



FESCO · Adecco

# Digital Transformation in HR management

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**Chris JIANG**



- In 2010, a joint-venture between FESCO and the Adecco Group established in Shanghai
- 6 branches with over 30% compound growth over the past few years
- We have more than **20,000 clients**. We work with 90% of Fortune 500 companies and we serve more than **2 Million associates**

## FESCO Beijing

- 400+ Cities
- 1<sup>st</sup> established in 1979
- 2008 Olympic Partner

## The Adecco Group

- + 5,000 Branches across 60 countries
- 1<sup>st</sup> ranking HR Co., in Fortune 500

## FESCO Adecco

- 2010 Shanghai Expo Partner
- Shanghai Famous Brand



# Digital Transformation Trends in HR

01



**SaaS**

- Subscription
- Standardization
- ...

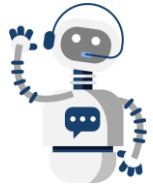
02



**Mobility**

- Anywhere, anytime
- Fragment time usage
- ...

03



**Conversational  
AI**

- Employee Service
- Recruitment
- ...

04



**AI & Machine  
Learning**

- Knowledge center
- Capability center
- ...

05



**RPA**

- Automation
- 7x24
- ...

06



**Analytics**

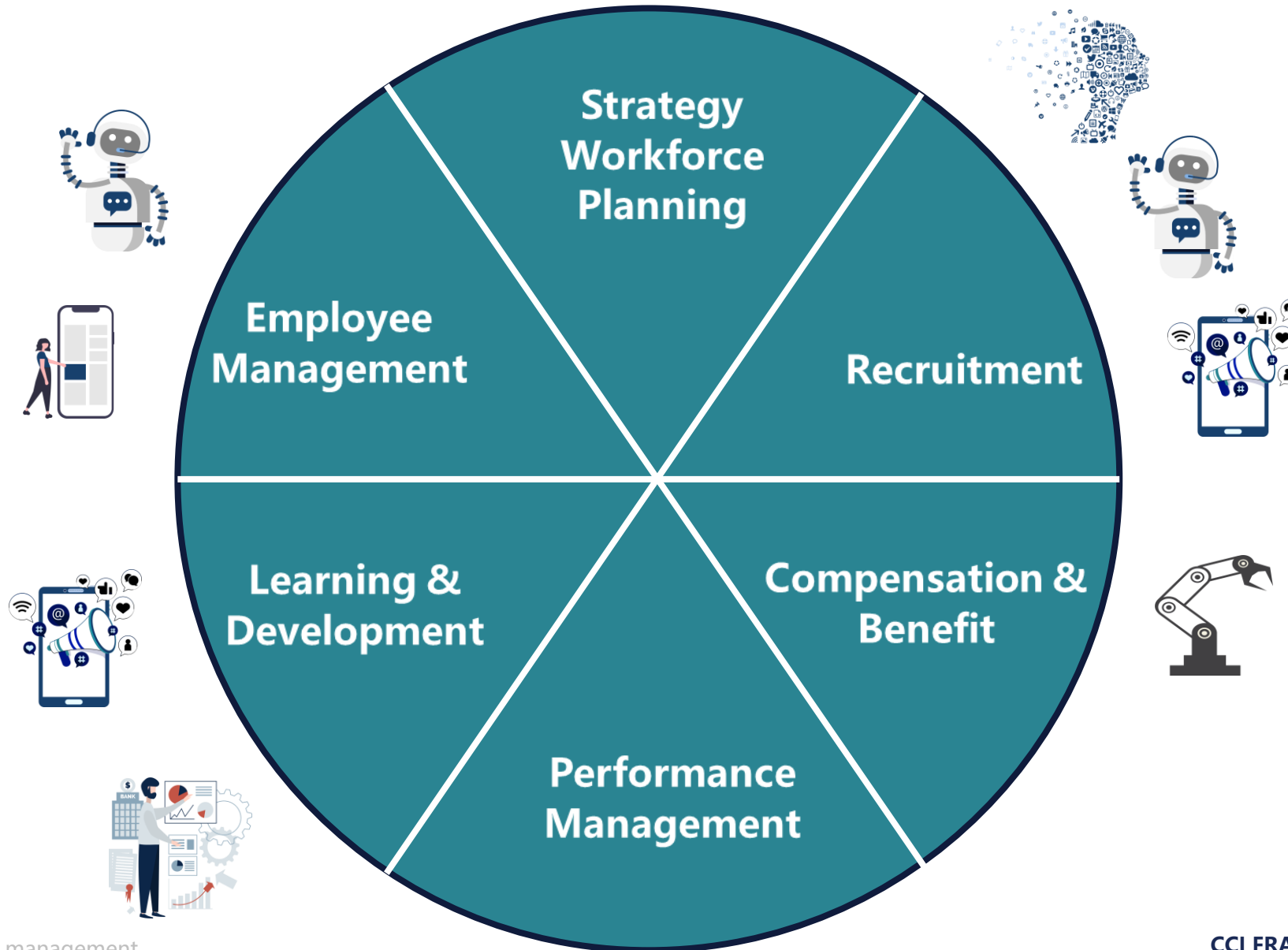
- Workforce planning
- Employee development
- ...

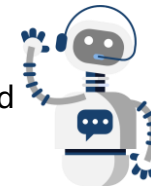
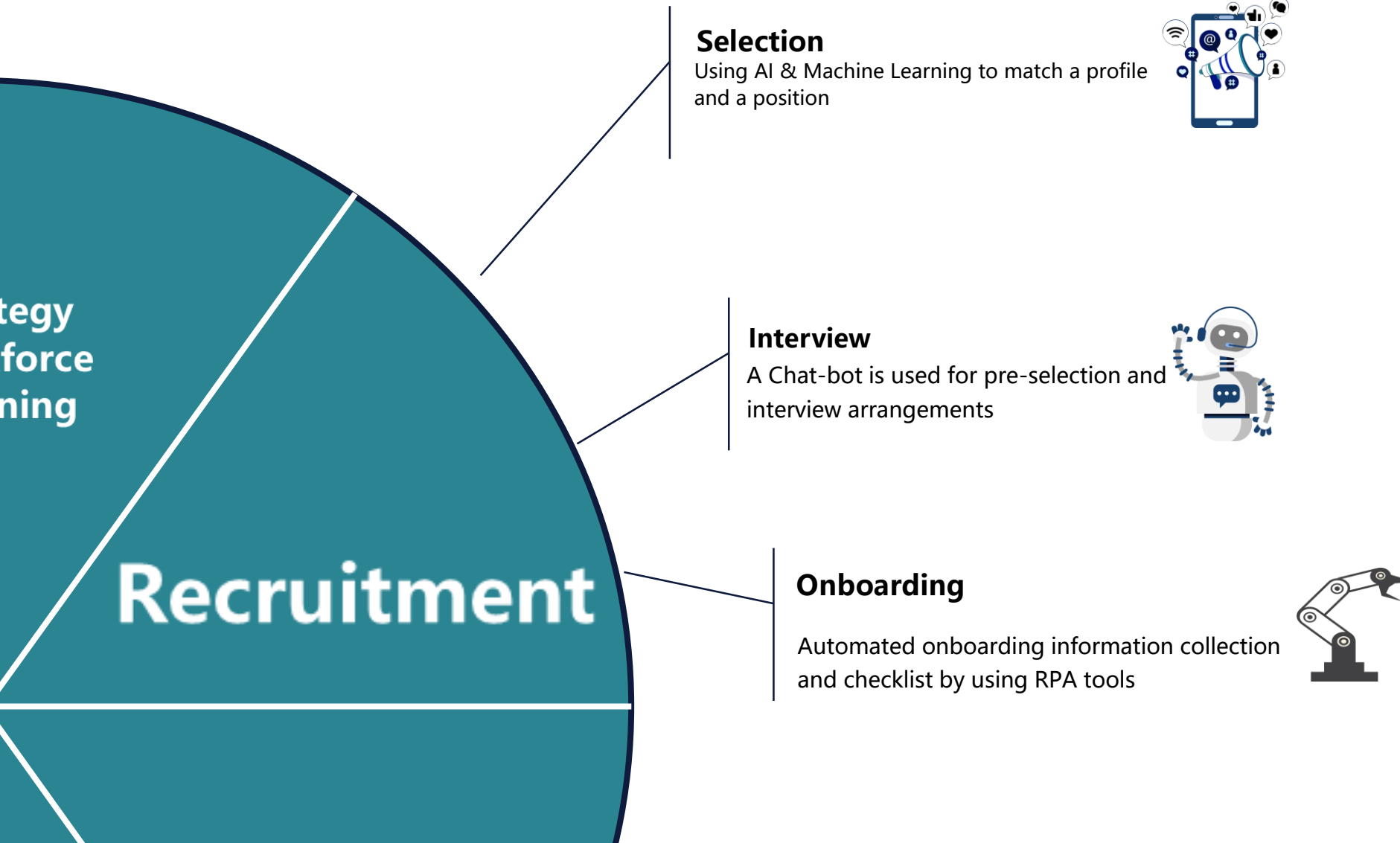
07

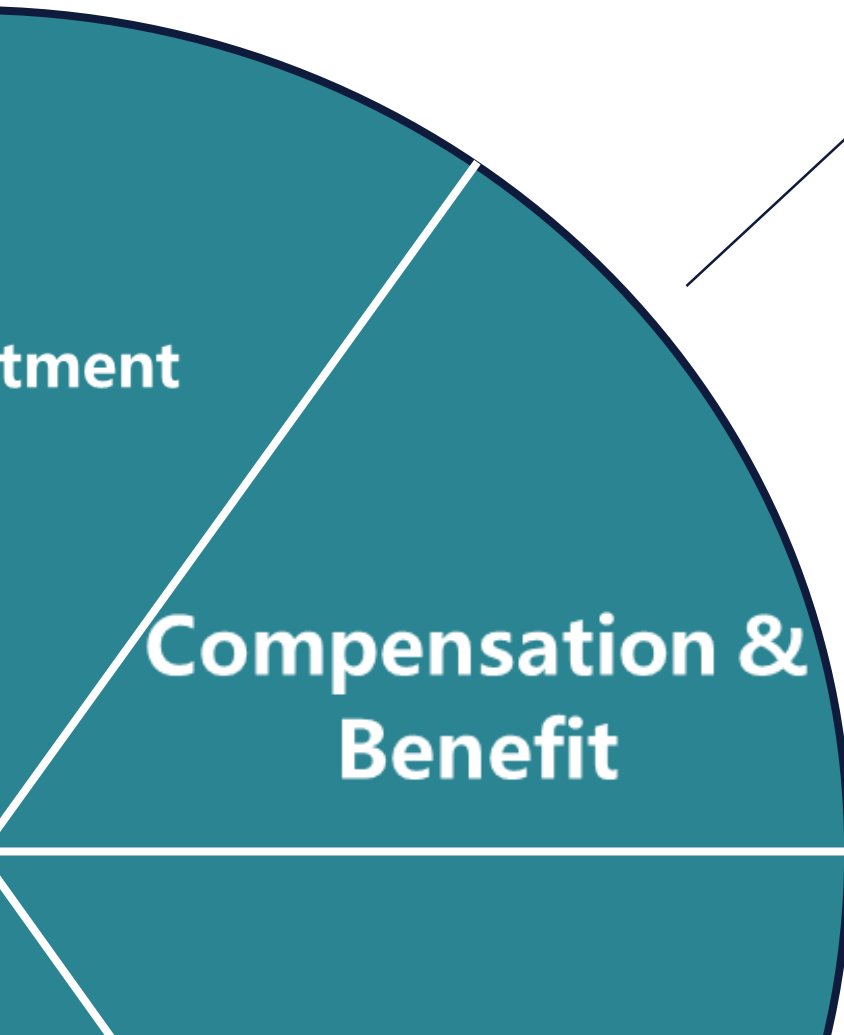


**Social Media**

- Recruitment Sourcing
- Employer Branding
- ...







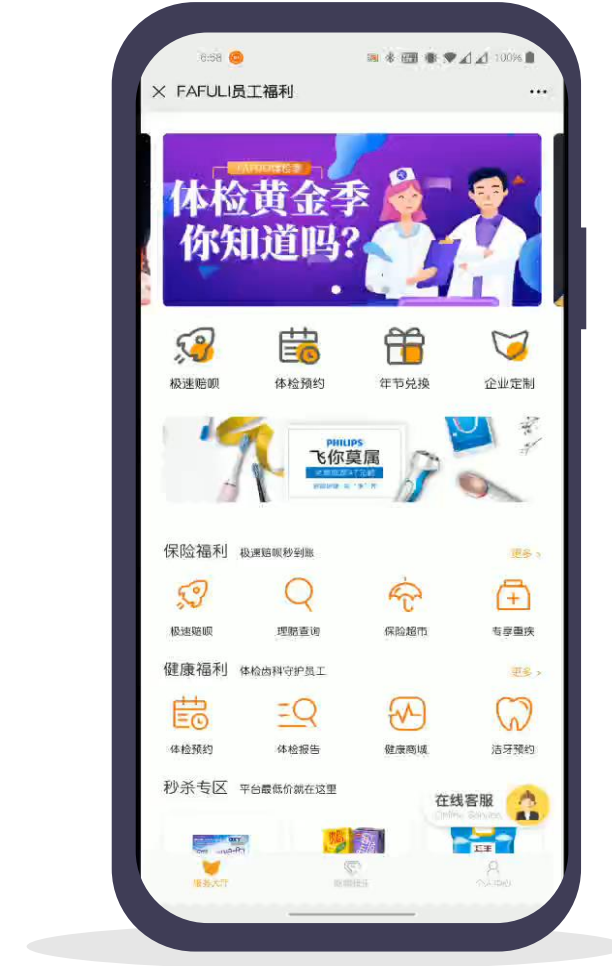
## Payroll

Automated payroll calculations  
by using RPA



## Benefits

One-Stop-Shop to book annual physical check,  
receive non-cash rewards, etc.





Performance  
Management

## Learning & Development

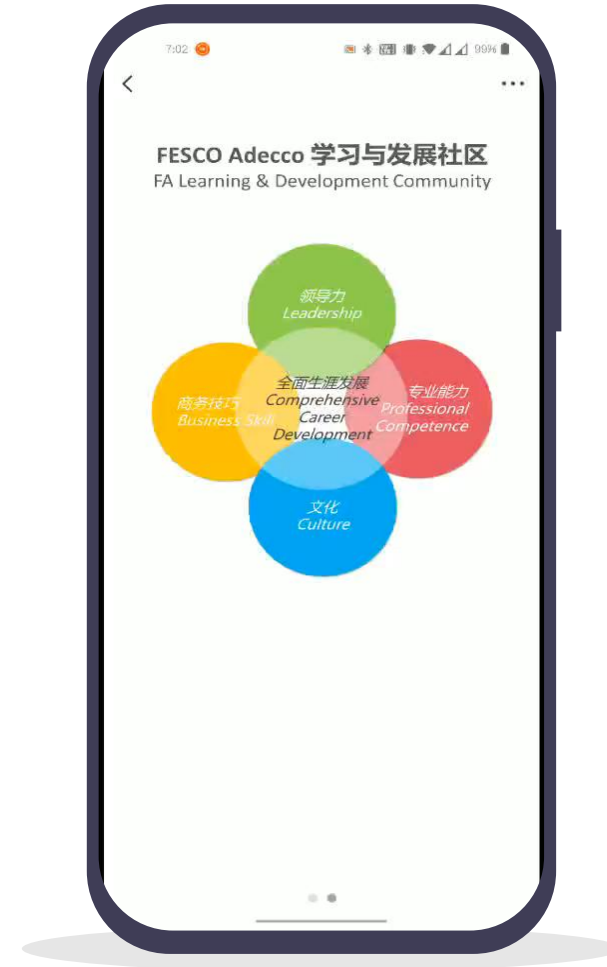
### Mobile Learning

Using mobile platform and gamification to enable fun learning and increase employee engagement



### Career Development

Leverage organization planning, skill set requirements and performance results to generate customized career plan for each employee





## Employee Inquiry

Use AI Bot to answer regular inquiries; use machine learning to grow knowledge database

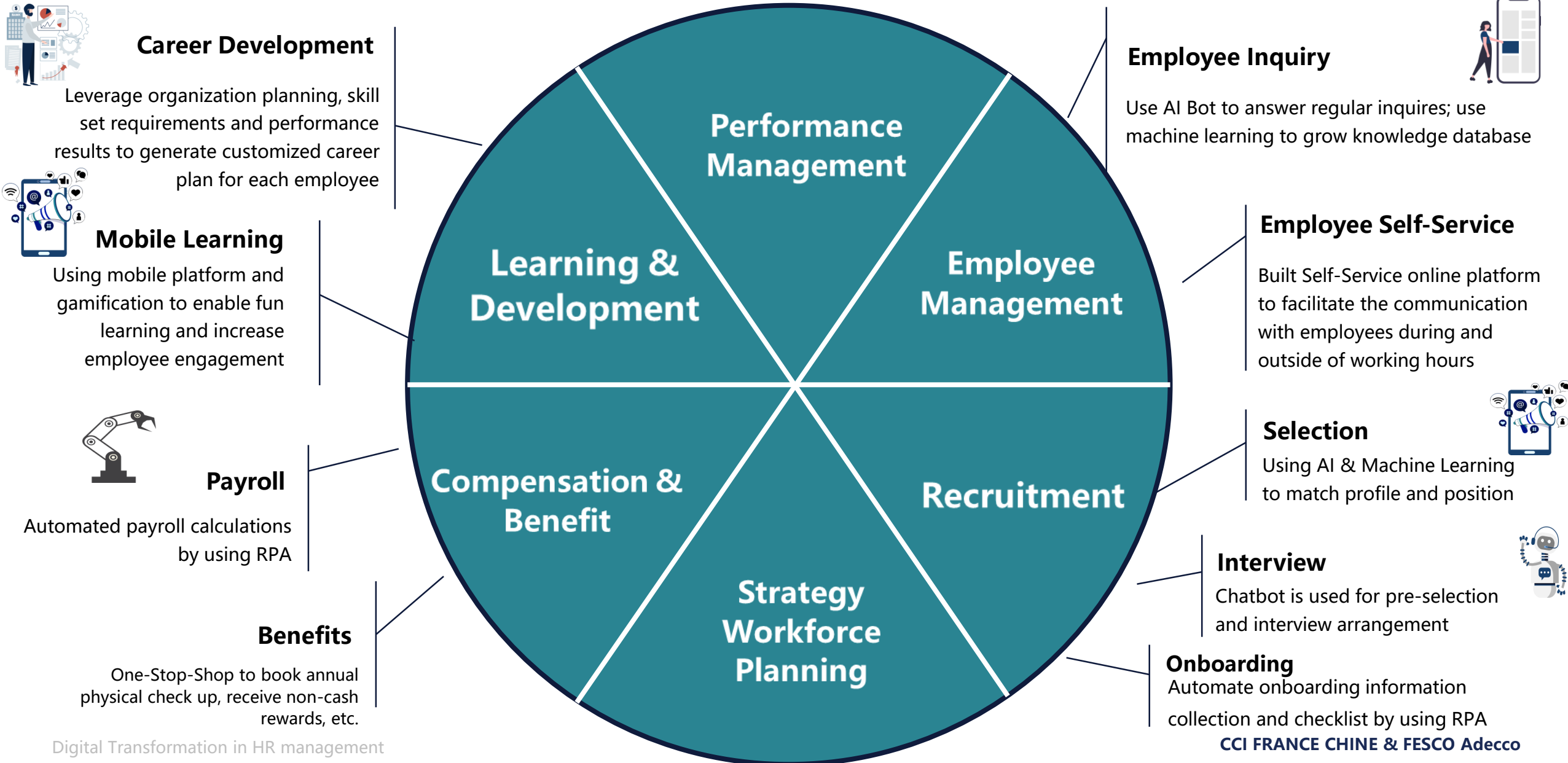


## Employee Self-Service

Built Self-Service online platform to facilitate the communication with employees during and outside of working hours



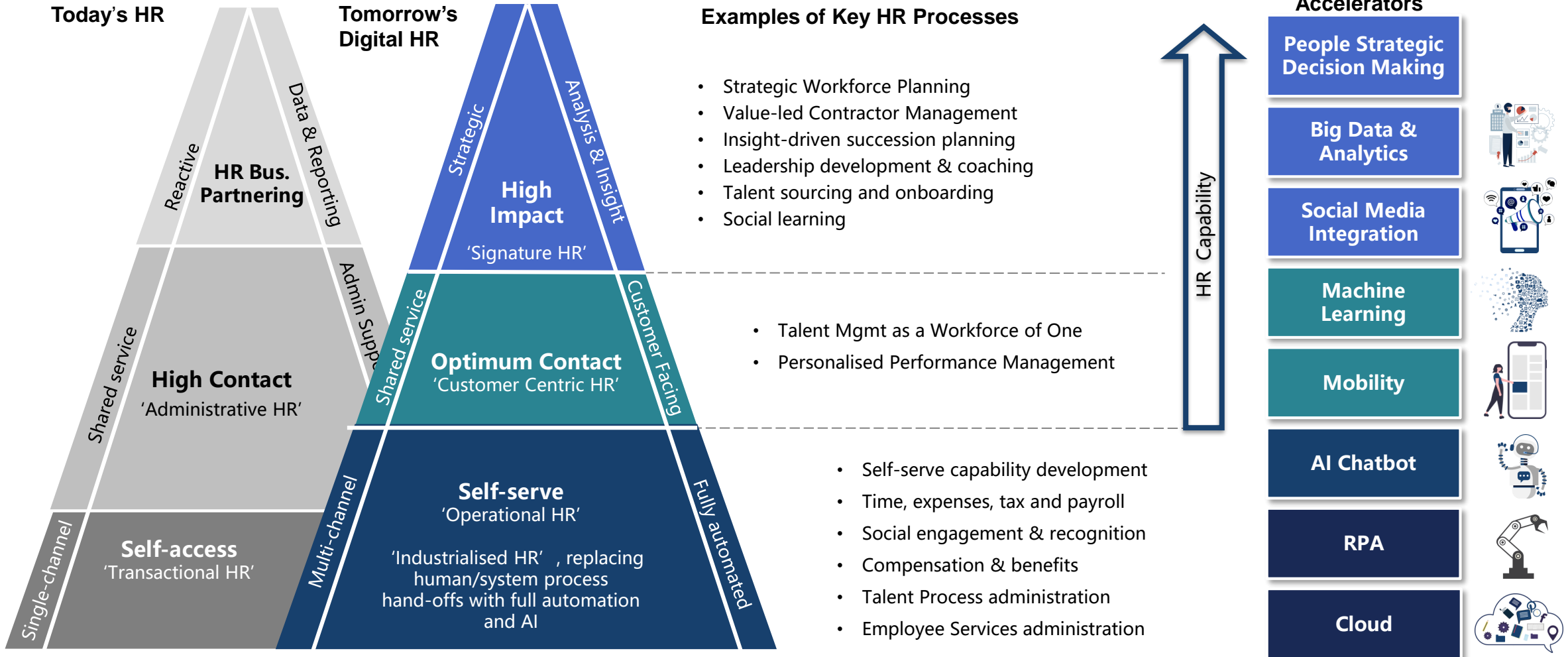
# New Technologies in the HR Process





# How Technology Impact HR Structure

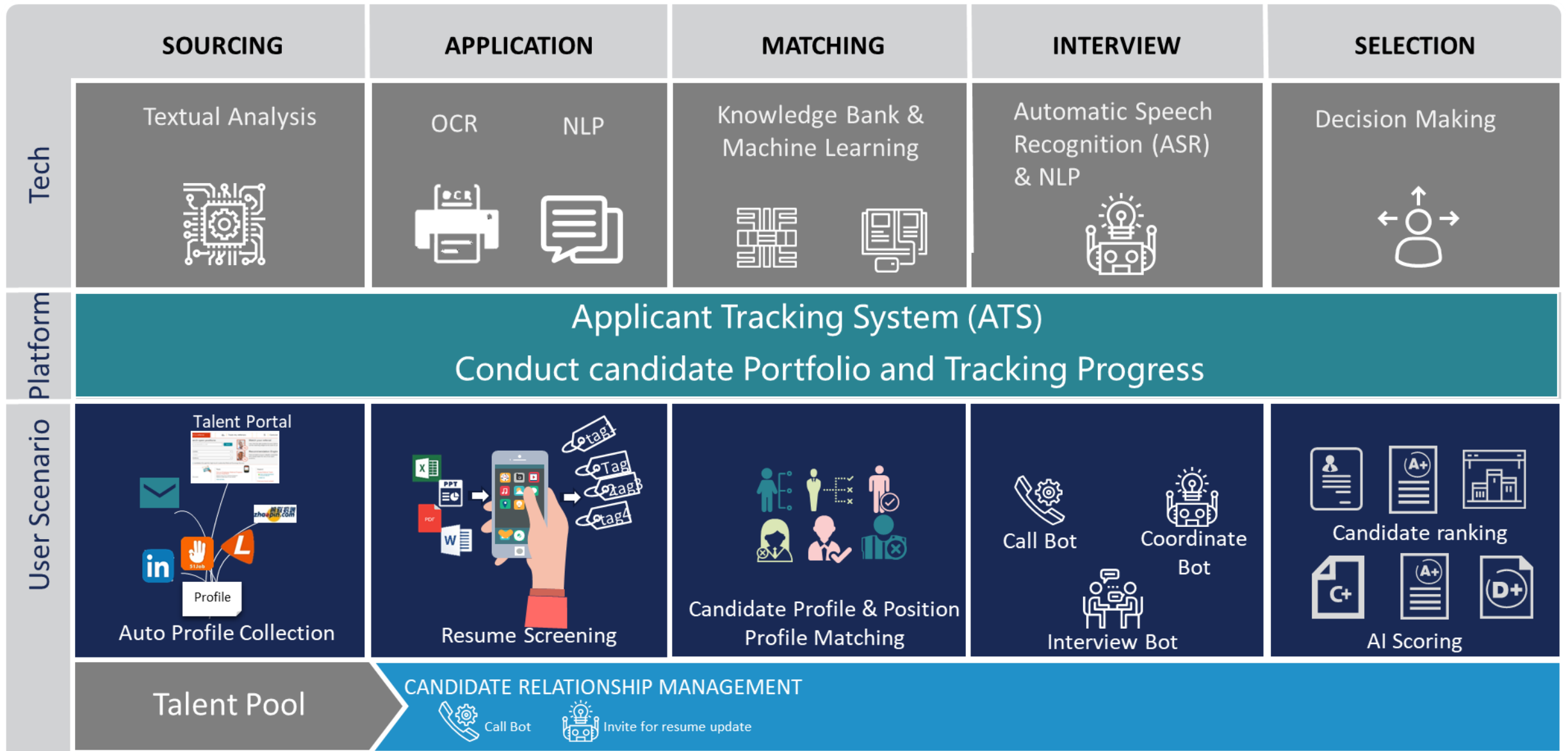
- From traditional HR (high cost, high contact service centres)
- To Cloud and digital driven automation, customer centricity, HR process evolution and cost reduction





# **Practical Application** **DIGITAL Recruitment**

# Digital Recruitment Process





## One-Click publishing



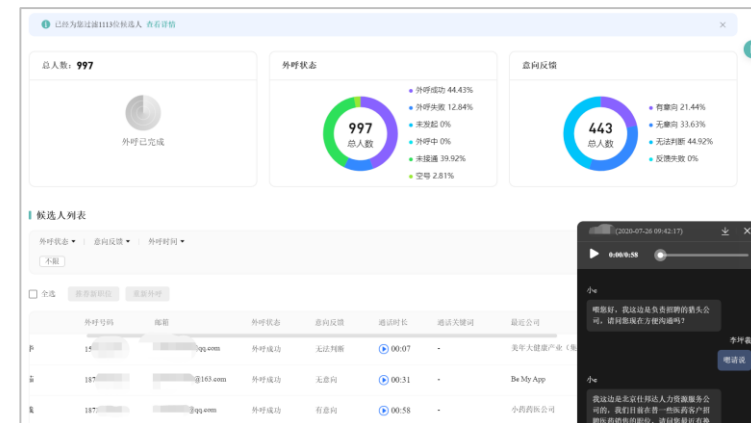
**1 sec** vs. 10 mins per channel

## AI Tagging



**50% time saving** per profile

## Call bot




**Hands-off**



**FATalent, a FESCO Adecco brand, is operating recruitment via an AI Applicant Tracking System.**



**Vivian CHEN**



# Digital Ecosystem for China Payroll



## Compliance

- Accuracy
- Logicality
- Expertise
- Information security

01



## Operational Excellence

- Policy & Process
- Cost
- Integration
- Flexibility

02



## Strategy & Innovation

- Analytics
- Business Priorities
- Technology
- Talent Management

03

## FA System



ERP, PPS, and Attendance

## Employee



## Authority System



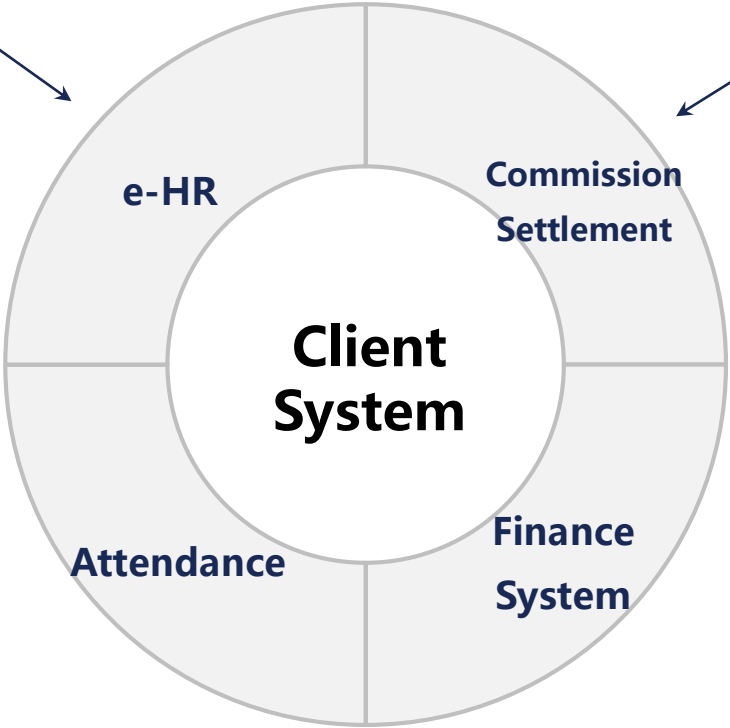
Credited by authorities  
and able to bridge with varies system

Customized Report

* 客户编号		* 列合并规则	请选择
* 客户名称		* 行合并规则	请选择
* 是否	<input checked="" type="radio"/> 是 <input type="radio"/> 否	* Summary	请选择
* 通知范围	计算成功, 计算失败	* 托收分送	请选择
* 自定义	Select Some Options		
* 账单文件名			

月份	服务类型	客户编号	客户名称	第三方支付单位	福利城市	入职日期	离职日期	服务年月	产品	变化类型	上月	本月	差额
1	委托	A100013	天津	泰达	天津	2019-06-24	201908	委托保险	个人委托	0.00	14,000.00	14,000.00	
2	委托	A100013	天津	泰达	天津	2019-06-24	201908	委托保险	企业委托	0.00	14,000.00	14,000.00	
3	委托	A100013	天津	泰达	天津	2019-06-24	201908	委托保险	个人委托	0.00	14,000.00	14,000.00	
4	委托	A100013	天津	泰达	天津	2019-06-24	201908	委托保险	企业委托	0.00	14,000.00	14,000.00	

序号	姓名	性别	证件类型	变化类型	变化内容	生效日期	生效范围
1	梅尔南	住居	住居	延期	2019-01-01	关于2019年度梅尔南(梅尔南)住居金和梅尔南的梅尔南(梅尔南)住居金	梅尔南
2	梅尔南	住居	住居	延期	2019-01-01	关于2019年度梅尔南(梅尔南)住居金和梅尔南的梅尔南(梅尔南)住居金	梅尔南
3	梅尔南	住居	住居	延期	2019-01-01	关于2019年度梅尔南(梅尔南)住居金和梅尔南的梅尔南(梅尔南)住居金	梅尔南
4	梅尔南	住居	住居	延期	2019-01-01	关于2019年度梅尔南(梅尔南)住居金和梅尔南的梅尔南(梅尔南)住居金	梅尔南



Chat bot  
7\*24H Service



Flows and process  
notice



Housing Provident  
Fund Query

Personnel  
Center

ID Document  
Application  
IIT Query

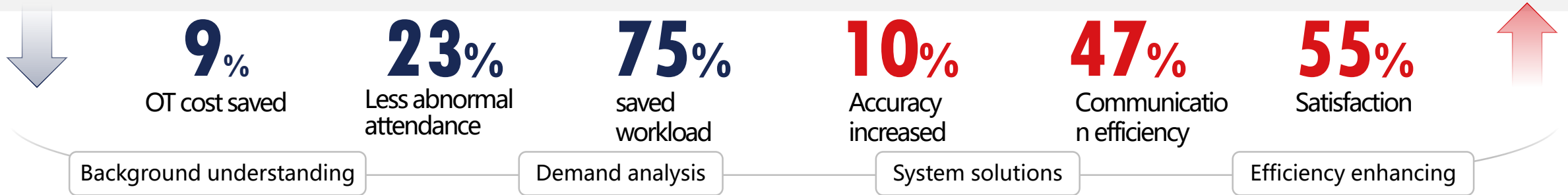
Employee Self-service Platform



Data Analysis

## Background:

- U.S. Foreign Company with over 800 employees and has 1 manufacturing facility and 3 offices located in Shanghai, Shenzhen, Beijing and Dalian.
- Using Workday as their HR system to manage personnel master data, and using SAP as their financial management system.
- The HR department has to handle assigning shifts, check attendance, and calculate compensation manually due to their outdated attendance system.
- The general report required by SAP system needs to be split manually on a monthly basis for payroll distribution.



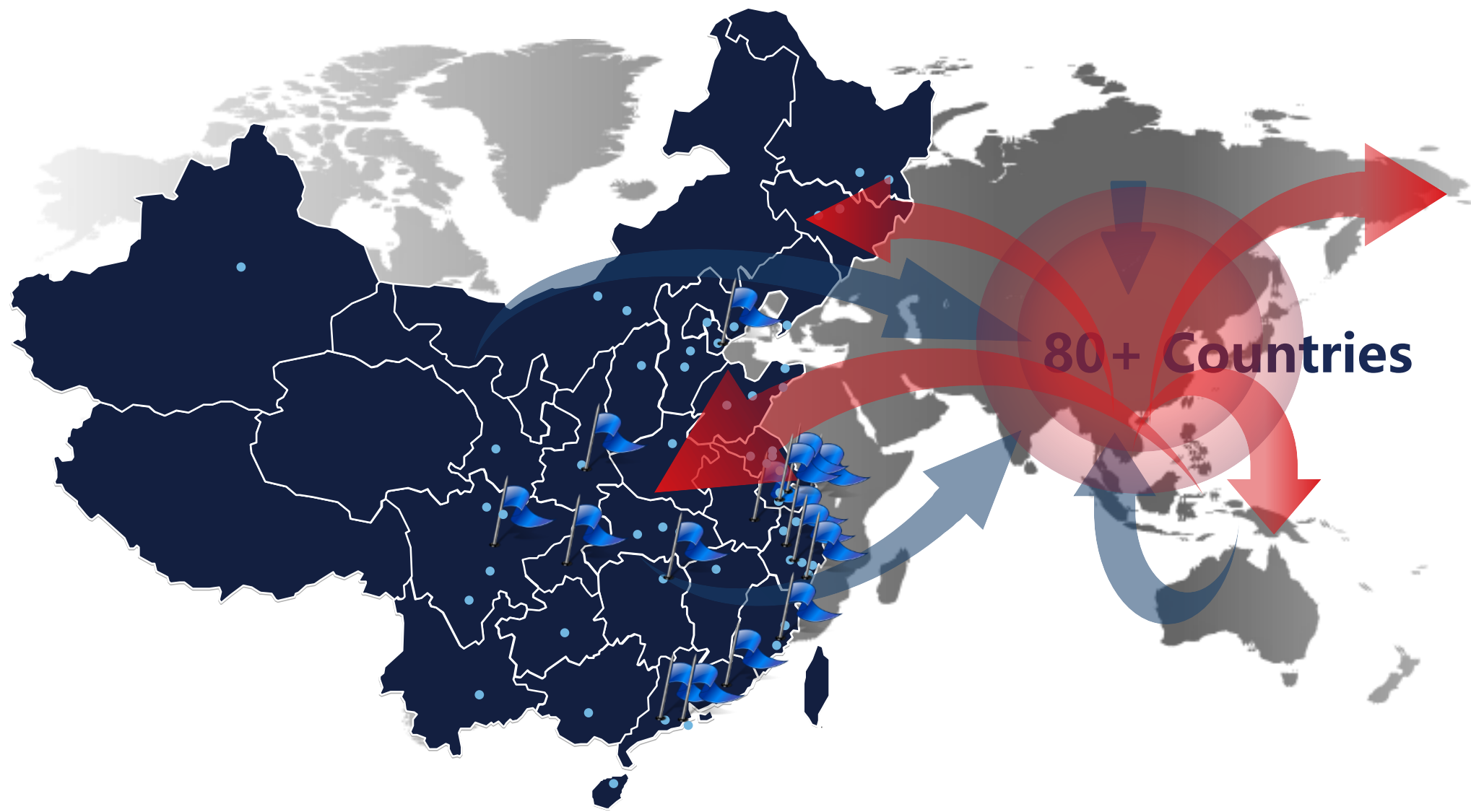
## Issues:

- Repeating tasks due to the use of several independent systems become increasingly time consuming.
- Up-to-date attendance management system is needed.
- Manual data entry work leads to high error rate in calculations.

## FA Solution:

- Attendance system leased.
- Interface bridged through Workday, FA integrated system, and SAP, accurate automatic data transfer guaranteed.
- Implementation of a query system, manual dependence decreased, employee's satisfaction is improved .

**Rola LUO**



**80+ Countries**



*Consultant* ————— ***ONE STOP SOLUTION*** ————— *Resultant*

**New Company  
Setup**

**HR Planning &  
Recruiting**

**Employment  
&  
Management**

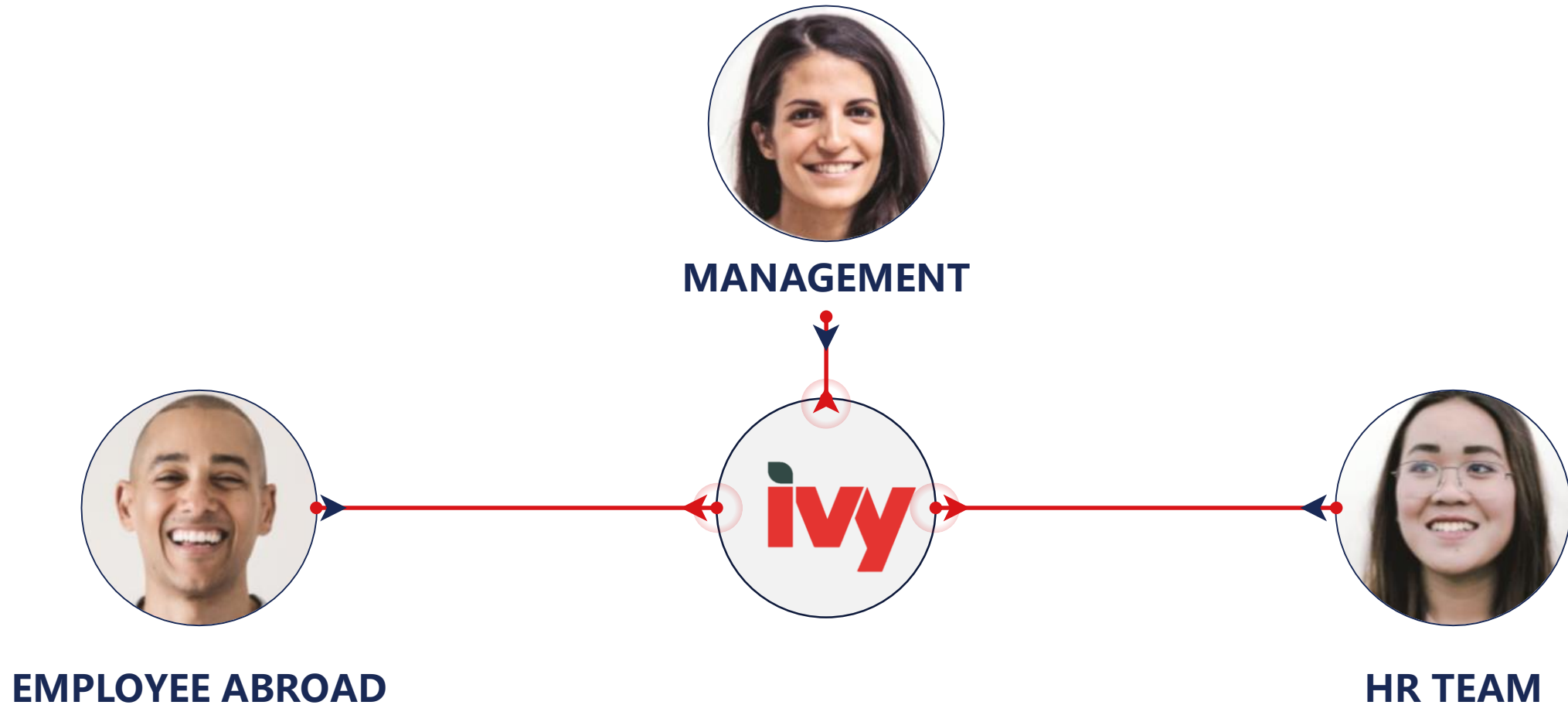
**Employee  
termination &  
Management**

**Company  
Revoke**

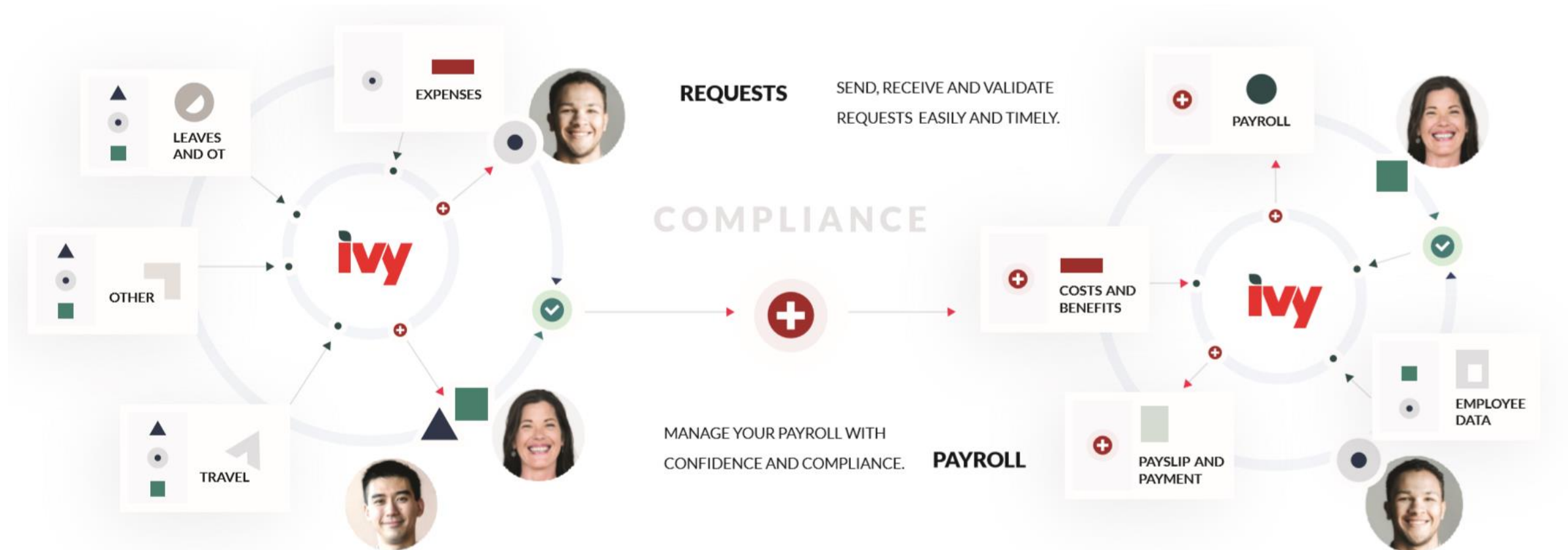


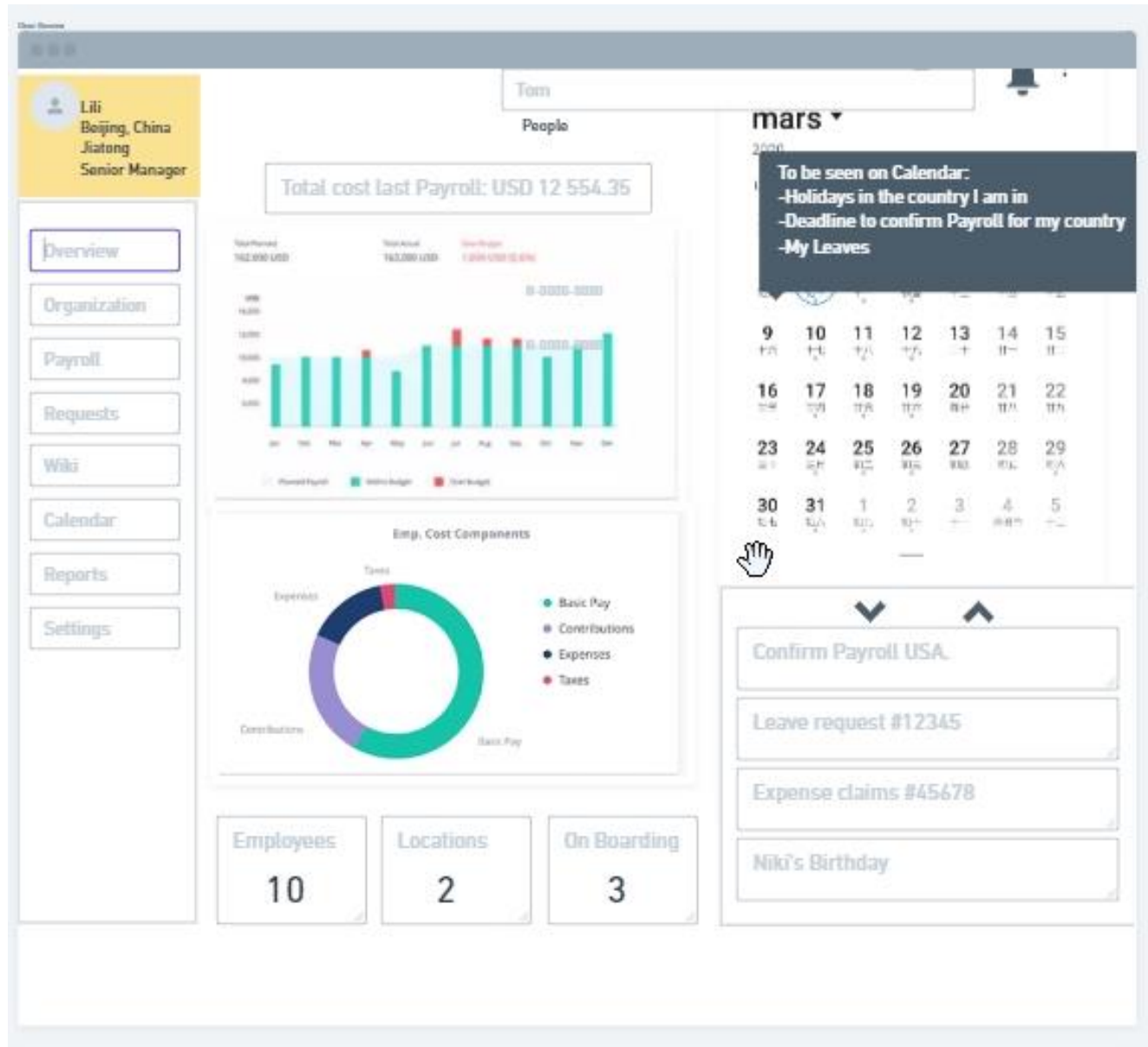
# Global Payroll & Int'l HR Management

**IVY, Powered by FESCO Adecco**



# An Intuitive Interface to Manage Employees Abroad









FESCO · Adecco

# THANKS

