



Whitepaper

Navigating the Employee Experience Era



semos cloud

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Chapter 1: Unpacking Employee Experience



Introduction

This whitepaper is rooted in over a decade of experience servicing Fortune 1000 enterprises with innovative employee recognition and reward solutions that solve workforce-related challenges and activate company culture. The insights brought in this research are based on industry reports, international journal publications, global surveys, and, most importantly, the hard-earned collective observations of Semos Cloud's expert employees based on customer deployments.

The aim of this paper is to research the impact of implementing Recognition and Reward (R&R) technology to improve the employee experience and translate the change into met business objectives. This will be achieved in the following order:

1. First, a brief introduction to Employee Experience (EX) will be provided, as well as the context in which it emerged as one of the most important priorities of businesses today.
2. Next, the paper will discuss how organizations can activate their culture through R&R solutions. This chapter will also describe inner workings of R&R frameworks, disclose the state of current R&R technology, and discuss emerging R&R trends.
3. Afterward, the topic of critically important Moments that Matter (MTM) including service anniversaries will be addressed. This includes defining MTMs, placing them in the context of employee journeys, discussing their social impact on the organization, and discussing common strategies organizations apply to celebrate MTMs.
4. In chapter 4 of the paper, the operating environment and organizational readiness for adopting R&R technology will be discussed further, including change management aspects, technical considerations, and best practices to sustain momentum.
5. And finally, chapter 5 will provide recommendations for HCM customers when considering R&R vendors. HCM customers will be split into two groups: SAP SuccessFactors users and Oracle HCM customers. Each group will receive insight particular to their respective HCM platform.

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