

Experience Required: The Best Workplace Strategy Starts With Your Employees

Engaged employees are more productive and loyal. A recent NTT DATA study found that insurers who understand their employees' experience create happier customers and healthier bottom lines.

To win over talent, you need to modernize

Modernizing the workplace is a top priority for insurance companies.

Your employees and agents expect friction-free, flexible and Amazon-like workplace experiences. An ever-tightening job market and a population boom of millennials is driving organizations to offer employees flexibility to work the way they want, on their preferred devices, with as much autonomy as possible.



Get it right by placing employees at the core of your strategy

Our study found that insurers and other financial institutions that place employees at the heart of their digital strategies report the following gains as part of their workplace transformation initiatives:



72% of companies with employee-centric workplace transformation strategies report benefits versus **29%** that don't adopt this approach.

You don't know your employees ... and it's stalling innovation

Our research shows 64% of respondents report investing in new digital workplace solutions over the last 18 months. Yet, only 32% prioritize employee feedback before implementation. That might explain why their efforts are snagged by employees' resistance to change, unexpected costs and the inability to satisfy individual job functions. In your push to innovate, don't overlook the key to making this transformation a success.



Companies that prioritize employee feedback, do better

Organizations across all industries surveyed that prioritize employee feedback, reskilling, organizational change management best practices and other employee-centric planning initiatives prior to digital workplace transformation report better results than those organizations that don't.

LEADERS	LAGGARDS
85% report improved talent retention	50%
87% report a more innovative culture	44%
85% report more productivity	56%
76% report better CX	63%
37% report employee resistance	59%

Leaders and Laggards across all industries surveyed report the above results.

Read the full research results

Read the complete study or visit nttdataservices.com to learn how we can help you create an employee-centric workplace that improves end-user productivity cost effectively.