



HR Transformation

# NextGen HR Customer Experience

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# HR holds the key to employee experience by creating outstanding customer experience.

## Cloud platforms have reshaped HR, but are not the answer to HR customer experience

**42%**

of companies say that improving the employee experience is the biggest human capital challenge that they are facing<sup>1</sup>.

**40%**

of companies with HR cloud systems in place reported that their HR technology was very effective in improving the employee experience<sup>1</sup>.

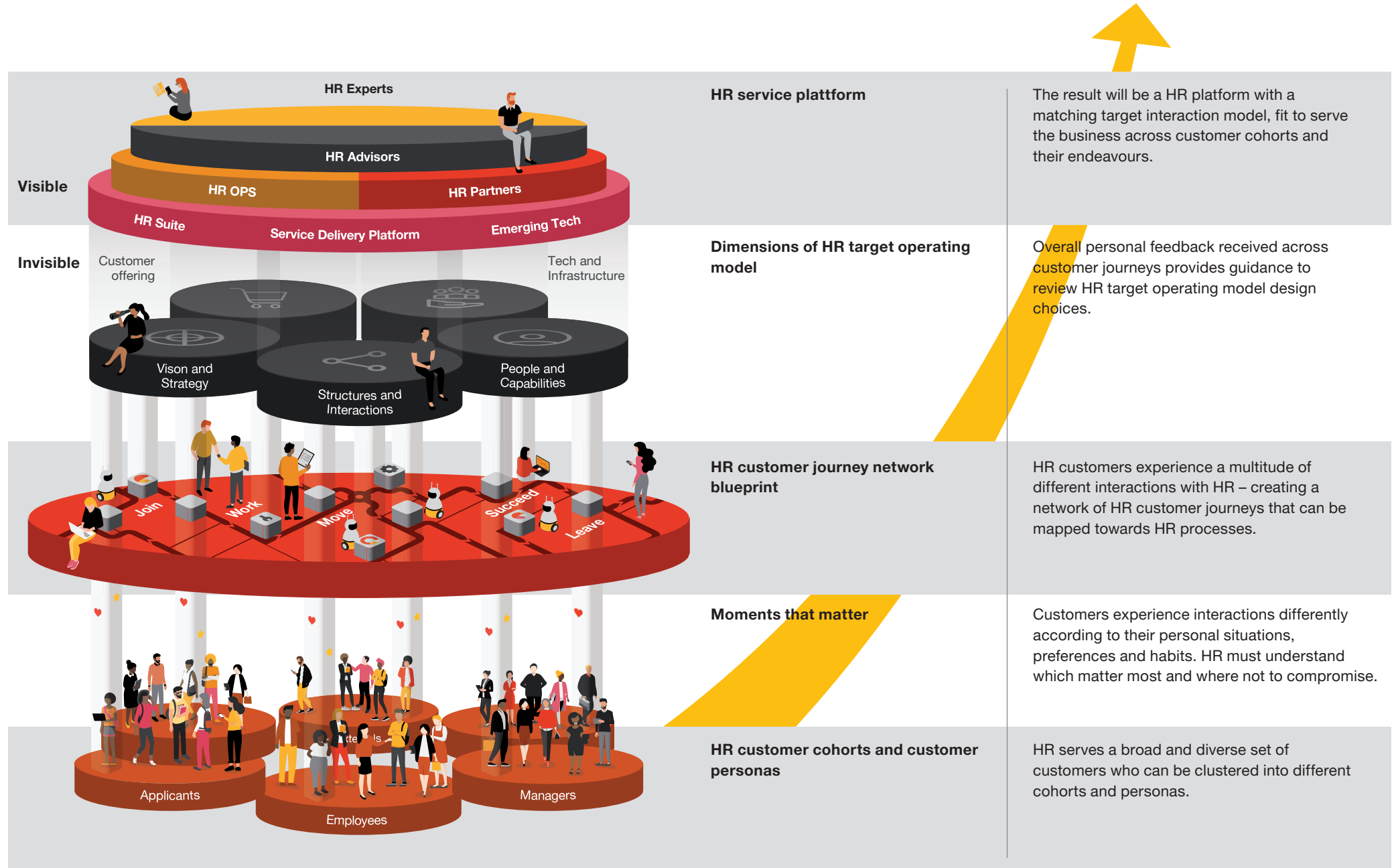
C-suite satisfaction with the effect of HR technology on the employee experience is **twice as high** as user satisfaction<sup>1,2</sup>.

<sup>1</sup> PwC, HR Technology Study 2020

<sup>2</sup> 45% C-suite vs 23% middle management

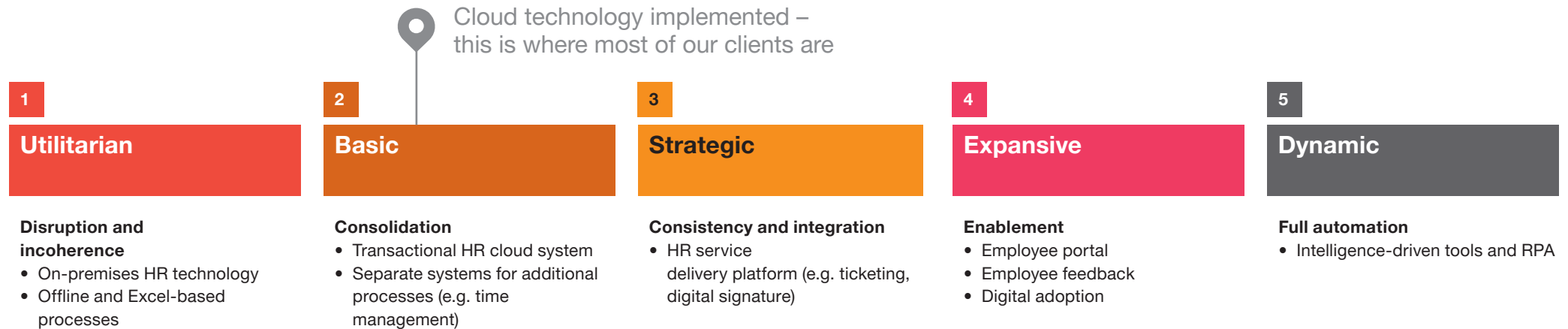


# HR must transform into a customer-centric and experience-led service platform.



# What is your “HR C-EX” maturity?

## PwC can help you find out!



## PwC’s Customer Experience Maturity Assessment



**Maturity assessment**  
Where are you and what are your pain points?



**Focus**  
What do you want to focus on to improve your HR customer experience?



**Employee feedback**  
What feedback do you receive in a typical customer journey?



**Iteration**  
How have you improved and what are the next steps?



**Transformation**  
Which design choices do you need to improve?

# PwC is one of the world's leading HR and change management consultancies

## Our NextGen HR Customer Experience experts

### Till R. Lohmann

Partner  
Email: [till.r.lohmann@pwc.com](mailto:till.r.lohmann@pwc.com)

### Kim Kathrin Buntenbroich

Manager  
Email: [kim.kathrin.buntenbroich@pwc.com](mailto:kim.kathrin.buntenbroich@pwc.com)

10,000 specialists for people and organisations in 138 countries – helping you deliver organisational strategy through people.

Vanguard ALM has ranked PwC as a Vanguard leader in HR operations and HR consulting.

Leading people analytics and insights powered by PwC Saratoga®, the world's leading source for human capital metrics.

We've provided advice on people and organisation issues to 76% of the Fortune Global 500 in the last two years.

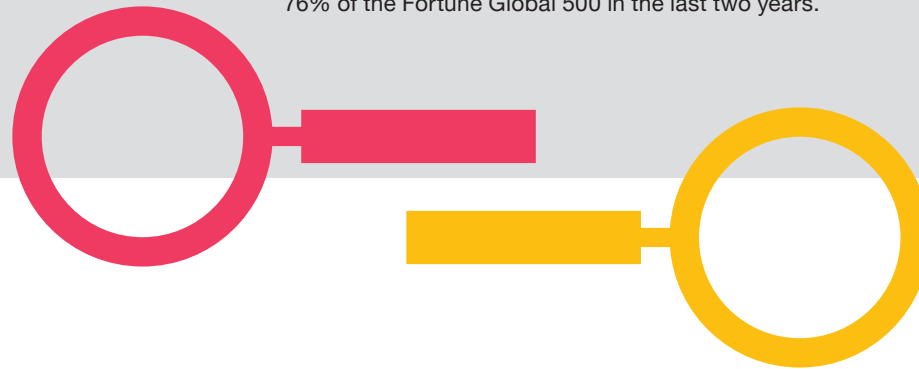
208,000 PwC people worldwide that we call upon to help create the value you're looking for.

Number one globally for HR consulting: the HR Monitor survey of HR directors across the world rates PwC as having the best reputation in HR consulting.

17,500 clients have trusted us to help solve their biggest people and organisation problems over the last two years.

PwC was ranked 4th in Diversity Inc's "Top 50 Companies for Diversity 2017" list.

Strategy&'s Katzenbach Center creates market-leading insights on the future of organisational culture and leadership.



## About us

Our clients face diverse challenges, strive to put new ideas into practice and seek expert advice. They turn to us for comprehensive support and practical solutions that deliver maximum value. Whether for a global player, a family business or a public institution, we leverage all of our assets: experience, industry knowledge, high standards of quality, commitment to innovation and the resources of our expert network in 156 countries. Building a trusting and cooperative relationship with our clients is particularly important to us – the better we know and understand our clients' needs, the more effectively we can support them.

PwC Germany. More than 12,000 dedicated people at 21 locations. €2.4 billion in turnover. The leading auditing and consulting firm in Germany.

With our HR Transformation consulting services, we advise our clients building the next generation of HR. Whether it is about checking the maturity of their current HR function, laying out strategies for robust and resilient HR designs for more agility and versatility or about implementing digital HR service platforms for more customer-centricity, our team of HR transformation consultants acts as trusted advisors for our clients.

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