Agenda

⭐ **Introduction**

☑️ **Current challenges in HR systems**

📋 **HR Transformation at Microsoft**

🧍 **Let's get hands-on!**

🧠 **Q&A and Discussion**

Current HR challenges

Current challenges in Enterprise HR

Data silos

Unstructured data

Lack of real-time insights

No automated recommendations

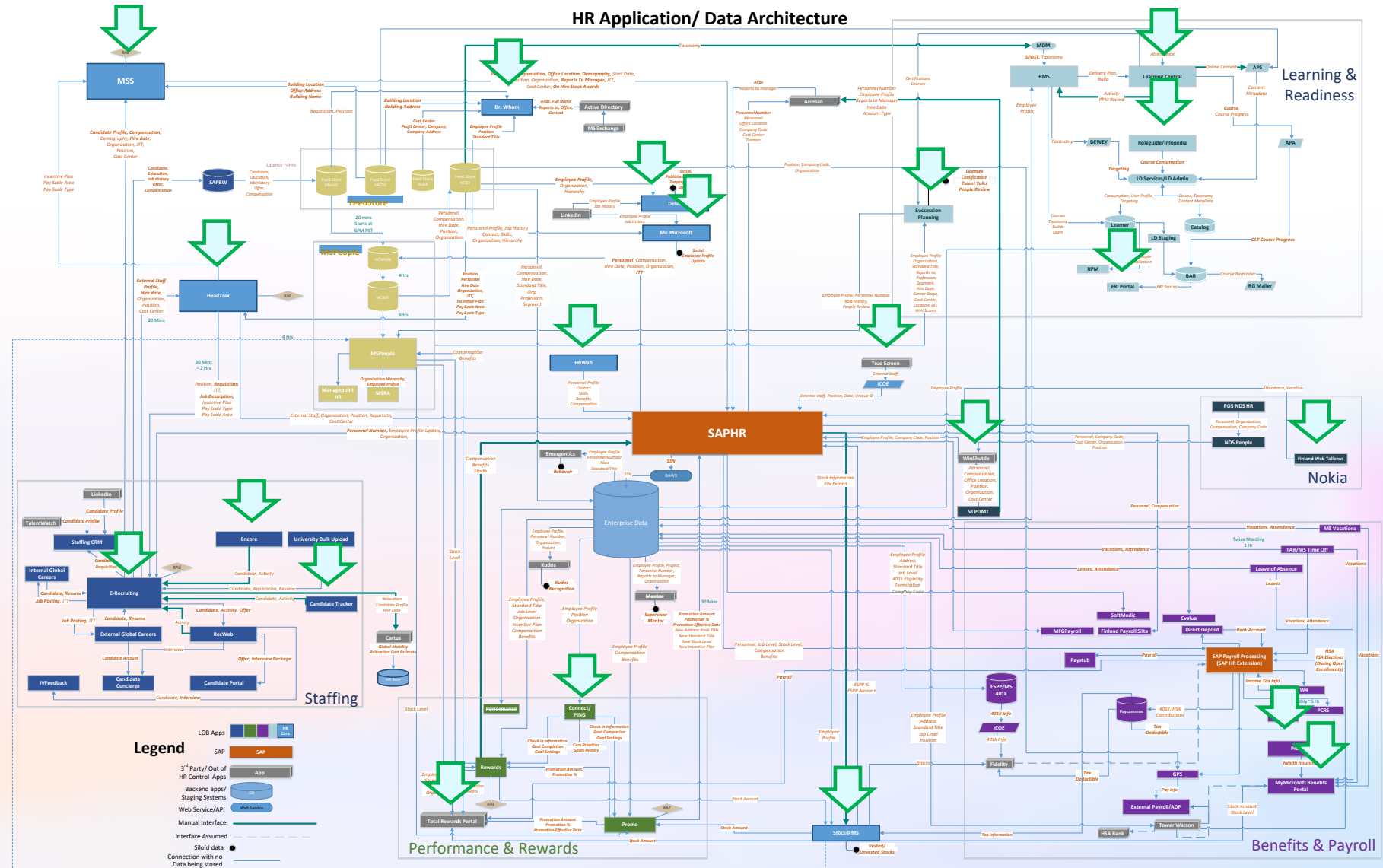Difficulty in connecting employee experience data

Limited personalization

Data silos - Scattered and fragmented employee experience across HR Tech landscape

User Touchpoints

- Decades of technical debt accumulated

- Complex architecture drives cost, limits agility, contributes to admin burden and compliance risk

Fragmented employee experiences

Understand and analyze current organizational performance and data

Surveys

Org wide Surveys
- Quarterly Engagement
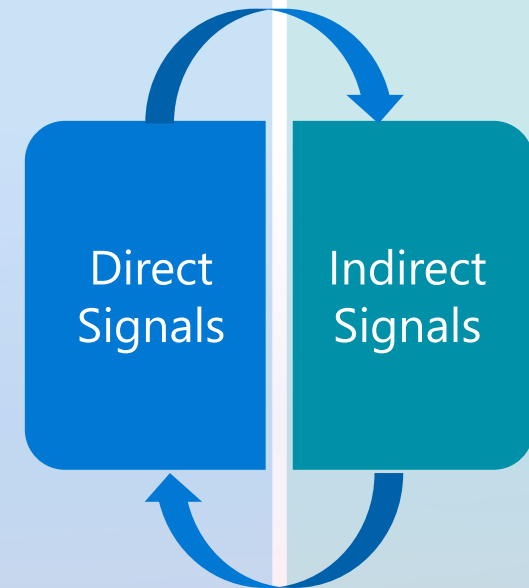- Culture, Diversity, Inclusion, Belonging

Employee Lifecycle Surveys
- Onboarding
- Lightweight pulse/polling tools
- Exit

Development Surveys
- 360s
- Manager effectiveness

Core System Data
- Top performers, patterns correlated with success
- R&D most innovative product development team
- Building management system
- HR Core data (Holiday, Sick leave…)

Behavioral Data
- After hours work
- Meeting frequency
- Collaboration hours
- Manager 1:1 time
- Hours with customers versus internal
- Working at the office

Network Data
- Community Engagement (top conversations, trends)
- Network size (e.g growth during onboarding)
- Strong ties score

Direct Signals ⟷ Indirect Signals

Correlation is the key

SAP SuccessFactors

Viva Glint & Core Systems, Survey tools etc.

Business Intelligence & Viva Insights

Outlook   Teams   SharePoint
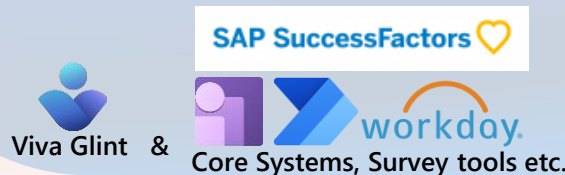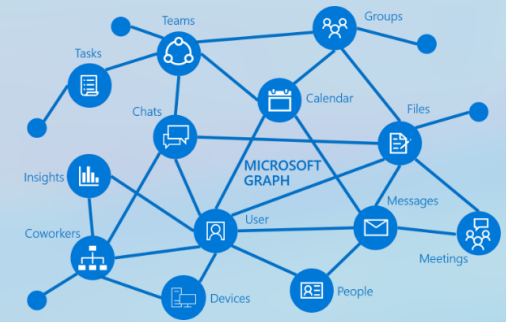
What we've done at Microsoft...

Experience layer evolution

Value

HRweb

SharePoint site
- Search results
- Links to policy & tools

Since it's launch in 2021...
- **876K** interactions with **56%** success rate.
- **41K** hours of productivity gains.

Experience now available on Teams in the flow of work!

AskHR Virtual Assistant

Power Virtual Assistant
- Answers to curated questions (2000+ Q&A manually maintained)
- Data related questions (What is my Salary?)
- Pointers to where information can be found (HWP – Go to Employee Central)

Copilots for Advisors & Employees

Focused on end-to-end EX
- Bringing Answers, Info and Transactions in one natural language interface
- Combining productivity & efficiency of self-service virtual agent with engagement & performance

Copilot for HR advisor productivity

Knowledge retrieval and drafting emails resulting in 14% faster response time & 11% reduction in resolution

2013   **2021**   **2024**

Our approach to
AI-enabled HR digital employee experiences

AI-powered HR: A dual mission

Internal focus: HR and Microsoft

Be the most thriving, digitally-enabled, and diverse company on the planet, helping people achieve more

External focus: Microsoft and industry

Empower every person and organization on the planet to achieve more

AI in HR Principles

Responsible AI

Break the silos

Embrace technology

Employees at the center

Microsoft's Responsible AI Principles

1. Fairness

2. Reliability and safety

3. Privacy and security

4. Inclusiveness

5. Transparency

6. Accountability

Enabling a global delivery model at Microsoft

- AI and Copilots
- Fabric
- Virtual Agents
- Viva
- Citizen Development
- Global Case Management
- Standardized Workflows
- Structured Data Sources (SoR, Graph etc.)

- Global scale across HR
- Virtual Agent as front-end experience
- Cloud HCM, global, and local configuration
- Cohesive, connected employee experiences
- Rich, actionable insights
- Productivity gains for leaders, managers, and employees

M365

Microsoft 365 Copilot

Employee Self-Service Agent

Simplify IT and HR-related tasks with Microsoft 365 Copilot

Retrieve

Retrieve information from authoritative sources and deliver personalized responses based on employee context
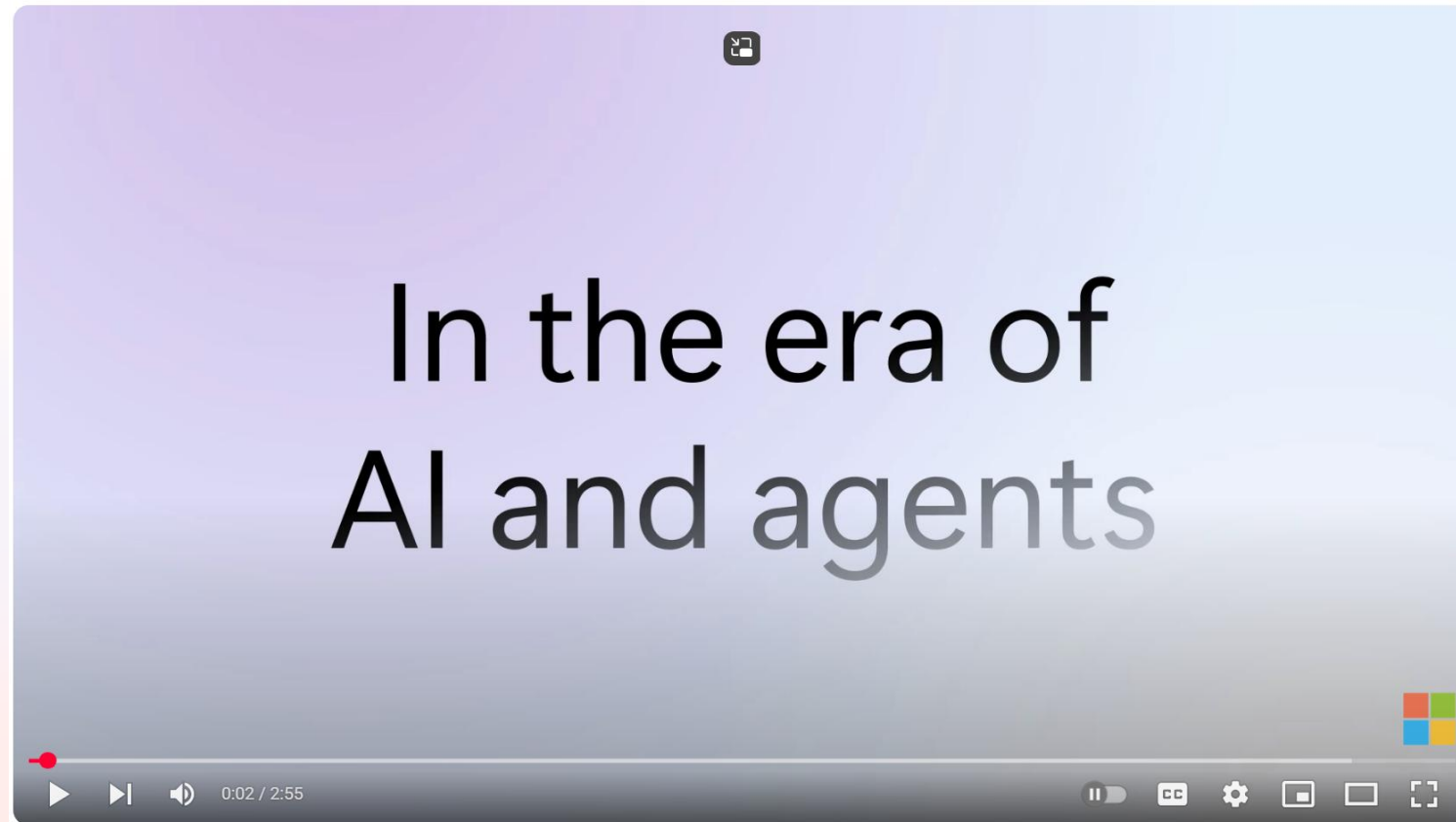
Take Action

Take action on essential HR and IT tasks-in line without navigating multiple tools and workspaces

Customize

Customize with pre-configured, OOB templates, workflows, and connectors to 3P systems all in one place

Microsoft 365 Copilot

In the era of
AI and agents

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How will **you** disrupt **HR** next?