

Transforming the Employee Experience

Accenture Financial Services Talent & Organization

The Financial Services industry is undergoing a significant change; with disruption coming from every angle. Your workforce is also changing.

And their experience impacts your business.

“Best Companies to Work For” outperformed S&P 500 by 122%.

As consumers, they’ve come to expect amazing and magical experiences. They want the same from their experience at work.

The workforce experience spans the entire relationship a company has with its people over time.

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

This relationship is defined by ‘moments that matter’ in the employee lifecycle:

The first job interview...

The first day on the job...

Getting promoted...

Starting a family...

Retirement...

Returning for an alumni event....

However the ‘micro-moments’ of the employee’s everyday life are just as important to get right.

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...

Participating in a conference call from home...

Most financial services companies are still focused on internal processes.

Rather than on people’s needs during all the moments that make up the workforce experience.

It’s time to look at the employee experience in a whole new light.

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.

Completing an online training session...

Participating in a workplace charity event...

Collaborating in a brainstorming session...

Being recognized by colleagues in an informal company-wide meeting...

So is Accenture. We're doing it for our employees, and we're doing it for our clients.

We can help you turn your workforce experience into a competitive advantage

Let's talk about where to start.

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