



The Economist noted, while the CFO was the corporate hero of the 2008 financial crisis, in 2020 company leaders are looking to CHROs to secure their business in a COVID-19 impacted world.

Why now?

Now is the time to reassess digital initiatives.

-  Do they provide immediate help to employees, customers and the increasingly broad set of business stakeholders?
-  What will position you for a post-crisis world?

Only 4% of HR teams believe they deliver an exemplary employee experience.

2020 Global Talent Trends Report

The employee experience was falling behind before the global pandemic. COVID-19 has simply accelerated and redefined the critical need for workforce transformation. How you respond will have lasting impact on employee behavior — engagement, productivity and commitment.

Exploring what's going on, so you can move further, faster

How has disruption impacted your business?

- Has your overall business strategy changed?
- Will there be any geographic implications?
- What impact has this had on your workforce composition?
- How will you capture efficiencies to increase productivity post-pandemic for sustainable growth?

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How will HR accelerate your business reset?

- Do you have the right technology to support your people initiatives?
- Will there be changes in how people work?
- How will you protect and enhance your culture and employee experience?

A framework for recovery

As we navigate these uncharted waters, we find ourselves dealing simultaneously with health, digital and economic crises.

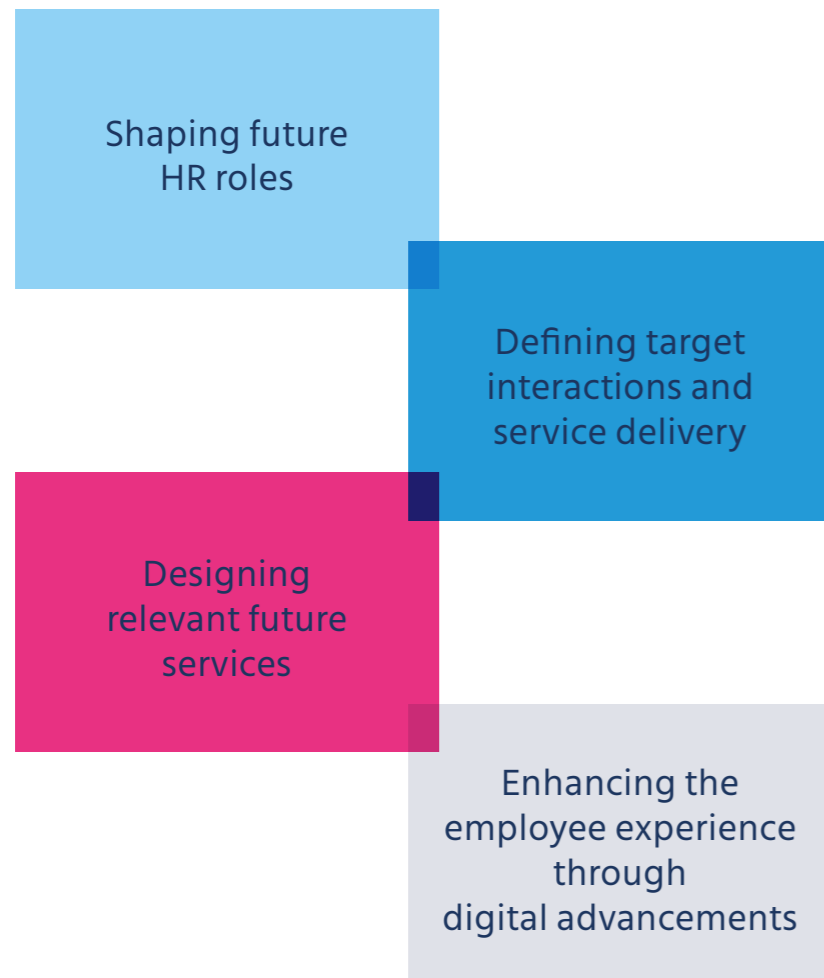
To succeed, we must first attend to personal and organizational health with an eye toward the future, determining how to operate differently and reinvent.



Finding efficiencies during an unexpected time

Mercer has developed **HR Accelerator** to help jump-start your HR function and improve its efficiency up to 25%, while reducing transactional volume and freeing up HR staff to reintroduce the workforce to the new economy and new shape of work.

HR Accelerator focuses on these pivotal areas:



Speed is of the essence

HR Accelerator provides quick results that can be implemented immediately to regain and sustain momentum.



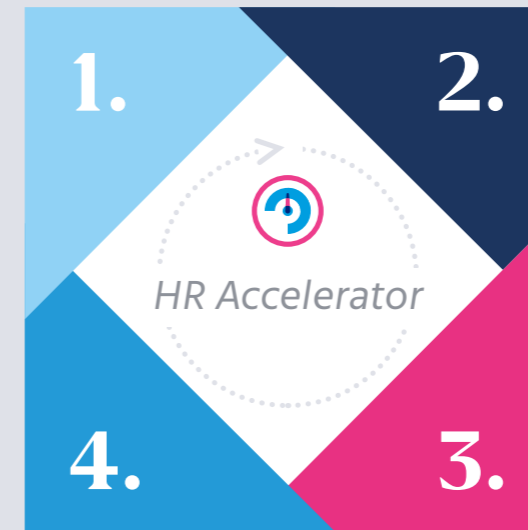
Start

Align key stakeholders on guiding principles, must-win battles and project goals



Drive

Develop a comprehensive workplace transformation roadmap and manage change forward



Discover



Analyze current state across technology, roles, organization structure, processes and content to determine areas of focus

Shape



Define future people service portfolio and new workplace interaction model along with role optimization

How we work

Remote

— fully interactive digital experience

Rapid

— completed within 5–7 weeks using agile methodology

Co-created

— iterative, user-centered workshops

Create a prioritized roadmap for HR service delivery across your people, processes, technology, content and organizational structure:

1. Stakeholder alignment

Assemble a cross-functional team to deliver quick responses. Gather consensus on focus and results with a clear path to deliverables.

3. Prioritized roadmap

Create a comprehensive workplace transformation roadmap to support informed, holistic decisions.

2. HR role design

Assess the abilities of the HR business partner, center of excellence, shared services and others in current and future states.

Determine responsibilities of adjusted and new roles.

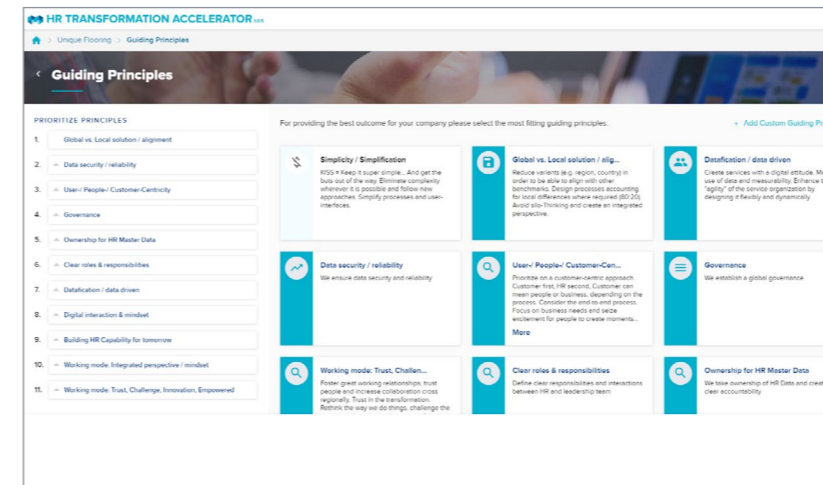
4. HR productivity gain

Execute your roadmap to increase productivity by more than 25%.

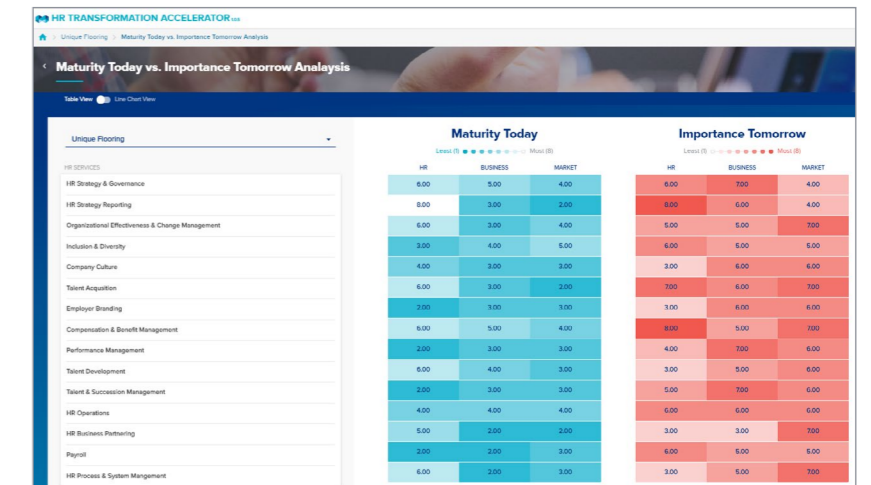
HR Accelerator gives you the agility to complete this strategic exercise in less than 60 days, providing immediate impact as you continue to respond to the pandemic and consider workforce implications.

Screenshots

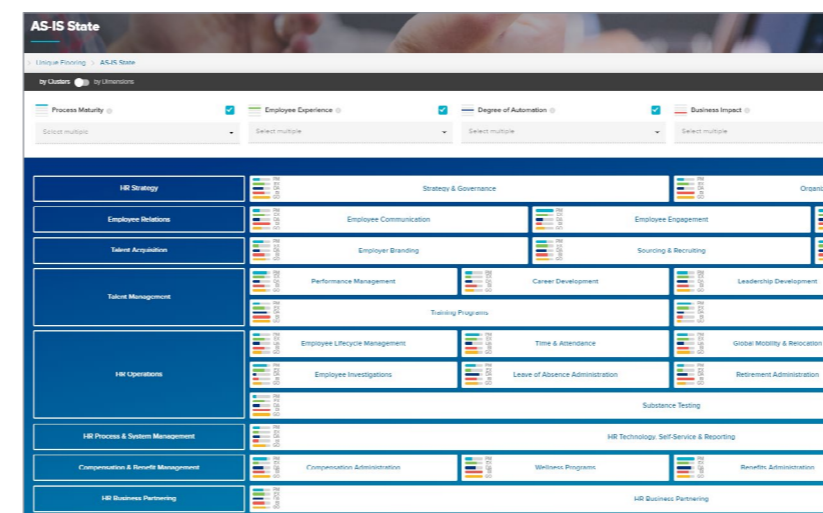
Guiding principles



Maturity vs. importance analysis



HR service portfolio evaluation (1)



HR service portfolio evaluation (2)

