

Transforming the Employee Experience in Financial Services

VIDEO TRANSCRIPT

The financial services industry is experiencing profound changes and becoming increasingly competitive.

Your workforce is also changing, and the quality of their work experience directly impacts your business.

It's true, the more engaged they are, the better your bottom line. This is the challenge.

Your workforce has come to expect the same amazing and magical they have as consumers from their experience at work.

81 percent of financial services agree organizations must understand not only where their people are today but also where they want to be.

The workforce experience spans the entire relationship a company has with its people over time. This relationship is defined by moments that matter in the employee lifecycle, such as the first job interview, the first day on the job, getting promoted, starting a family, retirement and returning

for an alumni event. However, the micro-moments of everyday work life are just as important to get right. Moments like checking emails in a taxi, getting to the office and logging in, talking with colleagues at lunch, attending an afternoon meeting, booking an international flight, or participating in a conference call from home.

Most financial services companies are still focused on internal processes rather than on people's needs during every moment.

It's time to look at the workforce experience in a whole new light by making every moment count.

HR should play the role of the experience architect, reshaping services to deliver meaningful moments every single day.

The best companies are leading the way. So is Accenture. We're doing it for our workforce and we're doing it for our clients. We can help you turn your workforce experience into a competitive advantage. Let's talk about how to get there.