

HCM AI Strategy



MANAGED SERVICES & CONSULTING

INTRODUCTION



Chris Auld

Vice President Product Development

- 20 years Leadership Experience
- 20 years HCM Technology Experience
- Used AI for this image

AGENDA

1. The Evolution of AI
2. The Importance of Data
3. Developing a Strategy

AI SENTIMENTS



AI EVERY DAY



amazon



NETFLIX



Predictive text; tap a suggestion to apply.

Late 1990s

Early 2000s

Mid 2000s

Mid 2000s

Mid 2010s

WHY NOW?

Mid 2010s

Deep Learning Breakthroughs
Increased Computing Power
Data Improvement



2022

ChatGPT



The Future

Software Capabilities
Business Strategies
Ethical Considerations

WHY IT MATTERS

BUSINESS

- Increase Efficiency
- Expand Capabilities
- Drive Revenue/Reduce Cost

EMPLOYEES

- Meaningful Work
- Knowledge Resource
- Tailored Learning

AI in HCM



- Candidate Identification
- Passive Candidate Sourcing
- Candidate Ranking
- Screening
- Scheduling
- Job Description Creation
- Position based interview questions

- Auto-Generated Schedule
- Skill Matching
- Availability Comprehension
- Preference Prioritization
- Auto-Real Time Adjustments
- Labor Need/Reduction Notifications
- Coordination
- Automated Time Off

- Recommended Benefits Plan
- Sentiment Analysis & Adjustment
- Goal Alignment & Assignment
- Mentor Identification
- Payroll Variance Recognition
- Forecast Payroll Prediction
- Tax Identification

- Predictive Resignations
- Turnover Analysis
- Source and Cost Analysis
- Absentee Recognition
- Skill Requirements
- Job Realignment
- Forecasted Growth

- Generative AI Imaging
- Generative AI Learning Courses
- Learning Path Creation
- Compliance Reviews
- Employee Inquiry Resolution (Chatbots)

THE DATA BEHIND AI



AI DRIVEN INITIATIVES



AI-Powered Supply Chain

- ✓ Historical Sales
- ✓ Consumer Trends
- ✓ External Factors

- ✓ Product Demand
- ✓ Sales
- ✓ Stock Levels

- ✓ Proactive Scheduling
- ✓ Reduced Downtime

• Demand Forecasting

• Transportation Optimization

• Inventory Management

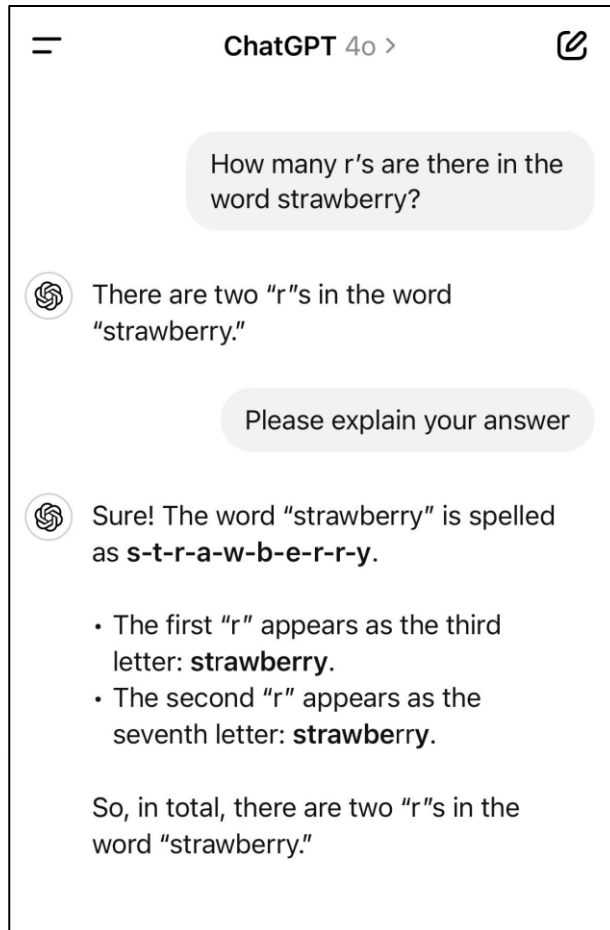
• Shelf Replacement

• Predictive Maintenance

- ✓ Traffic Patters
- ✓ Weather Conditions
- ✓ Load Weights

- ✓ Optimal Time
- ✓ Right Quantity

HALLUCINATIONS/FABRICATIONS



ChatGPT 4o >

How many r's are there in the word strawberry?

There are two "r"s in the word "strawberry."

Please explain your answer

Sure! The word "strawberry" is spelled as **s-t-r-a-w-b-e-r-r-y**.

- The first "r" appears as the third letter: **strawberry**.
- The second "r" appears as the seventh letter: **strawberry**.

So, in total, there are two "r"s in the word "strawberry."



ChatGPT 4o

Why did John Cena become ambassador to Spain? Because the children there looked up to him?

ChatGPT

John Cena became the ambassador to Spain not because the children looked up to him, but rather due to a strategic move aimed at international diplomacy and cultural exchange. Cena's positive public image, his widespread popularity, and his previous involvement in charitable activities likely contributed to his selection. His role as an ambassador can help bridge cultural gaps and strengthen relations between the countries. However, it's also a humorous play on words, as "Cena" means "dinner" in Spanish, making it a lighthearted and memorable appointment.

CONCERNING DEPLOYMENTS

COMPANY	YEAR	WHAT HAPPENED?
AMAZON	2014	Amazon's AI recruiting tool inadvertently discriminated against women due to biases in its training data.
MICROSOFT	2015	Microsoft's chatbot, Tay, was quickly corrupted by trolls who fed it offensive language, leading to harmful and racist comments.
TESLA	2016	A Tesla Model S electric car operating in Autopilot mode collided with an 18-wheeler in Williston, Florida.

APPLYING AI



CREATING A STRATEGY



DESIGN

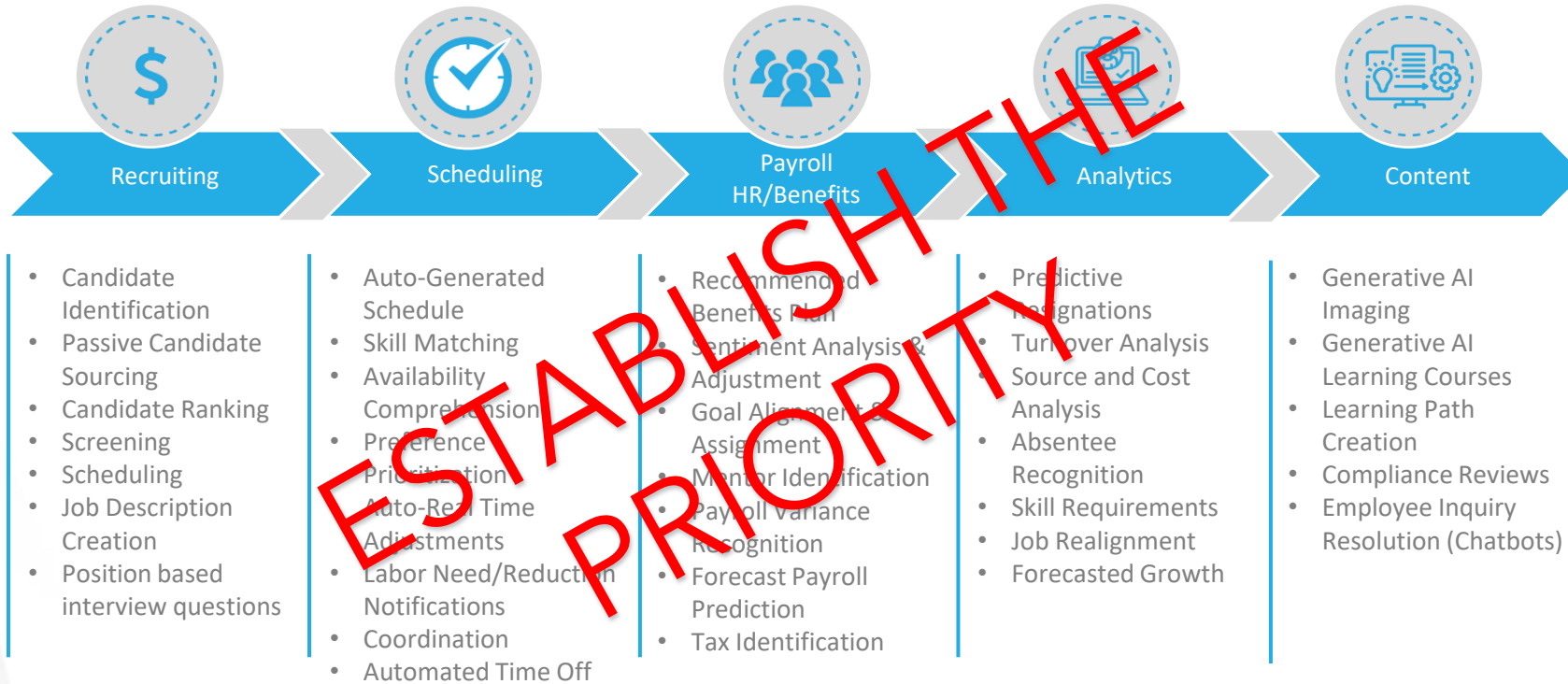


DATA



DEPLOYMENT

REMINDER- AI in HCM



WHERE DO I START?

Identify Opportunities

- Disparate/inaccurate data
- Repetitive tasks
- High error potential

Qualify Requirements

- How much time is spent?
- How often is this needed?
- What happens if we do nothing?

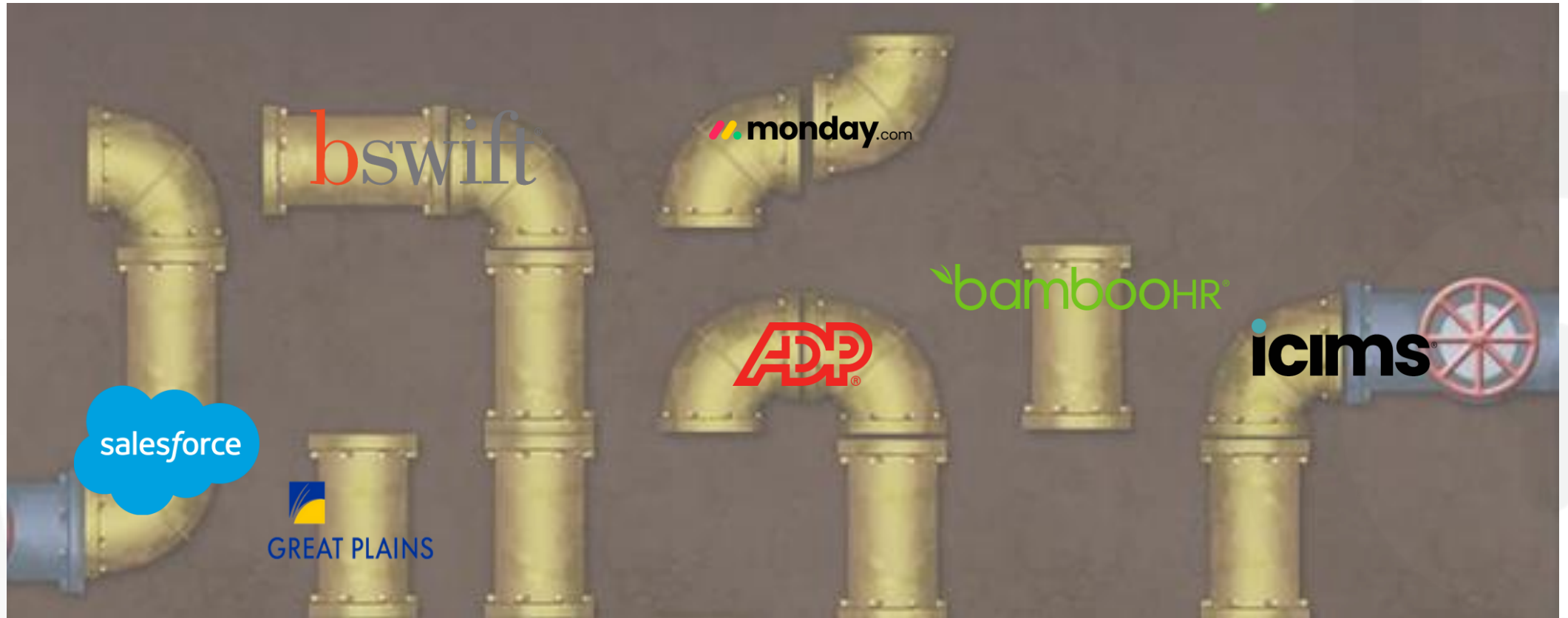
Prioritize Functionality

- Time savings
- Accuracy assurance
- Cost to deploy

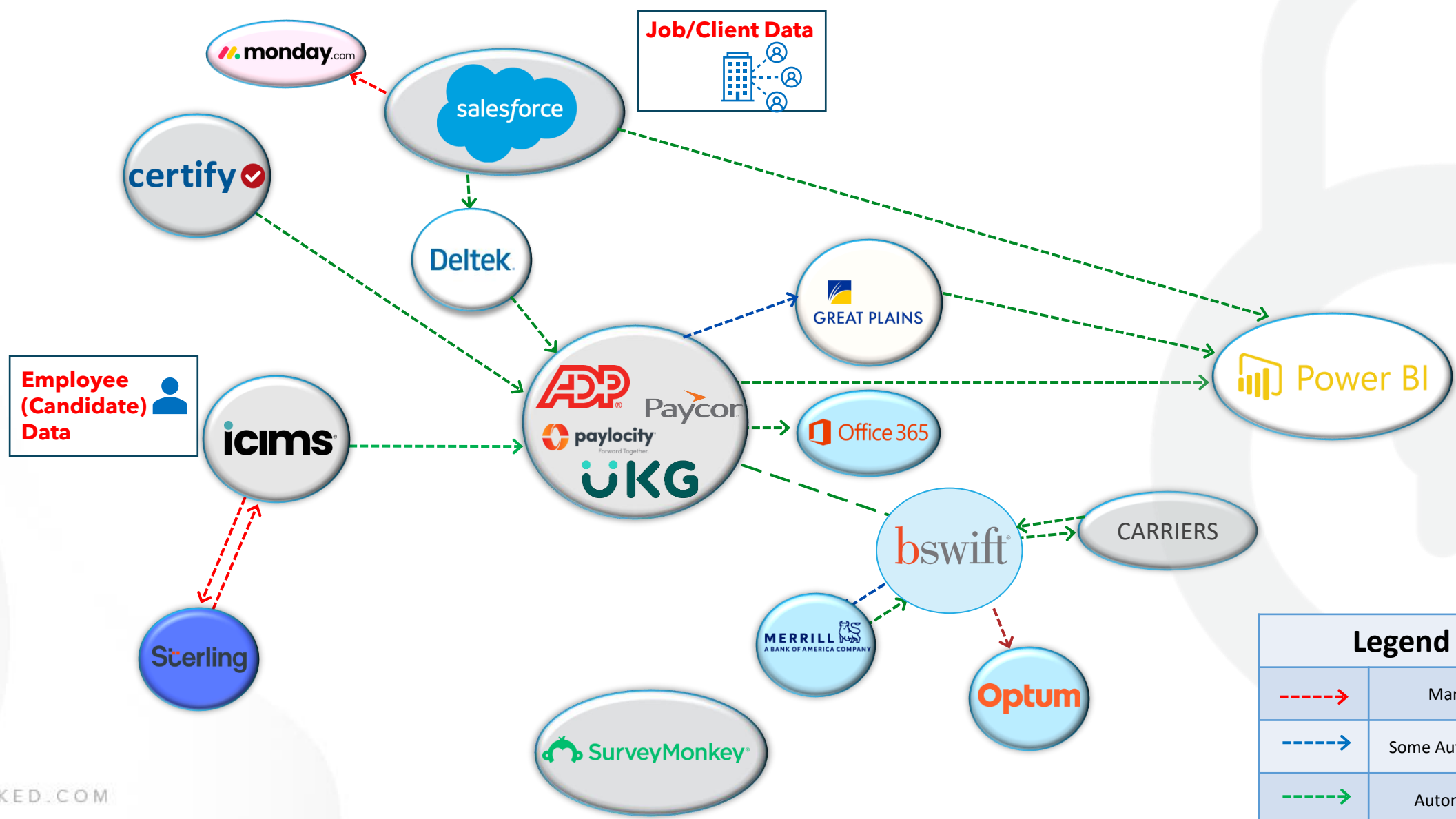
ESTABLISHING AN ECO-SYSTEM



HOW DID WE GET HERE?



HOW DO WE GET HERE?



CREATING AN ECOSYSTEM

Establish Software

- What data would help us make better decisions?
- What data resides in multiple systems?
- What data should not reside in multiple systems?
- How do we make our employees' lives easier?



Determine Data Flow

- What system does the data start in?
- Who owns updating the data?
- How is the update done?
- What frequency is it updated?
- What happens if the update fails?



Build Business Intelligence

- Multi-data set analysis
- Automated reports & dashboards
- Predictive thresholds & forecasting
- Data driven decisions

THE LAST PIECE



AI STRATEGIES

INLINE

1. Built-in Cost
2. Vendor Dependent

DEPLOY

1. Low/Mid Cost
2. Semi-Flexible Solution

PARTNER

1. Mid/High Cost
2. Expertise at Scale

BUILD

1. High Cost
2. Tailored Solution

HOW HCM UNLOCKED HELPS

DESIGN



CONSULTING
TECH ASSESSMENT

DATA



DELTA
POWERED BY HCM UNLOCKED

DEPLOY



CHANGE MANAGEMENT
MANAGED SERVICES



H C M U N L O C K E D

C O N S U L T I N G & M A N A G E D S E R V I C E S