

 accenture

#1

TOP 10

Employee Experience Services, 2022

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Expansive approach to business performance, driven by EX and grounded in research



Ability to execute

#1



Innovation capability

#1



OneOffice alignment

#1



Voice of the customer

#2

EX strategy and direction: Accenture’s narratives address the need for organizations to drive an expansive approach to business performance by developing and sustaining conditions through hyper-relevant, personalized, and collaborative environments for individuals and teams to excel. These narratives are grounded in deep research, such as its human/digital/physical Employee Experience Framework, built on the Net Better Off model, and the Omni-Connected Employee Experience, shaped on recent research of 5,000 employees and 1,100 C-suite leaders.

Key EX differentiators: Accenture’s approaches to innovation, sustainability, inclusion and diversity, and behavioral science are embedded across the complete compass of its services. Accenture puts its money where its mouth is, with a dedicated focus on growth and expansion of its talent and organization capabilities through EX-relevant acquisitions, such as its 2020-2021 buys of Fable+, Root Inc., Cirrus, Future State, Workforce Insight, and Kates Kesler.

Ability to help clients drive EX: Henkel—Developed a new learning management system to support an upskilling initiative for its workforce. The e-learning curriculum consisted of 215,000+ courses, with leaders gaining insights to shape new roles for future needs. Outcomes: Employees are enabled with a transparent way to find and train for new jobs within Henkel. HSBC—Drove large-scale transformation of its HR platform and how most employees interacted with HR to increase efficiency, lower costs, and improve employee satisfaction. Outcomes: Improved employee performance and productivity, enhanced reporting capabilities due to streamlined HR processes and accessibility of services, enabled HR and IT to focus on services and innovation rather than maintenance and upgrades to legacy systems.

Customer kudos: There is notable consensus among client references regarding Accenture’s diversity of capability and ability to bring perspective and expertise “into any conversation,” supported by real use cases. In addition, clients noted Accenture’s ability to effectively prepare leaders to interface at the highest levels of the organization, giving the nod to the effectiveness of Accenture’s client engagement strategy of facilitating connections between the CHRO, C-suite, and the board.

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Access the report at www.hfsresearch.com