PEOPLE & ORGANIZATIONAL ANALYTICS FOR INSURANCE COMPANIES

2022
Overview of current trends and challenges to be addressed

**Evolution of labor demographics**
- Millennials represent more than 50% of the workforce and are characterized by new job expectations (e.g. flexibility, work-life balance, sense of meaning of work), which will become even more critical for Generation Z

**New forms of social bargaining**
- The relationship between companies and workers is progressively evolving toward more flexible working solutions (e.g. part-time contracts, project contracts, ...) and remote working (i.e. smart working)

**Dynamic organizational logic**
- Agile Ways of Working (WoW), flat organization, and ecosystems represent consolidating market trends, motivated by the desire for speed in decision-making and drive for innovation

**COVID – 19**
- Social distancing policies stemming from the COVID-19 emergency prompted drastic changes in work practices.

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**Key trends for organizational and HR areas...**

- Developing talents
- Retention of key people
- Improving the onboarding process
- Maintaining engagement and a sense of belonging
- Reorganization of physical spaces (layout for hybrid working models)
- Change management
- Full understanding of how your organizational structures work to guide organizational transformation
- Monitoring of the evolution of organizational dynamics

**... and main challenges in managing a complex organization**

- Developing talents
- Retention of key people
- Improving the onboarding process
- Maintaining engagement and a sense of belonging
- Reorganization of physical spaces (layout for hybrid working models)
- Change management
- Full understanding of how your organizational structures work to guide organizational transformation
- Monitoring of the evolution of organizational dynamics
- Periodic observation of new remote work and collaboration models
- Analysis of the sustainability of work through a proper work-life balance
- Analysis of usage and adoption of digital tools
**THE SOLUTION**

A new People & Organizational Analytics tool …

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The evolution of the market context has made it a priority to review the dynamics and organizational structures through an objective and measurable data-driven approach and transition to a new way of working.

The proposed solution involves the use of a digital tool and innovative analysis models of People & Organizational Analytics, in order to analyze and interpret the quantitative metadata of the "passive" digital interactions of people and teams (emails, meetings, chats, calls, video conferences, etc.) with the aim of extracting strategic insights in order to...

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The solution guarantees:

1. **Support the digital transition for traditional ways of working**

2. **Lead organizational transformation and the development of new business models**

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<thead>
<tr>
<th>The solution guarantees:</th>
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<tr>
<td>• Minimum impact for people and Company, while ensuring full respect for privacy</td>
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<td>• Immediate availability of data, to get the fastest reaction timing</td>
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<td>• Self-explanatory information with a concrete business meaning, to act with specific and high-impact initiatives</td>
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<td>• Greater level of comparability of data with other company sources, in order to maximize the wealth of insights generated</td>
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<td>• Standardization and updatability over time, to ensure continuous monitoring of key indicators and develop accurate predictive analyzes</td>
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The evolution of the market context has made it a priority to review the dynamics and organizational structures through an objective and measurable data-driven approach and transition to a new way of working.
**THE SOLUTION**
... able to support companies in successfully addressing current market challenges

The challenges

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<tr>
<th>Increase productivity</th>
<th>Improve sustainability</th>
<th>Promote diversity</th>
<th>Redesign the organization</th>
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<td>Did you know that <strong>1 in 2 meetings</strong> are scheduled with less than 48 hours warning?</td>
<td>Did you know that <strong>more than 20%</strong> of managers’ emails to their teams occur outside standard working hours?</td>
<td>Did you know that <strong>only 35%</strong> of companies’ informal communities respect diversity quotas?</td>
<td>Did you know that <strong>only 37%</strong> of organizational structures reflect the real working groups in a company?</td>
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<td>✓ Planning meetings in advance helps to better prepare and make the meeting moment a real decision-making moment.</td>
<td>✓ Respect for work sustainability is an essential factor that increases corporate engagement and decreases potential churn factors.</td>
<td>✓ Even when companies respect the equality of diversity quotas, there is still a crucial disparity in the collaborations among informal work groups.</td>
<td>✓ &quot;Who works with whom&quot;? The organizational chart is not enough to say this. Adjusting formal and informal structures opens up opportunities to align career paths and remuneration accordingly.</td>
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SMART Solution
Measure the impact of smart working on the way people and teams work. Find out how and to what extent digital communication and collaboration tools are used and what impacts they have on work productivity.

WORKLOAD Solution
Manage teams efficiently to increase their performance. Measure workloads and identify burnout risk figures. Monitor efficiency through reactivity, multitasking and fragmentation indices.

INCLUSION Solution
Measure the actual degree of inclusion, beyond simple quotas. Go beyond mere attendance rates in the company, to quantify the influence and the integration of each different group.

AGILE Solution
Look at the «real» organization when organizing the formal one. Use Community Detection to define which are the actual functional and cross-functional structures and optimize the allocation of strategic resources.
AN INNOVATIVE TOOL
Teamsight’s IRIS platform

1. Connect
Automatically collect millions of metadata related to digital interactions that take place via email, call, chat and meetings, effortlessly and without wasting time

2. Analyze
Measure and correlate quantitative metrics of collaboration and communication, using Artificial Intelligence algorithms and Organizational Network Analysis

3. Monitor
Determine the key indicators of your organization, monitoring them over time through your customized platform

Through the MyIRIS portal, analyze the passive digital interaction metadata, ensuring:

Discretion
The information, extracted from business interactions, is generated by people through their daily activities: no further commitment is required of them

Objectivity
The data represents objective interactions that take place in a company, eliminating any personal or self-limiting bias. Each person expresses their way of working in daily business, objectively representing their skills in the business context

Comprehensiveness
Since the data comes from daily interactions, periodic extraction of the interaction data is sufficient to be able to enrich the analyses over time as well as ensure the data’s use for a wide range of analyses

Security: 100% GDPR compliant
The innovative data anonymization process makes IRIS the first platform capable of transforming personal data into anonymous data while maintaining the maximum informative wealth of the acquired data. IRIS only uses metadata without reading the content of communications and aims to identify opportunities for improving organizational performance. No algorithm focuses on or is able to distinguish individual people for disciplinary or individual performance assessments.
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