



Dynamics 365 Human Resources

Over 20 years later

Rising employee expectations, wide-spread skills shortages, and intense competition for top talent has made RETENTION a top priority



27%

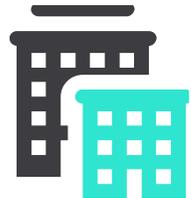
percent of employees who expect HR to check in with them at least quarterly.¹

46%

of employees expect performance feedback at least twice a year.¹

32%

Only 32% of employees said they understand the next steps and actions they need to take to use HR products and services.²



56%

of typical "hire-to-retire" tasks could be automated with current technologies.³

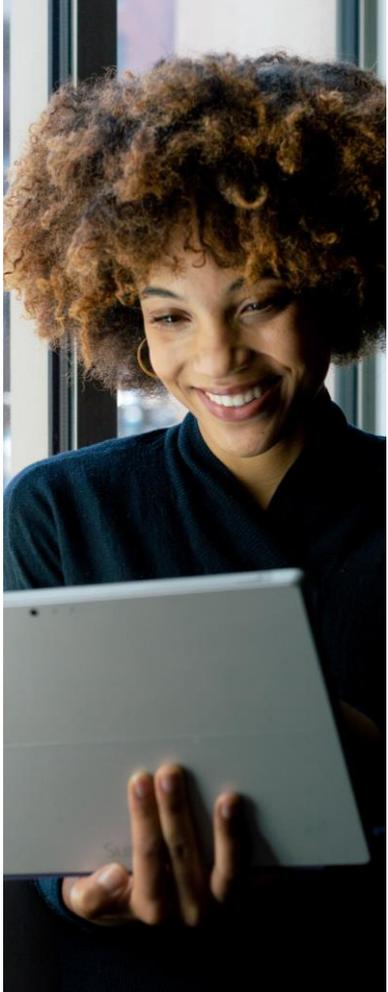
84%

of business leaders said they need to rethink their workforce experience.²

88%

of HR leaders say they need to invest in three or more technologies within the next two years.²

What trends are impacting employee retention today?



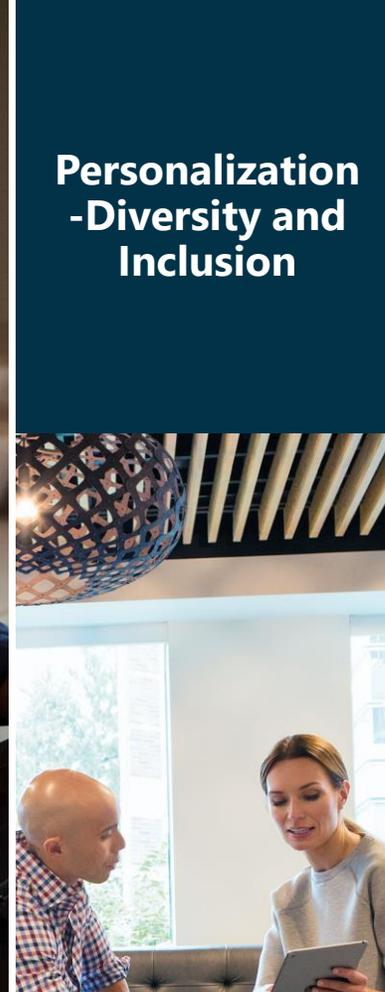
Digital market competition



Skills shortages



Employee Experience (EX)



Personalization -Diversity and Inclusion



Multi-generational Workforce

The key to retention is a *connected employee experience*

ALIGN PEOPLE TO IMPACT



EMPOWER EMPLOYEES



ENGAGE WITH PROGRAMS



CONTINUOUSLY INNOVATE



Create the right organizational structure to deliver business results and agilely adjust as expectations change.

Ensure leaders, managers, and employees have visibility, self-service access, development, and collaboration tools.

Create and optimize HR programs that fit a diverse workforce and create a workplace where people can do their best work.

Streamline processes to drive cost-efficiency and adjust programs based on data to deliver sustainable results.

HR faces complex automation challenges



Employee Retention



Inefficient HR processes are costly



Data is isolated in silos



Employee experience is disconnected

The average cost to fill a position is 33% of an employee's annual salary, yet despite 78% of companies say digital transformation is important, only 5% have programs in place

33% attrition of 100 employees
= **33 people leaving**



Median salary of 80k
= **\$26,400**



+ **\$80K Salary**
an employee



Cost of turnover
-\$3.5m



Centralize critical people data to create a connected employee experience and improve retention rates



Balance operational excellence, organizational agility, and the employee experience to create a workplace where people and the business thrive.

Our vision: Human Resources



INCREASE ORGANIZATIONAL AGILITY

to align employees to impact and thrive through business model changes and digital transformation initiatives.



TRANSFORM EMPLOYEE EXPERIENCES

to empower people with simplified and personalized self-service experience that work for a diverse workforce.



OPTIMIZE HUMAN RESOURCES PROGRAMS

to boost employee engagement and satisfaction, while lower people operation costs.



DISCOVER WORKFORCE INSIGHTS

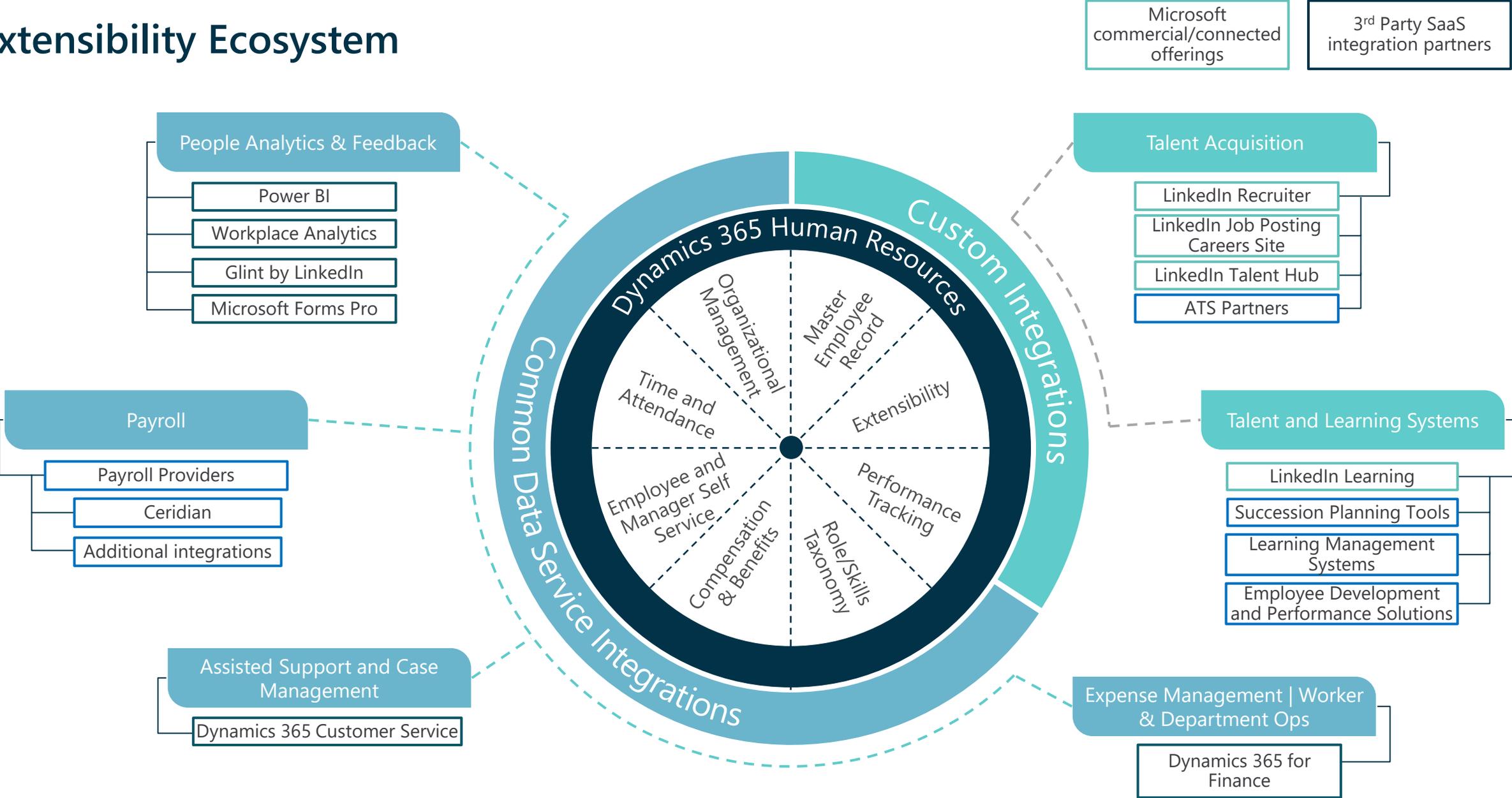
to meet compliance regulations, continuously innovate using data-driven decisions and evangelize HR execution.

Dynamics 365 Human Resources

Deliver HR operational excellence to create a workplace where people and the business thrive



Extensibility Ecosystem



Out of the Box Capabilities Summary

Organizational Management

Org Hierarchy

Jobs and Positions

Employee Profile

Personnel Management

Task Management

Business Process

Compliance

Employee Experience

Employee Self Serve

Manager Self Serve

Employee Development

Performance Reviews

Goals and Skills

Training and Certification

Compensation and Benefits

Fixed and Variable Plans

Performance

Benefits

Employee Enrollment

Leave and Absence

Plans

Requests

Employee Eligibility

Contractor Eligibility

FMLA cases

Extensibility

Common Data Service

Analytics & Power BI

PowerApps

Microsoft Flow

Microsoft AI

Microsoft Cloud



Microsoft Dynamics 365 Human Resources

Dynamics 365 Human Resources



Our goals

Retain Great Talent

Balance operational excellence, organizational agility, and the employee experience to create a workplace where people and the business thrive.

- Improve organizational agility
- Transform employee experiences
- Optimize HR programs
- Discover workforce insights



Key investment areas

1. Focus on the foundation

with support for 1st and 3rd party capabilities in Operational HR. To enable HR to operate with the dexterity need by the business using the CDS and Power Platform to centralize people data and easily extend the solution.

2. Forward-looking capabilities

that help organizations operate more effectively. To retain top performers by empowering managers and employees with connected self-service experiences that drive engagement and growth.

3. Extend the functional core

with out of the box capabilities and partner solutions to complete the portfolio. To reduce operational costs and create people-centric leave and absence, time, benefits, and compensation management programs.

4. Provide analytics and insights

with embedded and Power BI reports and dashboards. To make data-driven decisions with the ability to analyze and visualize people data in rich dashboards, available on any device.

Facilitate Organization Agility

92%



Of executives rate organizational redesign as a critical priority.¹

67%



of job seekers said that a diverse workforce is an important factor when evaluating companies.²

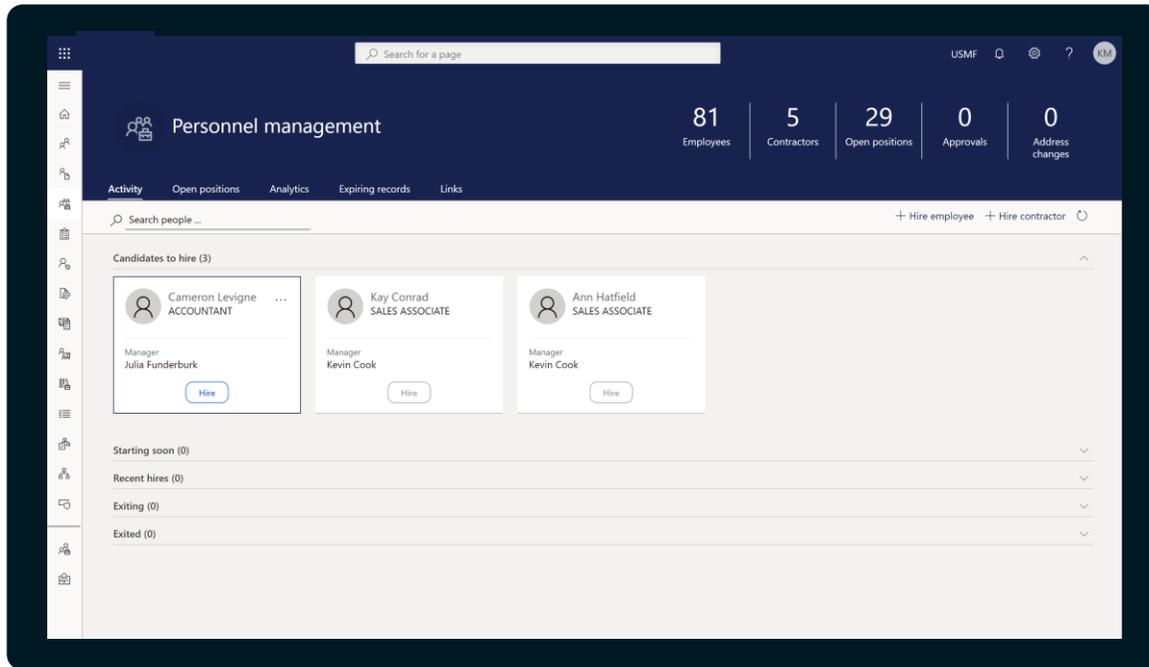
87%



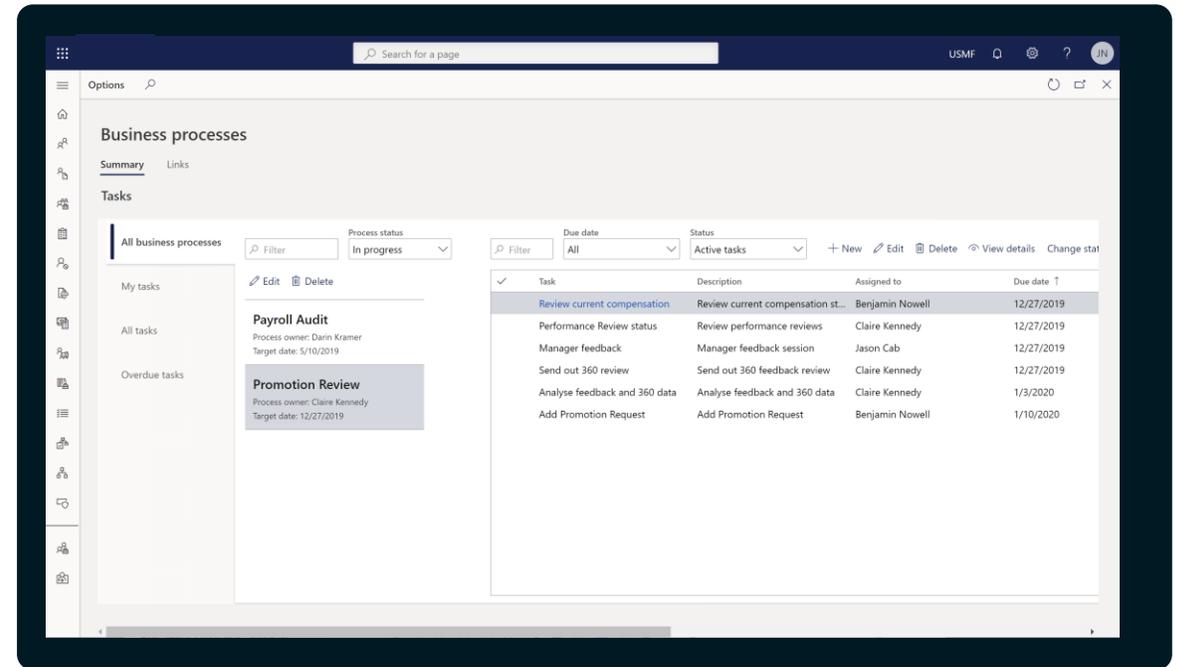
Of employees who report to team leaders who have at least three key inclusiveness traits feel welcome and included in their team.³

1. Bersin and associates
2. "What Job Seekers Really Think of Your Diversity Stats," Glassdoor, November 17, 2014.
- 3.

Increase operational agility



Reduce organizational complexity with a structure, hierarchy, and role management.



Improve productivity and efficiency with automated processes, workflows, and task management.



Personalize and simplify processes through an intuitive, role-based, and customizable user interface.

Transform Employee Experiences

32%



of employees said they understand the next steps and actions they need to take to use HR products and services¹

84%



of business leaders said they need to rethink their workforce experience.²

66%



of HR leaders believe that EX is the most transformative priority for the workplace.³

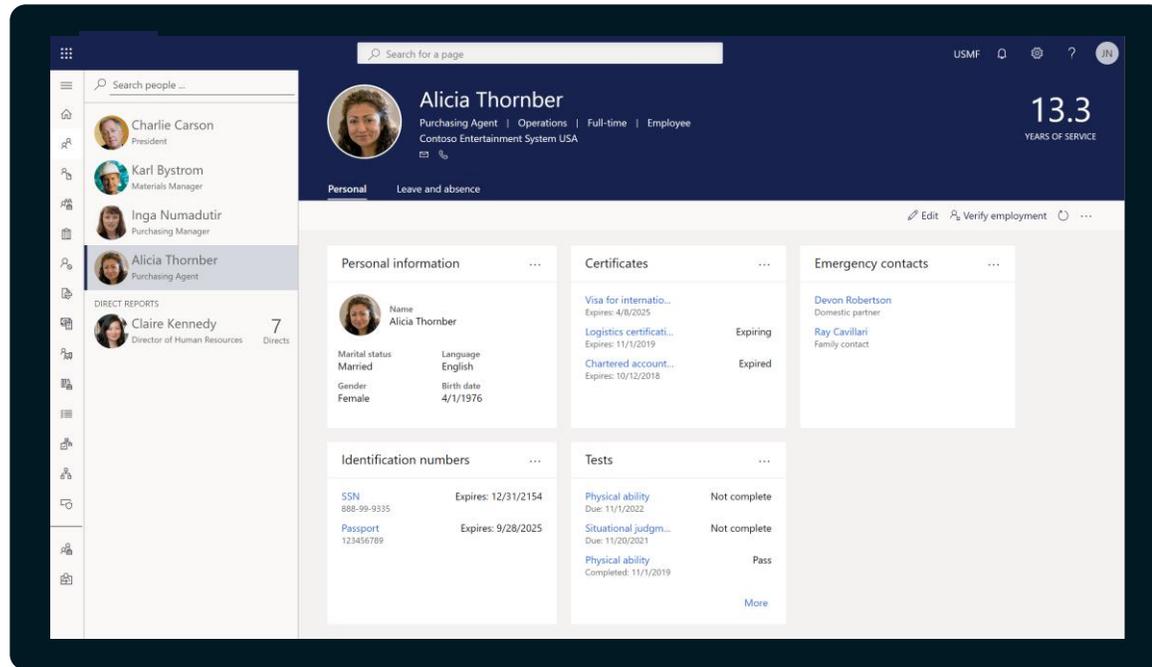
46%



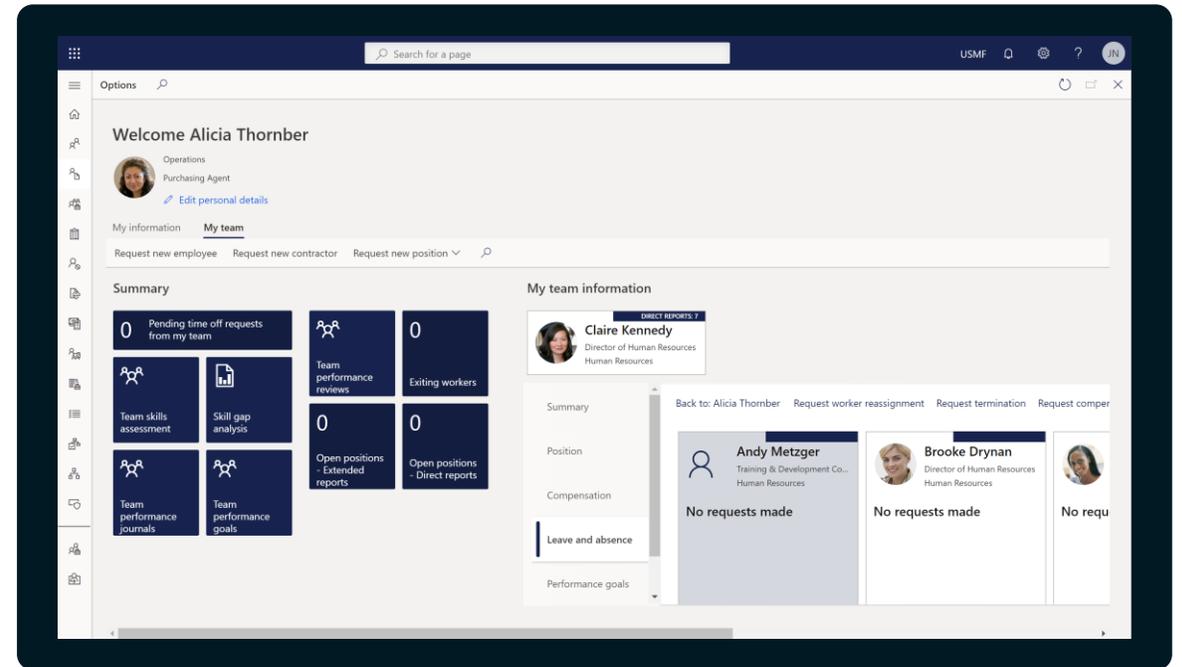
of employees expect performance feedback at least twice a year.⁴

1. Deloitte 2019
2. Deloitte 2019
3. HR Trends Report, Microsoft 2019
4. Harris Poll, 2018

Transform employee experiences



Foster employee connections with rich employee profiles that showcase career success and are easy to find.



Empower managers with team insights and process workflows—helping them take better care of people.



Enable self-service to scale HR teams and provide a connected employee experience.

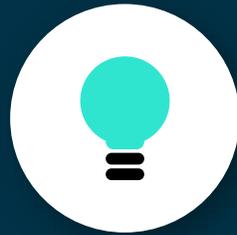
Optimize HR Programs

56%



of typical “hire-to-retire” tasks could be automated with current technologies.¹

88%



of HR leaders say they need to invest in three or more technologies within the next two years.²

84%



of HR leaders agree that it is critical to understand the relative performance of their employees.³

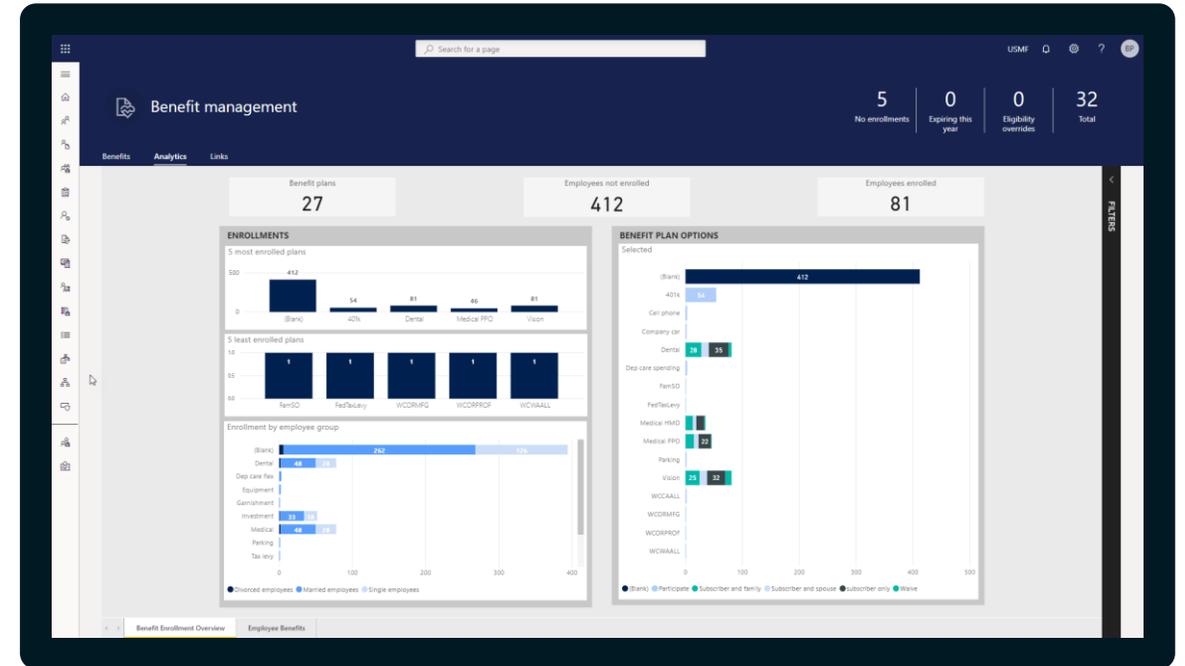
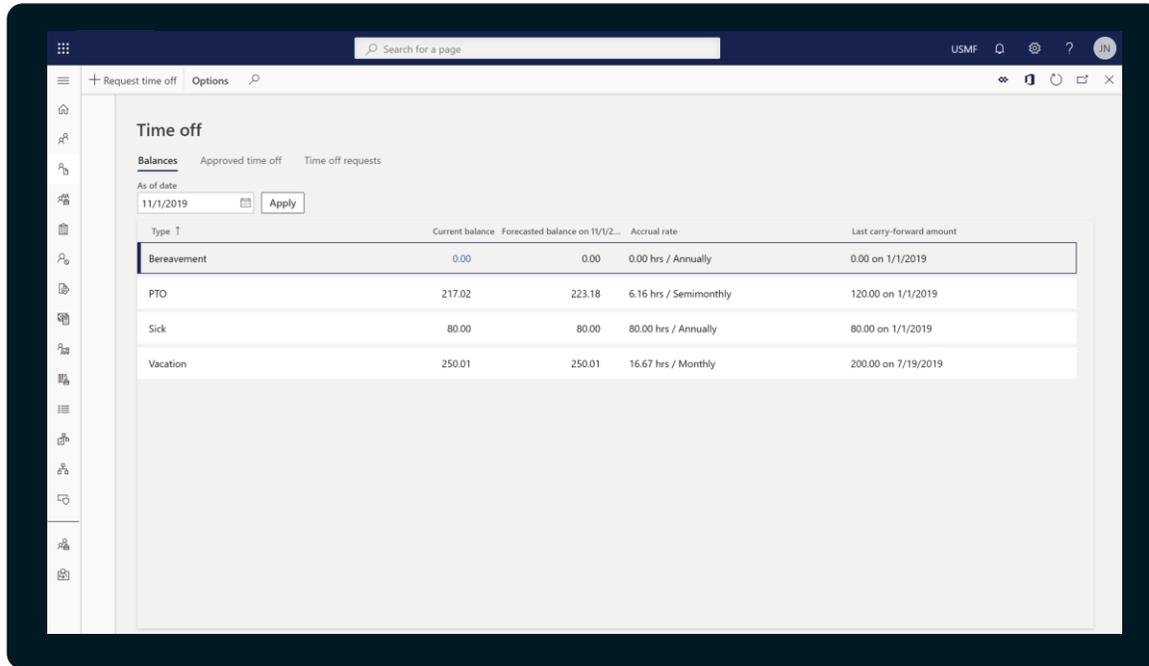
21%



of annual pay, on average, is the cost to replace an employee who quits.⁴

1. McKinsey 2018
2. Deloitte 2019
3. HR Trends Report, Microsoft 2019
4. [Harvard Business Review](#), March 6, 2017

Optimize HR programs



Create complex compensation programs that meet the needs of a diverse workforce.



Simplify leave and absence programs, while meeting changing global regulations.



Redefine benefits administration with flexible and configurable programs.

Enable Workforce Insights

27%



Annual growth on average for insight-driven companies.¹

70%



of companies consider people analytics to be a high priority.²

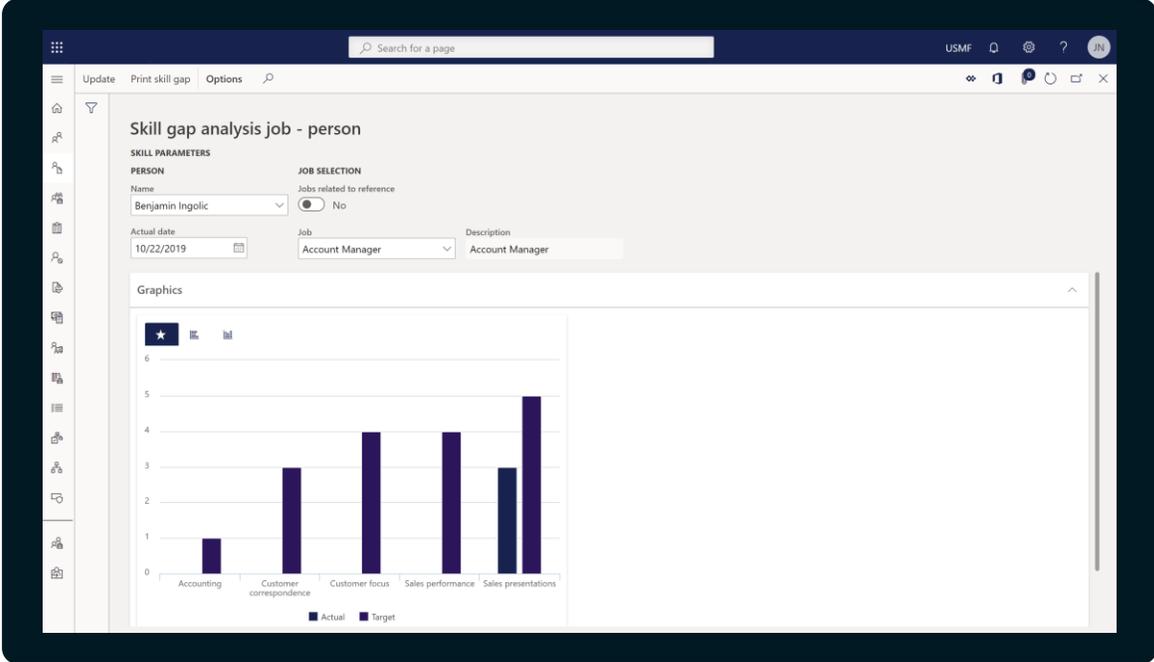
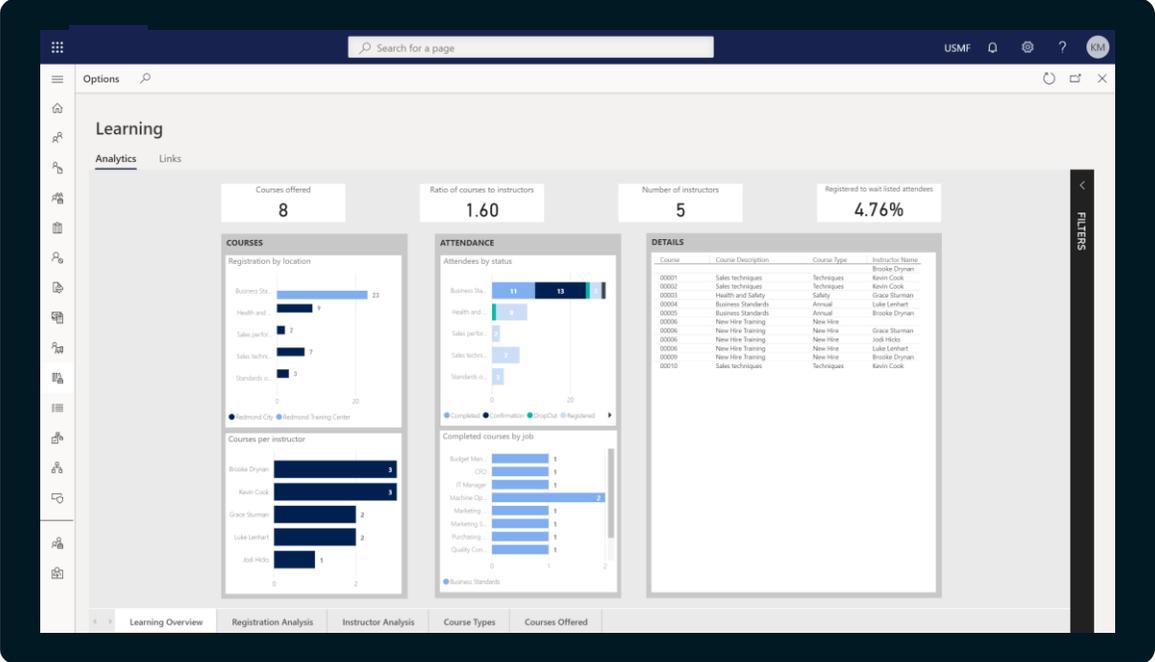
60%



Of collected data is never successfully used for any strategic purpose.³

1. [Forrester](#)
2. Paul Leonardi and Noshir Contractor, "[Better People Analytics: Measure Who They Know, Not Just Who They Are.](#)" *Harvard Business Review*, November/ December 2018.
3. [Forrester](#)

Discover workforce insights



Make decisions confidently using embedded analytics that help you analyze HR programs.

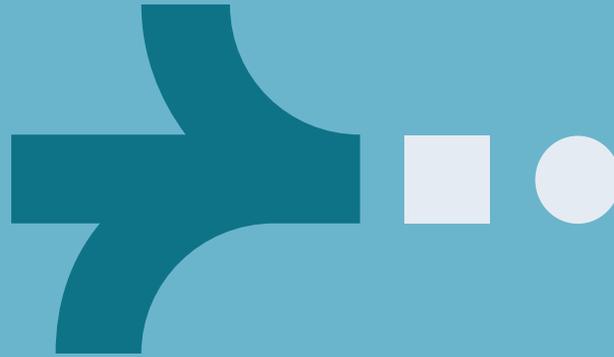


Improve workforce planning with rich dashboards by adding on Microsoft Power BI.



Ensure the best possible EX by capturing employee sentiment with Microsoft Forms Pro.

Take the next step to
connect your
employee experience



Contact us