



FESCO · Adecco

Digital Transformation in HR management



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
- 1st established in 1979
- 2008 Olympic Partner

The Adecco Group

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

FESCO Adecco

- 2010 Shanghai Expo Partner
- Shanghai Famous Brand



Digital Transformation Trends in HR

01



SaaS

- Subscription
- Standardization
- ...

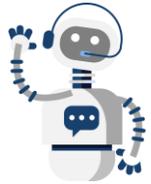
02



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

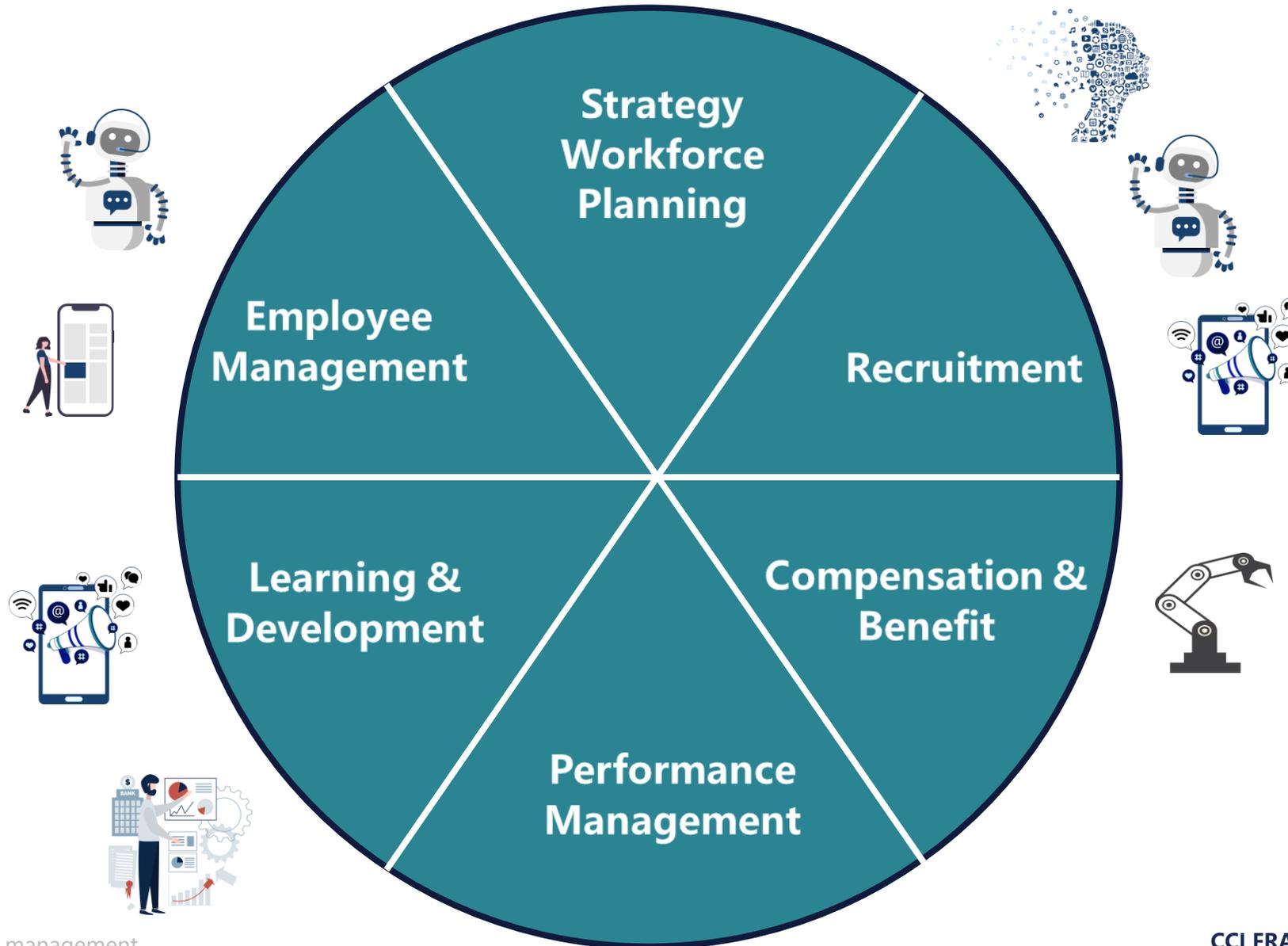
- Workforce planning
- Employee development
- ...

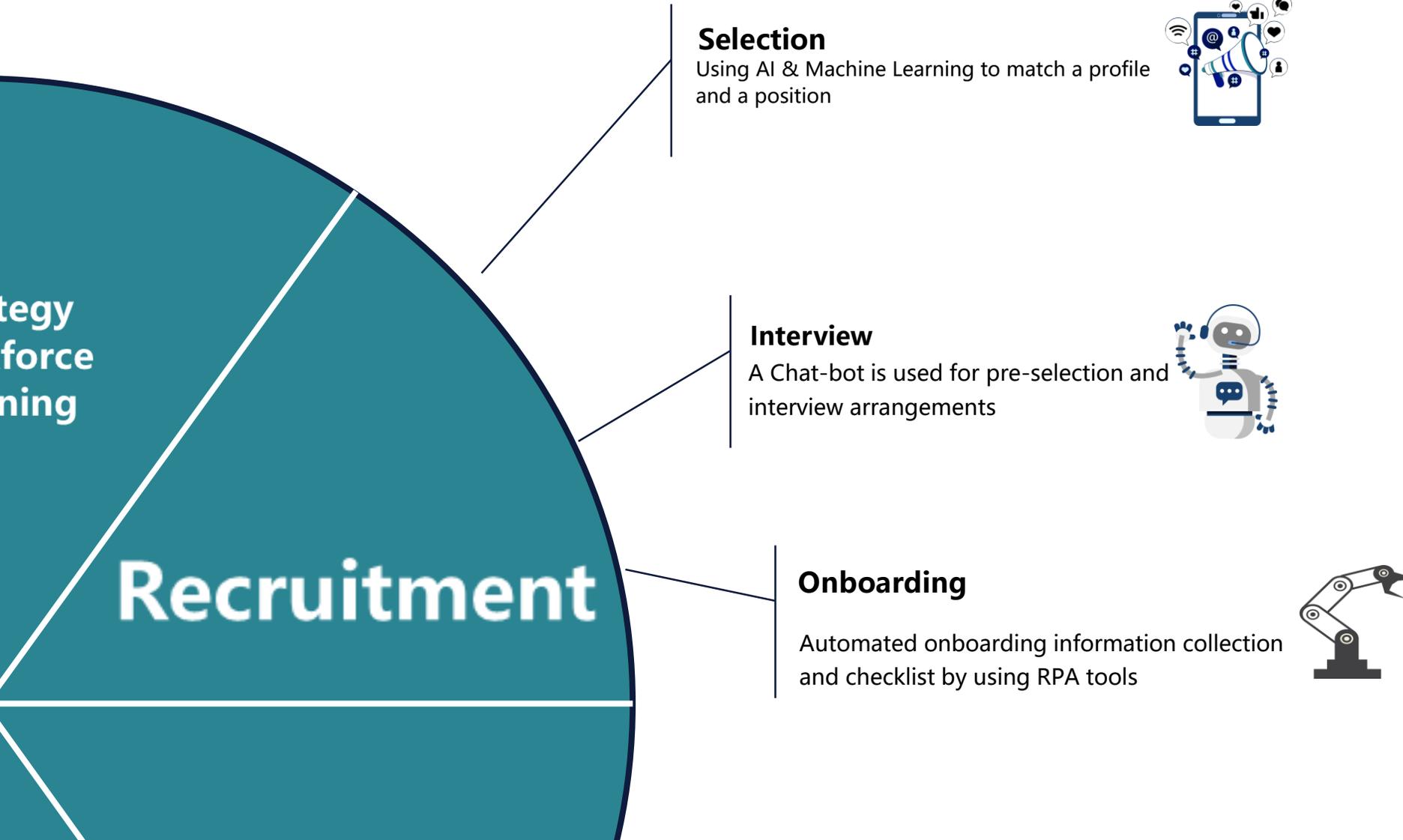
07

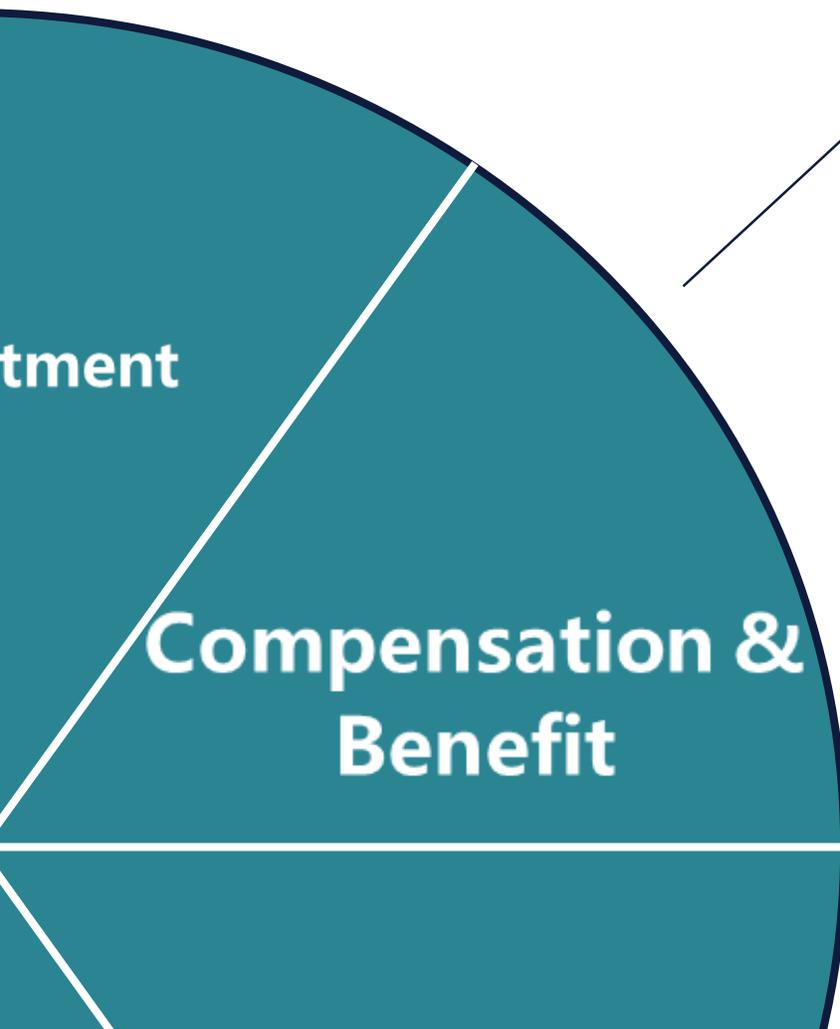


Social Media

- 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.





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

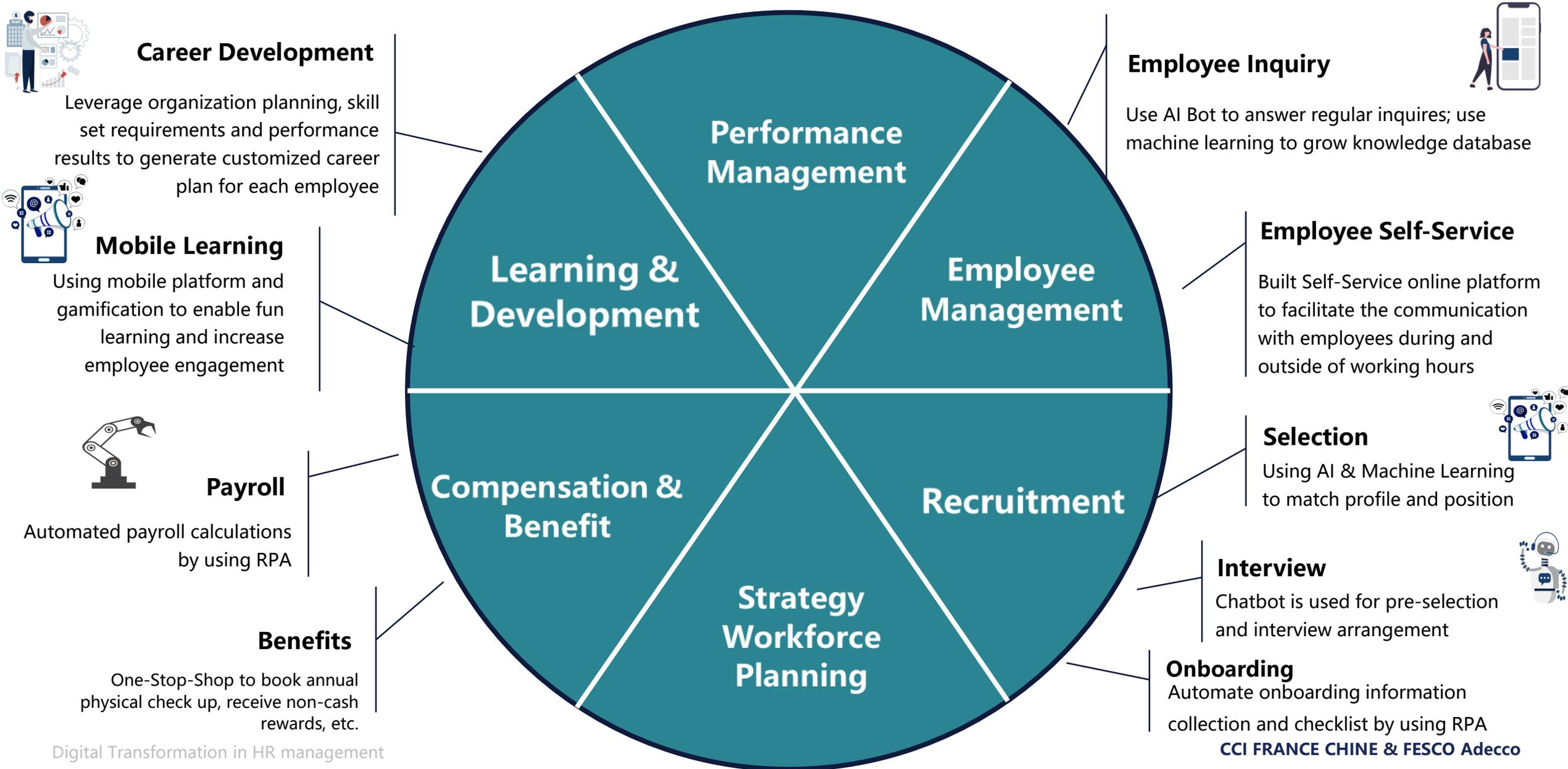
Use AI Bot to answer regular inquiries; use machine learning to grow knowledge database



Employee Self-Service

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

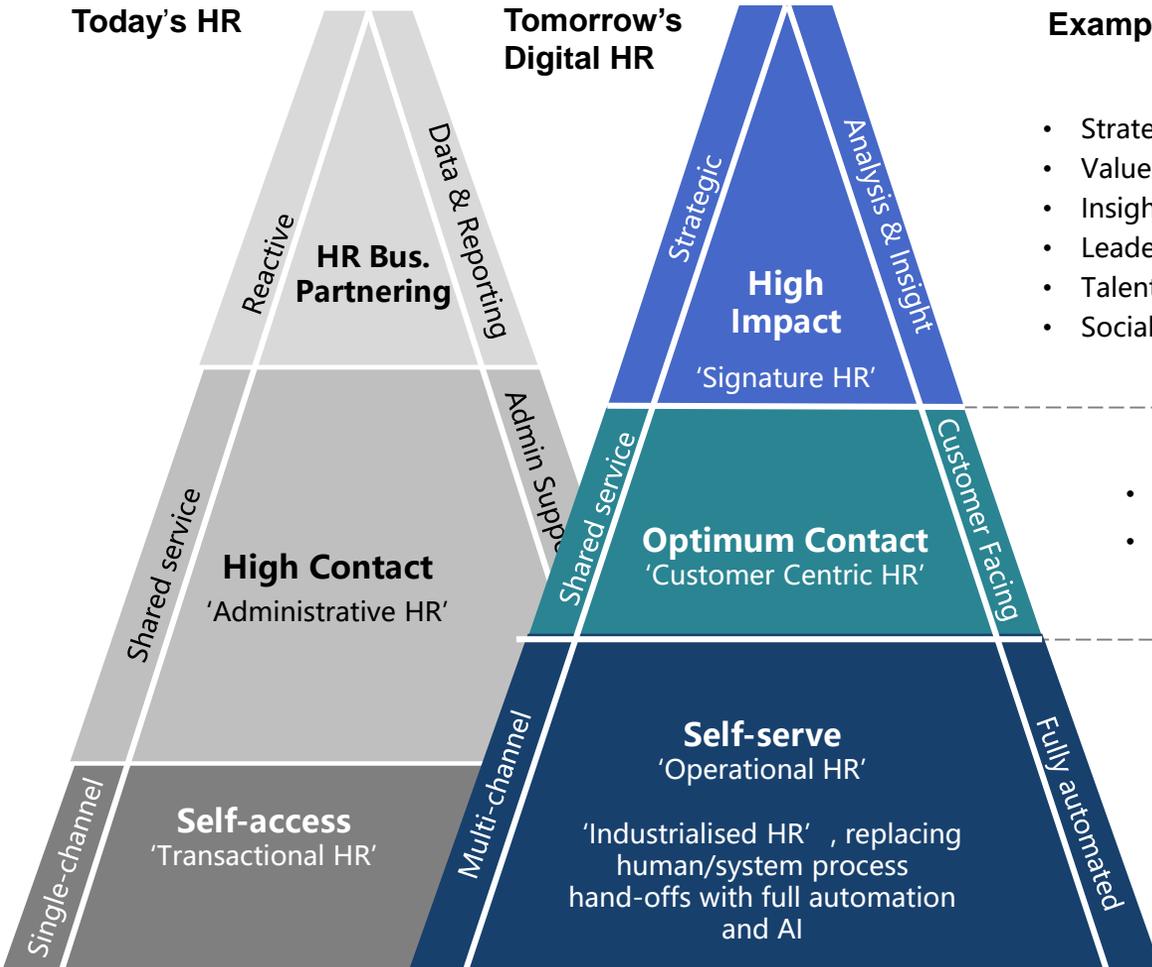






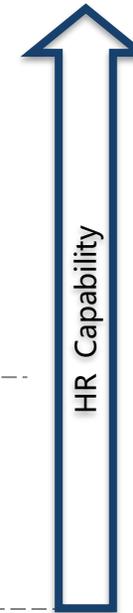
How Technology Impact HR Structure

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



Examples of Key HR Processes

- Strategic Workforce Planning
 - Value-led Contractor Management
 - Insight-driven succession planning
 - Leadership development & coaching
 - Talent sourcing and onboarding
 - Social learning
-
- Talent Mgmt as a Workforce of One
 - Personalised Performance Management
-
- Self-serve capability development
 - Time, expenses, tax and payroll
 - Social engagement & recognition
 - Compensation & benefits
 - Talent Process administration
 - Employee Services administration



Digital HR Accelerators

People Strategic Decision Making

Big Data & Analytics

Social Media Integration

Machine Learning

Mobility

AI Chatbot

RPA

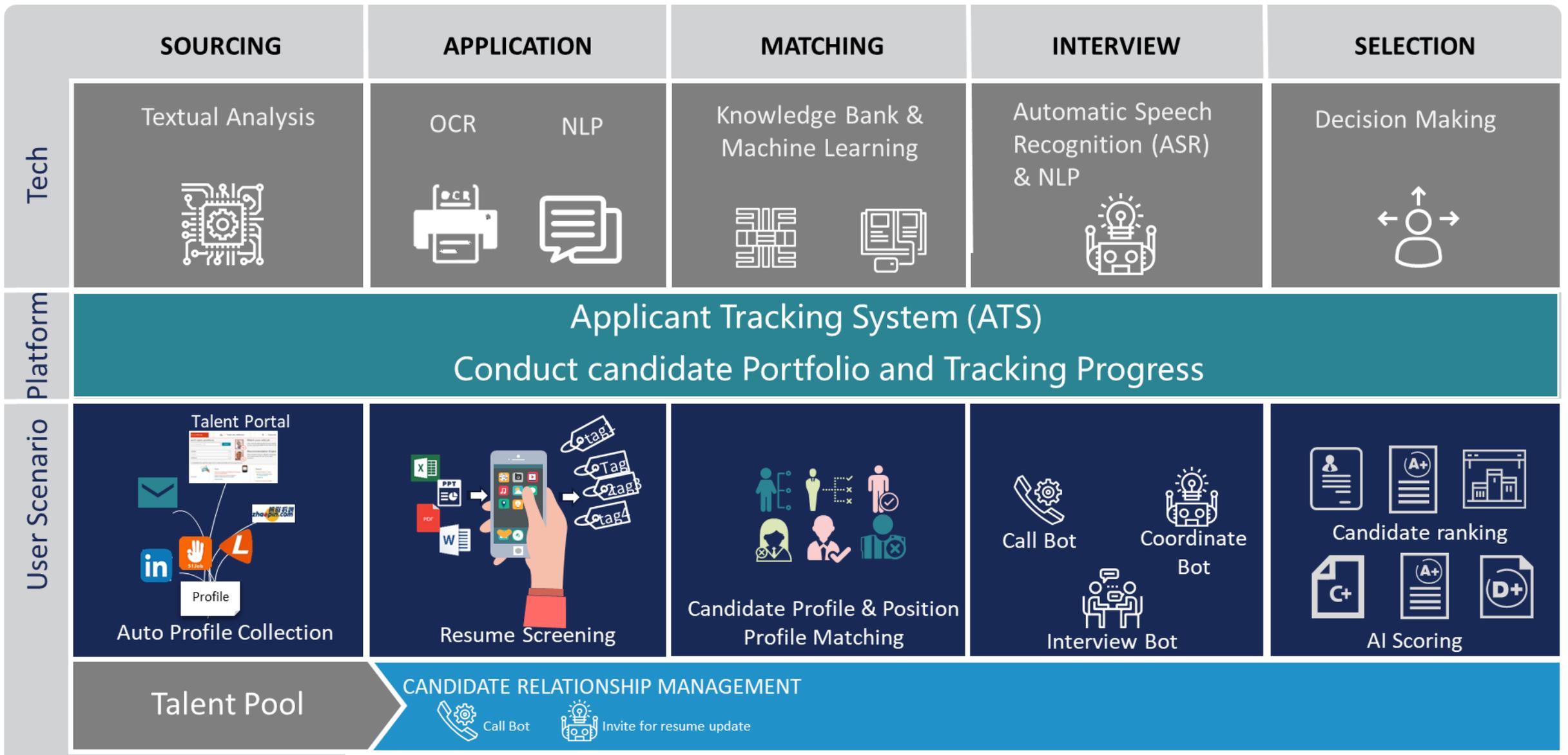
Cloud





Practical Application **DIGITAL Recruitment**

Digital Recruitment Process



One-Click publishing



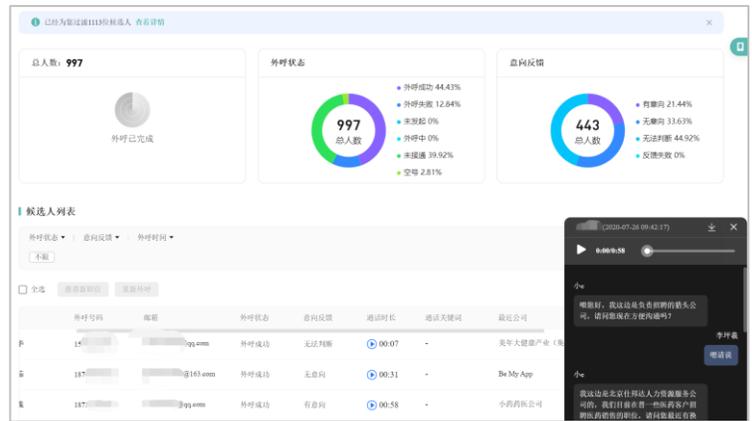
1 sec vs. 10 mins per channel

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

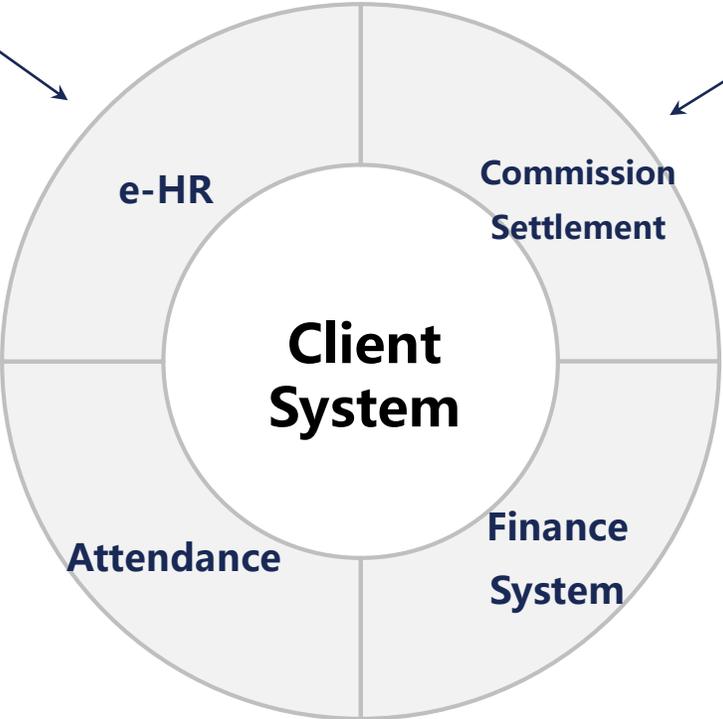
Employee



Authority System



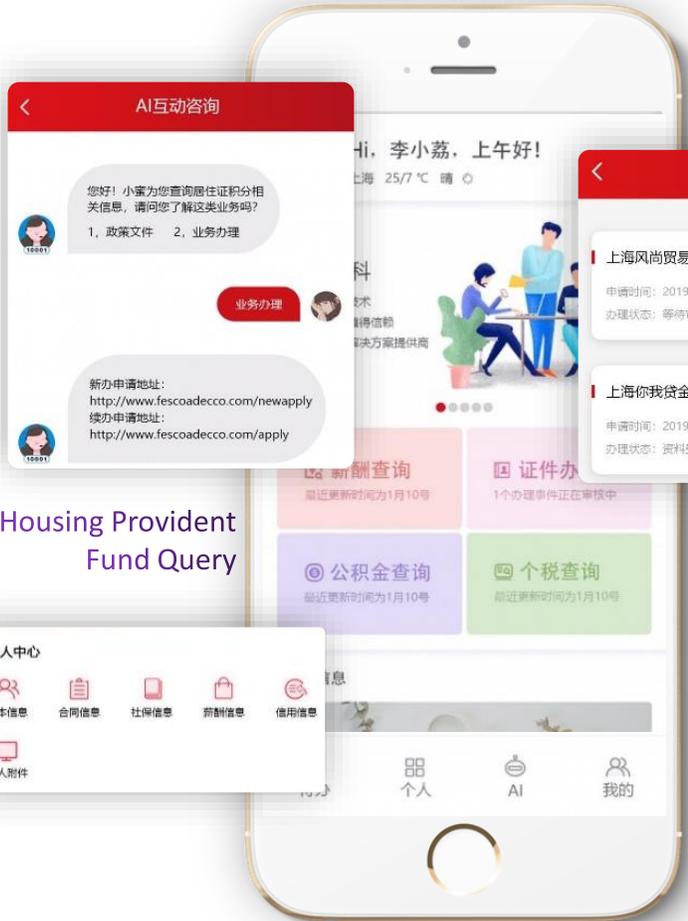
Credited by authorities and able to bridge with varies system



Customized Report

客户编号	客户名称	列合并规则	行合并规则	Summary	自定义
A13013	天津-华北-天津	请选择	请选择	托收分账	Select Some Options
A13013	天津-华北-天津	请选择	请选择	托收分账	Select Some Options
A13013	天津-华北-天津	请选择	请选择	托收分账	Select Some Options
A13013	天津-华北-天津	请选择	请选择	托收分账	Select Some Options
A13013	天津-华北-天津	请选择	请选择	托收分账	Select Some Options

Chat bot
7*24H Service



Flows and process
notice



Housing Provident
Fund Query

ID Document
Application

IIT Query

Personnel
Center

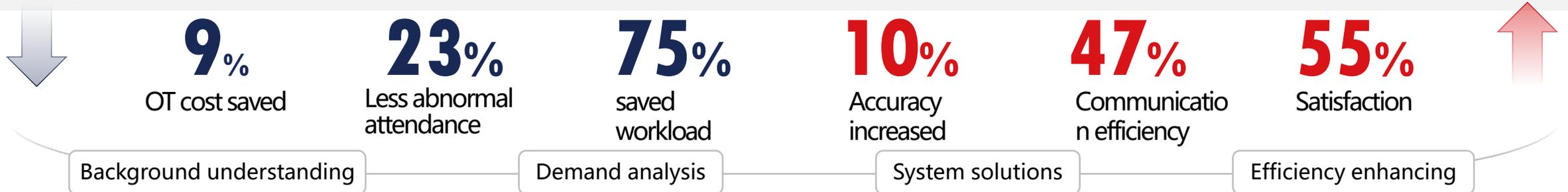
Employee Self-service Platform



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.



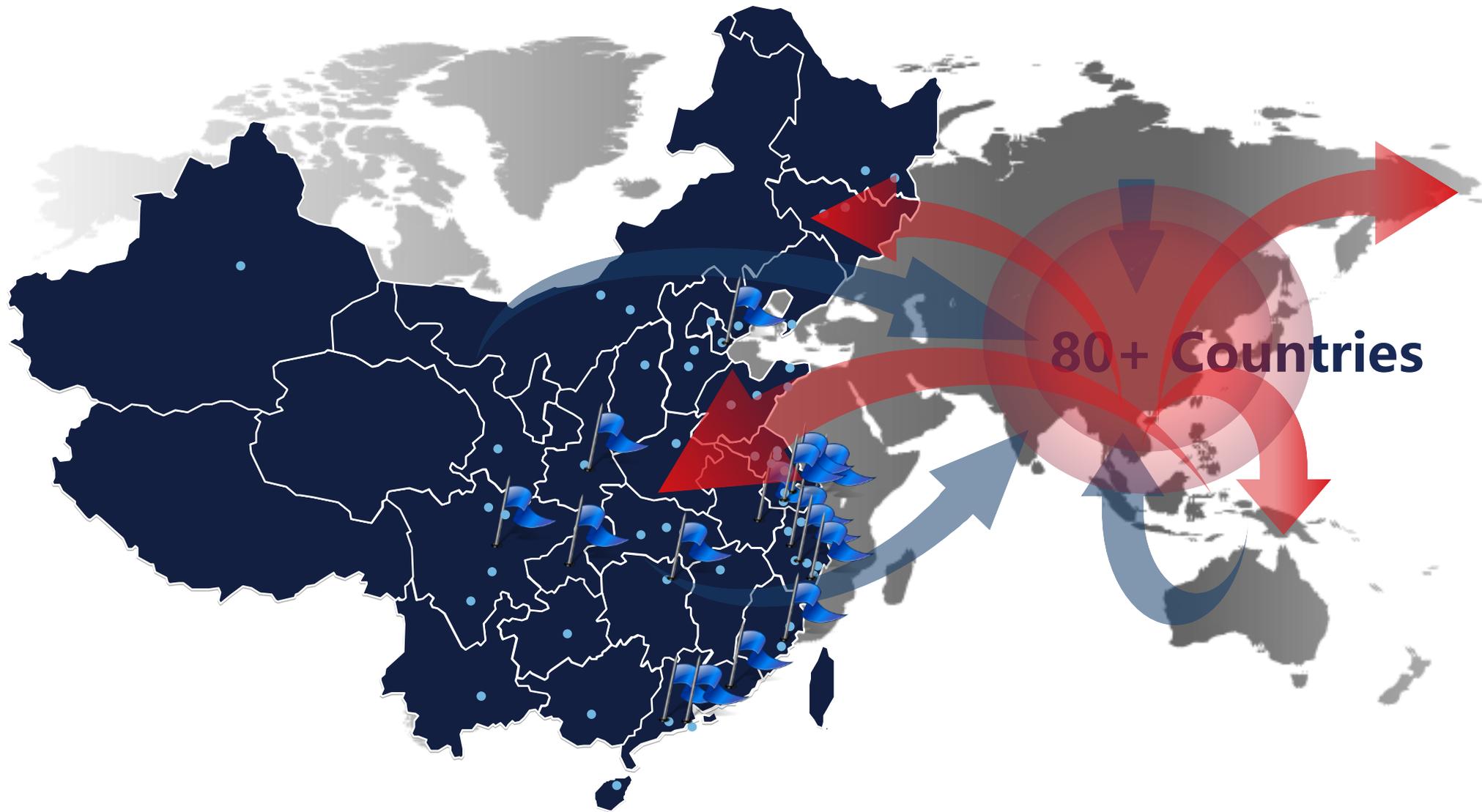
Issues:

- 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**

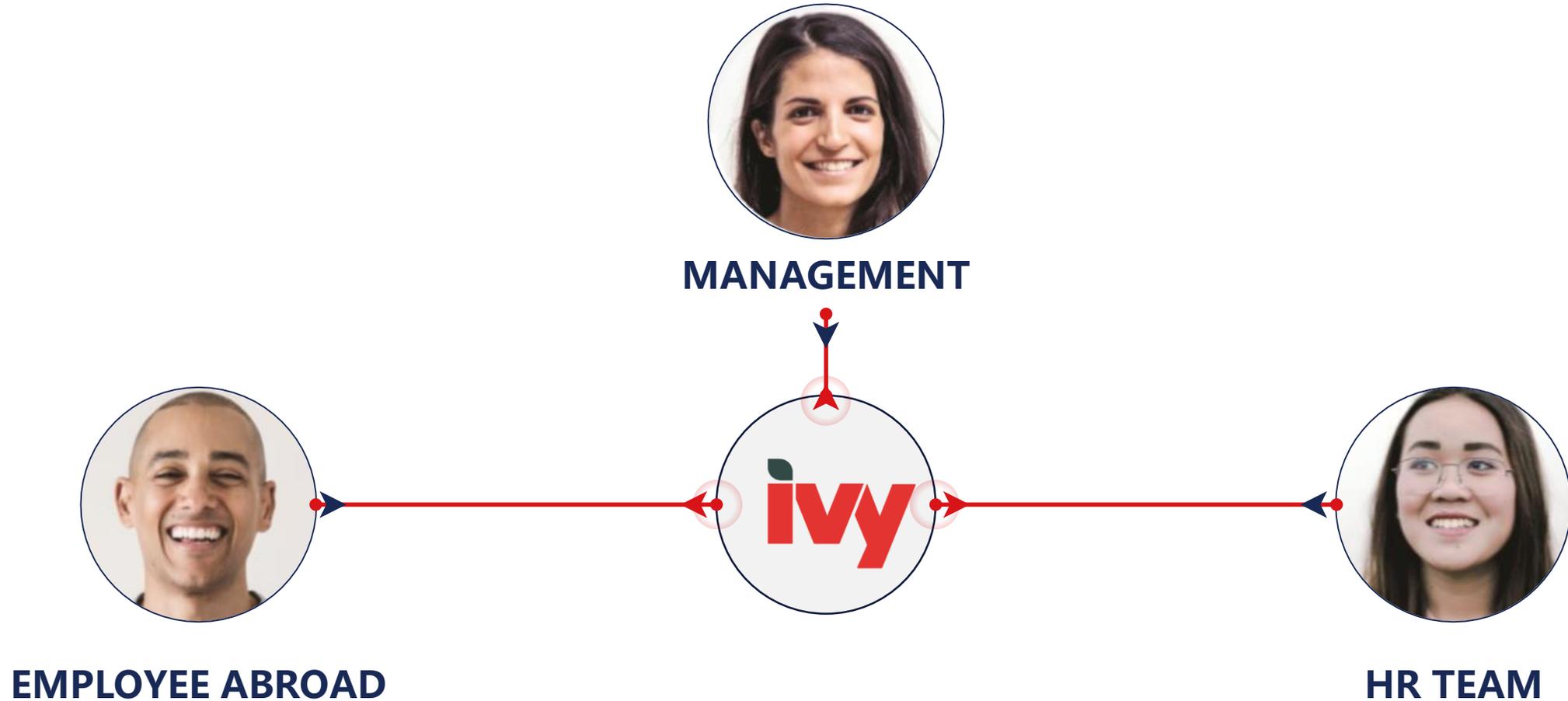
**Employment
&
Management**

**Employee
termination &
Management**

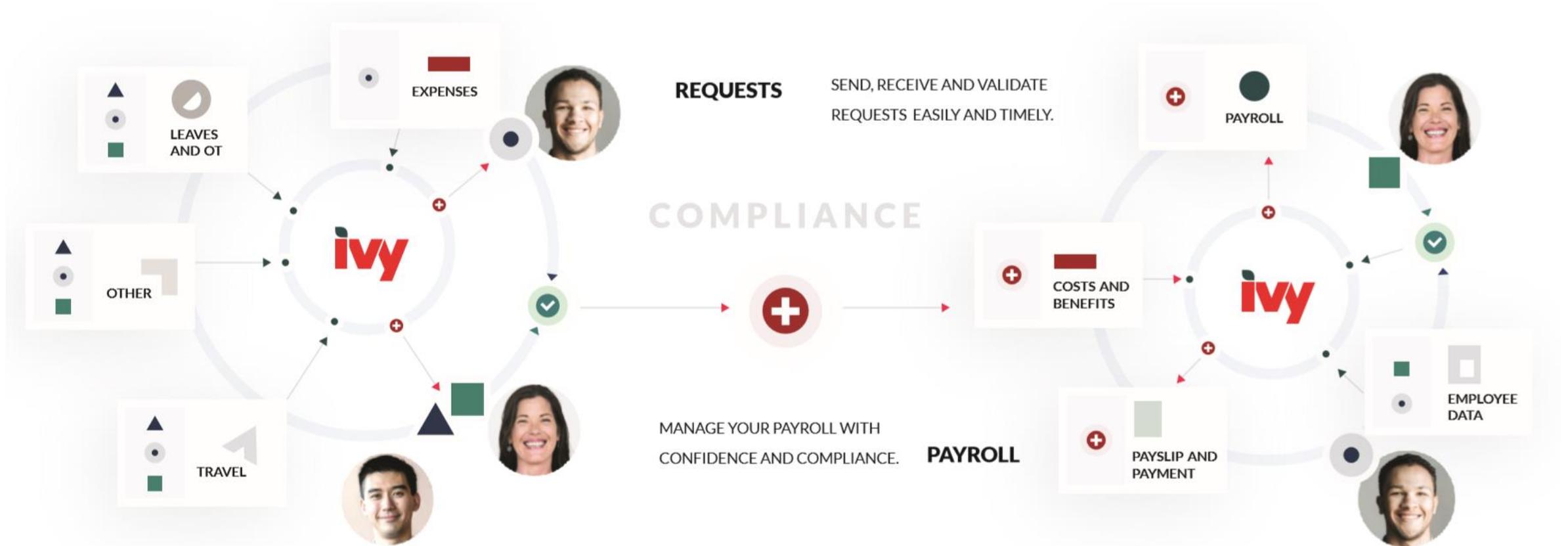
**Company
Revoke**

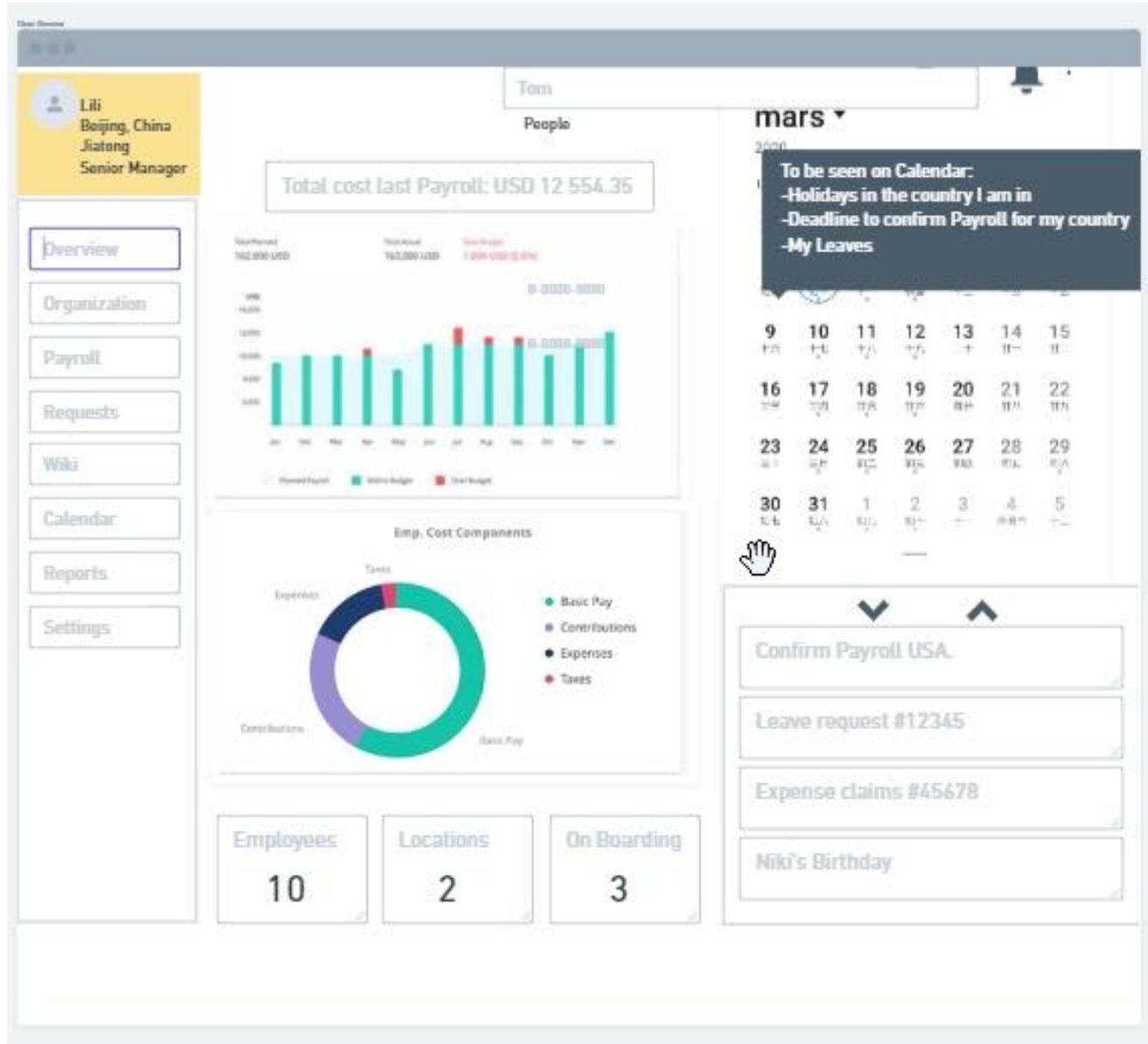
Global Payroll & Int'l HR Management

IVY, Powered by FESCO Adecco



An Intuitive Interface to Manage Employees Abroad







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THANKS

