HR: The hidden superpower driving employee engagement

Presentation by Mercer

Why we're so excited about this new partnership!

Mercer

Forbes 2024
AMERICA'S BEST
MANAGEMENT
CONSULTING FIRMS
POWERED BY STATISTA
Forbes statista

lumapps

Gartner® Magic Quadrant™
for Intranet Packaged
Solutions

LumApps is named a Leader for the second consecutive year

Two industry experts: one focused on human capital strategies, the other focused on cutting-edge digital experiences... delivering a single solution.

Who owns the employee experience?

...and what is it? Culture, work environment, messaging, EVP, technology, team dynamic, work/life balance, rewards?

We see examples everywhere

Three very different functions, each with their own set of goals, objectives and disciplines with significant impacts on the overall experience
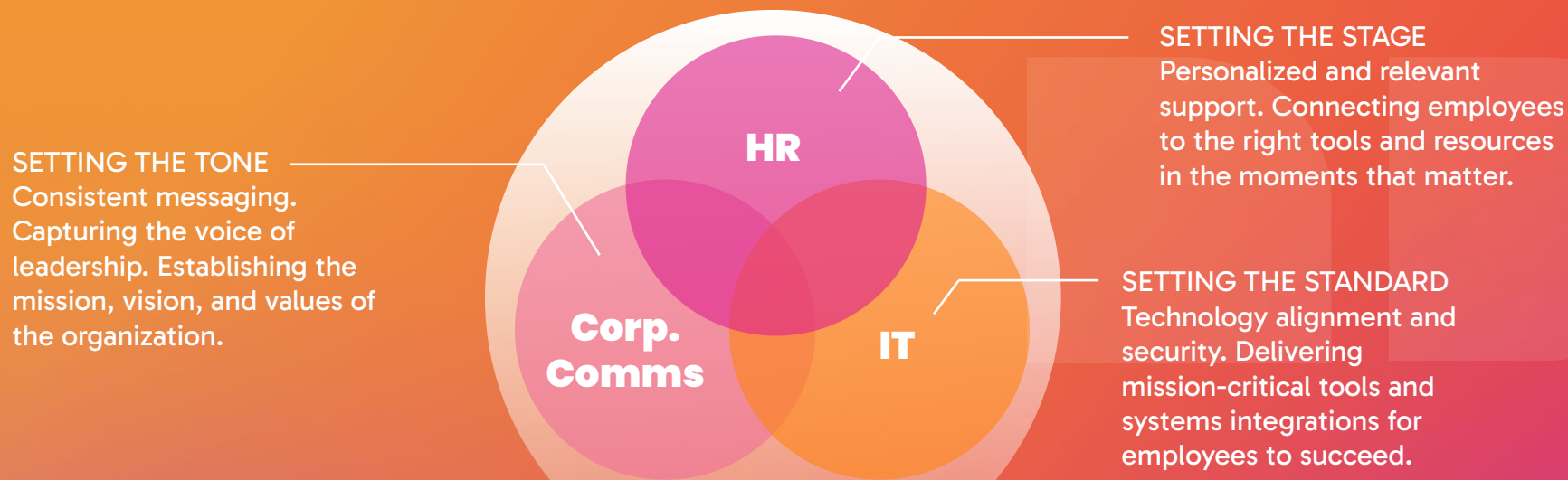

Brand awareness

Security

Logistics

Let's talk about engaging HR

Employees who rate their
HR experiences as positive
are 3X more likely to be
engaged at work

HR

Talent Acquisition & Management

Total Rewards

Learning & Development

Performance Management
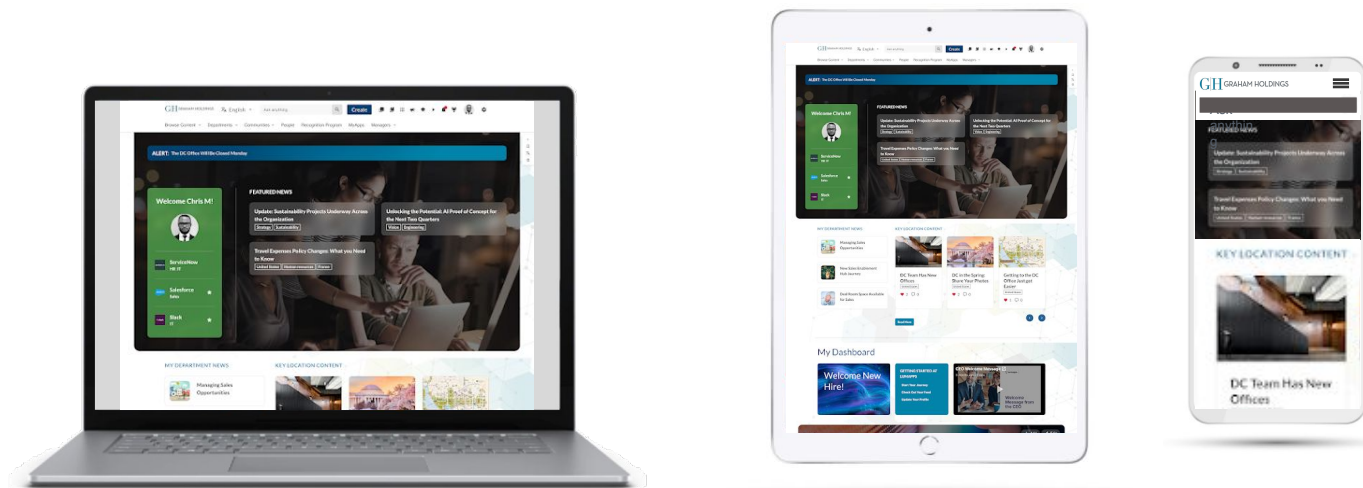
Fairness & Equity

Compliance & Risk Management

Change Management
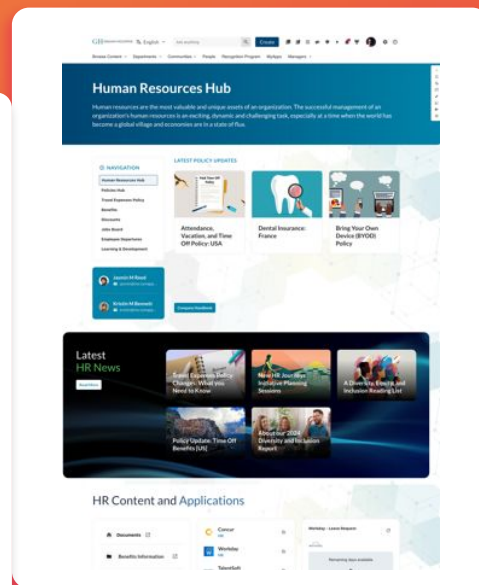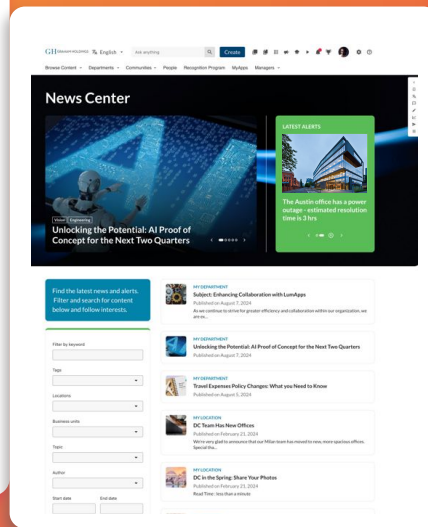
HR Technology

Life Events Support

It starts with accessibility

One site, accessible from any device, at any time

Informed and empowered

The goal is to provide single-click access to what employees need, whenever they need it
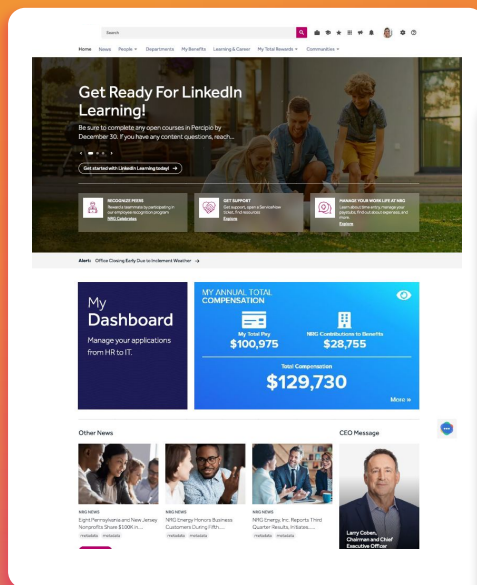
HR Journeys

**Employees don't remember everything that happens to them at work.
But they do remember how they were treated when it mattered.**
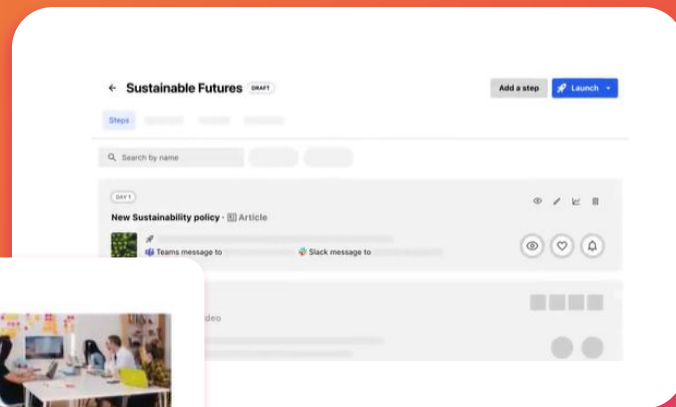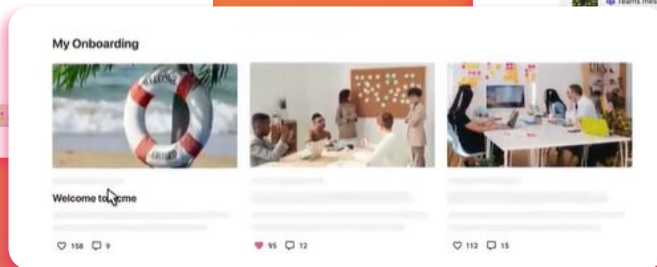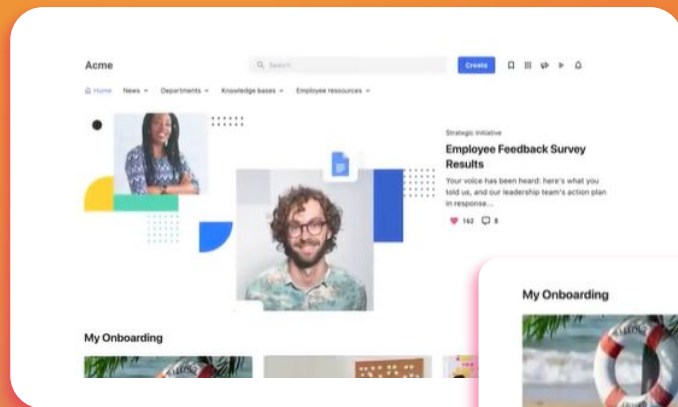
Make it personal

Taking a personal approach makes the content relevant and more helpful

From self-service to self-solving

Engaging a modern workforce requires modern technologies

Monitor. Analyze. Improve.

Understanding in-site behaviors leads to better engagement

Platform analytics
See old version

| Overview | Sites | Commu... |

Platform overview

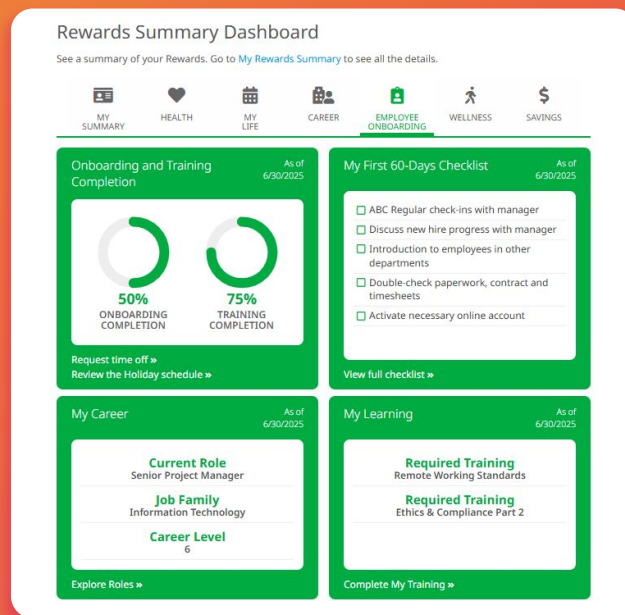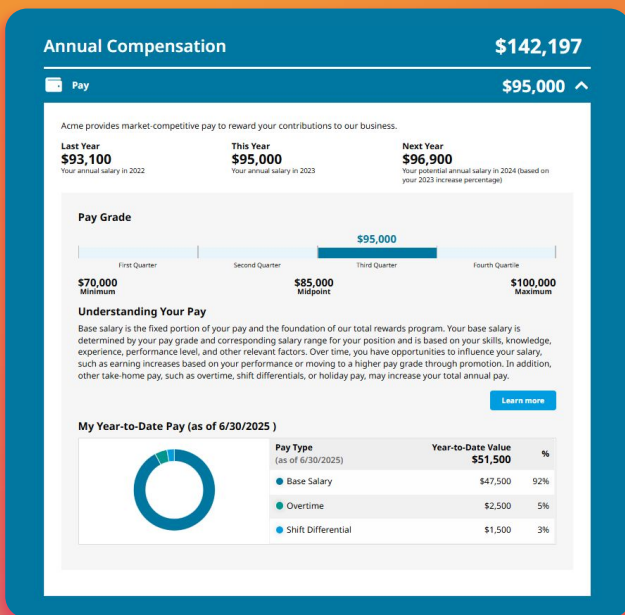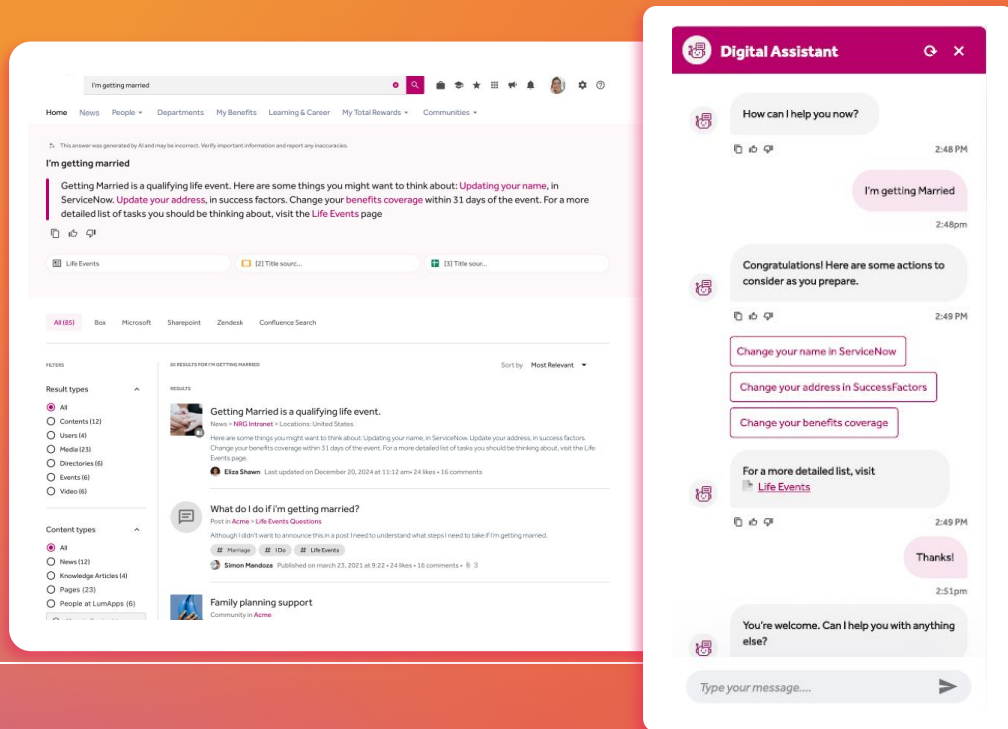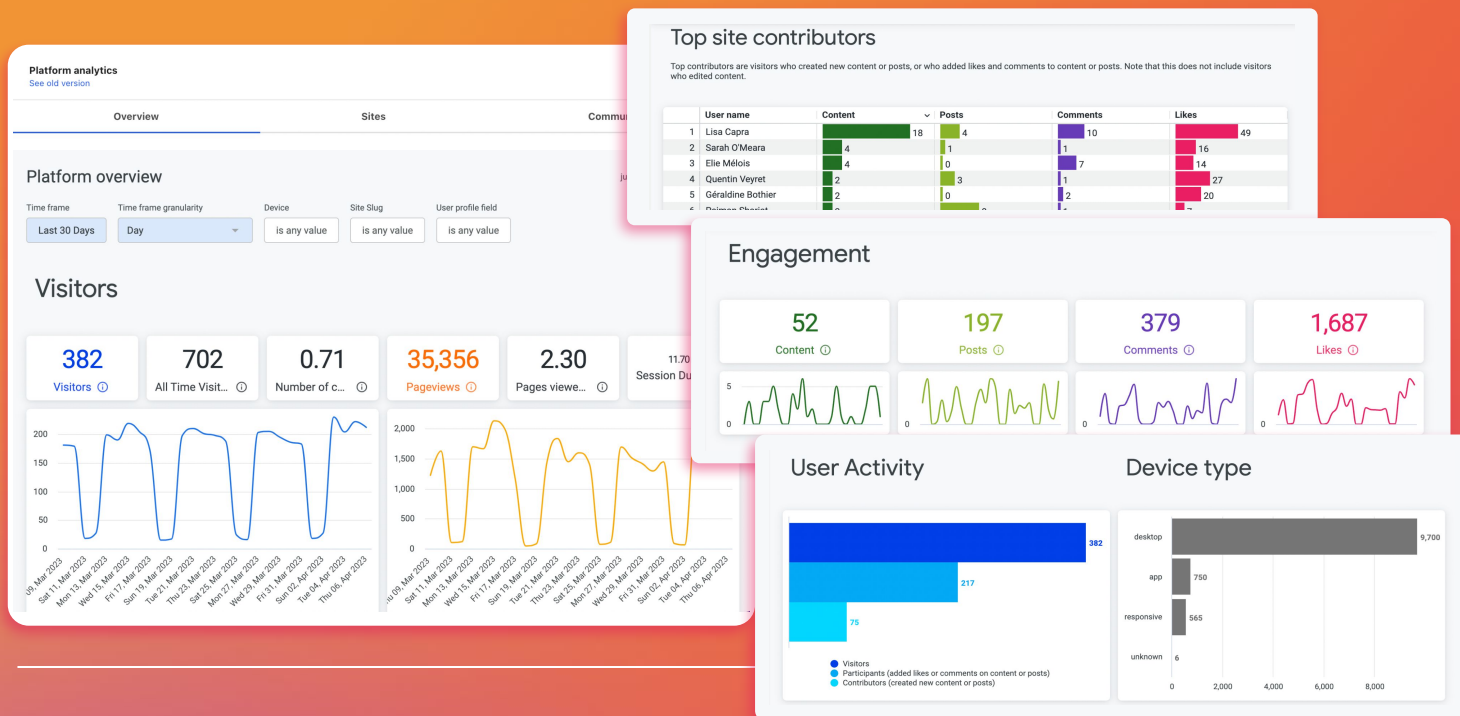| Time frame	Time frame granularity	Device	Site Slug	User profile field
Last 30 Days	Day	is any value	is any value	is any value

Visitors

382	702	0.71	35,356	2.30	11.70
Visitors	All Time Visit...	Number of c...	Pageviews	Pages viewe...	Session Du...

Top site contributors

Top contributors are visitors who created new content or posts, or who added likes and comments to content or posts. Note that this does not include visitors who edited content.

	User name	Content		Posts		Comments		Likes	
1	Lisa Capra		18		4		10		49
2	Sarah O'Meara	4		1					16
3	Elie Mélois	4		0		7			14
4	Quentin Veyret	2		1		1			27
5	Géraldine Bothier	2		0		2			20

Engagement

52	197	379	1,687
Content	Posts	Comments	Likes

User Activity

382
217
75

- Visitors
- Participants (added likes or comments on content or posts)
- Contributors (created new content or posts)

Device type

desktop	9,700
app	750
responsive	565
unknown	6

Let's show your HR colleagues that when we connect the dots with Corp Comms, IT, and HR, we can unleash their HR engagement superpower and shape every moment of the employee experience.

Thank you