accenture

Eindhoven Talent Hub

'How to make your organization and workforce high performing in the Eindhoven region?'

EINDHOVEN BECOMES SILLICON VALLEY OF NL!

ECONOMIC GROWTH

4,9% **3,2%**

■ Eindhoven region
■ The Netherlands

Source: Brainport, 2017

TALENT CHALLENGES

- *2500 unfilled vacancies in IT and Tech*
- *War on (High) Tech talent*
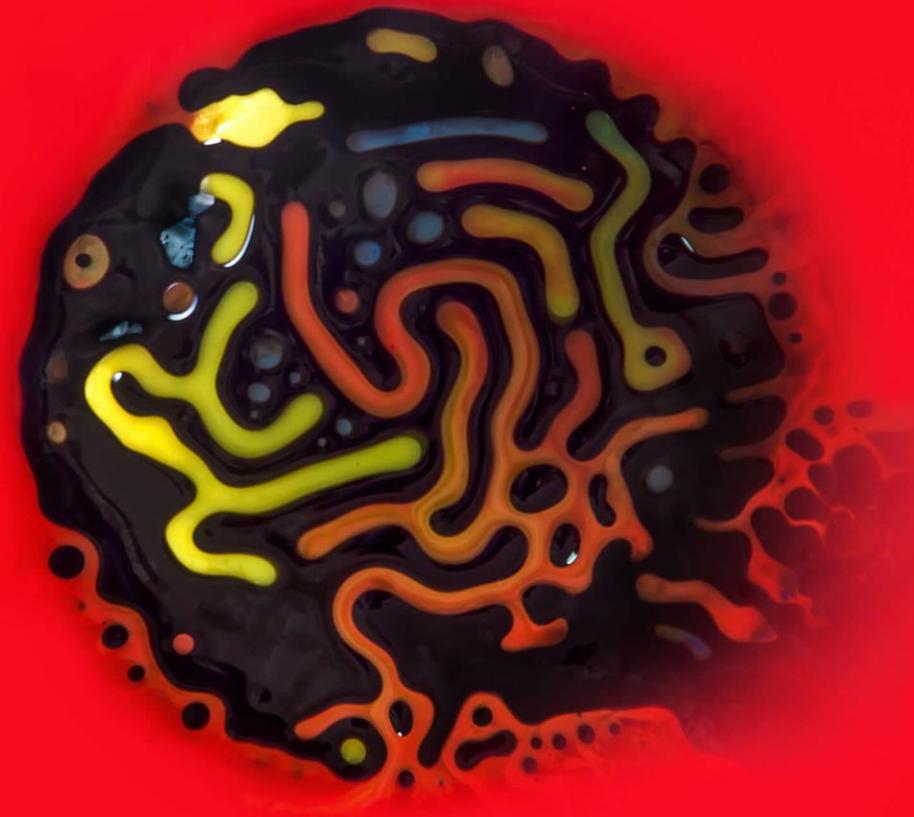- *Talent pool ran dry*
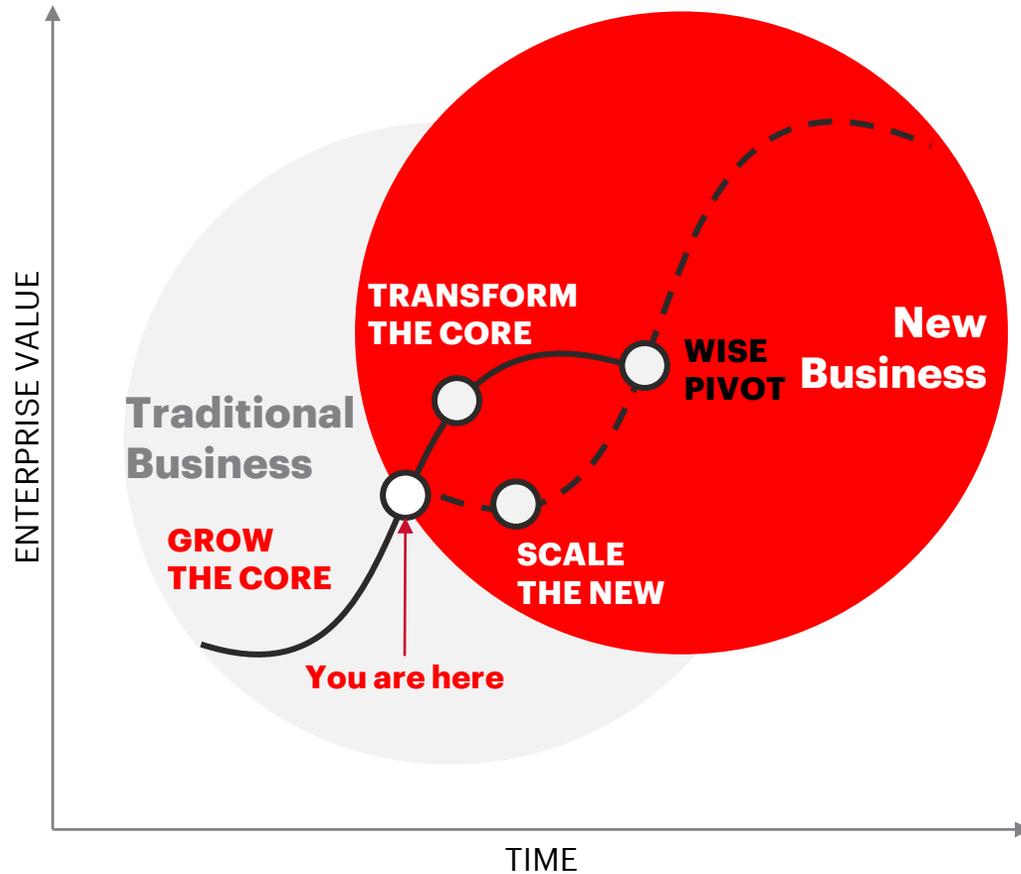- *Need for skilled employees*

JOB GROWTH

281000

268000

From 26.800 to 28.100 jobs in one year!

2018 2019
Source: ed.nl, 2018

ACCENTURE
PLANNING FOR YOUR FUTURE WORKFORCE

STARTING FROM
A BUSINESS PERSPECTIVE

Simultaneously, leaders must:

1. **TRANSFORM THE CORE BUSINESS**
   … to drive up investment capacity.

2. **GROW THE CORE BUSINESS**
   … to sustain the fuel for growth.

3. **SCALE NEW BUSINESS**
   … to identify and scale new growth areas at pace.

TRANSLATING INTO
WORKFORCE TRENDS

Trends are impacting how we work as well as our employee preferences

CHANGES TO WORK + **CHANGES TO EMPLOYEES**

With AI and Automation, workers can spend more time focusing on value-added work.

AI & AUTOMATION

WORKER PREFERENCES

Workers have more input to when and where they want to work.

With increased access to information and tracking, workers become more productive and creative.

PHYSICAL DIGITIZATION

WORKPLACE HYPERCONNECTIVITY

Workers have access to connect transparently with others across all platforms.

Using platforms, employers gain the ability to find the right talent for the right position.

PLATFORMS

LEARN ON THE GO

Say goodbye to the "go away and learn" method. Introducing a new way to skill up with bite-sized micro learning for the workforce.

Change the way workers thrive, experiment, and make decisions.

BIG DATA

RENEWED SOCIAL CONTRACTS

Leadership teams continually refine social contracts to manage the impact of new ways of working.

IMAGINE PLANNING A TRIP

You enter the trip into google maps, which provides you a number of ways to reach your destination based on data, taking into account context like traffic, schedules, etc.
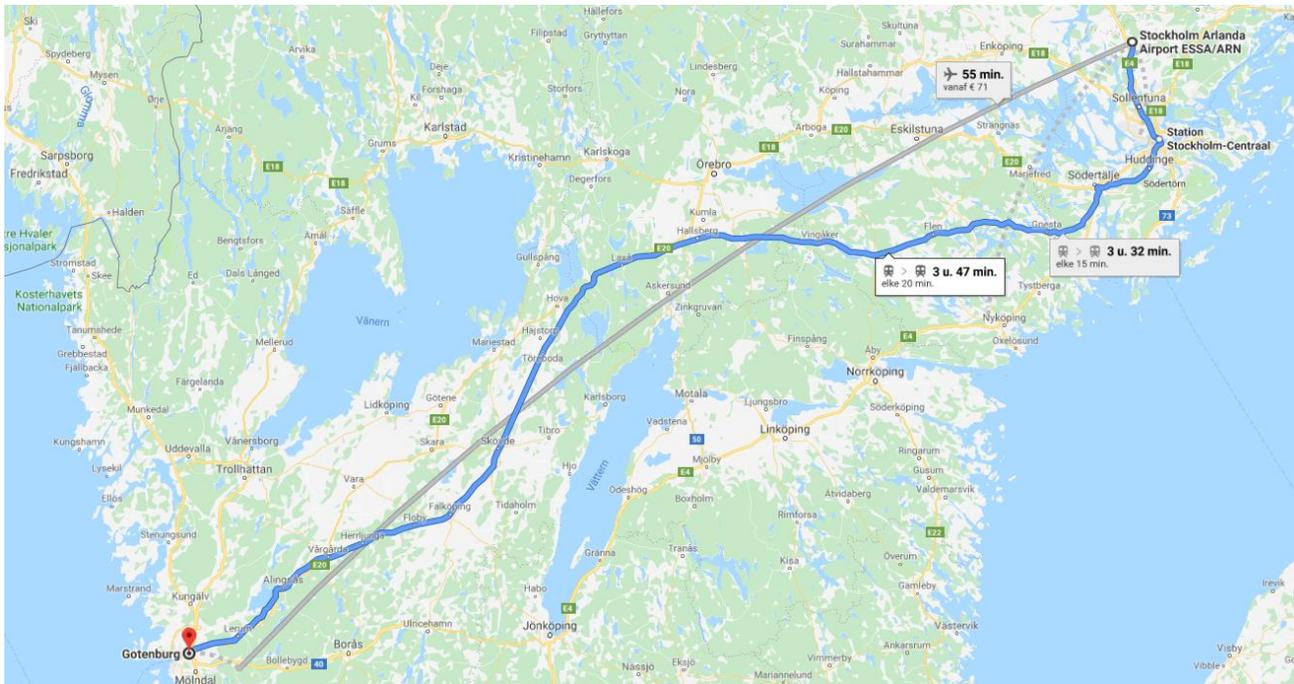
Possible scenarios

✈ Plane
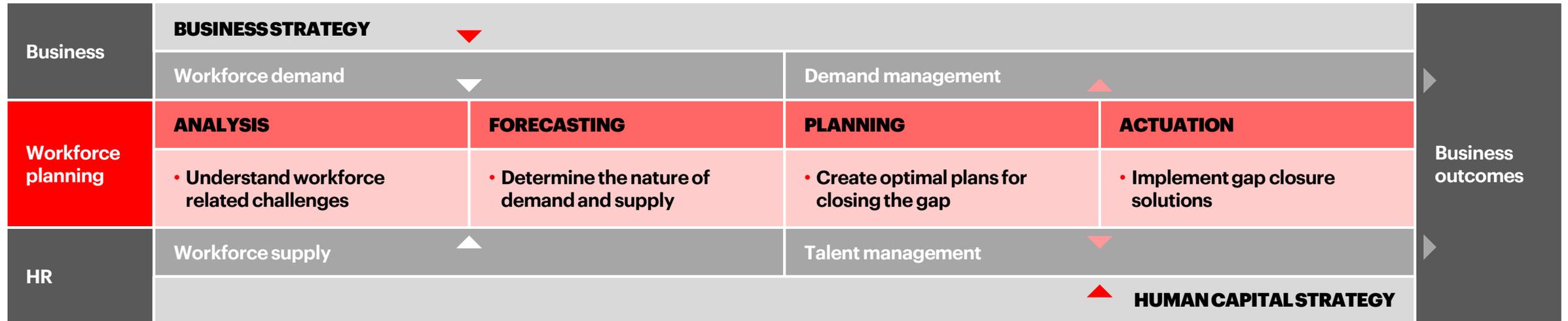
🚗 Car

🚕 Taxi

🚆 Public Transport

🚶 Walk

Every scenario has specific advantages, and disadvantages in time, costs and quality

What would you do if you could make decisions like that regarding your workforce?

WORKFORCE PLANNING : THE MODEL

WORKFORCE PLANNING IS …

- **Requiring an end-to-end approach from analysis, through forecasting and planning to actuation**

- **Positioned between the business and HR function to facilitate delivery of business benefits**

- **Structured along process and outcome related success factors (the 10 commandments)**

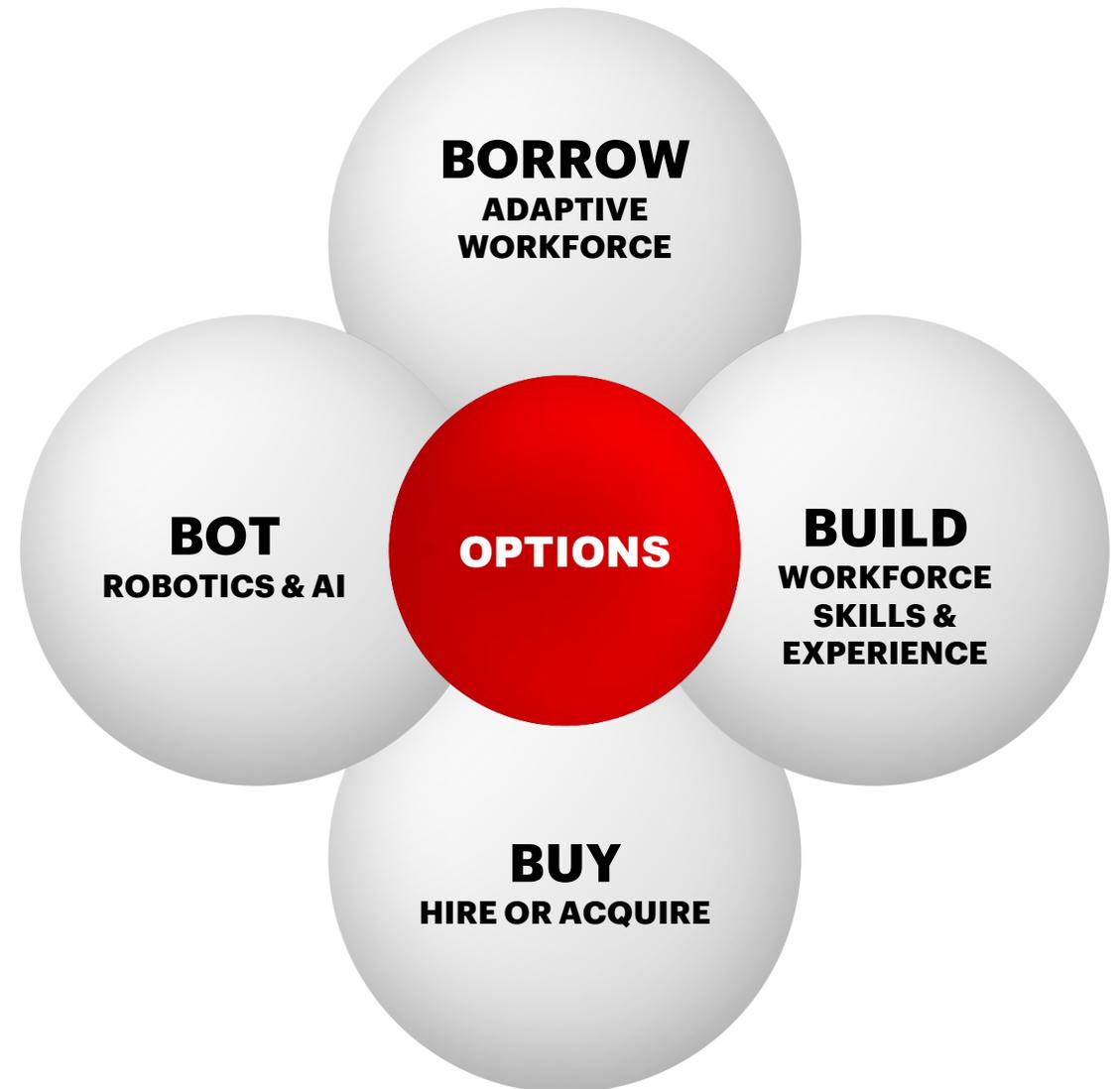| Business	BUSINESS STRATEGY				Business outcomes
	Workforce demand		Demand management		
Workforce planning	ANALYSIS	FORECASTING	PLANNING	ACTUATION	Business outcomes
	• Understand workforce related challenges	• Determine the nature of demand and supply	• Create optimal plans for closing the gap	• Implement gap closure solutions	
HR	Workforce supply		Talent management		
			HUMAN CAPITAL STRATEGY		

AN OPTIMAL PLAN: BUILD, BUY, BORROW AND/OR BOT

A DATA-DRIVEN PERSPECTIVE

Advanced analytics and algorithms are applied to the entierity of the workforce, offering insight across strategic options for how to reshape the organization

The data enables a roadmap for reshaping of the talent ecosystem, effectively enabling a new human capital operating model for a digital age

BORROW
ADAPTIVE WORKFORCE

BOT
ROBOTICS & AI

OPTIONS

BUILD
WORKFORCE SKILLS & EXPERIENCE

BUY
HIRE OR ACQUIRE

OR CHANGE THE WORK

AN EXAMPLE: USING ANALYTICS

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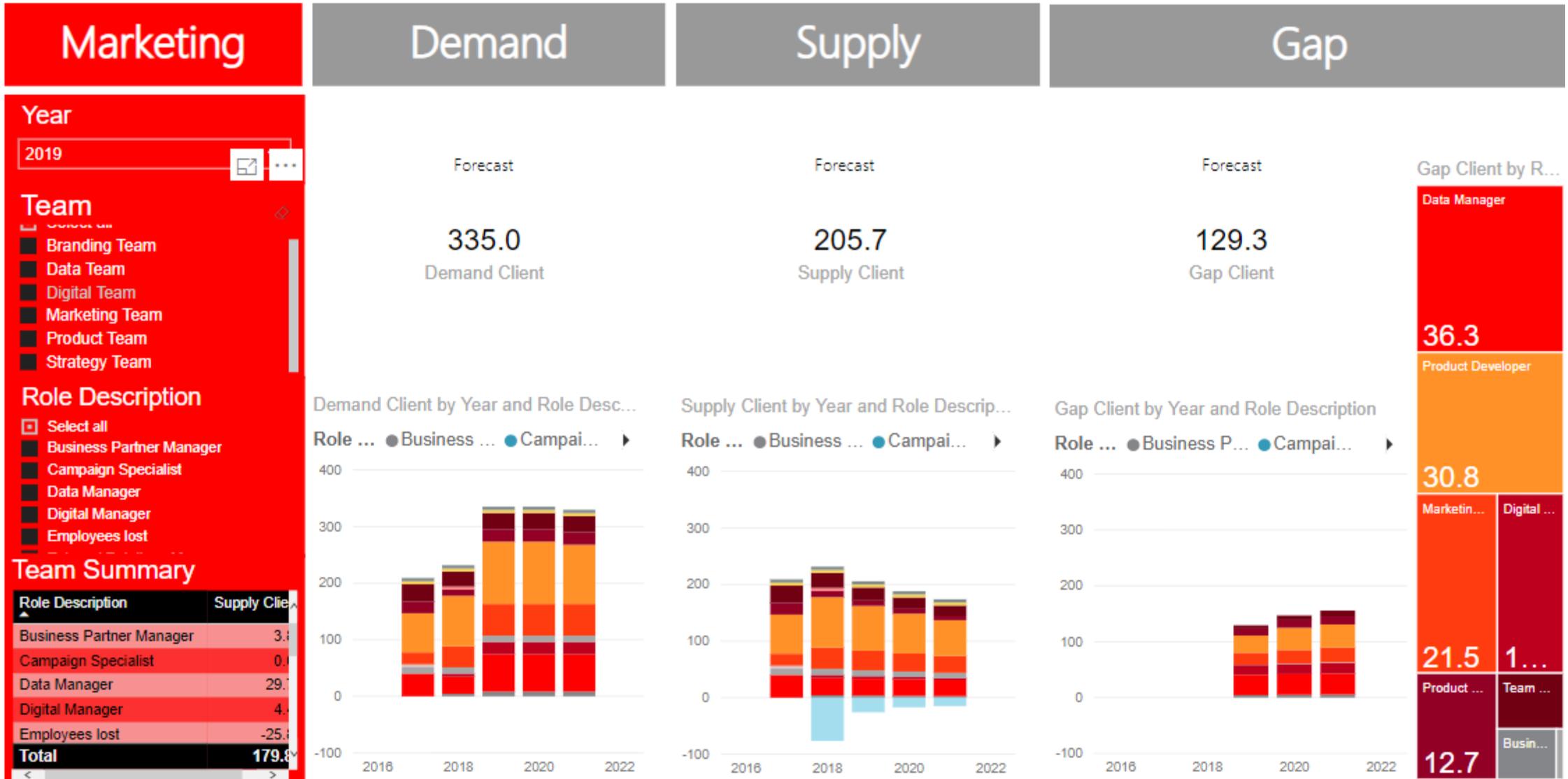
WORKFORCE PLANNING : DATA-DRIVEN

The workforce analytics market size is estimated to grow from USD +400 Million in 2019 to USD +800 Million by 2026, at a Annual Growth Rate of +15 % from 2019 to 2026

2014 - Role of workforce data in decision making

11%
We rarely use data to inform workforce decisions.

40%
We use data reactively–typically via ad hoc reporting–inform only critical workforce decisions.

26%
We use data proactively–typically via operational reporting.

15%
We analyze our workforce proactively-typically via dashboards and visuals that are up to date and available on demand.

9%
We analyze and make proactive predictions about our workforce–typically via dashboards and visuals that contain predictive analytics.

HR Joins the Analytics Revolution – Harvard Business Review 2014

WORKFORCE PLANNING : THE BENEFITS

The insights from SWP has helped other companies to improve utilization and work backlog as well as improving HR and workforce costs

Public service organization

40% REDUCTION IN BACKLOG OF WORK

▲

Workload management

- Projections of the effects of different transition scenarios
- Service levels assessed based on a range of workload and workforce assumptions

Global technology company

58% POTENTIAL IN OVERTIME REDUCTION

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Workforce effectiveness

- What-if gap analysis of projected and required operational capacity
- Assess market-specific options to continuously optimize workforce capacity and capability levels
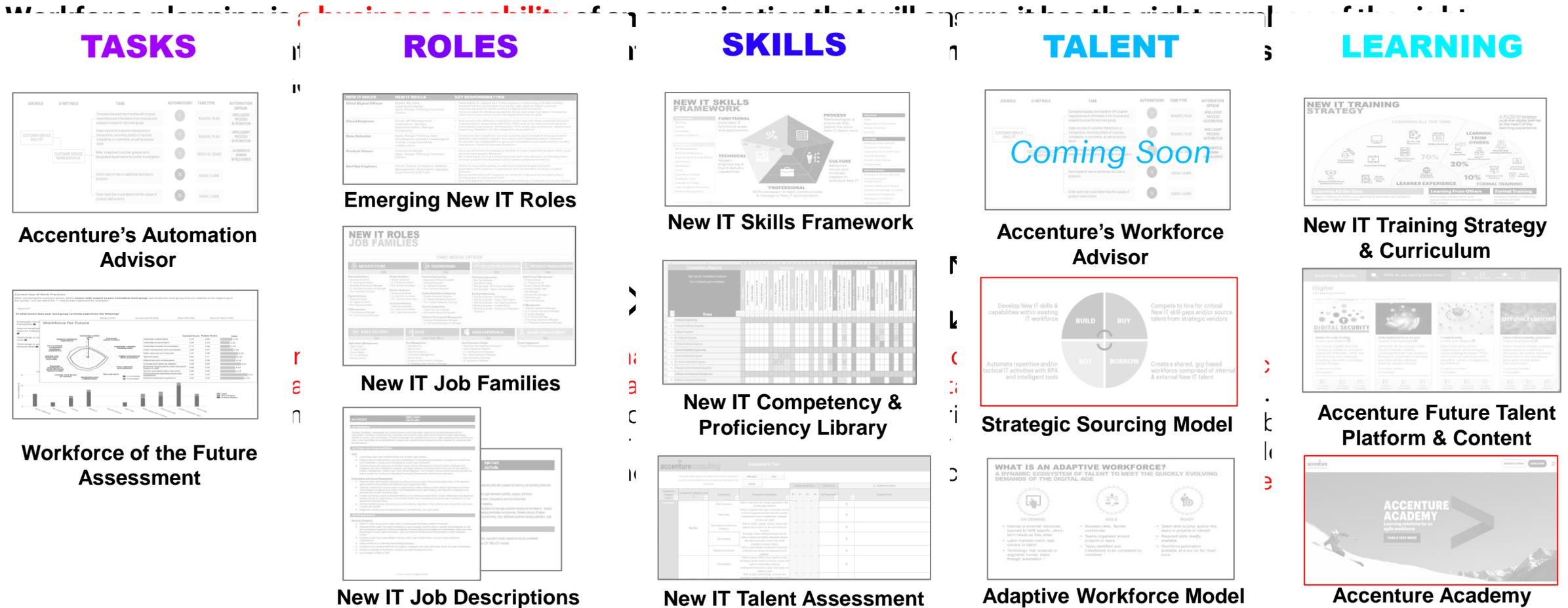
Global technology company

25% IMPROVEMENT IN WORKFORCE UTILIZATION

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Workforce costs

- Scenarios of workforce needed to meet customer service levels and operational targets
- Simulated effect of talent management decisions

Reference cases – Accenture Strategic Workforce Planning

WORKFORCE PLANNING : TO SUMMARIZE

Workforce planning is a business capability of an organization that will ensure it has the right number of the right

TASKS

Accenture's Automation Advisor

Workforce of the Future Assessment

ROLES

Emerging New IT Roles

New IT Job Families

New IT Job Descriptions

SKILLS

New IT Skills Framework

New IT Competency & Proficiency Library

New IT Talent Assessment

TALENT

Coming Soon

Accenture's Workforce Advisor

Strategic Sourcing Model

Adaptive Workforce Model

LEARNING

New IT Training Strategy & Curriculum

Accenture Future Talent Platform & Content

Accenture Academy

QUESTIONS