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# **Technology Trends**

**in Human Capital  
Management**

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**6' - 9"**

**My name is not Shorty**

**Weather up here is fine**

**Yes, I played basketball**

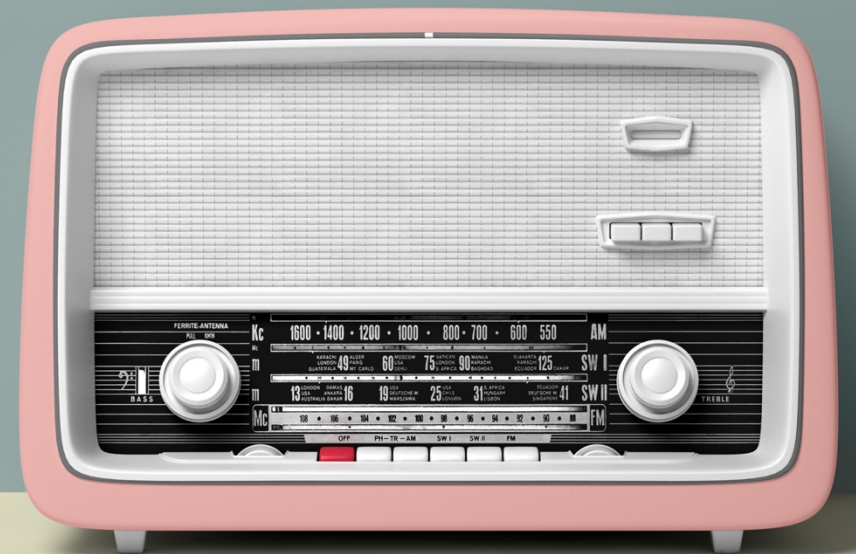


**“I think there is a world market for  
maybe **five** computers.”**

Thomas Watson, president of IBM, 1943

**Time to reach 50 millions users...**

# 38 Years



**13 Years**



**4 Years**

**http://www**





**5 Months**





# Digital disruption

52% of the Fortune 500 have been merged, acquired, gone bankrupt, or fallen off the list since 2000.

R Ray Wang, Constellation Research

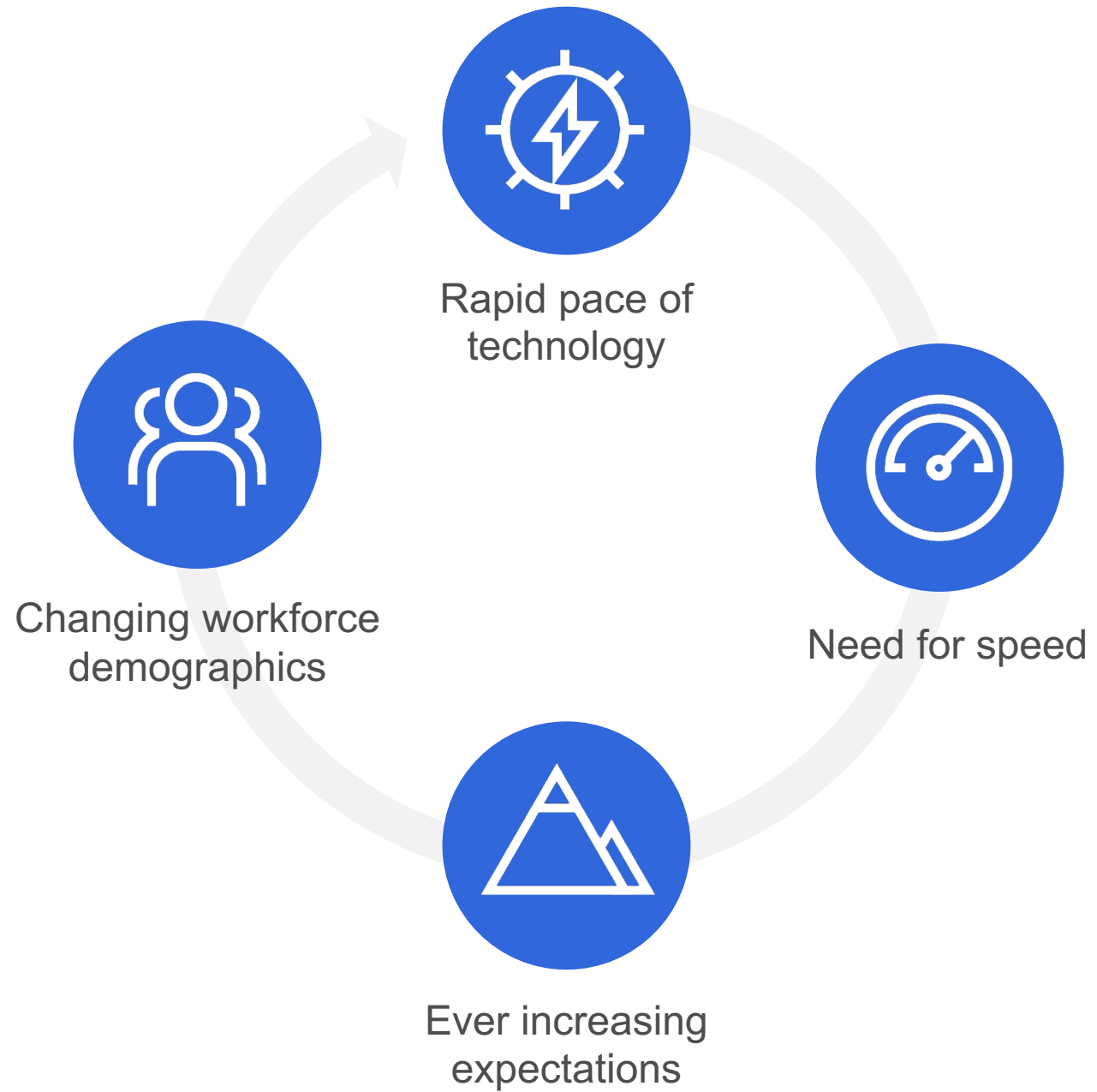
Uber

NETFLIX

amazon

**“The future is like heaven, everyone exalts it, but no one wants to go there now.”**

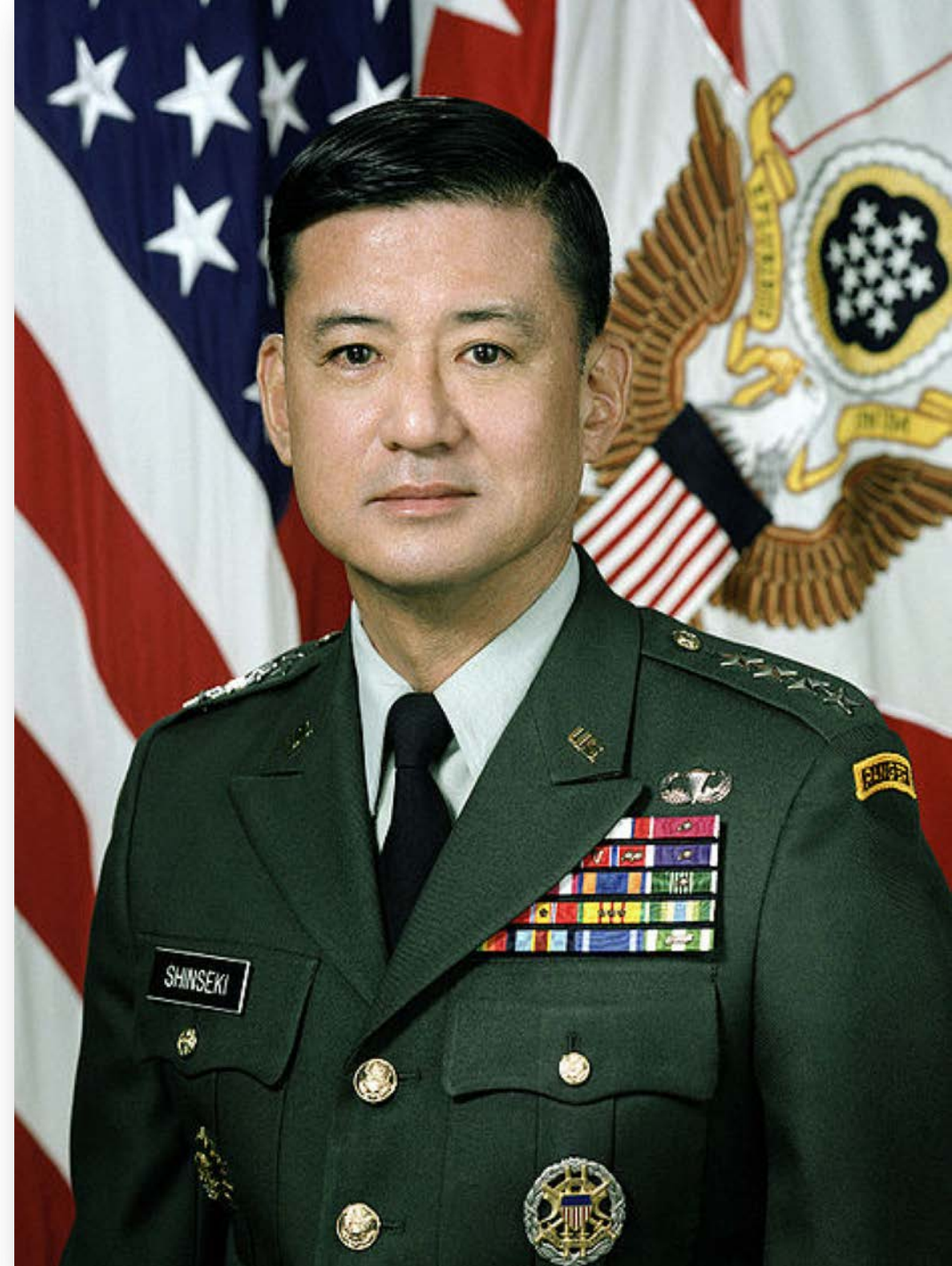
James A. Baldwin



# Changing Workforce

**“If you dislike change,  
you’re going to dislike  
irrelevance more.”**

Eric Shinseki, Secretary of Veterans Affairs  
Fmr United States Army Four-Star General





**Seniors**  
b. 1920-1945



**Baby Boomers**  
b. 1946-1965



**Gen Xers**  
b. 1966-1979



**Gen Yers**  
b. 1980-2000



**Gen Zers**  
b. 2001-



**Technology** will either **divide**  
or **bridge** these generations

Companies **must adapt**  
to remain competitive



We need to **rethink** and **reinvent** the way we attract, motivate, coach, reward and engage our people.



# Why It Matters

Moving from entry-level to management positions

Vocal and influential within the workforce

Defining workforce trends across all generations



# Eliminate Complexity

## *A sign of a lack of Trust*

Stifles innovation & risk taking

Kills entrepreneurial spirit

Creates frustration & resentment

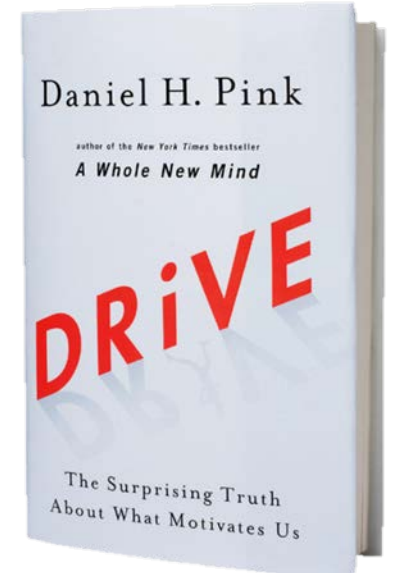
Results in fear/uncertainty/doubt



**Feedback**

# Intrinsic Motivation

Motivation 3.0 moves the focus from the “*reward-punishment*” compliance approach of the 20<sup>th</sup> century to an “*engagement*” model that is better suited to workplaces of 21<sup>st</sup> century economies.



## Autonomy

Changing workforce demographics



## Mastery

People want to get better at what they do



## Purpose

People want to serve something bigger than themselves

People have **a voice**...



waze



They want **continuous feedback** from managers and peers





**“CFO: What happens if we invest in developing our people and then they leave us?”**

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**“CEO: What happens if we don't, and they stay?”**

# User Experience

# The Future of Work

How work gets done

How content is delivered and consumed

Seamless experiences

Embedded functionality

On demand

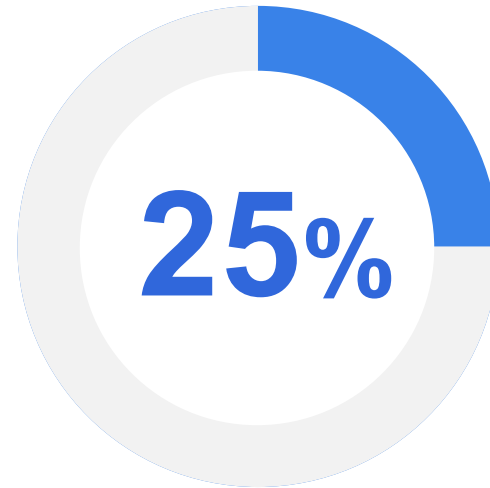


**Adoption** of consumer technologies is **changing** the expectations of the entire **workforce**, regardless of age



# Consumerization

According to Gartner, by 2018,



of large organizations will have an **explicit strategy** to make their corporate computing environment similar to a **consumer computing experience**

The **ability to work** from any device, anywhere and provide **seamless continuity** between digital experiences inside and outside of work



# Facebook



1.15B

monthly active  
mobile only users



40%

Growth between  
2015 and 2016

**Data**



# The mesh

Moving beyond the traditional desktop computer and mobile devices to encompass the full range of endpoints with which people might interact.



# AI, ML, apps and things

Everything surrounding us in the digital mesh is producing, using and communicating with virtually unmeasurable amounts of information.



**“By 2020, Gartner estimates there will be 25 billion of these smart devices, transmitting tiny amounts of data to us, to the cloud and to each other.”**

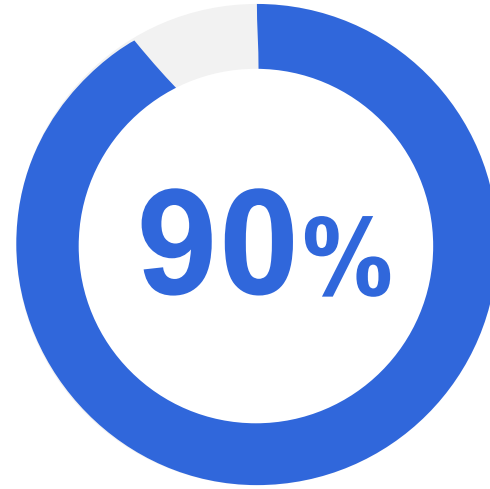
The Globe and Mail

# Big data & analytics



Every day,  
we create  
**2.5 quintillion  
bytes of data**

(2,500,000,000,000,000,000)



of the data in the  
world today has been  
**created in the  
last two years**

# Implications for HCM

With more information, increased analytics, and AI agents, businesses are able to leverage this data to be more **predictive** and **actionable**.

Allows us to focus on being human



Questions?





Makes Work Life Better™

