Working Smarter
Regaining Control of Employee Experience
Who are we?

Julie Dove  
VP, Smart Help Product

Jeff Monaco  
VP/CTO, Digital Workplace Technology
GE exists to bring real progress and possibility to every corner of the planet.

~283,000 employees

180+ countries

125+ years of innovation
The Problem

Employees unmet needs
• Functionality, freedom, access
• Diluted user experience
• Employees seek own solutions

I can’t find what I’m looking for… I give up
Why is it so hard to find the right person to talk to? You have to be here for 10 years before you know how this organization is structured
Why isn’t this as easy as what I do at home?

Our Challenges
• Heavily outsourced IT
• Fragmented systems
• No automations
• Manual processes
Our Solution Approach

Improve how employees manage and interact with their technology through optimized processes, simplified user experiences, and modernized architecture

1. Focus on rapidly connecting systems vs. migrating data
2. Standardize and optimize lifecycle processes (from employee hire to retire)
3. Strive for “no training needed” for all user personas
4. Provide curated guidance and knowledge across GE’s portfolio (incl. governance & appropriate usage information)

Finally

Offer a single, modernized front-end for an intuitive technology experience
Smart Help

INTELLIGENT INTEGRATED SYSTEM

SUPPORTING STRUCTURE ELEMENTS

DATA MEASUREMENT & ANALYTICS

SINGLE GLOBAL PROVIDER
The Results

- $37M saved over 2 years
- NPS increase -20 to +59
- 75% of issues resolved on 1st contact
- 91% improvement in resolution time
QUESTIONS