PEOPLE & ORGANIZATIONAL ANALYTICS FOR INSURANCE COMPANIES

2022

CONTEXT

Overview of current trends and challenges to be addressed

	Evolution of labor demographics	New forms of social bargaining	Dynamic organizational logic	COVID – 19
Key trends for organizational and HR areas...	**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**	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)	**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	**Social distancing** policies stemming from the COVID-19 emergency prompted **drastic changes** in **work practices**.
... 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 …

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**...

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

+

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

The solution guarantees:

- **Minimum impact for people and Company,** while ensuring full respect for privacy

- **Immediate availability of data**, to get the fastest reaction timing

- **Self-explanatory information** with a **concrete business meaning**, to act with specific and high-impact initiatives

- **Greater level of comparability of data with other company sources,** in order to maximize the wealth of insights generated

- **Standardization and updatability over time,** to ensure continuous monitoring of key indicators and develop accurate predictive analyzes

REPLY
E'FINANCE CONSULTING

THE SOLUTION

... able to support companies in successfully addressing current market challenges

---

The challenges

Increase productivity

Did you know that **1 in 2 meetings** are scheduled with less than 48 hours warning?

✓ *Planning meetings in advance helps to better prepare and make the meeting moment a real decision-making moment.*

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**.

Improve sustainability

Did you know that **more than 20%** of managers' emails to their teams occur outside standard working hours?

✓ *Respect for work sustainability is an essential factor that increases corporate engagement and decreases potential churn factors.*

WORKLOAD Solution

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

Promote diversity

Did you know that **only 35%** of companies' informal communities respect diversity quotas?

✓ *Even when companies respect the equality of diversity quotas, there is still a crucial disparity in the collaborations among informal work groups.*

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**.

Redesign the organization

Did you know that **only 37%** of organizational structures reflect the real working groups in a company?

✓ *"Who works with whom"? The organizational chart is not enough to say this. Adjusting formal and informal structures opens up opportunities to align career paths and remuneration accordingly.*

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.**

REPLY
E*FINANCE CONSULTING

AN INNOVATIVE TOOL

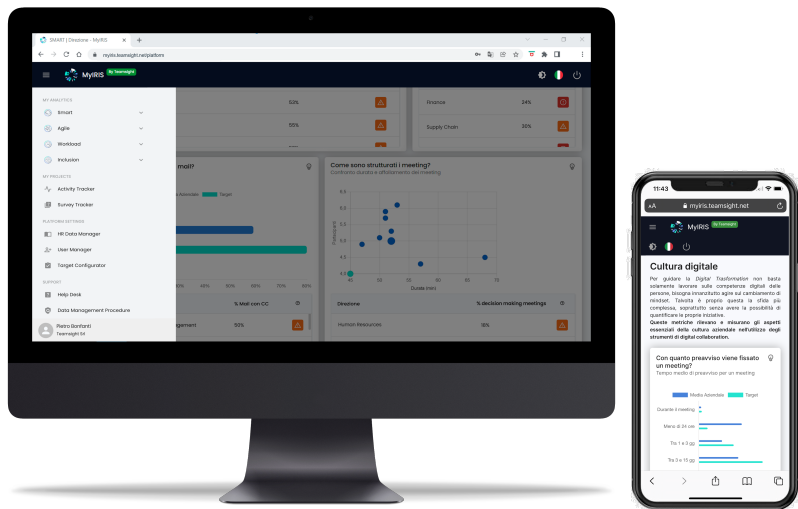Teamsight's IRIS platform

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

Integrable, among others, with:

Office 365   G Suite   zoom   Cisco webex   slack

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.

REPLY
E*FINANCE CONSULTING

REPLY
E'FINANCE CONSULTING