Future of Work is NOW
Are you ready?

Employee Experience (EX) Transformation
Let’s take you back to your first day at work.
Things are a little different today.

Digital technologies are redefining the worker experience & changing the way enterprises interact with workers.
Changing demography in workforce today has made it Multi-generational. With influx of crowdsourcing & gig workers and automation of routine jobs, we have a blended workforce today (AI + Humans)

Labor force composition, by generations

Crowd & Gig workers, US

<table>
<thead>
<tr>
<th>Segment</th>
<th>%</th>
<th>in #s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Independent workers</td>
<td>36</td>
<td>19.3M</td>
</tr>
<tr>
<td>Diversified Workers</td>
<td>26</td>
<td>14.1M</td>
</tr>
<tr>
<td>Moonlighters</td>
<td>25</td>
<td>13.2M</td>
</tr>
<tr>
<td>Temporary workers</td>
<td>8</td>
<td>4.6M</td>
</tr>
<tr>
<td>Freelance business owners</td>
<td>5</td>
<td>2.5M</td>
</tr>
</tbody>
</table>

Source: Bureau of Labor Statistics and the U.S. Census Bureau
And there are varying needs & attitudes of this modern workforce that must be considered.

<table>
<thead>
<tr>
<th>Generations</th>
<th>Gen Zers</th>
<th>Millennials</th>
<th>Gen Xers</th>
<th>Boomers &amp; Traditionalists</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age As on Jan 1, 2019</td>
<td>10-25</td>
<td>26-37</td>
<td>38-54</td>
<td>55-74, 74+</td>
</tr>
<tr>
<td>Key Abilities</td>
<td>Super tech savvy, embrace diversity, globally connected</td>
<td>Confidence, competitiveness, workplace flexibility advocates</td>
<td>Independent, pragmatic, self-reliant</td>
<td>Strong work ethic, equal rights generations, optimistic</td>
</tr>
<tr>
<td>Attitude on education</td>
<td>Questioning value</td>
<td>An expense (may have large student loans)</td>
<td>A way to get there</td>
<td>A birthright</td>
</tr>
<tr>
<td>Tagline</td>
<td>“seeking varied experiences”</td>
<td>“its about me”</td>
<td>“help me balance”</td>
<td>“experience of cycles, furthering”</td>
</tr>
<tr>
<td>Personal Expectations (L&amp;D)</td>
<td>Deliberate and goal oriented learning</td>
<td>Mentorship</td>
<td>Customization of job and benefits</td>
<td>Opt-in learning and development</td>
</tr>
<tr>
<td>Within Teams (Collaboration preferences)</td>
<td>Experimental mindset- trial and error</td>
<td>Synergy of employee affinity groups</td>
<td>Structured development opportunities</td>
<td>Younger manager/ older worker training</td>
</tr>
<tr>
<td>From the organization (Support preferences)</td>
<td>Early career connections</td>
<td>Purposeful work and financial support</td>
<td>Future focused career opportunities</td>
<td>Support to work longer.</td>
</tr>
</tbody>
</table>
Employees now demand the **fully-loaded experience**

After all, they’re accustomed to a certain standard of experiences as consumers in their personal life.
They are the ambassadors of your business

- Only 13% of Employees are largely satisfied with their work experiences
- By 2022, organizations will have to spend 82% more to achieve the same level of improvement in employee experience satisfaction they currently achieve today.

Only 24% of organizations today are investing in their employee experience, outperforming their competitors that don’t.
- Not only do they grow 1.5x faster
- Pay better
- Produce >2x revenue

But are also 4 times more profitable!

These organizations can achieve employees who
- Have 38% higher intent to stay
- Will put in 33% higher discretionary effort
- Are 44% more likely to be high performers

Source: Gartner, HBR
We enable the journey of experience transformation

By reimagining processes, systems & space to speak the new language

Infusing new ways of working, that are aligned to our cultural elements

Exploiting emerging technologies and laying the foundation to execute the transformation journey

- Future-ready ways of working
- Future-ready workplace
- Future-ready Workforce
And our approach blends experience, expertise & technology to **build a future-ready digital enterprise**

**Human centric**
Transformation is a change effort. By focusing on employees, we identify opportunities & pain points fuel transformation.

**Productivity & Business outcome**
Channelize the discretionary effort & employee potential by aligning transformation intervention to impact productivity & business measures.

**Process & then technology**
Unlock hidden barriers & useful assets by re-imagining process & enabling new ways of working. Technology comes next.

**Think big, and far ahead**
We won’t stop to imagine wild solutions that will enable you to be differentiated to attract & retain the best talent.
By building a strong digital backbone

**Processes**
Identify key employee facing processes, to reimagine

**Applications**
Orchestrate, Repurpose applications to aid outcomes

**Technologies**
Leverage newer technologies to modernize, personalize

**Transformation**
Cultural, enabling change in a structure program management
And bringing together the entire eco-system

Helped ourselves
Implement organization wide EX for 180+K employees, worldwide

Actual deployments to customers and credible references in place

Unique Design Capabilities
Solid experience design expertise across products & services

Ability to provide transformation as a turnkey service – from concept to commit
Ready to deploy
Accelerators & Assets, Orgainc & Partner IPs to accelerate your journey for quick wins
Right mix of customer experience + Industry experience,

An eco-system
Wipro Ventures, Investing in start-ups.
Crowdsourse – 1.4M+ Members
Complete orchestration:
Design capabilities + Build capabilities,
robustness + agility,
process + people
Cultivating a future-ready culture

by adopting a refined set of practices, grounded in values, that shape employee actions & organizational performance.

**Fail-fast, Rapid sprints**
- Constantly & systematically experimenting, learn from results, apply insights.

**Self-organizing**
- Collaborating fluidly across functional, geos, structure and boundaries to get things done.

**Data Driven Decisions**
- Collect, structured & unstructured data across, to make decisions and solve problems.

**Customer Obsessed**
- Maintaining continual focus on meeting the stated and unstated needs of current and potential customers.

Build digital practices,
Preserve traditional practices,
Reorient Practices for business outcomes
Continually striving for measurable results instead of just processes and promises

Being honest, behaving ethically, and striving for positive outcomes for all stakeholders

Aiming for reliability and predictability in stakeholder interactions, operations and employee work life

Seeking to avoid problems and maintain reliability through rules orientation

**Digital Culture, that embraces best of the legacy.**
We build momentum, holistically step-by-step

<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td>Establish Vision</td>
<td>futuristic, practical,</td>
</tr>
<tr>
<td>2.</td>
<td>Align to Strategic Business KPI</td>
<td>rubber meets the road</td>
</tr>
<tr>
<td>3.</td>
<td>Garner Buy-in from top</td>
<td>commitment, risks, budget, short term pressures</td>
</tr>
<tr>
<td>4.</td>
<td>Define roadmap</td>
<td>prioritize, holistic</td>
</tr>
<tr>
<td>5.</td>
<td>Create visibility</td>
<td>momentum, quick wins, empower</td>
</tr>
<tr>
<td>6.</td>
<td>Involve Interest groups</td>
<td>participation, evangelization</td>
</tr>
<tr>
<td>7.</td>
<td>Focus on Adoption</td>
<td>rubber meets the road</td>
</tr>
<tr>
<td>8.</td>
<td>Integrate, Integrate, Integrate</td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>Innovate</td>
<td>fail fast, iterate</td>
</tr>
<tr>
<td>10.</td>
<td>Measure</td>
<td>what gets measured, gets done, insights, reviews</td>
</tr>
</tbody>
</table>
Future ready assessment, to identify opportunities to impact.

Run, Change & Transform roadmap & co-create, co-innovate for idea to prototype.

Enabled by a range of technology solutions.

Exploit newer employee facing technologies, through the life cycle.

Outcome based measures, for continuous improvement.

Closely link up experience enhancement to business outcomes.
Enterprise Transformation starts with **employee experience**

<table>
<thead>
<tr>
<th>Work, itself</th>
<th>Data &amp; insights</th>
</tr>
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<tbody>
<tr>
<td>Employee Journey map</td>
<td>Workforce Analytics</td>
</tr>
<tr>
<td>Automation, RPA &amp; Bots</td>
<td>Labor Optimization</td>
</tr>
<tr>
<td>Digitalization</td>
<td>Sentiment Analysis</td>
</tr>
<tr>
<td>Multi-country standardization</td>
<td>Monitoring &amp; Predictive algorithms</td>
</tr>
<tr>
<td>Operation Process Transformation</td>
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<th>Applications</th>
<th>Collaboration</th>
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<tr>
<td>Package Implementation</td>
<td>Collaboration &amp; Conferencing</td>
</tr>
<tr>
<td>Applications &amp; tools</td>
<td>Mobility &amp; Intranet</td>
</tr>
<tr>
<td>rationalization</td>
<td>Virtualization</td>
</tr>
<tr>
<td>Architecture &amp; Harmonization</td>
<td>Smart offices, Voice enabled</td>
</tr>
<tr>
<td>Cloudification</td>
<td>Future-ready workplace</td>
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<table>
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<tr>
<td>BYOD / CYOD</td>
<td>Shared Services</td>
</tr>
<tr>
<td>DaaS</td>
<td>Self Heal / Self Service</td>
</tr>
<tr>
<td>IoT &amp; Connected Spaces</td>
<td>Conversational Assistants</td>
</tr>
<tr>
<td>Genius Bar</td>
<td>Change Management</td>
</tr>
<tr>
<td>Morphing &amp; Personalization</td>
<td>Crowdsourcing &amp; TaaS</td>
</tr>
</tbody>
</table>
And here are some stories where we’ve done just that.

**Just like transformation around the employee…**

**change begins right at home**

A portal that consolidates and allows access of over 150 applications to 174k employees through a single sign-on process – that redefined employee engagement within Wipro.

Supports quicker transactions - Maps employee journeys and user stories

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**Super-fast processing power is all about breaking down silos**

An easy-to-use digital systems portal mapping current employee experience, across a number of silo divisions to provide seamless and flexible services – for a semi-conductor manufacturer.

Enables transparency and clarity - Eliminates bottlenecks - easy to do business
What’s the future of employee experience?
Well, the initial future is first to get companies to embrace it, to understand it and to start making investments in it.

While the future of work is uncertain, one thing is clear: your people are the backbone to success. By putting your people at the center of your organization, you’ll be better poised to attract and retain new talent, deliver a superior customer experience, and compete in this new world of work.
Possibilities aplenty, but prioritize, contextualize being aligned to your strategic objectives. Let’s talk further...

In the meanwhile, we want to leave you with this Point of View on ‘Future of Work’ co-authored by Wipro’s CHRO Saurabh Govil. Would love to hear your thoughts on it!

How can we help you bridge the future of work, drop in a line at workplace.services@wipro.com
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For more information, please write to us at info@wipro.com