




# TOGETHER WE SOLVE AN UNPRECEDENTED TIME FOR HUMAN RESOURCES

## 8 ways analytics empowers HR to optimize recovery from COVID-19



The COVID-19 pandemic presents unprecedented challenges for organizations experiencing extreme fluctuations in operations and business processes. Departments must provide employees with the necessary tools to perform their jobs and create an environment that mitigates risk and disruption.

### SELF-SERVICE ANALYTICS TO EMPOWER AND ACCELERATE RESPONSE + RECOVERY

#### 1 WORKFORCE RELOCATION

The transition from working in a centralized location to remote spaces is the biggest challenge organizations face. Understanding how to safely relocate employees and provide them with the necessary resources to perform job functions in quarantined areas is critical to successful operations.

#### ACTIONABLE INSIGHTS TO ACCELERATE REMOTE COLLABORATION:

1. Use spatial analytics to determine where your employees are located
2. Ensure appropriate infrastructure and equipment are in place to allow employees to work remotely
3. Develop workflows to assign equipment and resources to the proper geographical region

#### 2 EMPLOYEE WELLNESS

Companies should supply updated policies and guidance on benefits offerings, resources, and wellness protocols. Employees who are not remote should have frequent communication with supervisors along with the resources to self-quarantine.

#### ENSURE HEALTH + SAFETY:

1. Recognize the health and safety of employees
2. Visualize benefit data in a single platform
3. Design workflows to update data based on policy changes and guidance

#### 3 PERSONALIZED COMMUNICATIONS

Each employee is in a unique position to respond to the COVID-19 crisis. Recognizing individual needs and tailoring communications to address these situations can make all the difference to your workforce. To maintain employee satisfaction and cohesive collaboration, HR teams need to keep frequent communications with employees to understand their position and tailor work structures to accommodate.

#### A STRONG ANALYTICS CAPABILITY TO EMPOWER RECOVERY:

1. Look at previous recession data and how organizations have responded in the past
2. Utilize data to shape a response to new and future crises by recognizing employee needs and working to address them
3. Build and train predictive forecast models to shape future responses

## 4 NEW DATA + INSIGHTS

Most organizations have periods where employees are underutilized or not able to perform job functions due to normal disruptions. With analytics, organizations can understand how and when these down times are occurring and work to alleviate these bottlenecks. This allows organizations to take a holistic approach to their workplace operations.

### ADVANCED ANALYTICS FOR HUMAN CAPITAL MANAGEMENT:

**Changes may need to occur** in assembly lines and machine parameters in order to accommodate for human capital management.

Paychex used analytics to identify existing downtime and transform into opportunities to drive revenue. →

## 5 TRAINING CERTIFICATION

Employees may find they have more time without daily commutes or the normal distractions of office life. Encouraging employees to take advantage of these downtimes with opportunities for career development can be an asset to the organization.

Many employees can take advantage of this extra time to complete required trainings for certifications or even take courses related to professional development using analytics.

### ANALYTICS SOLUTION TO IMPROVE TALENT DEVELOPMENT:

Johnson and Johnson automated **95%** of their compliance training process through analytics and process automation. →

## 6 RESHAPE THE WORKFORCE

There is a need to recognize the impact demand is having on necessary production.

### ACCELERATE DIGITAL TRANSFORMATION WITH ADVANCED ANALYTICS:

1. Bring in data to identify where consumer demand lies
2. Reshape the workforce to address changing needs because shifting production to match demand can make the difference in aligning expectations with outcomes
3. Activate data to provide critical insights to where resources are needed and where production should be concentrated

## 7 REMOTE COLLABORATION

Allow for employees regardless of location to easily and effectively communicate and collaborate with teams to ensure minimal disruption to operations.

### ACCELERATE HUMAN CAPITAL TRANSFORMATION:

Creating channels for employees to share best practices, frustrations, and challenges will foster a sense of community even in the most challenging of times.

1. Design workflows to name roadblocks and bottlenecks in process and production
2. Include data points in employee communications
3. Seek collaborative input with a gallery for data and workflows

## 8 INCREASED SUPPORT

Creating new help lines and technical resources for employees is important. This can improve employee productivity and minimize disruptions.

### ACCELERATE DIGITAL TRANSFORMATION WITH ADVANCED ANALYTICS:

To aid with employee technical issues, companies can provide help desks and improved IT hotlines for employees.

1. Identify existing help desks and support
2. Use analytics to assess response time, volume of tickets in queue, and unresolved issues
3. Drive process improvement with data insights



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