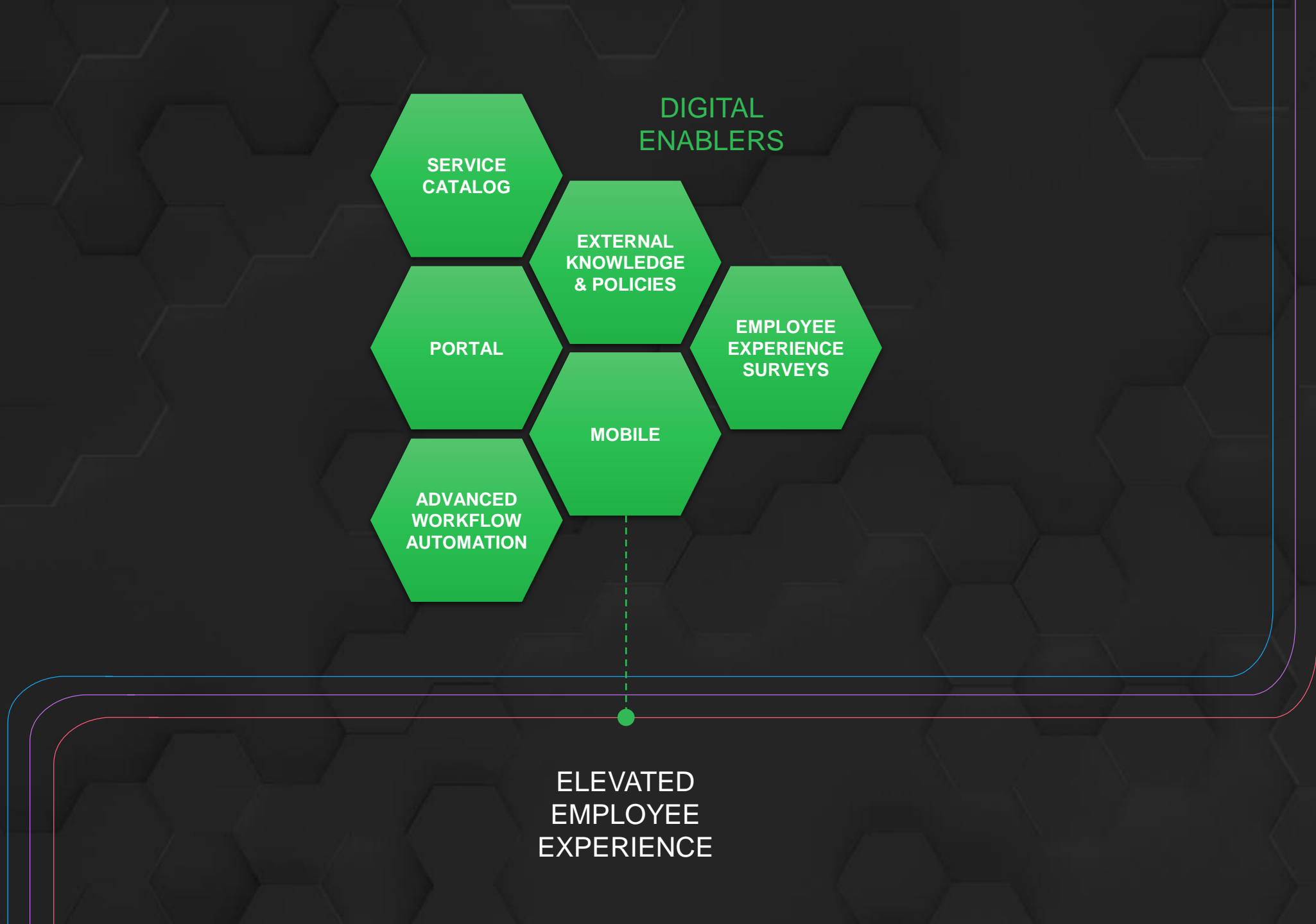
EMPLOYEE  
EXPERIENCE  
SURVEYS

PORTAL

MOBILE

ADVANCED  
WORKFLOW  
AUTOMATION

ELEVATED  
EMPLOYEE  
EXPERIENCE



## DIGITAL ENABLERS

CHAT BOT  
& AI

DOCUMENT  
MANAGEMENT

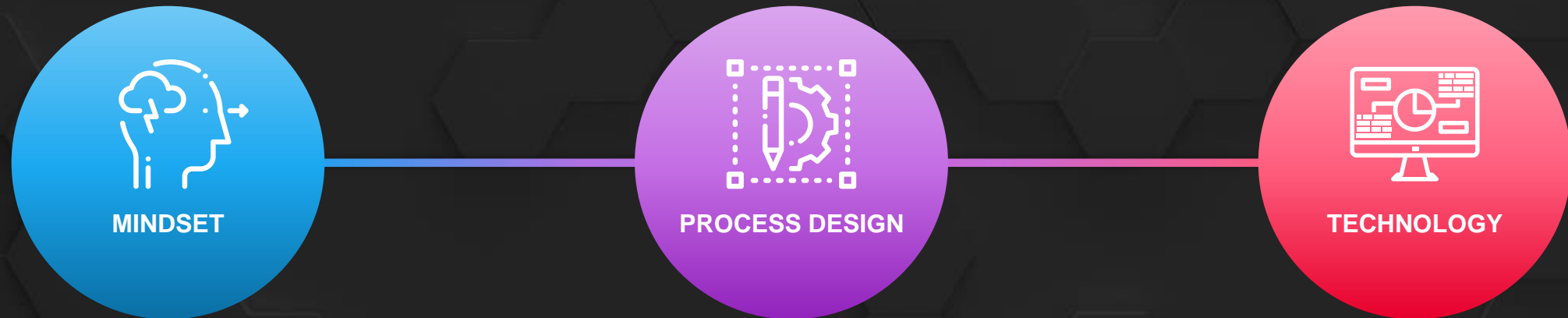
RPA &  
AUTOMATION

ADVANCED SERVICE  
AUTOMATION



# SOFIGATE

## AMBITIOUS TEAMS



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