



#3

# TOP 10

## Employee Experience Services, 2022



Ecosystem, tech-agnostic approach, and fully embedded EX capabilities bolstering strength in co-innovation and collaboration



Ability to execute

#5



Innovation capability

#2



OneOffice alignment

#2



Voice of the customer

#3

**EX strategy and direction:** IBM views employee experience (EX) as the sum of the impressions organizations leave on its people, defining if people come, stay, or leave. This view is backed by solutions and services such as IBM's Precision Talent Model, intelligent workflows for hiring, the IBM Talent Platform, IBM Skills Inference, and Talent and HR Strategy Transformation. IBM's tech-agnostic approach underscores clients' ability to leverage the best technology solutions for their organization.

**Key differentiators:** IBM weaves its EX capabilities throughout the full Talent Transformation offering portfolio within IBM Consulting, leveraging the Enterprise Design Thinking framework to co-create solutions. Employee experience strategy, design, and implementation are fully integrated into its IBM Garage model, front and core to every IBM business engagement. When it comes to orchestration, IBM has built a comprehensive ecosystem to bring innovation to clients, reshape talent processes, and build out the future of people experience.

**Ability to help clients drive EX:** An American multinational managed healthcare and insurance company—Leveraged the IBM Precision Talent Model recruitment framework to deliver better recruitment outcomes more efficiently while managing a 30x increase in employee hires. Outcomes: Maximum person-to-person workflow hand-offs reduced from 12 to 4, 50-point increase in NPS scores among hiring managers, 30% reduction in the time staff spend on each hire. A US-based global airline—Leveraged IBM Garage methodology to enable employees to be at the center of creating a positive customer experience. Outcomes: 88% reduction in Customer Care Center volume for in-flight issues, with 25,000 flight attendants who reported "feeling newly empowered."

**Customer kudos:** Clients uniformly consider IBM's co-innovation and collaboration capabilities a considerable strength. Clients appreciate IBM's deep bench and quality of the team, both technically and strategically, and the ability to "push the envelope" and apply concepts to the organization's real-life environment and culture.



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