

IBM **Talent & Transformation**

Reinventing HR.

Transforming talent to transform the enterprise.

IBM **Consulting**. Reimagining work. Reimagining workforce.

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Value proposition.

Real business outcomes.

- **Efficiency.** HR cost to serve (HR Ops & Employee Help Desk) optimization:
- **up to 20-25%.**
- **Experience.** Consumer grade employee experience. **Improved NPS** in all services and operations.
- **Agility and productivity.** Over **75%** of employee enquires handled on first enquiry.

Organizations that used AI in a business-as-usual mode for 2 or more years see significant cost savings.

AI not adopted in HR

\$418

AI in regular use less than 2 years

\$489

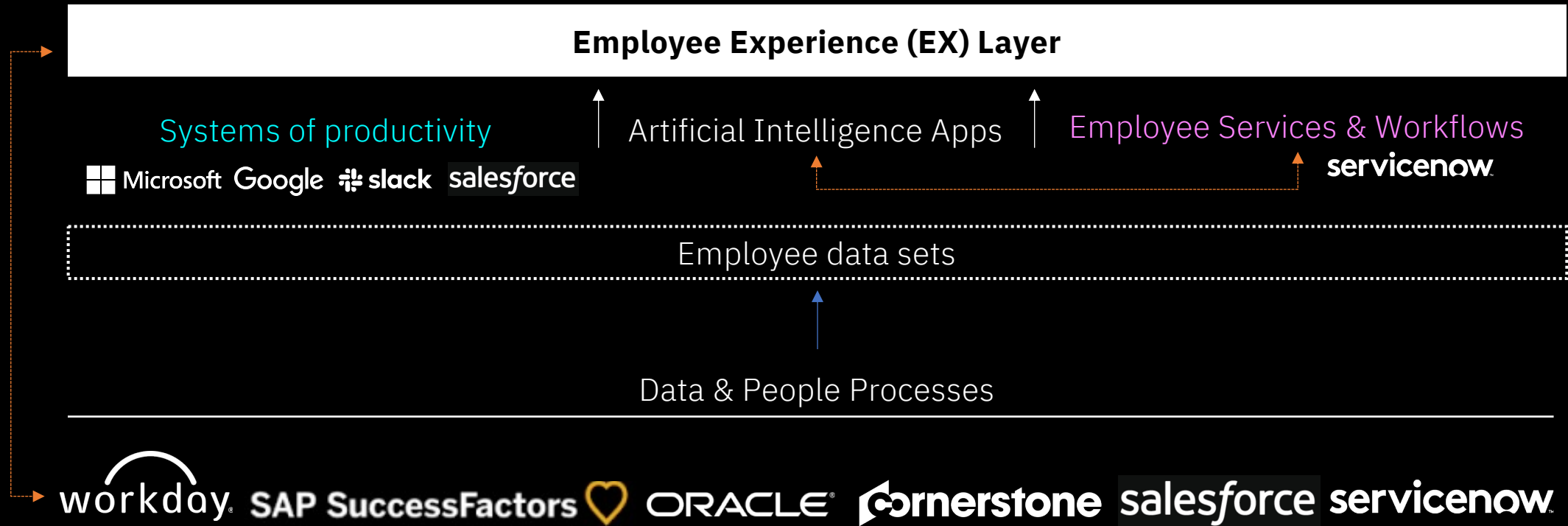
AI in regular use 2+ years

\$325

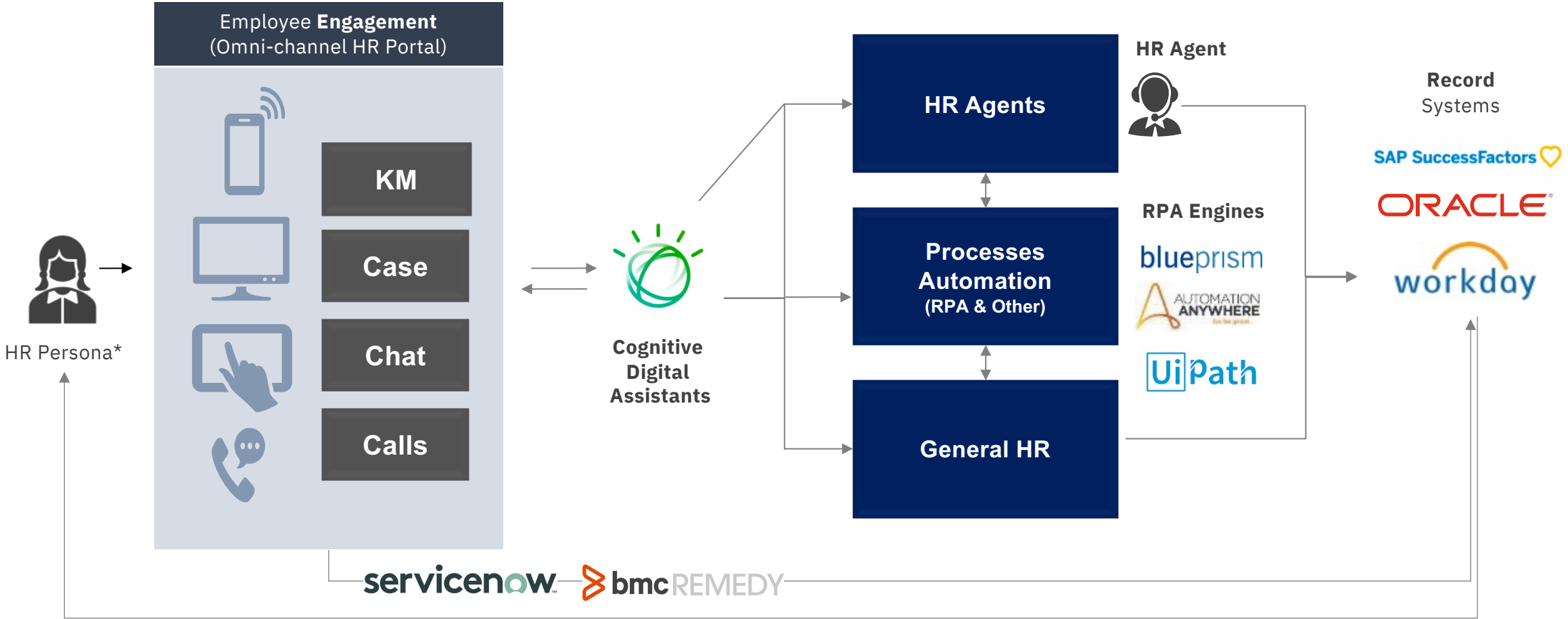
22%
lower total
HR cost per
employee

Modern EX Architecture.

Making work better. Productivity and experience.



Digital HR Service Delivery Model.



*HR Persona: employee; retirees; extended workforce; HR professionals.

Recommendations engines.

Employee as a cookie:

Skills.

Preferences.

Activity.

Current role / organization.

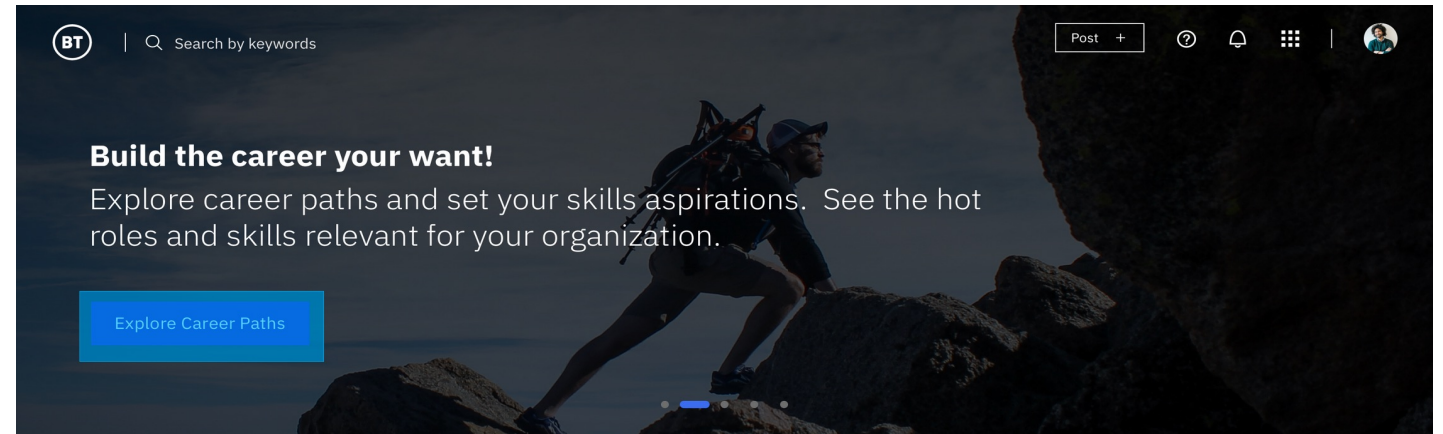
People like you.

Likes.

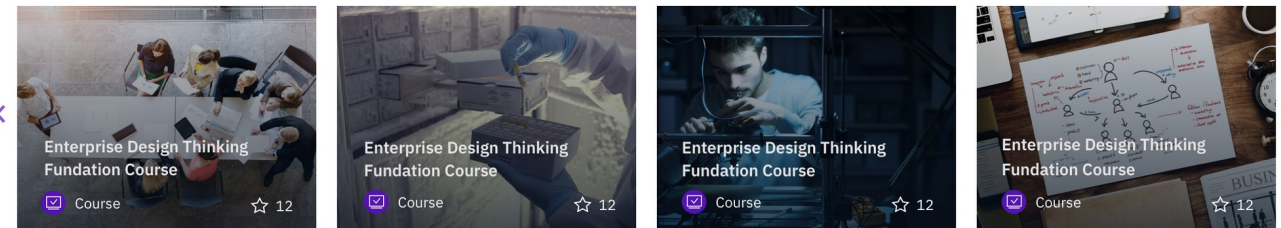
Performance.

Career aspiration.

...



Because you completed **Agile Coach Foundation Course** , associate courses you may also interested in: [View More](#) →



Because you applied **HR Transformation Team** , we recommend **similar opportunities** for you:

Because you liked **How to close the skill gap** , other **articles** you may like:

Based on **your skill** of **Business Analysis** , we recommend some **role positions** opened for you:

Because you are in **Agile Coach Community** , other **communities** you may interested in:

Others in your team of **Agile Project Solution Team** are exploring these **coaching sessions** :

Other **experts** in your role of **Project Manager** you may want to know :

A large, abstract teal graphic on a black background, consisting of a curved shape that resembles a stylized 'C' or a partial circle, with a gradient from dark to light teal.

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