



The Intelligent Workplace

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**An intelligent
workplace
requires two
types of
intelligence!**





EMPLOYEE EXPERIENCE (EX)

***"CX is the Battleground for Loyalty
EX is the Battleground for Productivity"***

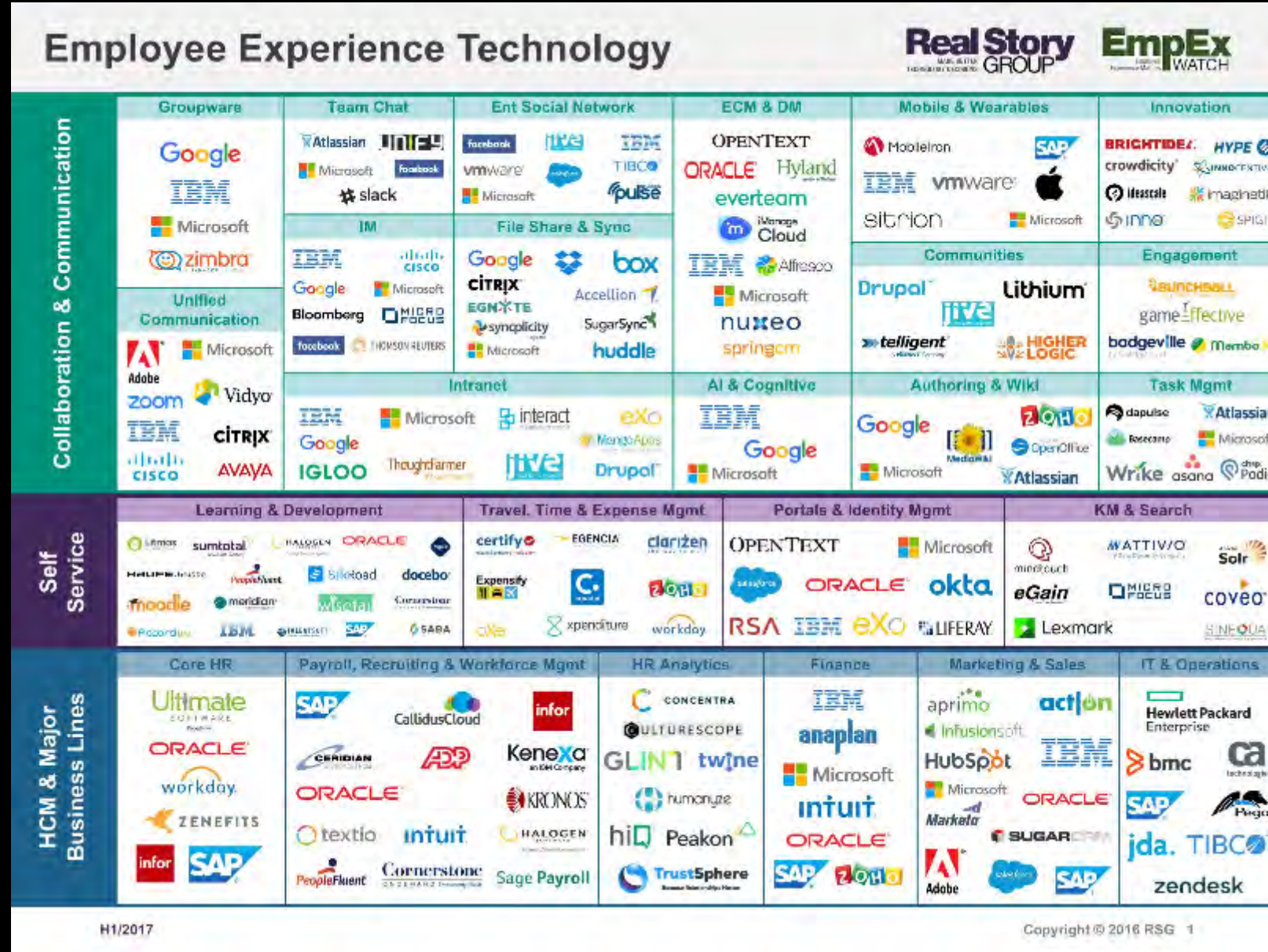
- Accenture (Employee Experience Reimagined)

Business Outcomes of Top Performers in Employee Engagement

- *10% in customer loyalty/engagement*
- *21% in profitability*
- *20% in sales productivity*

Gallup, The Relationship Between Engagement at Work and Organisational Outcomes

The Digital Workplace Landscape





Consider your current internal
employee digital experience?



Anguish?



Anger?

Frustration?



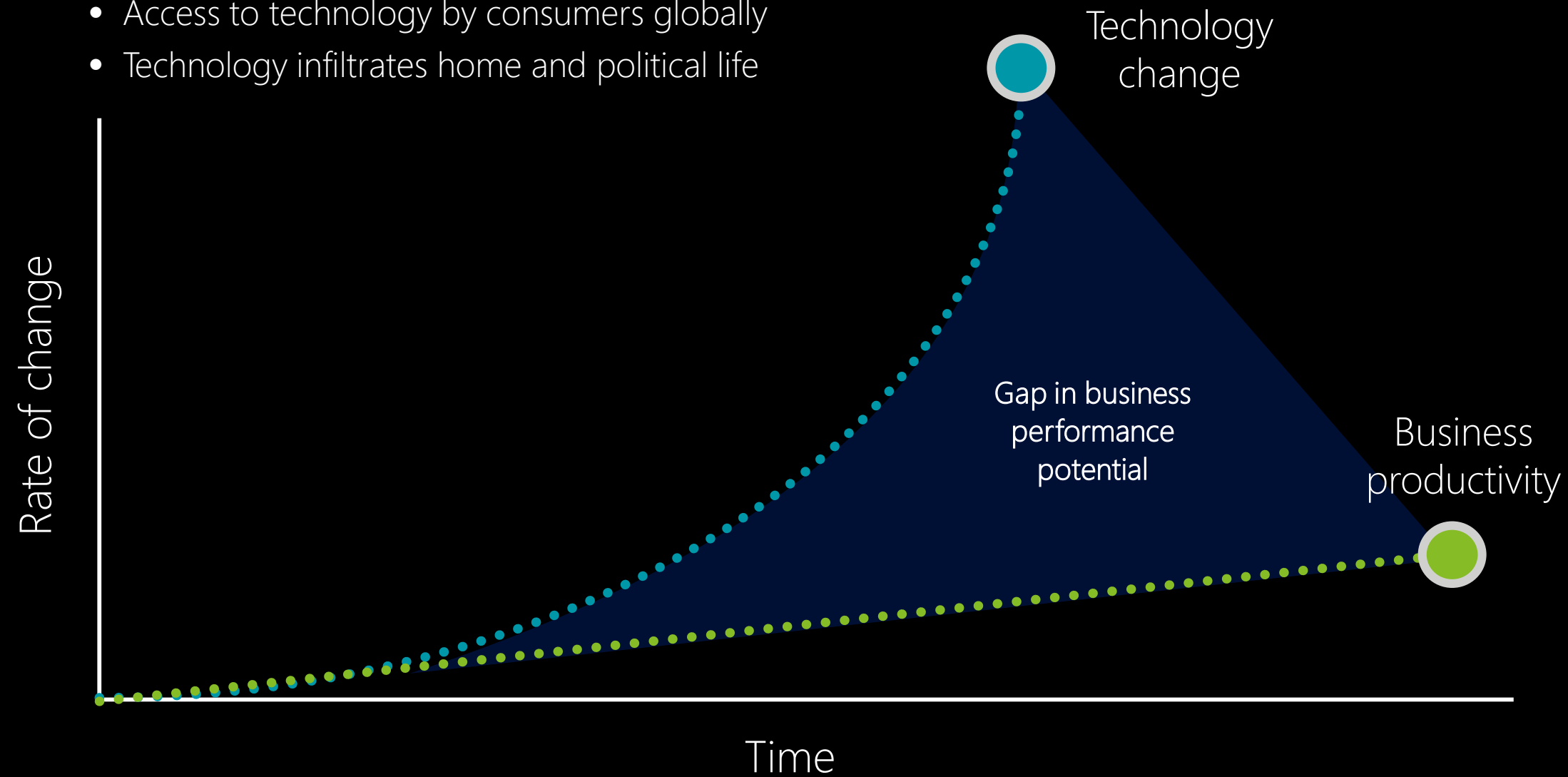


Happy?

Technology Trends

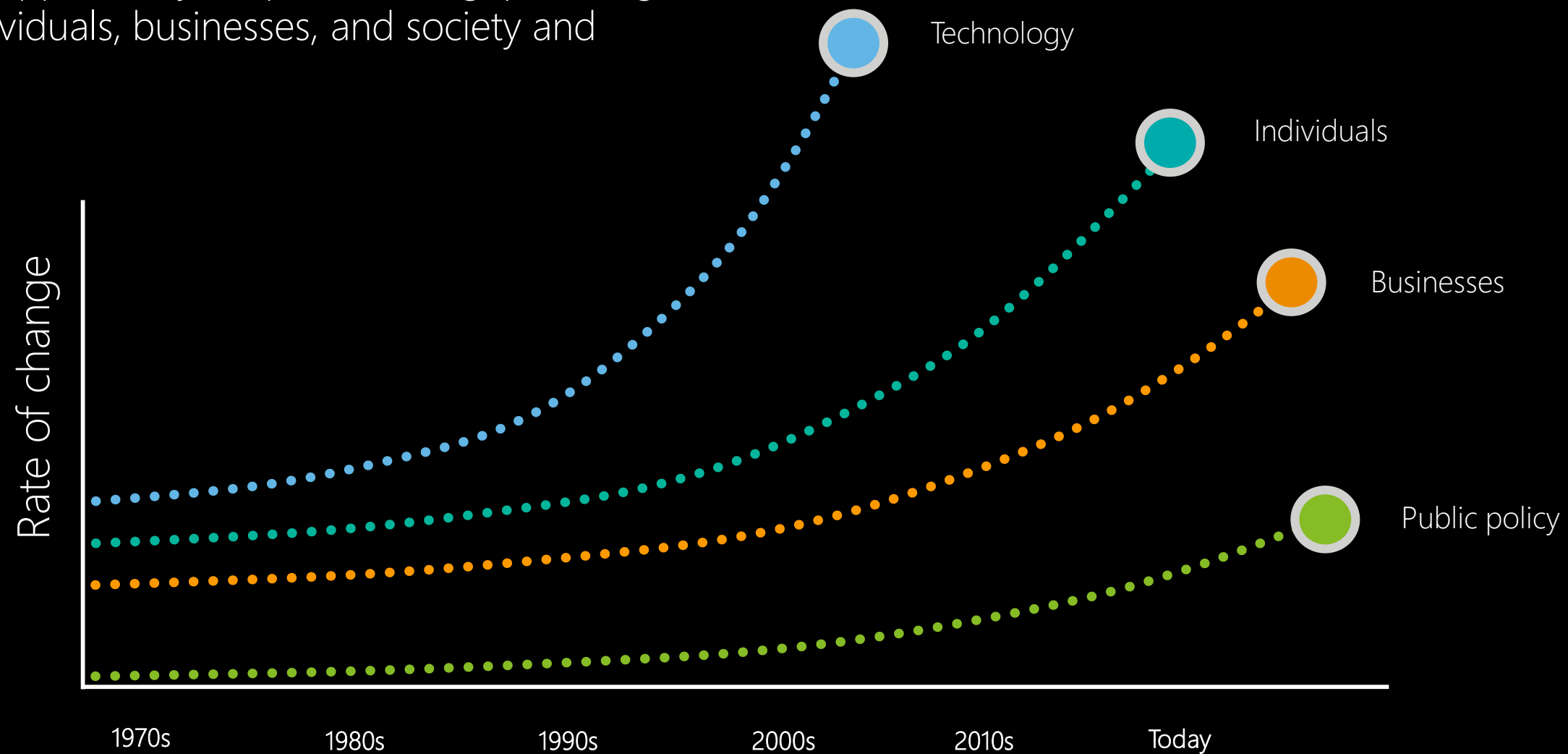
The gap between technological sophistication and business productivity continues to increase

- Mobile, sensors, AI, cognitive computing, data
- Access to technology by consumers globally
- Technology infiltrates home and political life

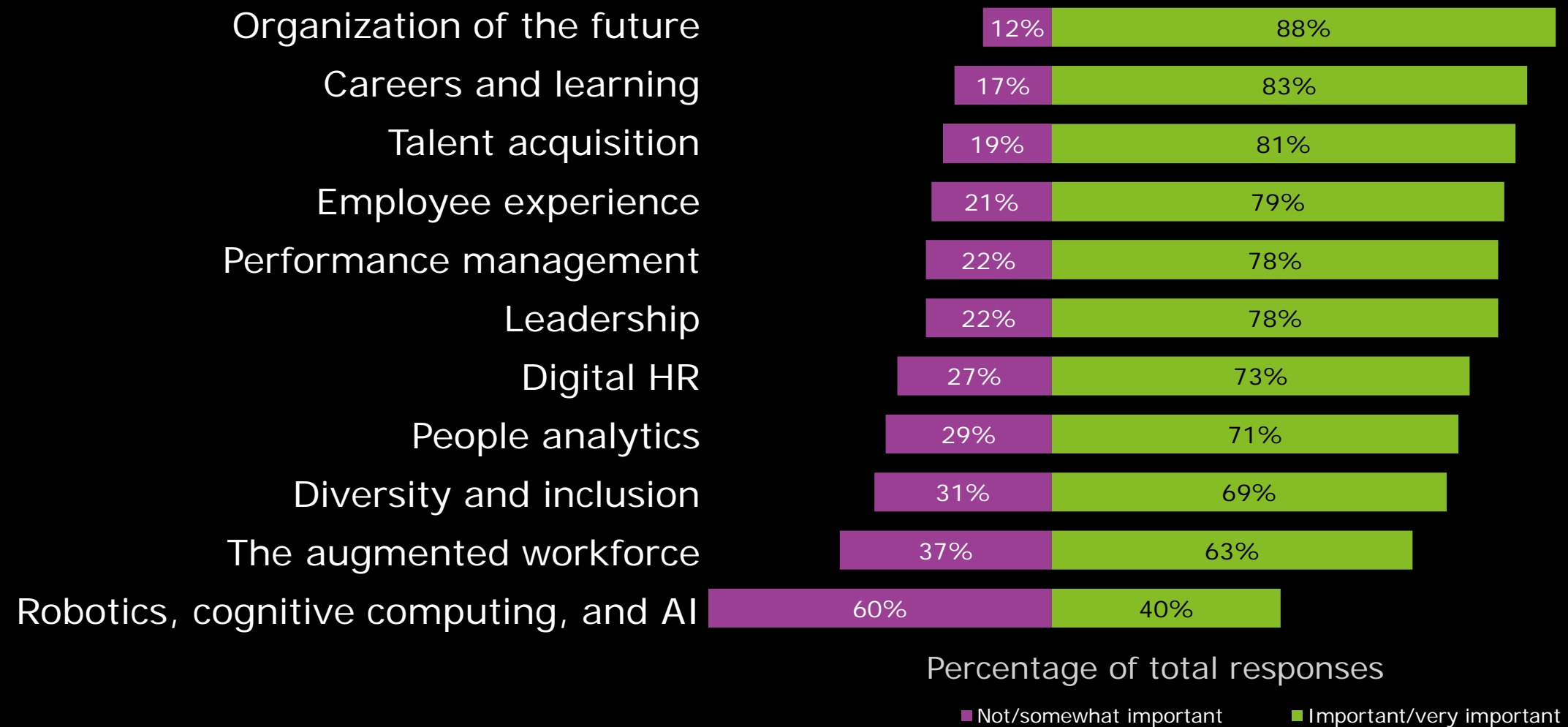


Employee Experience Opportunity

Organisational Opportunity: help close the gap among technology, individuals, businesses, and society and governments



Ranking of 2017 trends by importance



Note: Ratings for "The augmented workforce" and "Robotics, cognitive computing, and AI" both relate to the broader trends on "The future of work" discussed in this report. *Deloitte Human Capital Management*

The employee experience: Culture, engagement, and beyond

Organizations are leveraging pulse feedback and self-service tools to design the integrated employee experience

22%

are excellent at building a differentiated employee experience

23%

believe their employees are fully aligned with the corporate purpose



14%

believe their internal processes for collaboration and decision making are working well

10%

are using design thinking as part of crafting the employee experience

Profound technology-driven disruption

78%

CEO's concerned with rapid pace of technology change

75%

CEO's identifying skilled, educated and adaptable workforce as a priority for business

90%

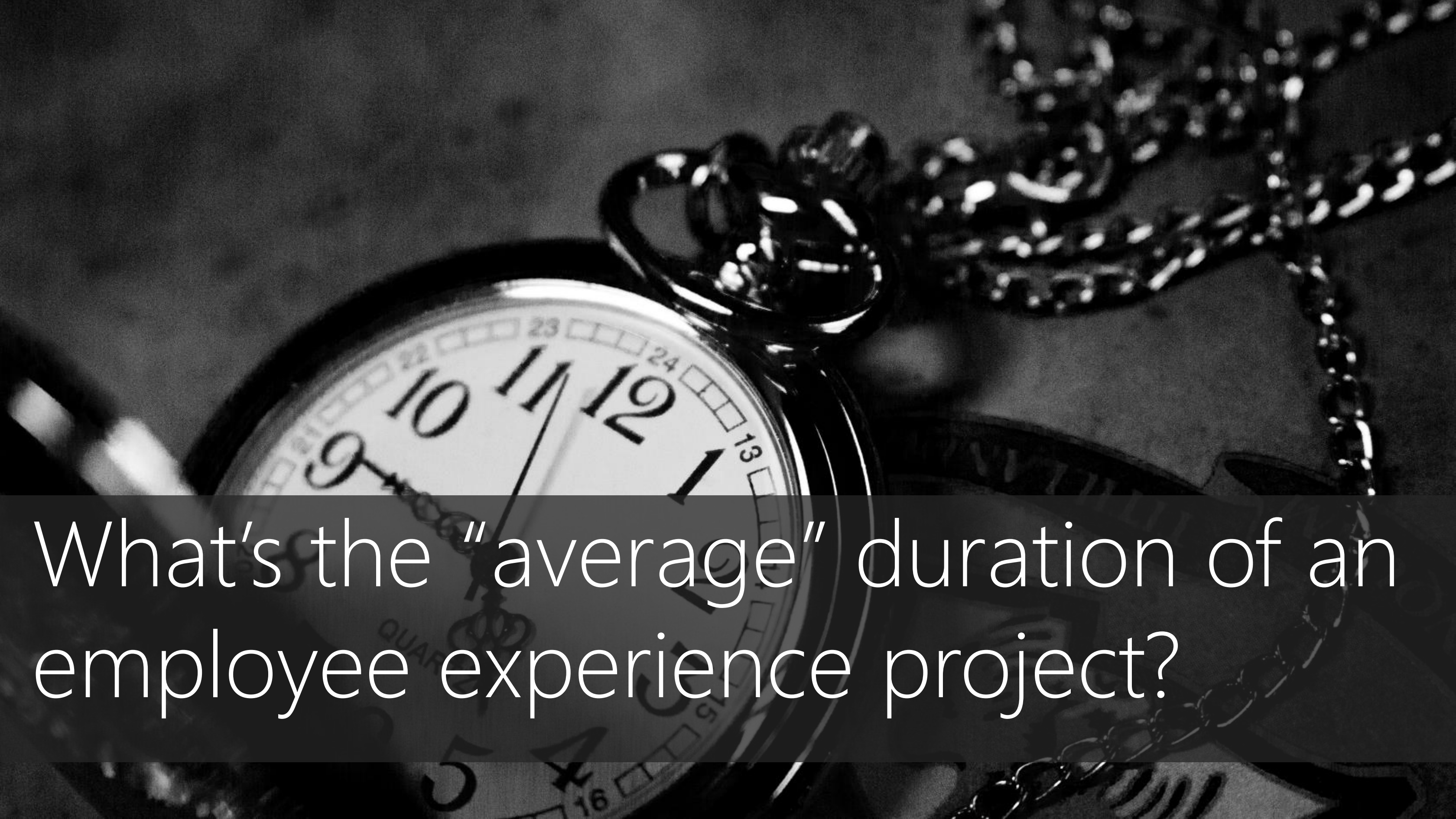
CEO's identifying customers and clients as stakeholders impacting organisational strategy (highest score)

51%

CEO's Planning "significant" changes to technology to meet stakeholders expectations

*Source: PwC - 19th Annual Global CEO Survey: Redefining business purpose in a changing world;
<http://www.pwc.com/gx/en/ceo-agenda/ceosurvey/2016.html>*

Up to a third of value-added collaborations come from only 3% to 5% of employees.



What's the "average" duration of an employee experience project?

1.4 years

Source: Nielsen Norman Group

What's the key business challenge?

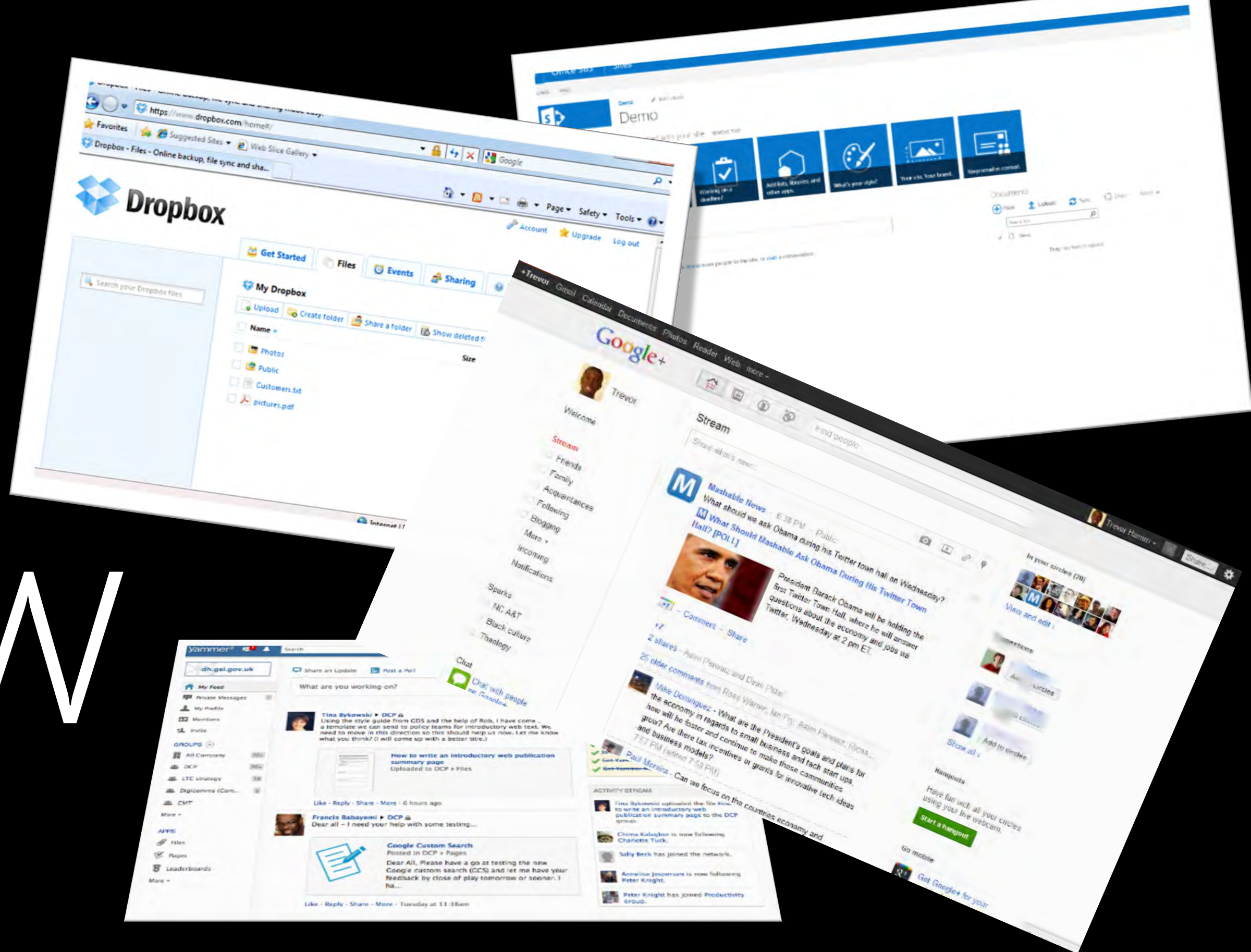
Solve business problems with
technology as the enabler

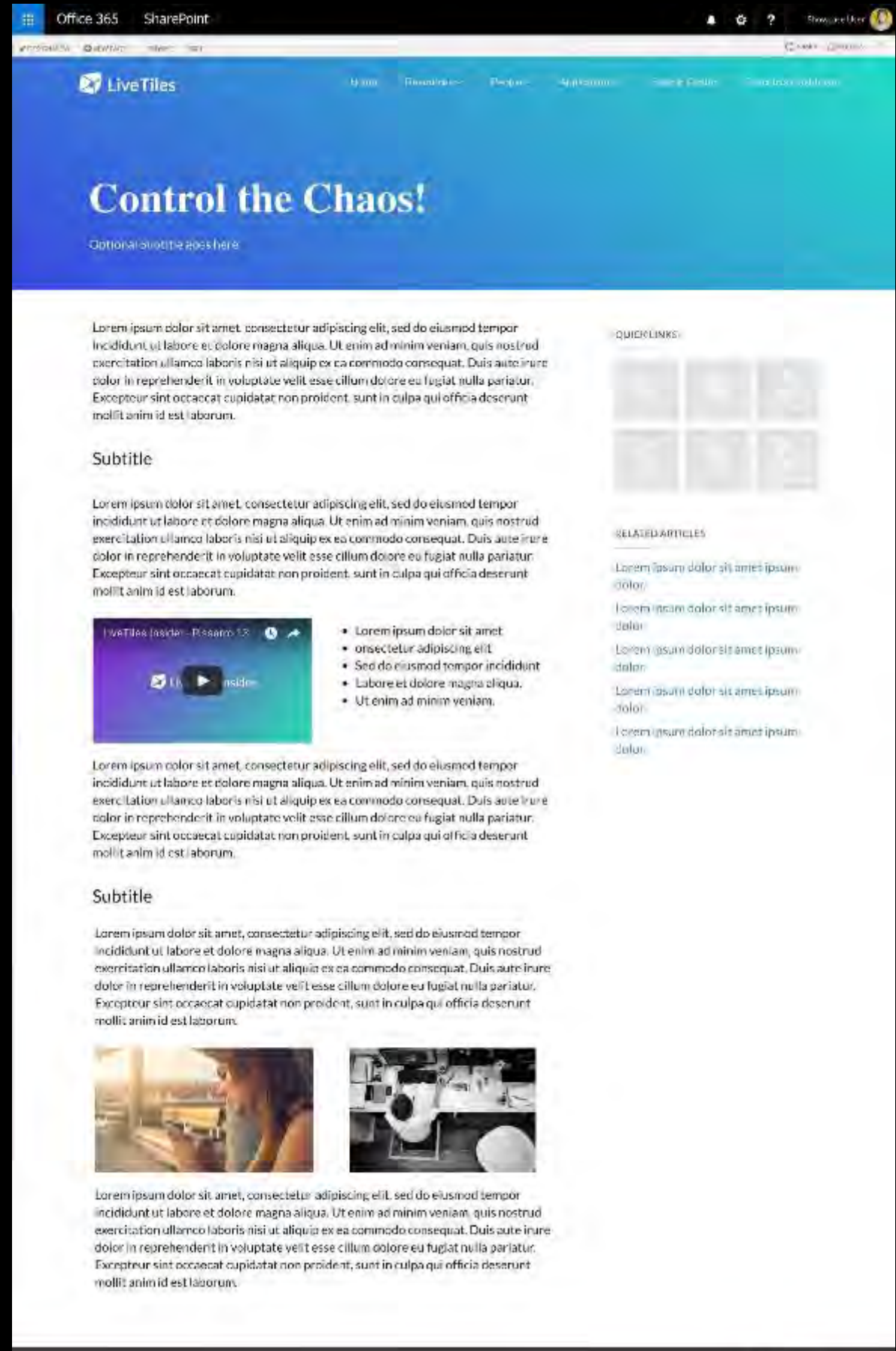
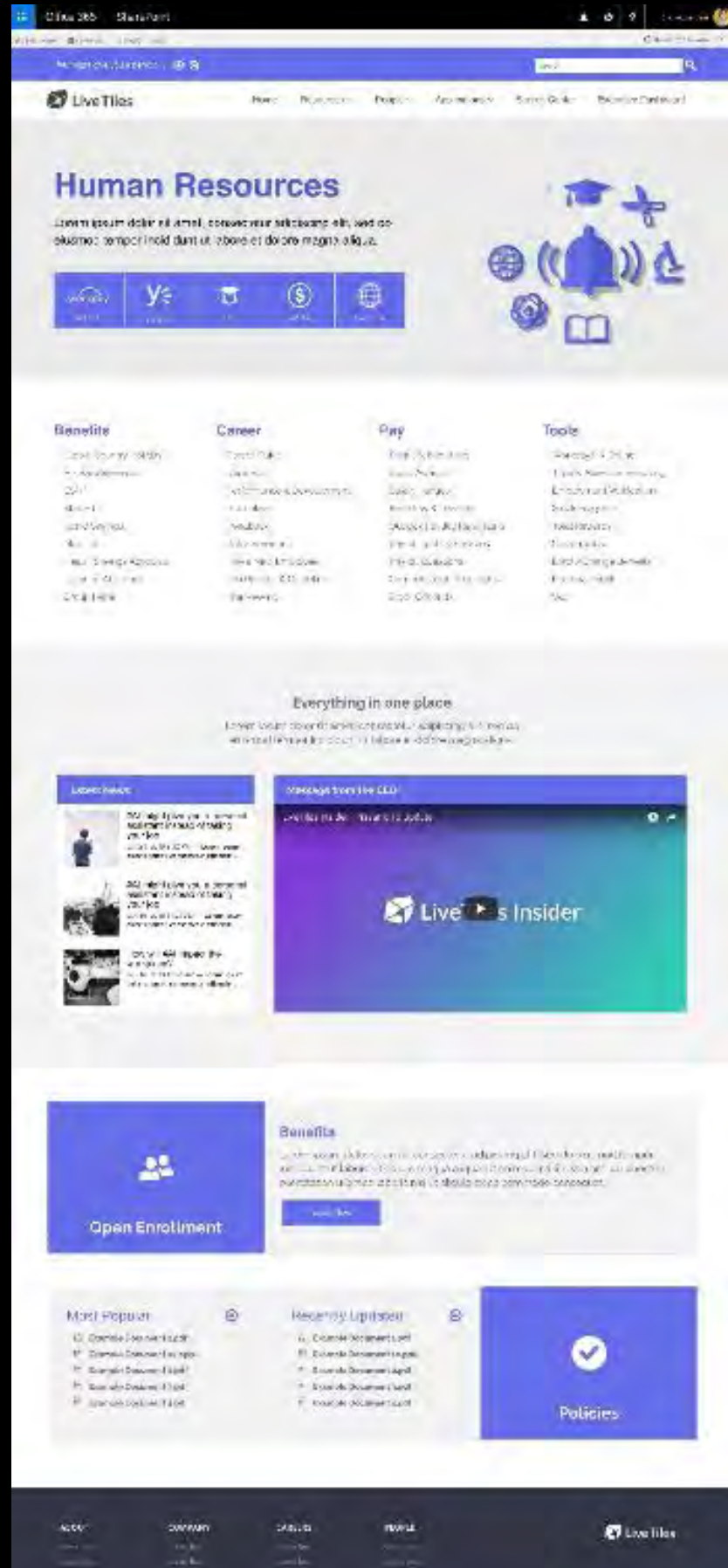
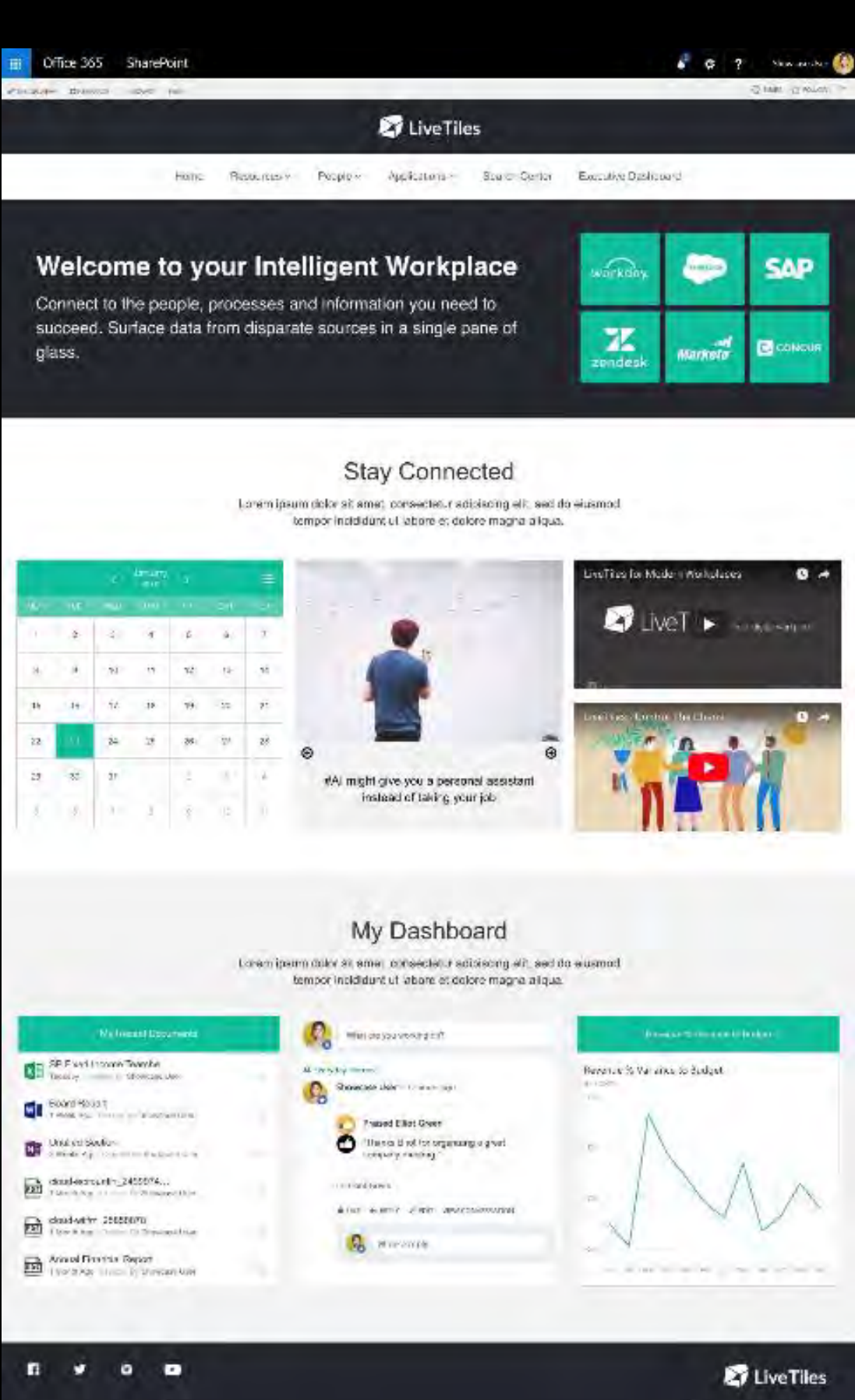


Put the *Employee* at the
heart of your Digital experience

HOW

to make the
complex simple





USE CASE



Michael Hill wanted SharePoint's document management functionality, but not its user experience.

Daniel Hawkins, Michael Hill's Global IT Operations Manager, turned to LiveTiles to help the company finally utilise SharePoint and deliver an engaging platform to circulate news and resources from its head office to 300 stores around the world.

A GLOBAL COMMUNICATIONS HUB

"We had several attempts at a SharePoint strategy, but it was difficult to push over the line and get our stores to engage with it," he said.

"It wasn't until I saw LiveTiles that we really had the missing piece in the jigsaw."

With LiveTiles and its library of 'drag and drop' features, Michael Hill utilised SharePoint and built a communication platform called HO Documents.

Now, Michael Hill's 300 stores access company updates, expense forms, policies and Yammer feeds on a single dashboard.

Instead of files taking days to reach their stores across the world, communication is instant and resources are easy to find. In turn, store managers are able to provide exceptional customer service and immediate jeweller quotes.

Read full customer success story and watch the video [here](#).



"HO Documents has become a central hub for our retail stores and the place to come if you want to know anything about the business,"



USE CASE

Looking for a way to make communication more than email and support its growing network of offices around Australia, Belle Property used LiveTiles to build Isabelle – a mobile-friendly corporate intranet that is driving communication and giving agents access to the information they need on the ground.

MOBILE STAFF, MOBILE INTRANET

With an emphasis on building an intranet that was mobile-friendly, Belle Property chose LiveTiles to support its people on the ground and bring its offices together.

“The mobile part is really important to us. A lot of our staff are on the go, so having that mobile-friendly design is one of the key reasons we went with LiveTiles,” said Mark Yuen, Belle Property’s System Solution Specialist

With Isabelle, property managers and agents can access the resources they need wherever they are.

“They might’ve booked an appraisal for a house and be waiting in the car. They can bring up Isabelle, find some scripts and dialogues or watch a video to pick up a few tips to help them in their appraisal,” Mark said.

“Without a digital environment like this, it can feel reactive with just emails and phone calls.”



“The mobile part is really important to us. A lot of our staff are on the go, so having that mobile-friendly design is one of the key reasons we went with LiveTiles”

THE CHALLENGE

Newly established government department
Needed to quickly build a digital environment for over 2,000 staff.

SOLUTION

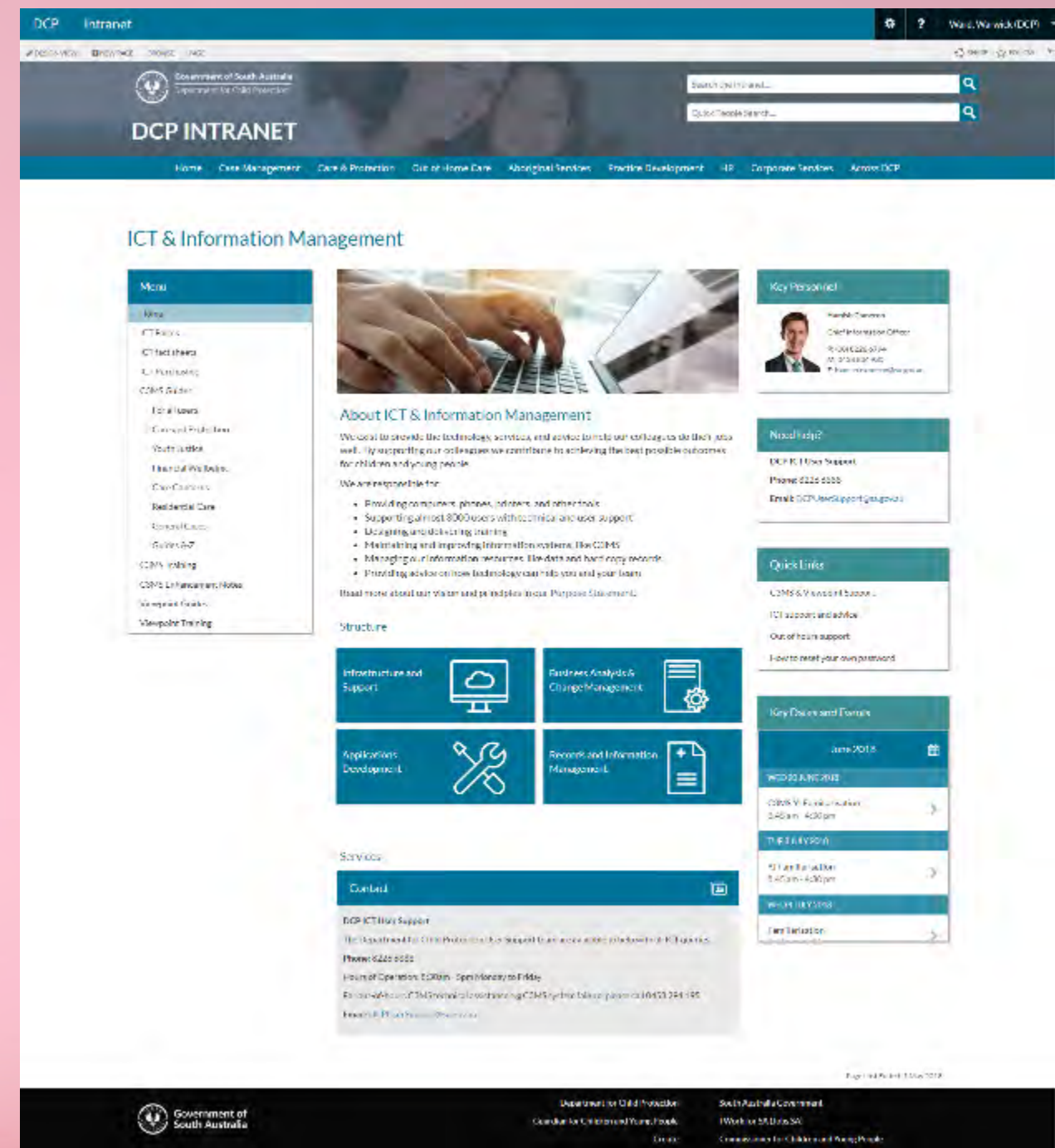
Working closely with Chamonix IT, DCP SA used LiveTiles to simplify the SharePoint experience and build an entirely new intranet for over 2,000 staff in just a couple of months.

Used LiveTiles' library of 'drag and drop' tools to build an engaging solution with intuitive search, document management and the business applications staff user every day.

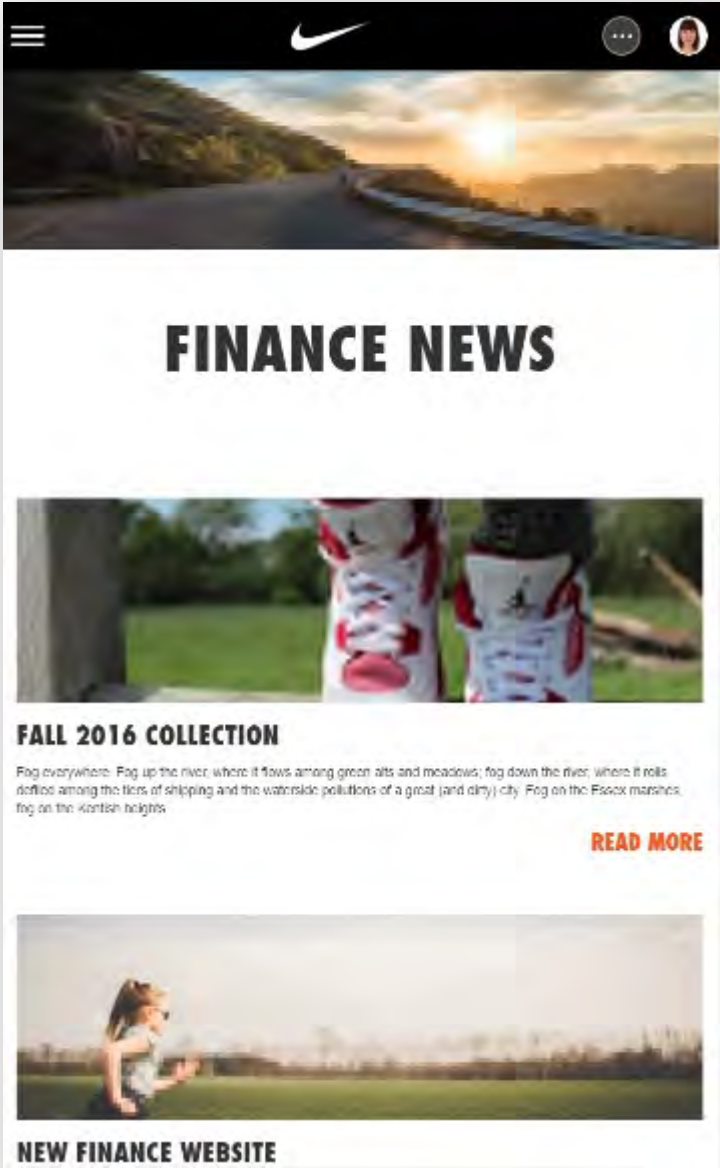
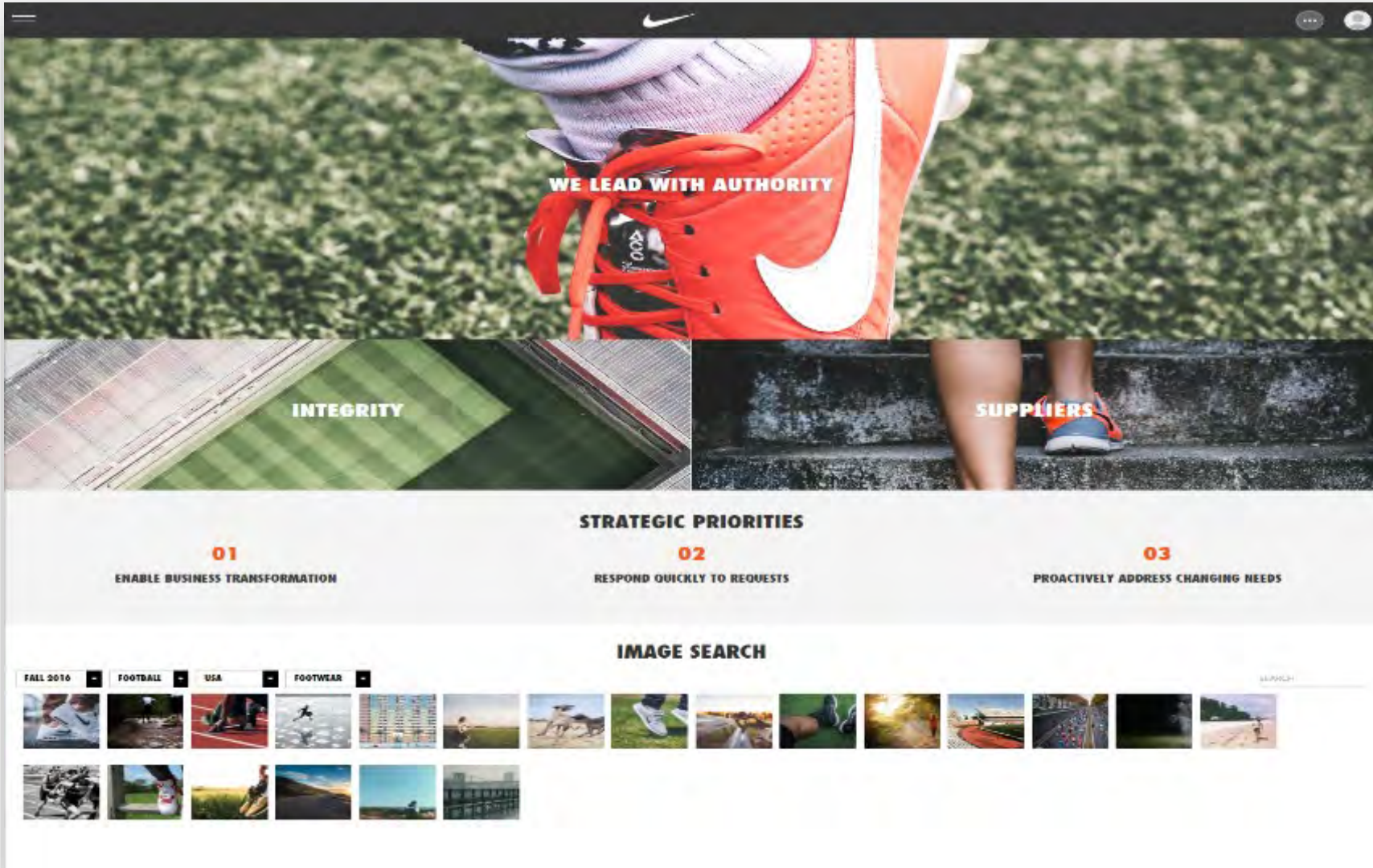
RESULT

- Engaging, mobile-friendly digital environment.
- Easy to maintain and customize
- Supporting workforce and its important work across the state
- Fastest intranet build and migration

"This has easily been the fastest intranet build and migration that I've been involved in, and one I can actually say has been successful."
Hamish Cameron, Chief Information Officer,



"From a Chief Information Officer's perspective, it's about getting information to staff. We now have a great platform to do that. "





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Pepsi Super Bowl Halftime Show

15th October, 2014

Pepsi returns for a third year as the title sponsor of the Pepsi Super Bowl Halftime Show, bringing the brand is Live for Now mind-set and one-of-a-kind consumer engagement platforms to...



Pineapple Orange Mango

6th October, 2014

To kick-off the launch and show DEW Nation how everything gets pumped up when you crack open a can, Mtn Dew Kickstart will premiere its Come Alive television commercial...

Quick Links



Video



"Having invested in the O365 Suite, PepsiCo looked to the LiveTiles solution to increase collaboration and gain alignment between disparate business units"

John S Phillips,
SVP Customer Supply Chain
& Global Go-to Market



PEPSICO



Insights, Analytics & Intelligence

Strong adoption and utilisation of technology is an outcome.

Good user experience is essential

Strong consumption of information occurs when it is:

Easy to find

Considered a trusted source of truth

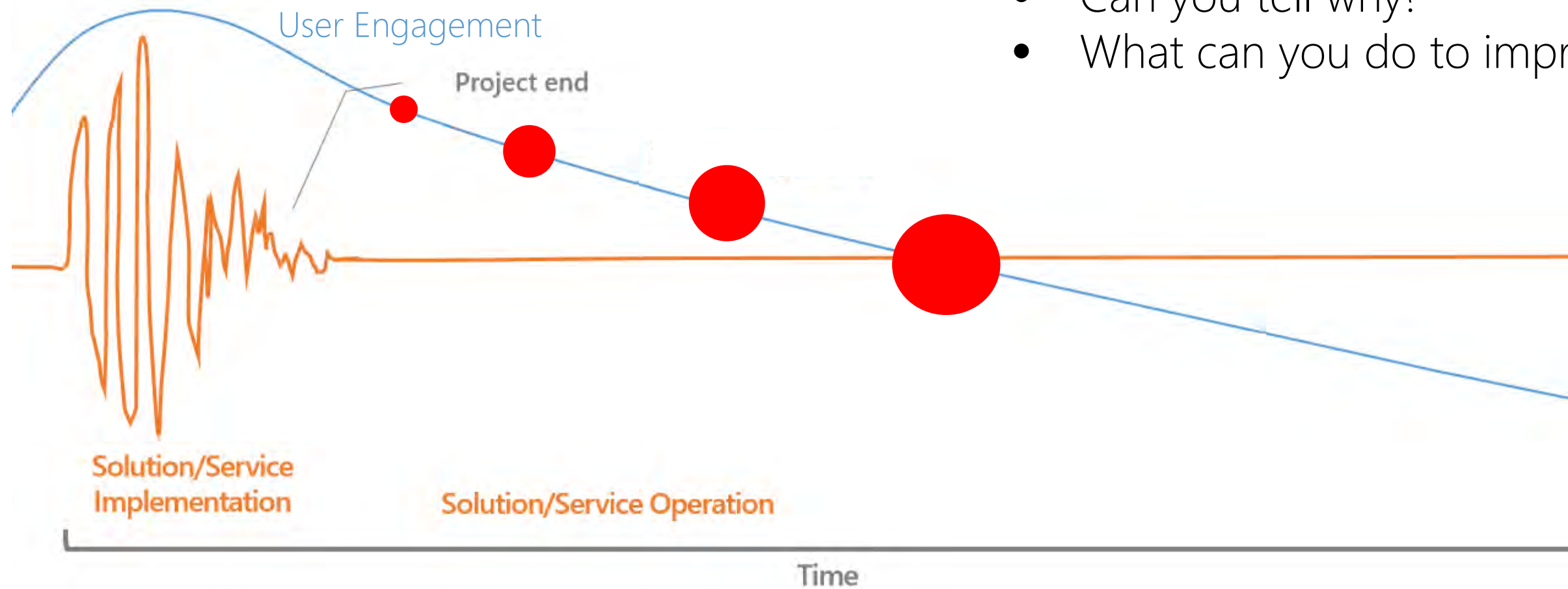
Relevant

Useful

Changes and updates should take minutes NOT days.

What is the value of sustained employee engagement?

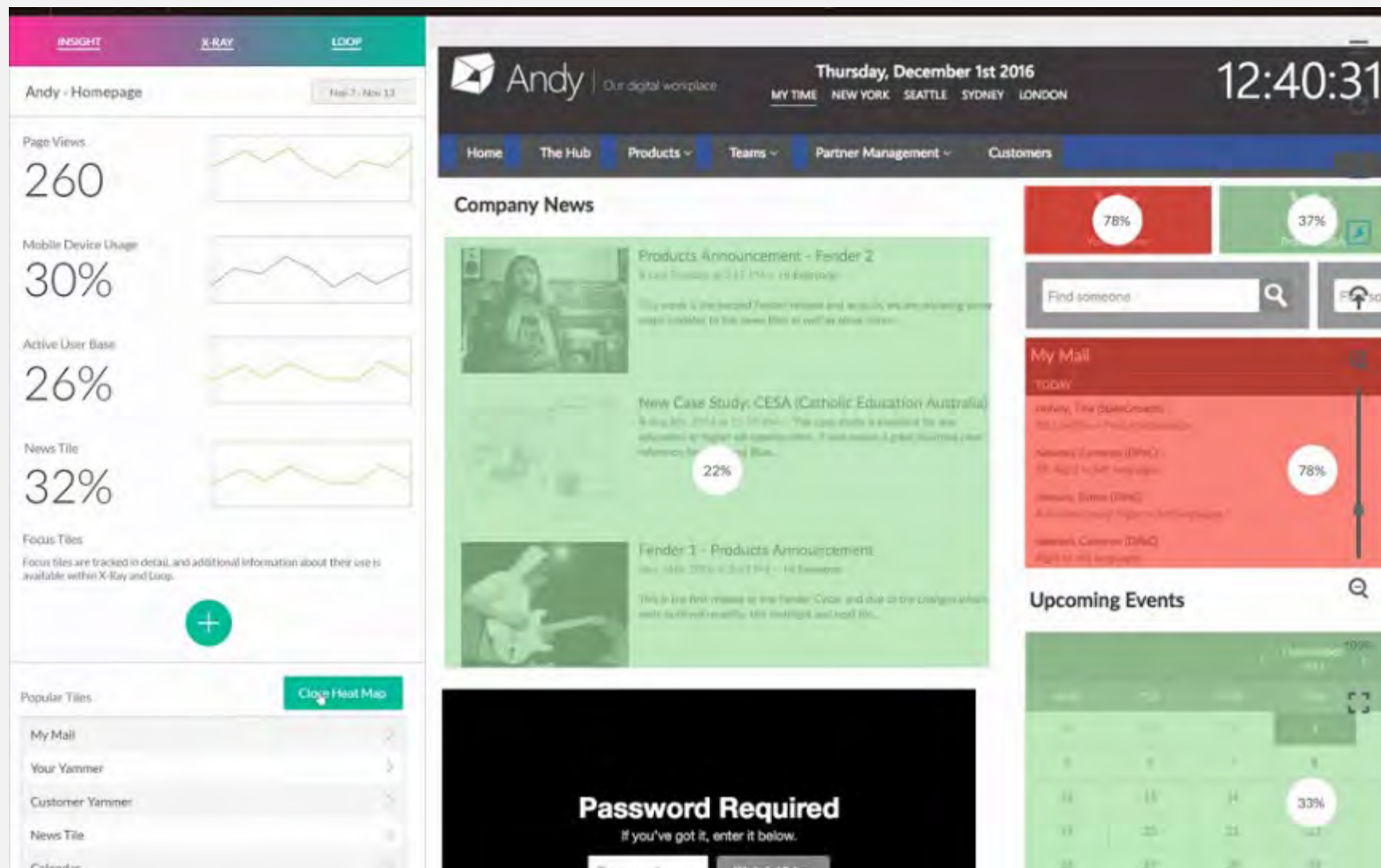
- How do you know if user adoption is dropping?
- How can you tell?
- Can you tell why?
- What can you do to improve it?



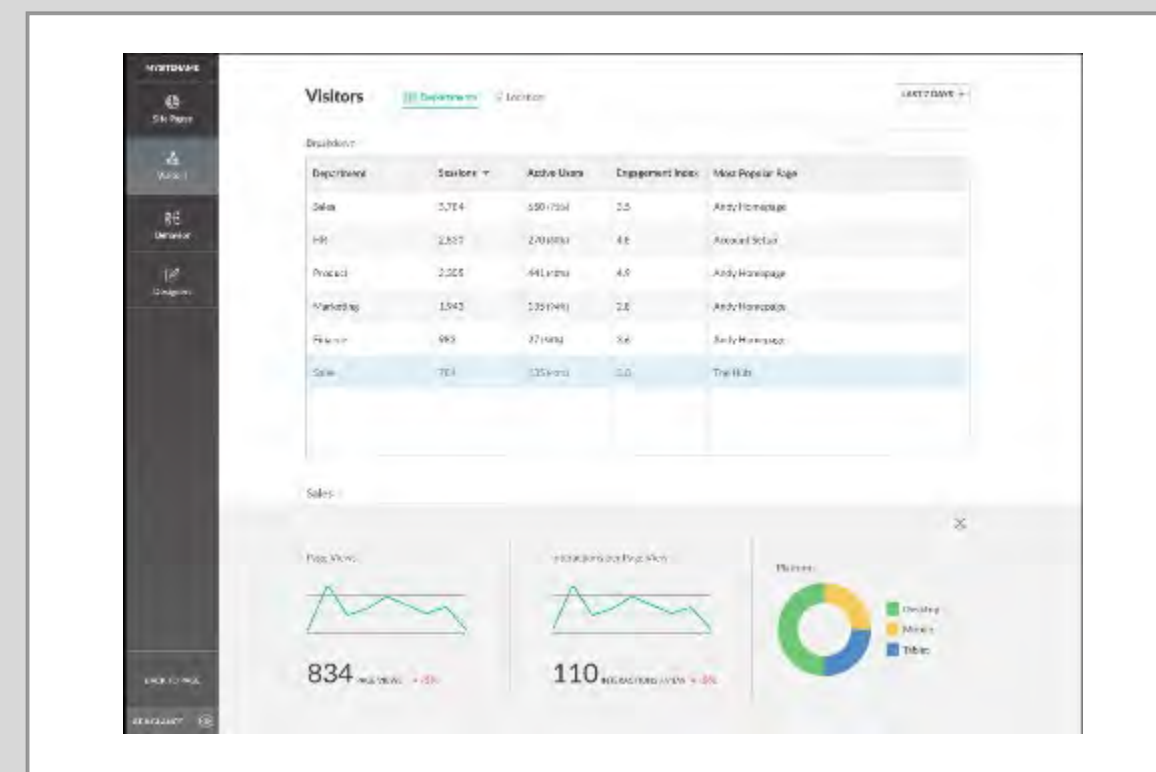
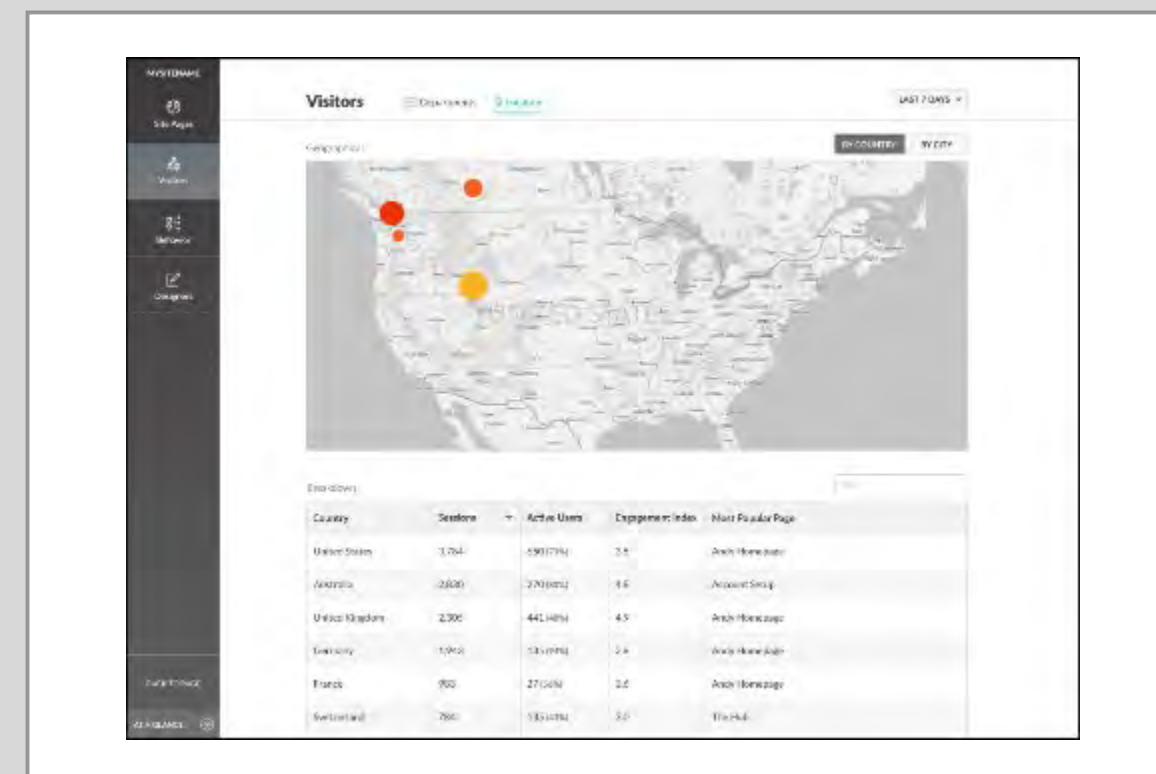
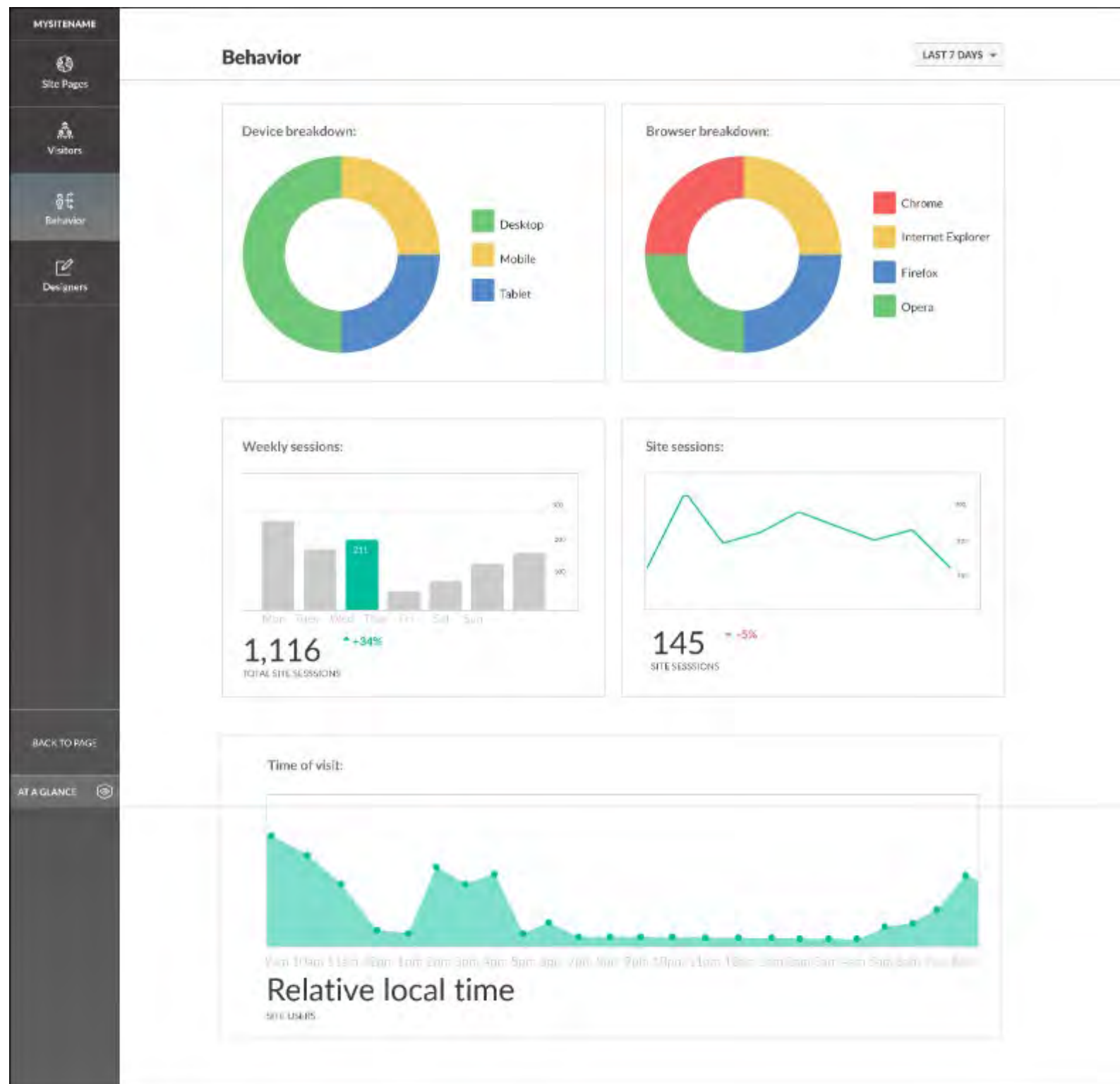
Intelligence & Data on Employee Experiences



Being adaptable requires insight and the ability to makes changes quickly.



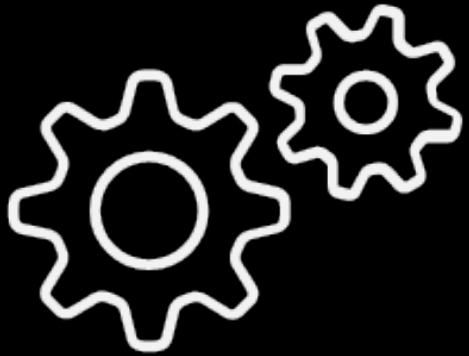
- Get insight into how pages are being consumed.
- Understand which content areas are being accessed, how often, etc.
- Identify issues impacting user experience.
- Proactively receive User Interface recommendations to positively affect employee adoption.
- Harness the ability to quickly test improvements to see the effect incremental changes can make.



THE INTELLIGENCE REVOLUTION



THE FIFTH INDUSTRIAL REVOLUTION



1.0

Mechanization
and Steam
Power



2.0

Mass Production
and the Assembly
Line



3.0

Automation
and Personal
Computing



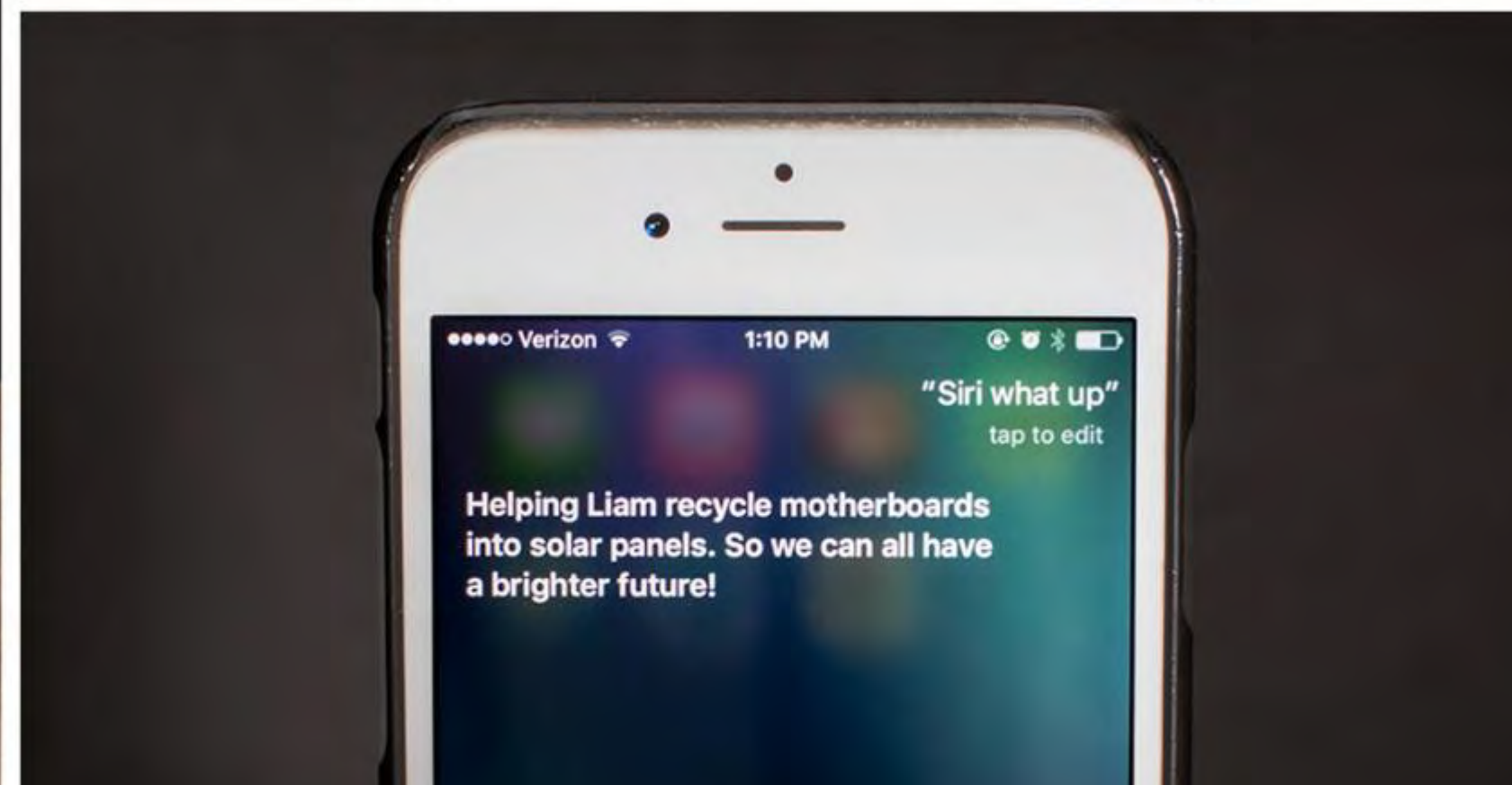
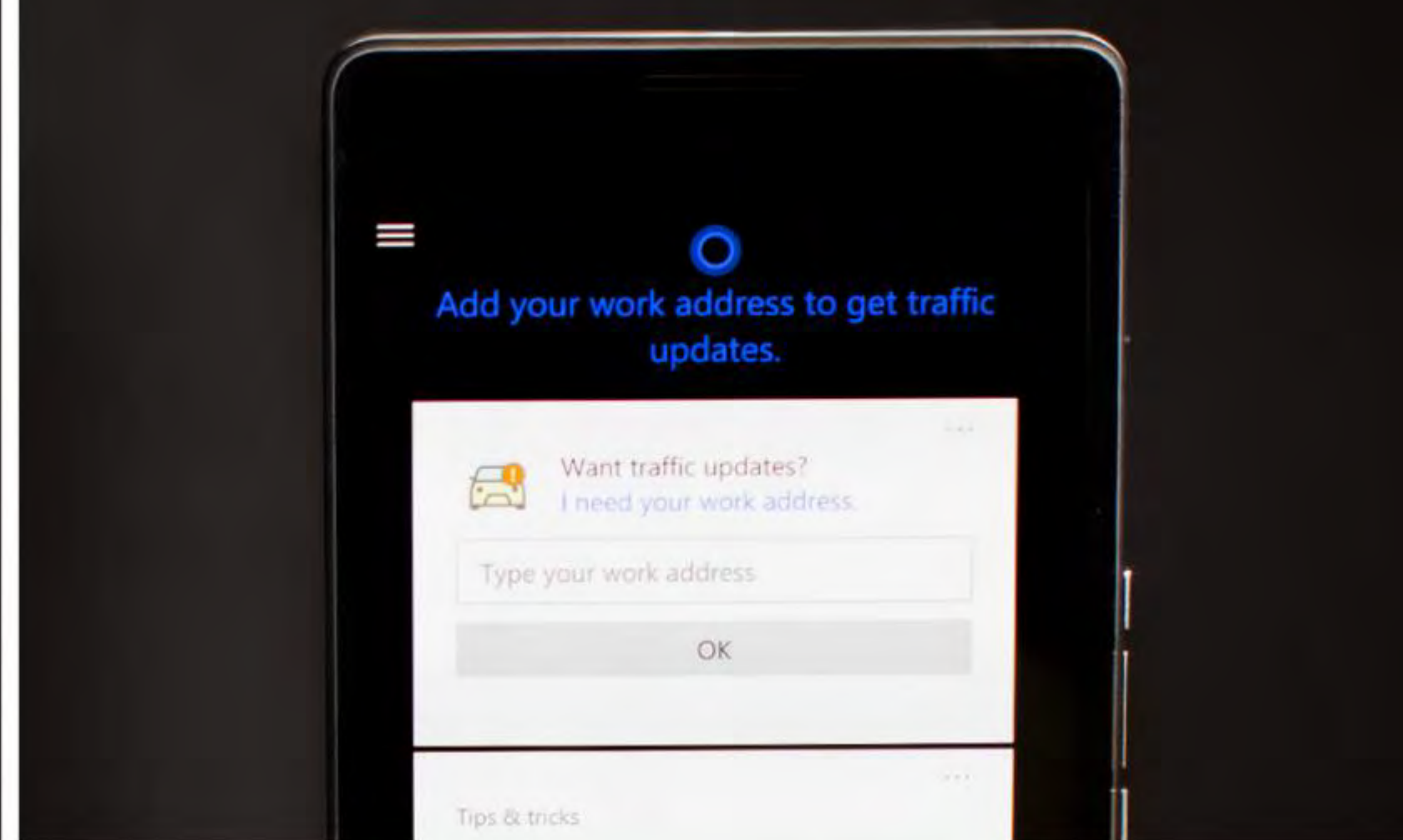
4.0

Cyber Physical.
IoT, Digital
Transformation



5.0

Artificial
Intelligence



INTRODUCING CO BOTS



INTRODUCING COLLABORATIVEBOTS



COBOTS

"So what will we get machines to do? The goal ultimately is what we call the 4D's: the dirty, the dull, the difficult and the dangerous. All things that we don't want humans to do."

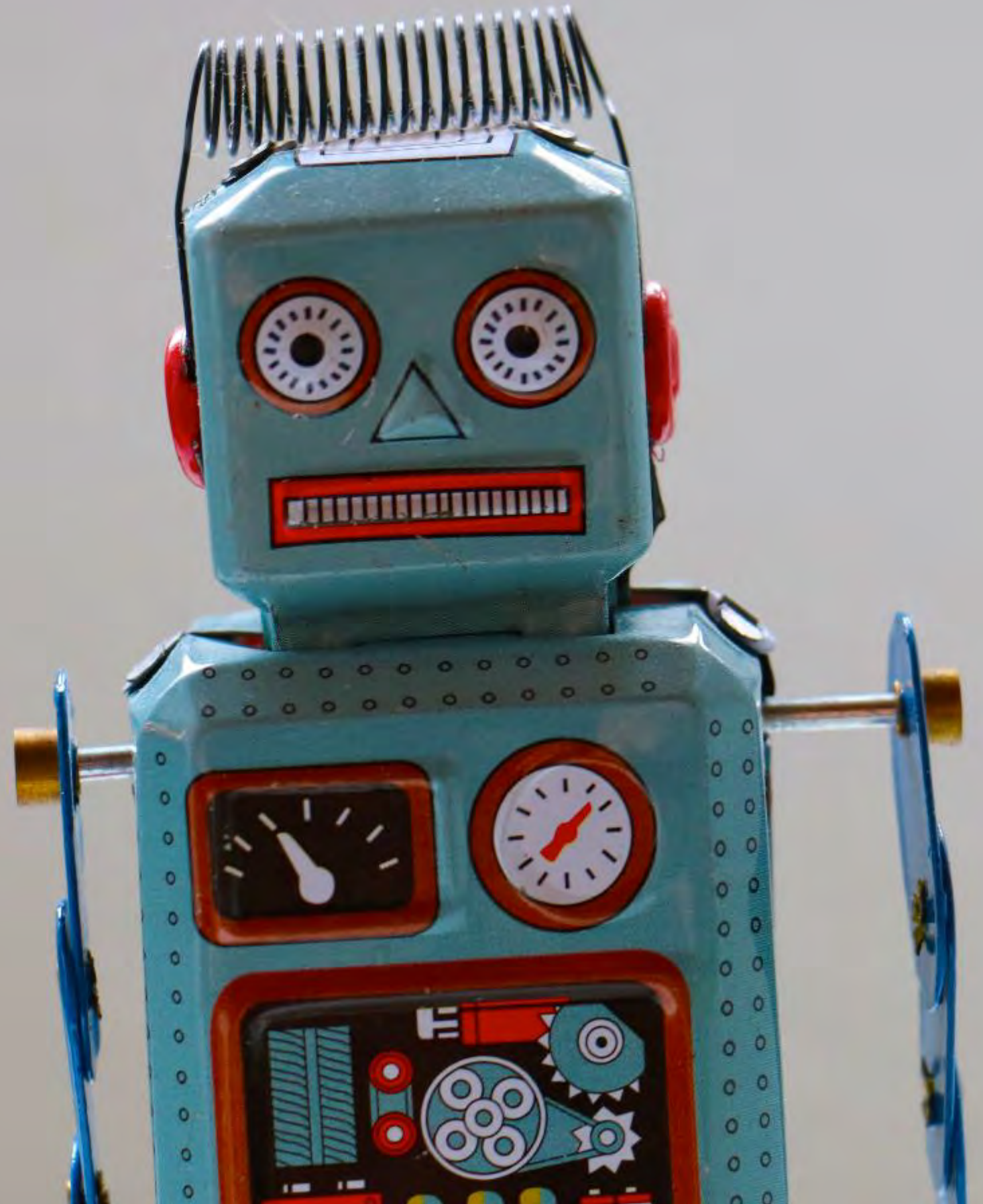
-Professor Toby Walsh, UNSW

BUSINESS CASES

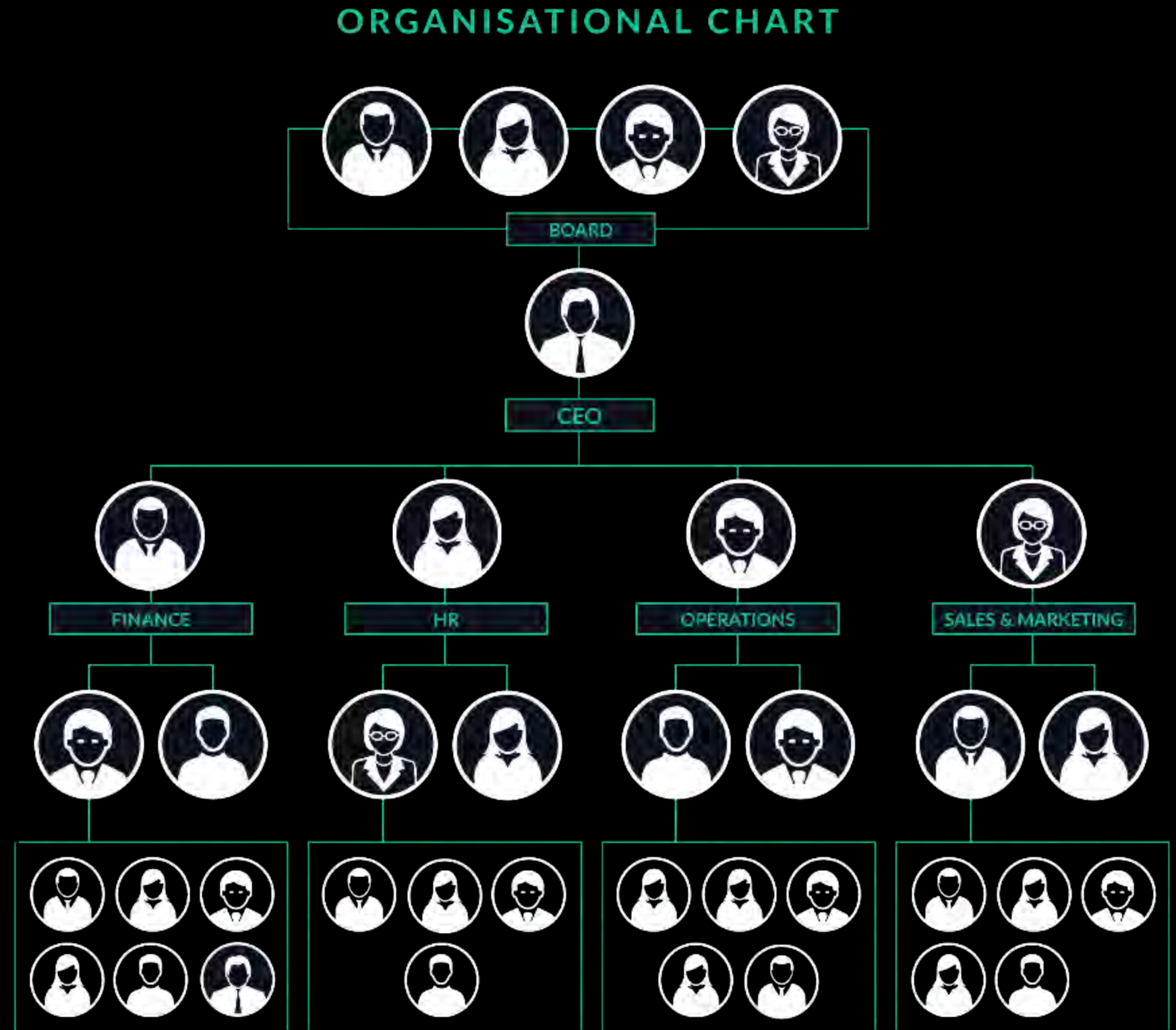
Automate routine work

Faster transactions

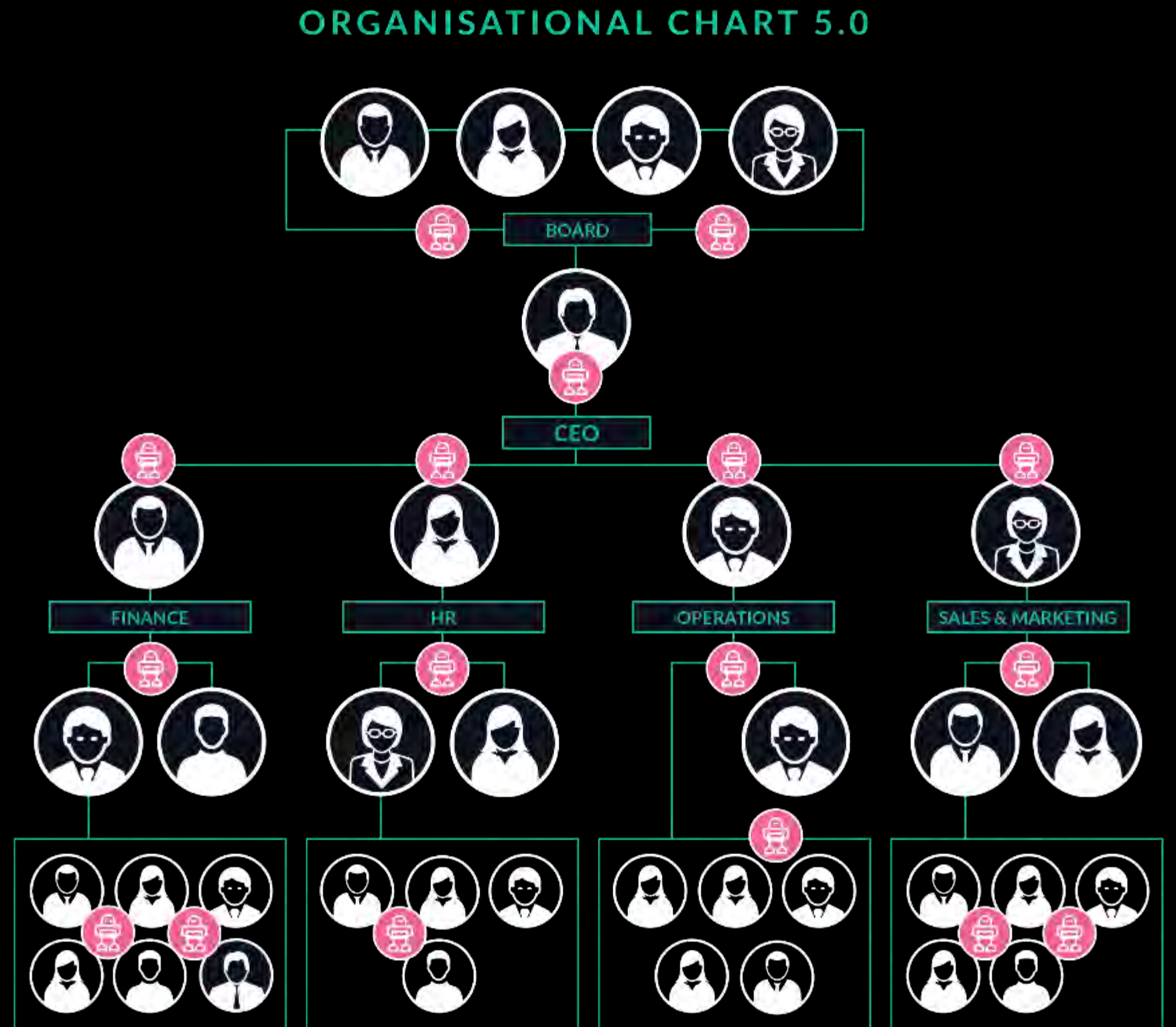
Introduce AI in a friendly way



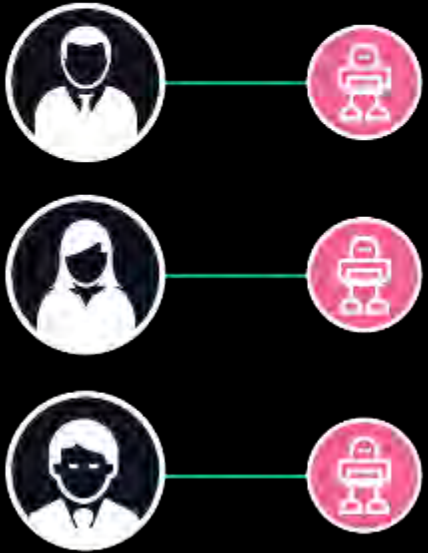
TYPICAL ORGANISATION CHART



INDUSTRY 5.0 ORGANISATION CHART



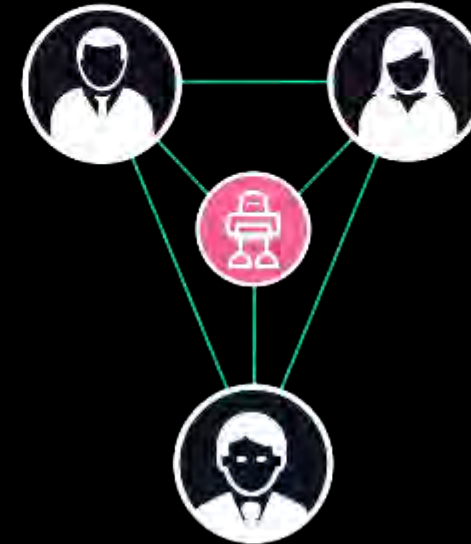
WHAT ARE THE DIFFERENT TYPES OF BUSINESS BOTS?



PERSONAL ASSISTANTS

Business CoBots that is owned by your and that you trust to execute many tasks on your behalf.

The dialogue between you and your personal assistant will be define only by you



TEAM ASSISTANTS

Business CoBots that is owned by the team leader, trusted by the team to execute many tasks on your behalf.

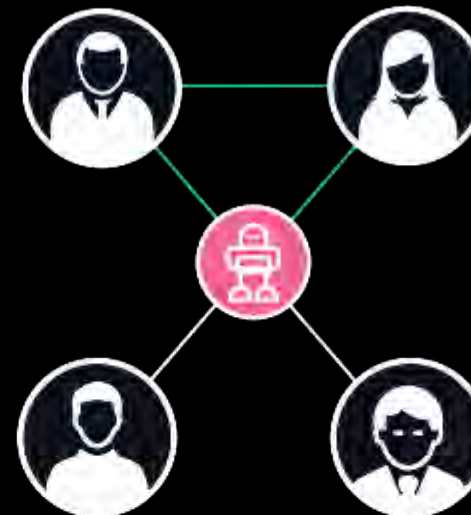
The dialogue between you and your team assistant will be define only by you



COMPANY ASSISTANTS

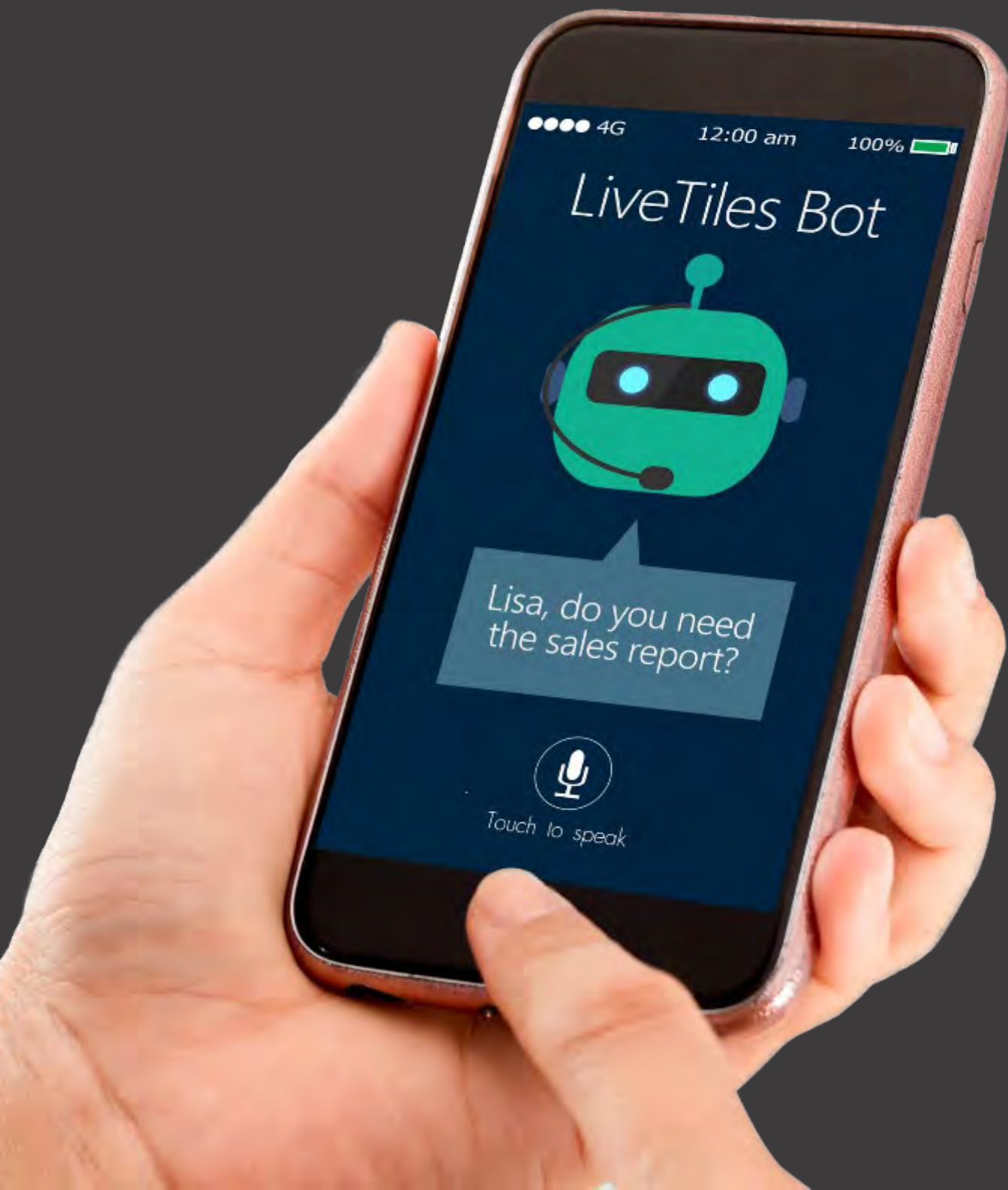
Business CoBots that is owned by a line manager, trusted by the company to execute secure, company specific tasks on your behalf.

The dialogue between you and your company assistant will be define by you



EXTERNAL FACING ASSISTANTS

Business CoBots that are owned by an external company, that allows you to execute secure external tasks on your behalf.



“By 2019, 40% of enterprises will be actively using chatbots to facilitate business processes using natural-language interactions”

“By 2020, the average person will have more conversations with bots than with their spouse. “

“By 2021, more than 50% of enterprises will be spending more per annum on bots and chatbot creation than traditional mobile app development.”

“By 2020, AI technologies will be a top-five investment priority for more than 30% of CIOs. They should be preparing their organisations to get the optimal return on that investment.”

Gartner

You can disrupt productivity on the workplace by giving every employee their own assistant. This is what we do for executives. They have PA/EAs that know how to get things done and where to do them. They also understand how our executive likes their day to be managed.

We do this so we take away mundane daily tasks and give them to lower cost personnel.

This is where digital transformation can help.

Why not give everyone the ability to have their own digital assistant?

Pierre Legrand, Digital Workplace Partner, pwc



WHY?

TIME COST – Currently customer service enquiries e.g. VERIZON save ~4 minutes of human customer service time

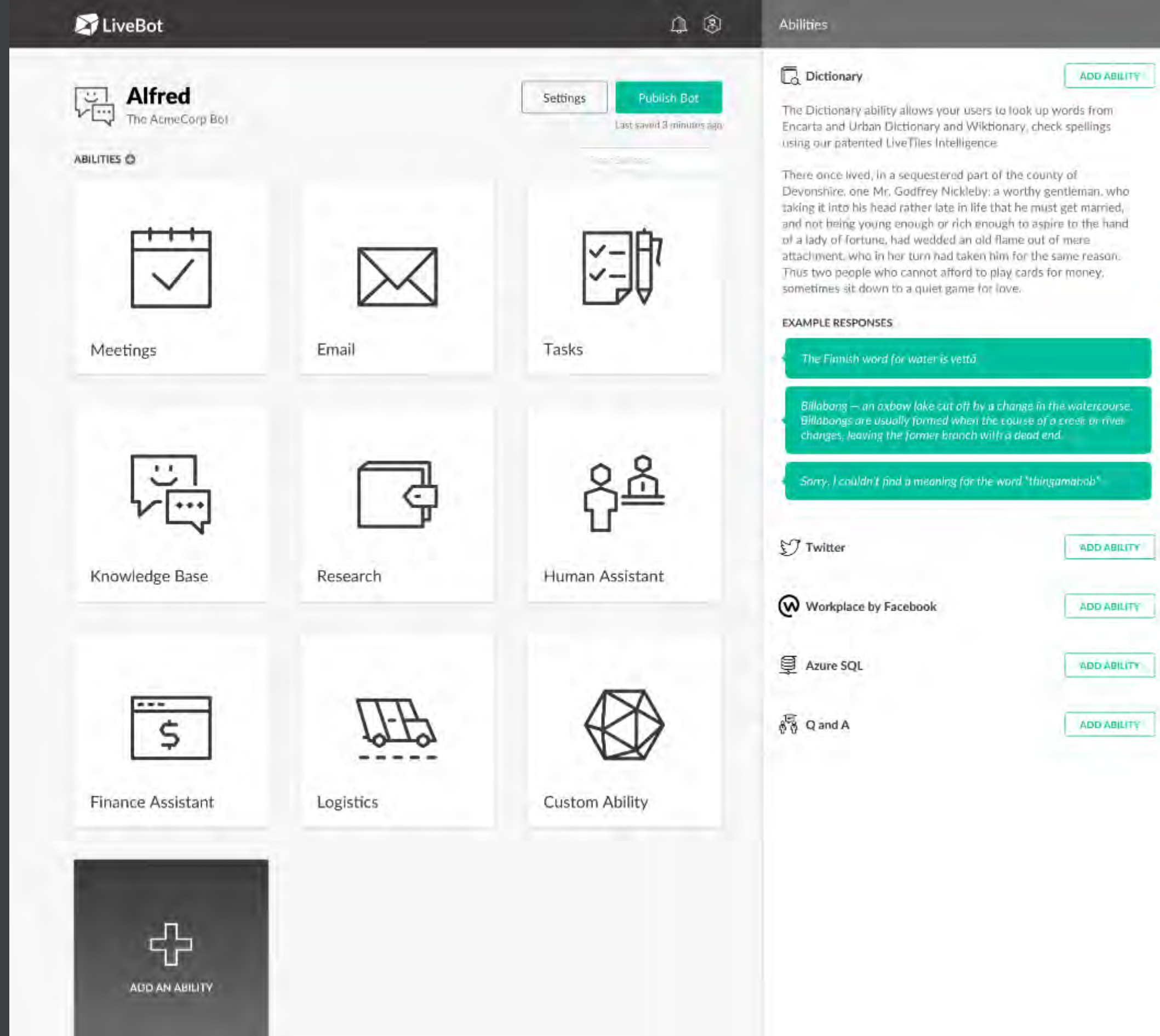
TIME IS MONEY – The technology is there to automate and route, low value but necessary tasks e.g. meeting preparation or provide quick insights from any line of business application capable of exposing data. The value is amplified in high earning professions e.g. banking.

Defining a chatbot
















A chatbot is a service, powered by rules and sometimes artificial intelligence, that you interact with via a chat interface.

The service could be any number of things, ranging from human resources, EMR, technical knowledge bases, Chief Executive, Personal Assistants etc.

Leveraging investments in Office 365, ServiceNow and other technology platforms.



AI PROJECTS

EDUCATION	FINANCIAL SERVICES	HEALTHCARE & LEGAL	MANUFACTURING & CONSTRUCTION		MEDIA & ENTERTAINMENT	RETAIL & CONSUMER SERVICES		TECHNOLOGY & ELECTRONICS
 <p>Department Concierge Bot</p> <p>Designed to Assist Researchers for the University to quickly and easily find available funding for programs. This allows them to transform a specialized process that has traditionally been very consultant based.</p> <p><i>Leading University with 8 billion in endowment and 16k students</i></p>	 <p>IT Self Service Bot</p> <p>This bot surfaces information relating to credit card enquiries from Discover's existing knowledge base.</p> <p><i>3rd largest credit card brand in US with 50 million cardholders, and 15,000+ employees</i></p>	 <p>Department Concierge Bot</p> <p>Multiple use cases, including Law Subject Bots, that provide Q&A for internal cases including Bankruptcy, Probate, Marriage Law, etc., and Directory Bots, designed to assist in finding lawyers within the firm that specialize in certain areas.</p> <p><i>One of US's largest law firms with over 14 offices and 1000+ attorneys</i></p>	 <p>Sales and Marketing Performance Bot</p> <p>Designed to assist in areas of supply chain tracking and management.</p> <p><i>Food production with 5k employees across 30 countries</i></p>	 <p>External Customer Concierge Bot</p> <p>Designed to assist customers in picking up merchandise. These bots assist with a range of logistical information, including pick-up ability, reservation of pick-up times, and customer pick-up locations.</p> <p><i>Leading Design Door Manufacturing sold across all 50 states</i></p>	 <p>Department Concierge Bot</p> <p>Designed to be used as virtual learning assistants. The bots surface relevant information from the company's existing knowledge base.</p> <p><i>2nd largest global media conglomerate with 190k employees worldwide</i></p>	 <p>HR Self Service Bot</p> <p>Designed to assist employees in seeking knowledge across common HR functionalities, and to provide employees with information from the existing knowledge base.</p> <p><i>Global leading retail for Pet Goods with 5,000+ employees</i></p>	 <p>Customer Service Assistant Bot</p> <p>Designed to assist gate agents in quickly responding to situations by providing information from multiple sources. These bots allow agents access to policy and procedural documents, as well as a people directory for escalations.</p> <p><i>One of world's largest airlines with 21 billion market capitalization on NYSE</i></p>	 <p>HR Self Service Bot</p> <p>Designed to assist employees in seeking knowledge across common HR functionalities, and to provide employees with information from the existing knowledge base.</p> <p><i>Global Telecommunication firm with 15k employees worldwide</i></p>
 <p>Department Concierge Bot</p> <p>Designed to Assist Researchers for the University to quickly and easily find available funding for programs. This allows them to transform a specialized process that has traditionally been very consultant based.</p> <p><i>Leading University with \$2 billion in endowment and 111k students</i></p>	 <p>Department Concierge Bot</p> <p>Multiple use cases, including financial knowledge base bots assisting on areas such as wealth management and investments.</p> <p><i>Global investment firm with over \$300 billion in assets and 2,400+ employees</i></p>	 <p>HR Self Service Bot</p> <p>Human Resources Bots – Designed to assist employees in seeking knowledge across common HR functionalities, including onboarding and benefits.</p> <p><i>Leading Medical Device company with 91,000 employees across 140 countries</i></p>	 <p>Department Concierge Bot</p> <p>Designed to assist HR customer service as a complement to the HR intranet portal.</p> <p><i>2nd largest Global construction and mining corporation with 47k employees.</i></p>	 <p>External Customer Concierge Bot</p> <p>Multiple use cases, including a HR bot that assists in rapid onboarding of seasonal workers, as well as customer service and internally facing bots, designed around event-specific knowledge bases that service fans, temporary workers, and ticket box workers.</p> <p><i>Leading sports entertainment venue with over running racing event that draws over 6M viewers</i></p>	 <p>External Customer Concierge Bot</p> <p>Designed to assist with customer service inquiries outside of traditional service hours, i.e. between 11pm and 7am EST.</p> <p><i>National leading bedding manufacturing and retailer with over 1.4 billion in revenue</i></p>			

LESSONS FROM THE FIELD

HAVE A FIRM UNDERSTANDING OF CAPABILITIES AND LIMITATIONS OF NATURAL LANGUAGE AND PLAN YOUR USE CASE AROUND THIS.

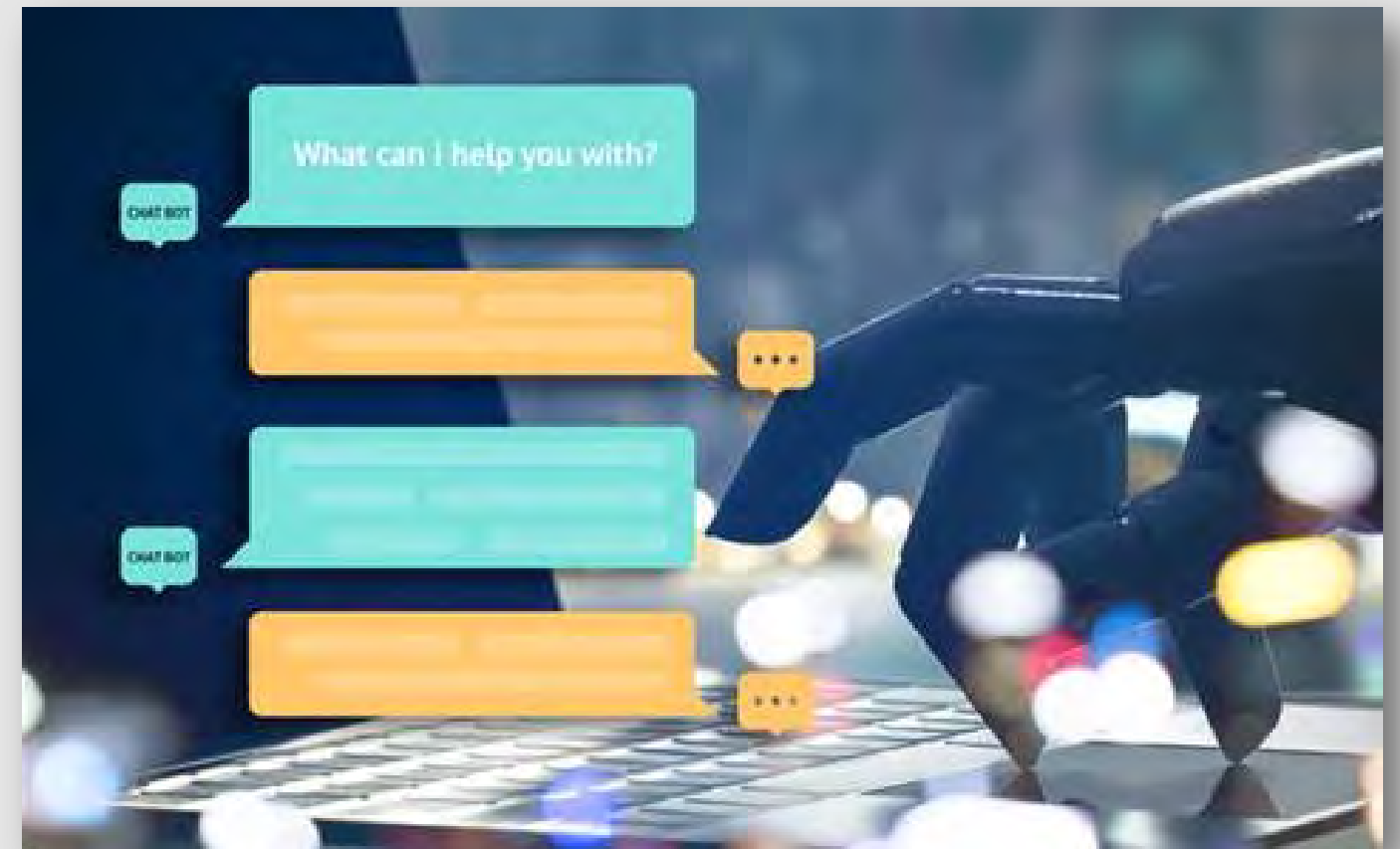
EXPECT AN AGILE PROCESS, YOUR BOT WILL REQUIRE CONTINUOUS TRAINING & RE-TRAINING.

HAVE A DOMAIN EXPERT "OWN" KNOWLEDGE MANAGEMENT OF THE BOT.

START SMALL AND BUILD OUT USAGE OVER TIME AS YOU BUILD INTERNAL SKILLS.

Use Case Execution

- Define the goal of the guided experience
 - What is considered a successful interaction?
- Always “gracefully land” the interaction
 - Transfer to a human
 - Open a ticket
 - Feedback Loops
- Conversation Modeling
 - IM Mock-Ups
 - Storyboarding
 - Conversational Flowcharts
- Keep recognition in the forefront of the design
 - Avoid open-ended or green field situations that lean solely on determining intent
 - State the domain in the introduction



“The Airline”

Audience: Gate Agents

Business Problem:

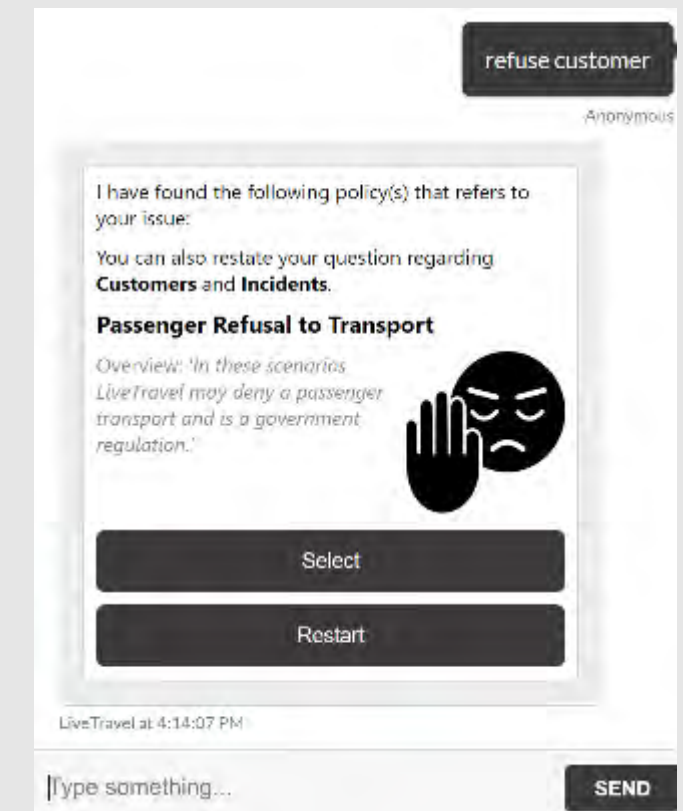
- Policies and associated Forms difficult to find across multiple content systems
- Inability to escalate easily to a knowledgeable Agent
- Too many complex screens to find/enter information

Does this Use Case simplify an interface? **Yes!** It simplifies over 20 interfaces.

Does this Use Case provide functionality or information that is disparate in the organization? **Yes!** Over 100 policies, 50 forms, a Passenger Information System, and Corp Communications.

Does it just replace the current process, or does it *improve* it? **Improves!** The existing process wasn't really a process at all, and relied on the domain knowledge and training of the gate agent.

Does it reduce workload or just displace it? **Reduces!** This solution provides a guided experience for better than 80% of the situations that a gate agent would have to deal with.



“The Theme Park”

Audience: All Corporate Employees

Business Problem:

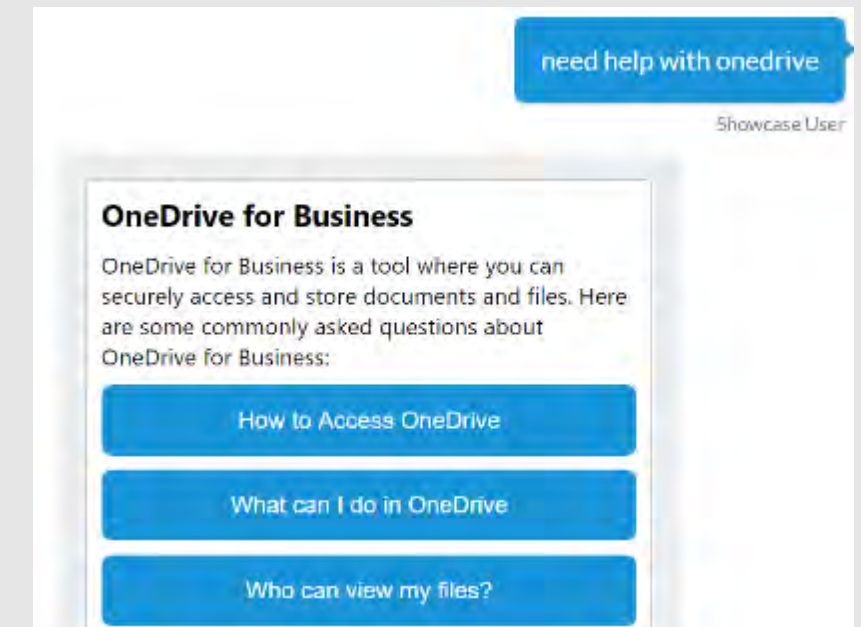
- Major technology upgrade from Office on-prem to O365 caused gaps in employee knowledge and hindered adoption and productivity
- Training materials, policies, How-To's, and instructional videos all on different platforms

Does this Use Case simplify an interface? **Yes!** The business problem is already one of having a new interface to deal with, so further complication was not an option. Natural language was the solution.

Does this Use Case provide functionality or information that is disparate in the organization? **Yes!** That was really the primary point of this use case. Information existed, but it was logistically difficult to get it out in a unified location across such a traditional, siloed organization

Does it just replace the current process, or does it *improve* it? **Improves!** In this case it was all about going after the information where it lives, associating common information by subject across multiple platforms, and delivering it in a snackable, targeted way.

Does it reduce workload or just displace it? **Reduces!** The information was already being maintained, but created an additional load trying to get the information published. This eliminates that issue.



“The Law Office”



Audience: Lawyers and Office Staff (1000+)

Business Problem:

- No unified location for subject driven information, terminology, and litigation decisions
- Multiple locations (including external SaaS applications) to search
- Aging portal experience that further hindered the task of getting information

Does this Use Case simplify an interface? Yes! It greatly improves some of the legacy interfaces that would have had to have been updated at a cost

Does this Use Case provide functionality or information that is disparate in the organization? Yes! Currently there are 1800+ informational entries in just one law subject that existed in multiple places – *and in some cases were contradictory*

Does it just replace the current process, or does it *improve* it? Improves! This is a daily use case for a Law Firm which was frustrating, domain specific, and time consuming.

Does it reduce workload or just displace it? Reduces! Not only is it quicker for the user to get the answers they are looking for, but it reduces the maintenance from SMEs across multiple knowledge sources into one central source.

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3RD ANNUAL

The Alconics AWARDS

CELEBRATING THE BEST IN ARTIFICIAL INTELLIGENCE

AS PART OF **The AI Summit** SERIES



SAN FRANCISCO 2018



Out of the 300 companies who entered the Alconics Awards in San Francisco 2018,

LiveTiles have been shortlisted for

Greatest contribution to ethics gender equality and diversity in AI.



Continual Evolution – the world,
and your department, is constantly
evolving



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