

Enterprise Growth and Productivity

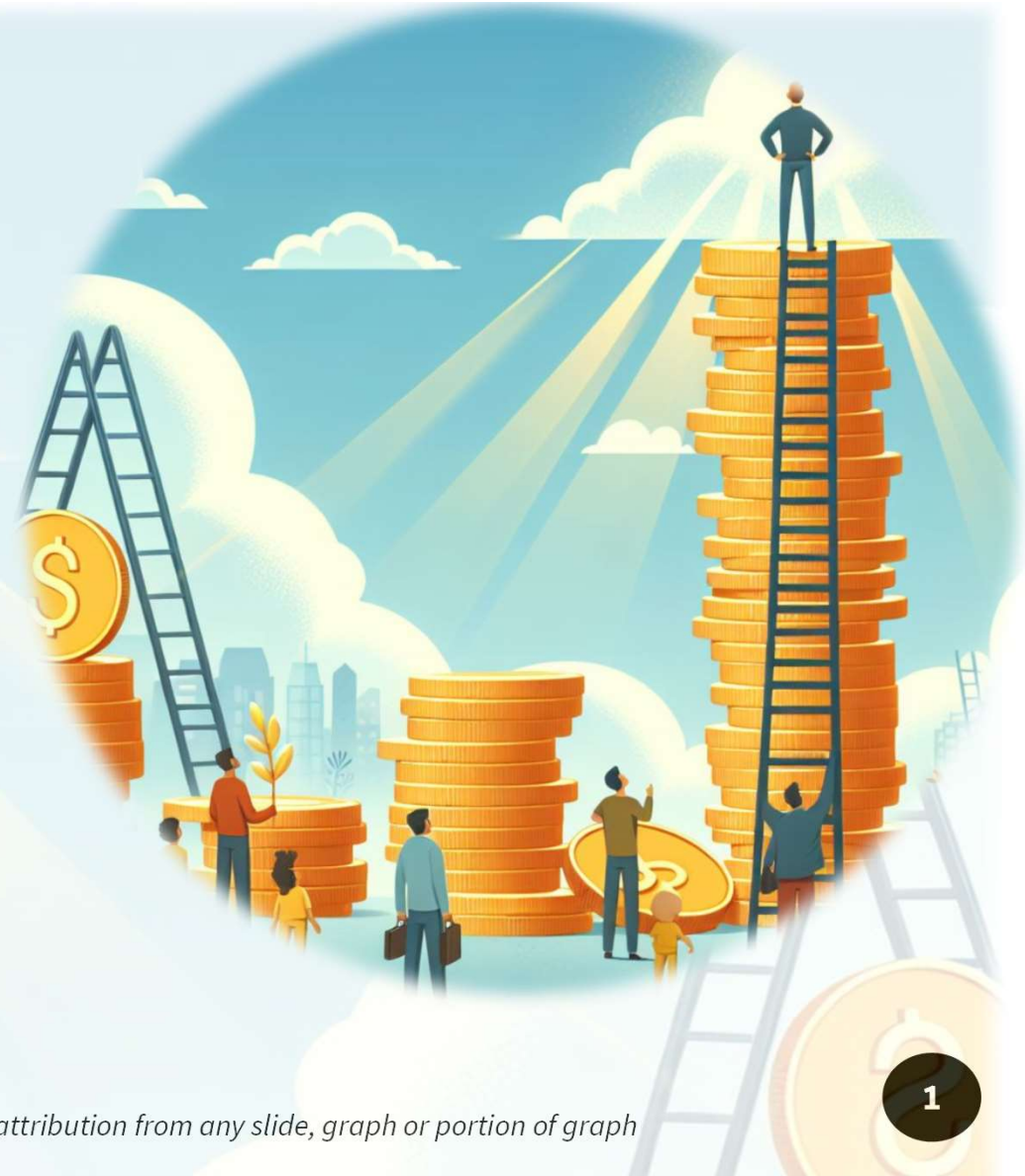
Reut Shefer-Bar
VP and Senior Analyst

STKI 2024



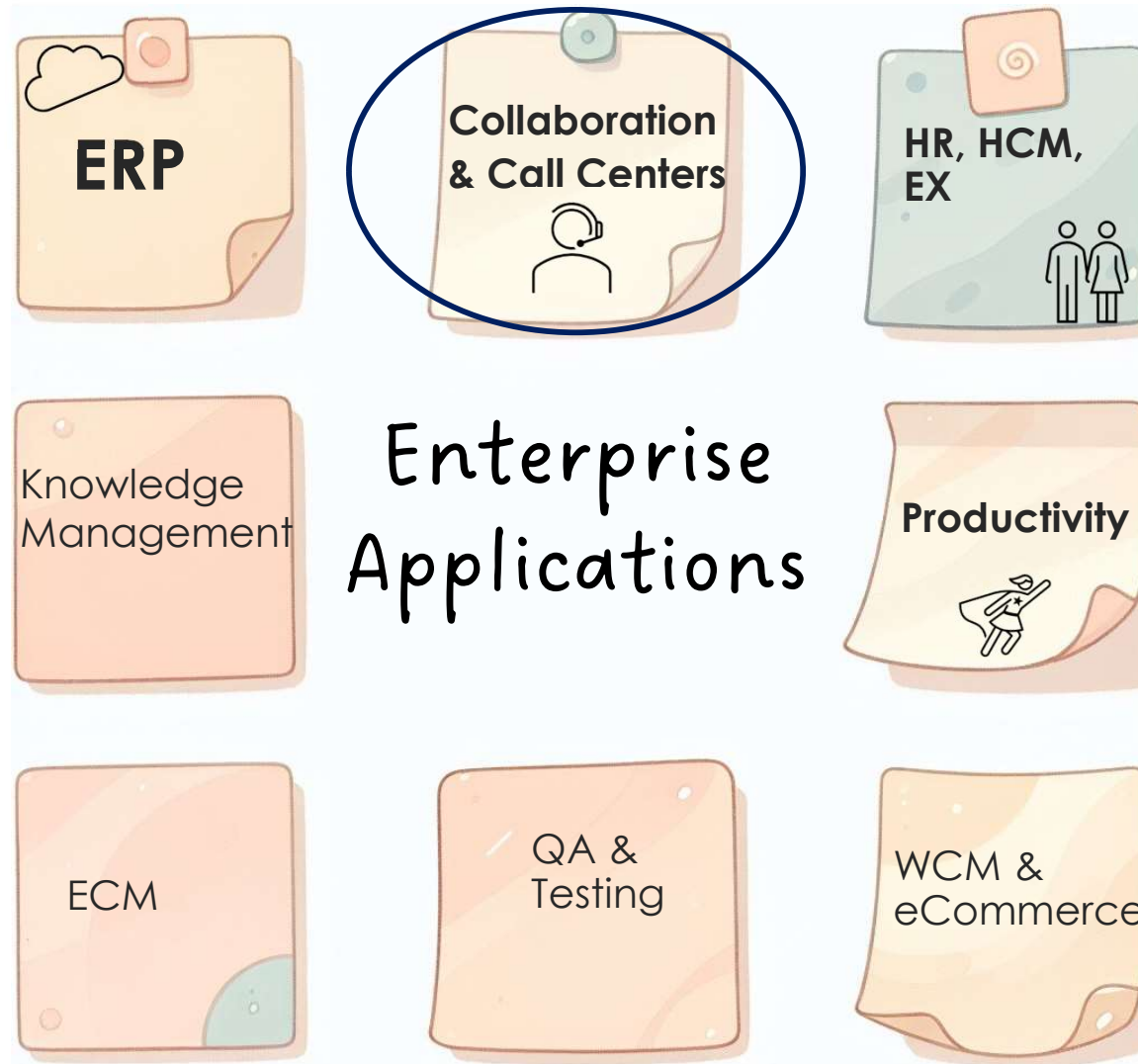
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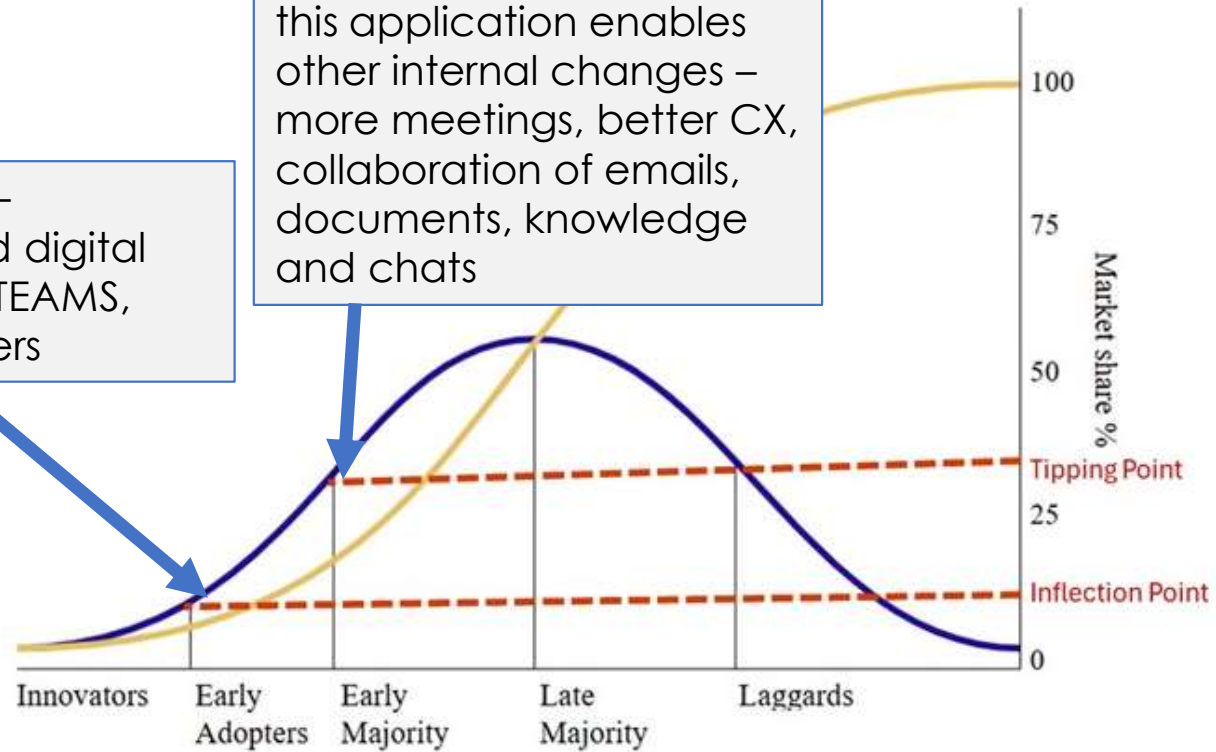


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Collaboration

Inflection Point – Hybrid work and digital collaboration - TEAMS, ZOOM and others

Tipping Point – Vast use of this application enables other internal changes – more meetings, better CX, collaboration of emails, documents, knowledge and chats



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humanskills.blog
HBR.com
McKinsey.com
Forbes

Collaboration in numbers



85% of time

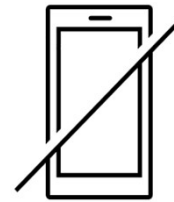
**email, Instant Message, phone, and video calls*



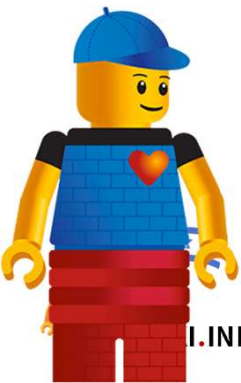
17% is done *face to face*



91% Have the
technology



87% bad collaboration is
the reason for workplace failures.



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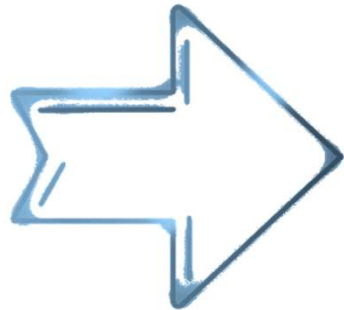
28% of YOUR queries

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HBR.com
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Is our Collaboration really that bad?

Reveals some of the enterprise's hidden issues and blind spots.



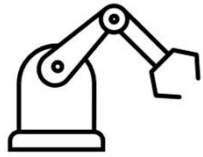
- Miscommunication
- knowledge Gaps
- Resource Allocation
- Trust Issues
- Process Inefficiencies
- Skill Gaps
- Unequal Contribution
- Cultural Misalignment
- **Technology**
- Leadership Challenges





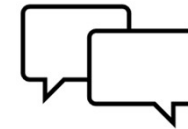
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Collaboration With AI – What are we looking for?



Automate

Organize,
summarize
Meetings



Help with meetings & Summarize

better sound
and video quality



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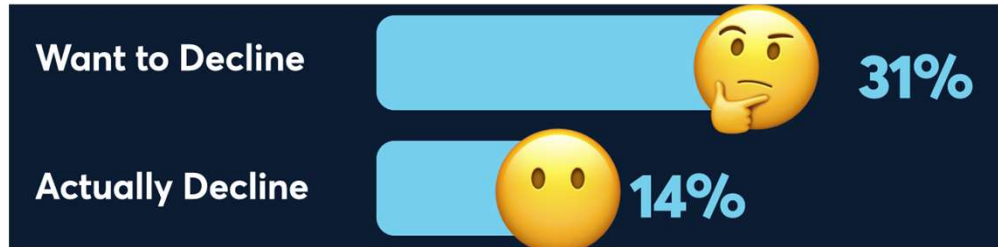
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Zoom.com

The Meetings hidden numbers and costs



Dr. Steven G. Rogelberg
University of North Carolina



25,400\$ annually



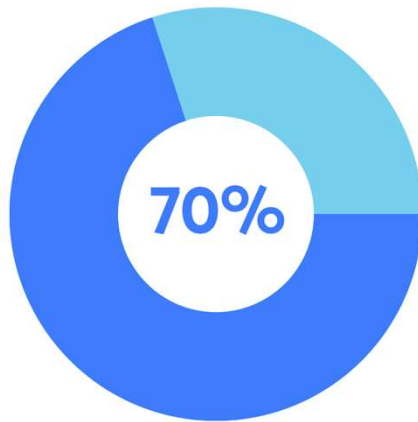
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Dr. Steven G. Rogelberg & Otter.AI



**We don't have
enough time**

- Meeting **default time** is an hour.
- Most of our meetings are **scheduled by someone else**.
- **Parkinson's Law** – “work will expand to fill the time...”



We, humans have single core “Liba”
Multitask is **less productive** because our brain must constantly switch between tasks, it causes **Fatigue, Errors and Stress**








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What can we do?




People and Culture

-  “Meetless Monday”
-  Agenda- Questions not topics
-  Split meeting to sections
-  45 minutes MAX
-  5-8 People



-  “Focus Time”
-  Email Management
-  Automate Workflows
-  Viva Insight
-  Recap

Bottom Line


-  Meeting Summaries
-  Action Items Tracking
-  Virtual Assistance

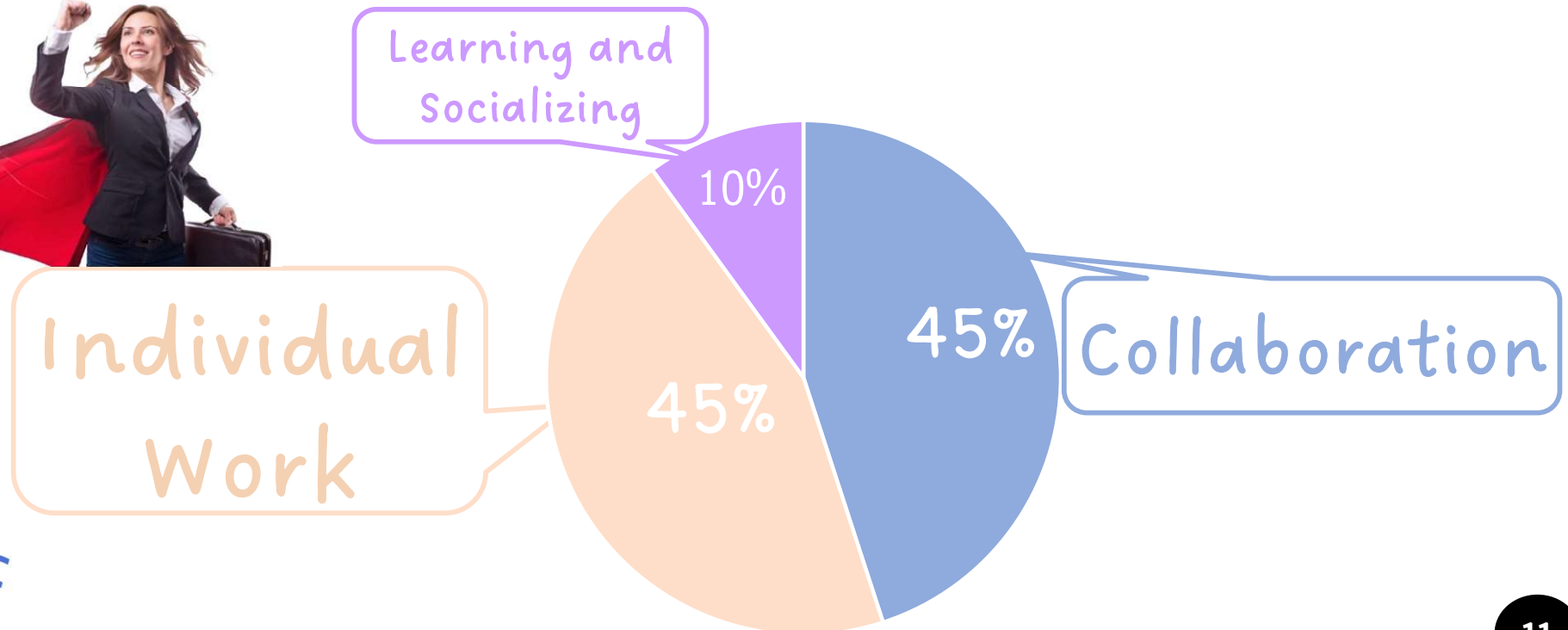


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forbes.com
Microsoft.com
DR. Steven G.
Rogelberg

Top Performing Employees Time Split

 85% Of time



Collaboration “Gemba” 現場

- “Gemba” - “actual place” - shop floor or any place that **value-creating work occurs**.
- Physical visit (where possible)- challenges, ideas, 2025 view.
- Three levels- manager, middle management, employee.
- Ask for one pager summary as well
- GenAI - look for any patterns or even basic workplans.



20%-30% improvement in productivity
-15% reduction in **recurring issues**



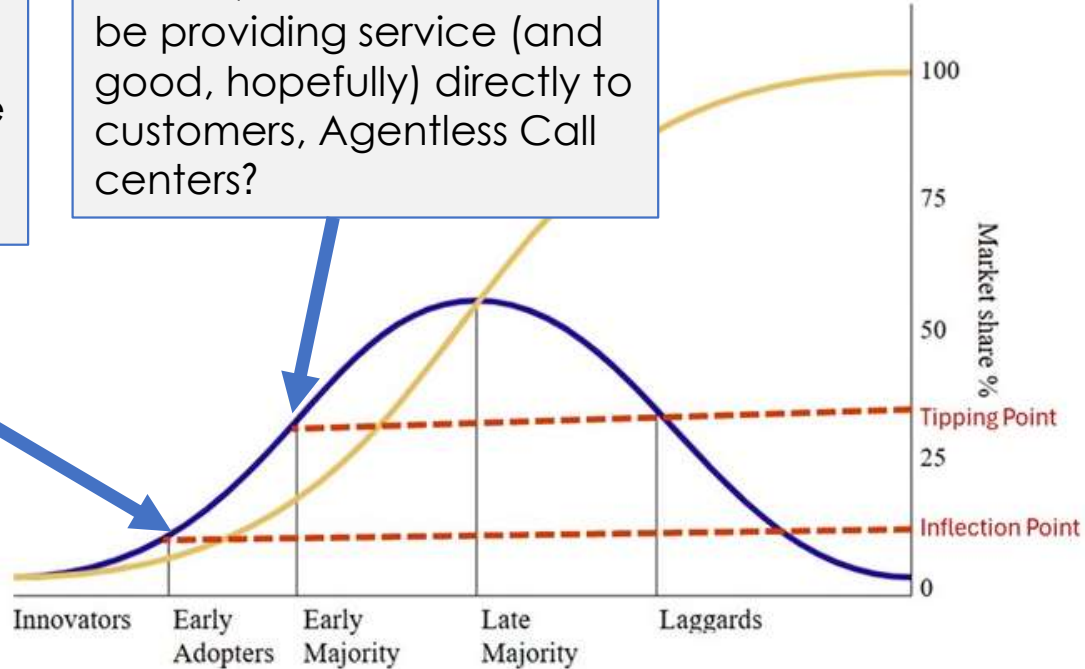
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creately.com
avatur.com

call centers

Inflection Point – The option to WFH, receive CC calls on mobile opened up the options and increase productivity. Yet – the volume is very high because of the digital services widespread

Tipping Point – AI bots, we are at the beginning of this era, when AI tools will be providing service (and good, hopefully) directly to customers, Agentless Call centers?



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McKinsey.com
Forbes



**“Everyone must be able to
work in a call center.”
-Jeff Bezos**

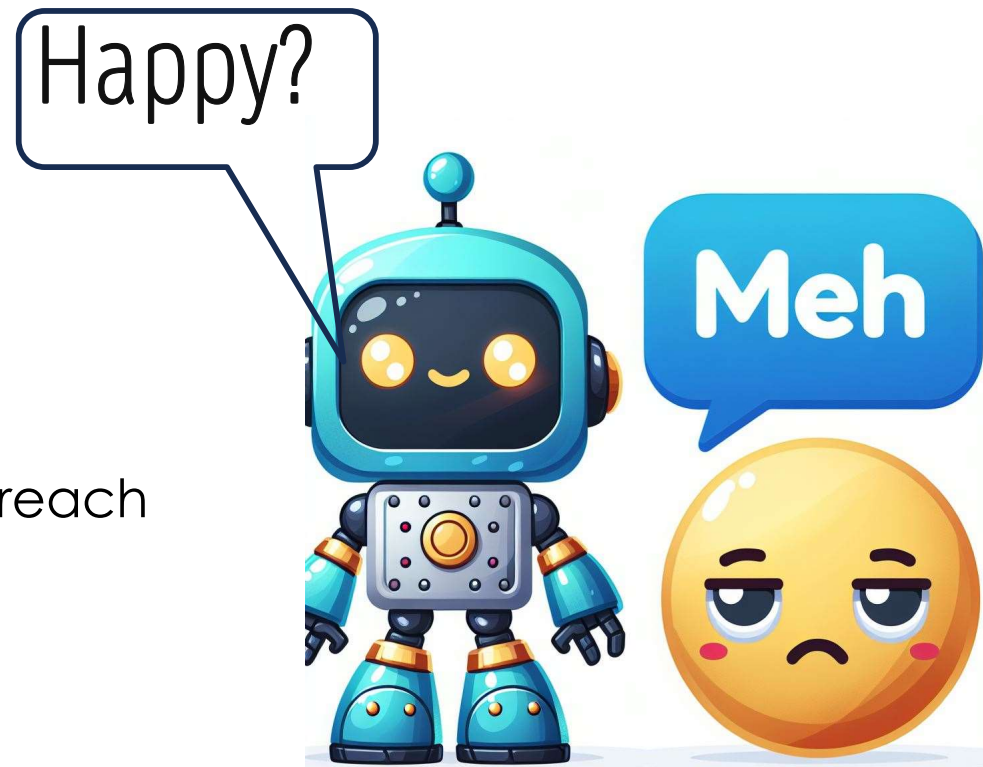
Part of Amazon managers training
is working in the call center once
a year, including Bezos himself as
part of the belief that

**the call center is the most crucial
touchpoint with the customers.**



So... less employees? Agentless Call Centers?

- ✓ 24/7
- ✓ Minimum waiting time
- ✓ Easier call routing
- ✓ Cost reduction
- ✓ Consistency
- ✓ Scalability
- ✓ Data Driven insights
- ✓ Multi language and global reach



IKEA Case Study

Billie 47% of queries

Answering common questions, providing product information, order tracking...



Call Center Employees **upskilled** to

Interior Designer
Advisor



“Interior design advice video call and suggested product list... a floorplan and 3D visual...”

IKEA charge 25 – 125 GBP for the new services.



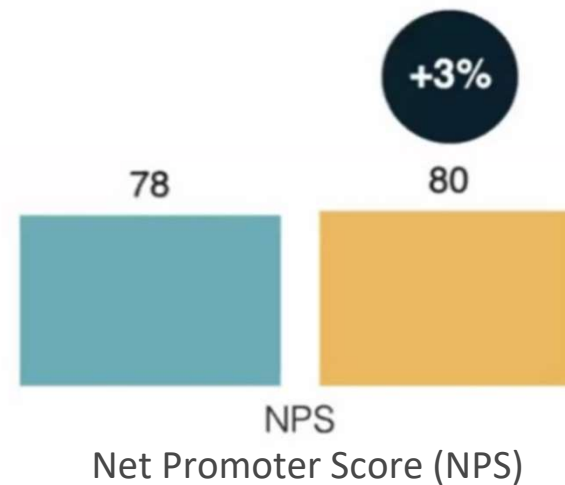
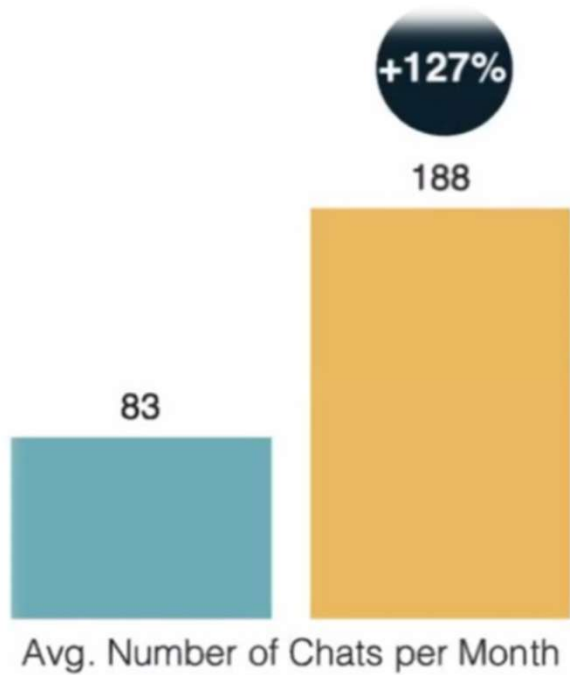
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IKEA.com
pymnts.com
Economicstimes.com

GenAI in Call Centers



Customer Service, With and Without AI



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NBER

13.8% Productivity boost from GenAI in call centers



80 Billion

Saving money in **labor cost** by 2026, thanks to GenAI.



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nber.org
sloanMIT.org
Gartner.com
masterofcode.com
Rethinkingtheworls.com

Future Of Work

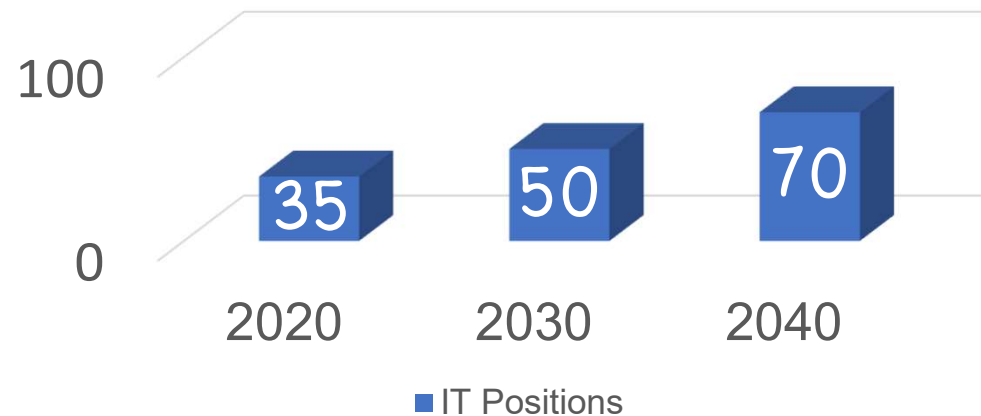


Future of work Worldwide

~97,000,000

The number of **NEW JOBS** added,
by AI and related technologies until 2030.

Estimated number of IT positions (Millions Worldwide)



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Most Common Jobs USA

2024 - 2030

Job Title	2024 Employees	2027 Employees	2030 Employees	2027/2024	2030/2024
Home Health and Personal Care Aides	3,689,350	4,200,000	4,782,400	114%	130%
Retail Salespersons	3,684,740	3,700,000	3,750,000	100%	102%
Fast Food and Counter Workers	3,676,580	3,800,000	3,900,000	103%	106%
General and Operations Managers	3,507,810	3,600,000	3,840,500	103%	109%
Cashiers	3,298,660	3,300,000	3,350,000	100%	102%
Registered Nurses	3,096,700	3,200,000	3,300,000	103%	107%
Office Clerks	2,900,000	2,950,000	3,000,000	102%	103%
Customer Service Representatives	2,800,000	2,850,000	2,900,000	102%	104%
Laborers and Freight, Stock, and Material Movers	2,700,000	2,750,000	2,800,000	102%	104%
Software Developers	1,660,000	1,900,000	2,000,000	114%	120%



Total IT USA

2024 - 5.95 million

2030 - 6.84 million

+15%



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WHY do we need so many software developers and other IT people?



More Technology

We rely more heavily on technology, the need for software developers to create, maintain, and improve software applications will rise



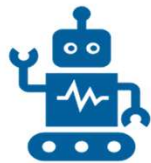
Growth of Digital Services

cloud computing, mobile applications, and e-commerce- higher demand for skilled developers to build and support these platforms



Cybersecurity Needs

Increasing prevalence of cyber threats, there is a growing need for software developers to design secure software systems and applications



Innovation in AI and Machine Learning

Advancements in artificial intelligence and machine learning require specialized software development skills to create and implement these technologies.

Future of work Israel 2030

~85,000

Additional positions

~25,000

Additional IT Positions



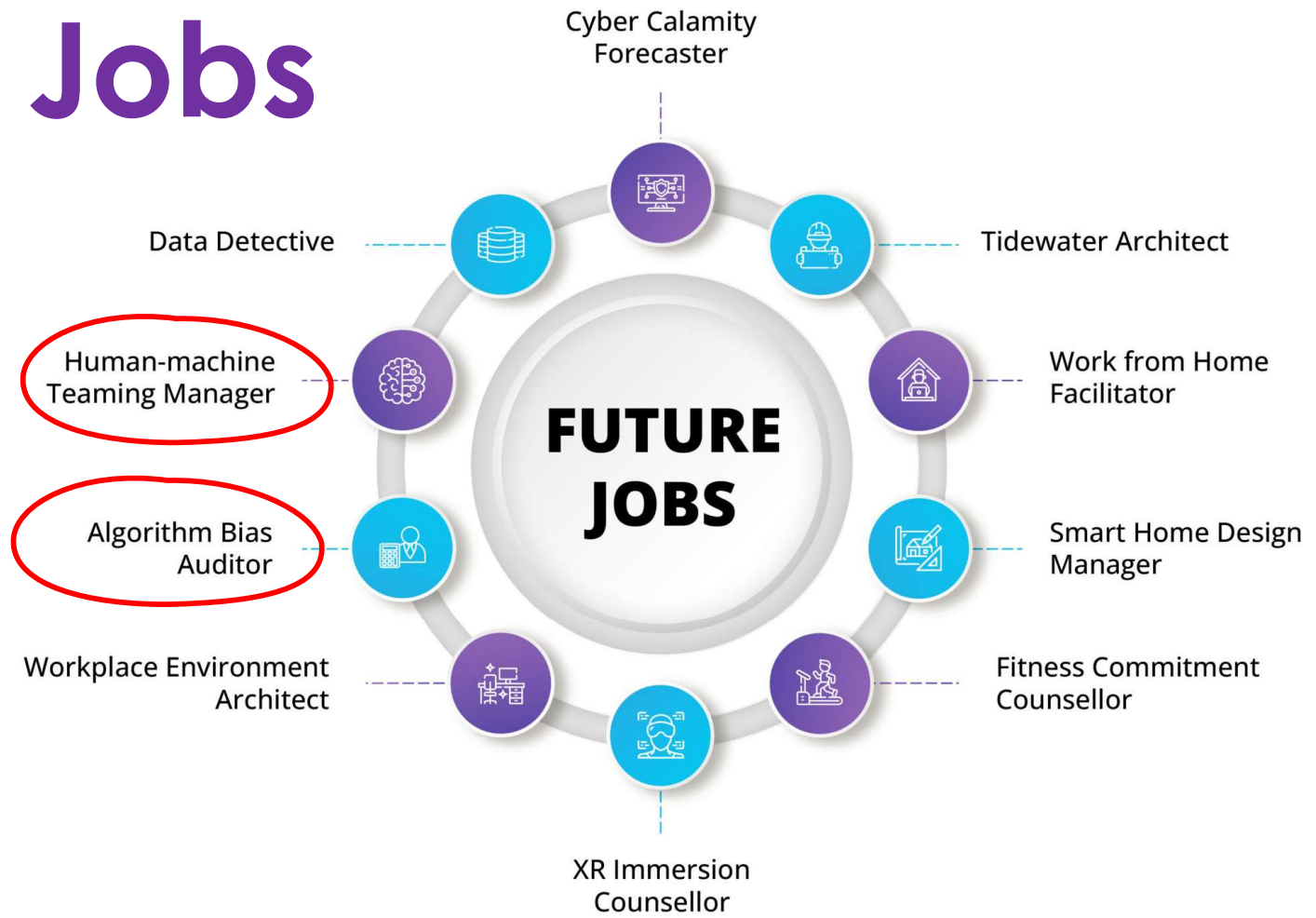
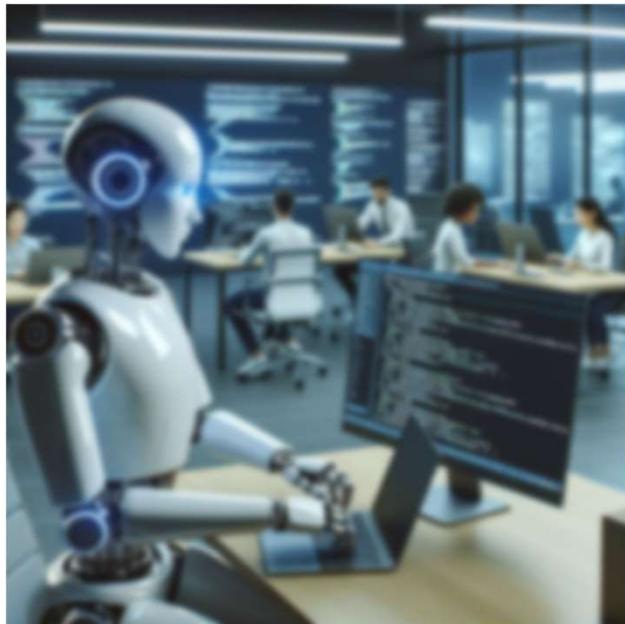
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World Economic
Forum

24

The New Jobs



מנכ"ל IBM: נווטר על גיוס 7,800 עובדים שיחלפו בטכנולוגיית AI

ארווינד קרישה סיפר בראיון כי הכוונה היא לבצע את השינוי, בעיקר בתפקידים "עורפיים", בתקופה של חמש שנים. במקביל, מורגן סטנלי, אחד הבנקים הגדולים בעולם להשקעות, צפוי לפטר 3,000 עובדים עד יוני

27 תגובות

09:45 | 02.05.23 | ynet

בגלל הבינה המלאכותית: טיקטוק עומדת לפטר מאות עובדים

טיקטוק הודיעה כי היא מצמצמת את כוח האדם העוסק במודרציה ידנית של תכונת המהלך של טיקטוק אינו מפתיע בשוק הטכנולוגיה הגלובלי, שבו חברות רבות מיעתמשות יותר ויותר בטכנולוגיות בינה מלאכותית

Will AI replace ME?

Technology

Duolingo Cuts 10% of Jobs It Uses More AI to Create App Content

- Move raises concerns about how AI technology will affect jobs
- Advocates maintain that new tools will replace mundane tasks



Ynet, Maariv, Washington Post

"At Risk" Positions

IT Positions that will disappear or significantly transformed by 2030

79%

Data Analysis

72%

IT Support and Helpdesk

45%-55%

- Network and System Administration
- SW - Code Generation
- QA and Testing

4.7%

Chief Information Officer (CIO)

4.9%

Chief Technology Officer (CTO)

5%-10%

- Cybersecurity Strategist
- Product Manager
- IT Consultant
- Data Scientist

"SAFE" Positions



Evolution of Jobs



Analysts need to understand AI and machine learning models, interpret complex data visualizations, and communicate findings to stakeholders



Customer service representatives now need to manage AI tools, analyze chatbot performance, and handle escalated issues that require human empathy and problem-solving

Developers need to understand how to integrate AI tools into their workflow, manage AI-generated code, and focus on higher-level design and architecture



2027

AI agents will write most of the **code**

80%

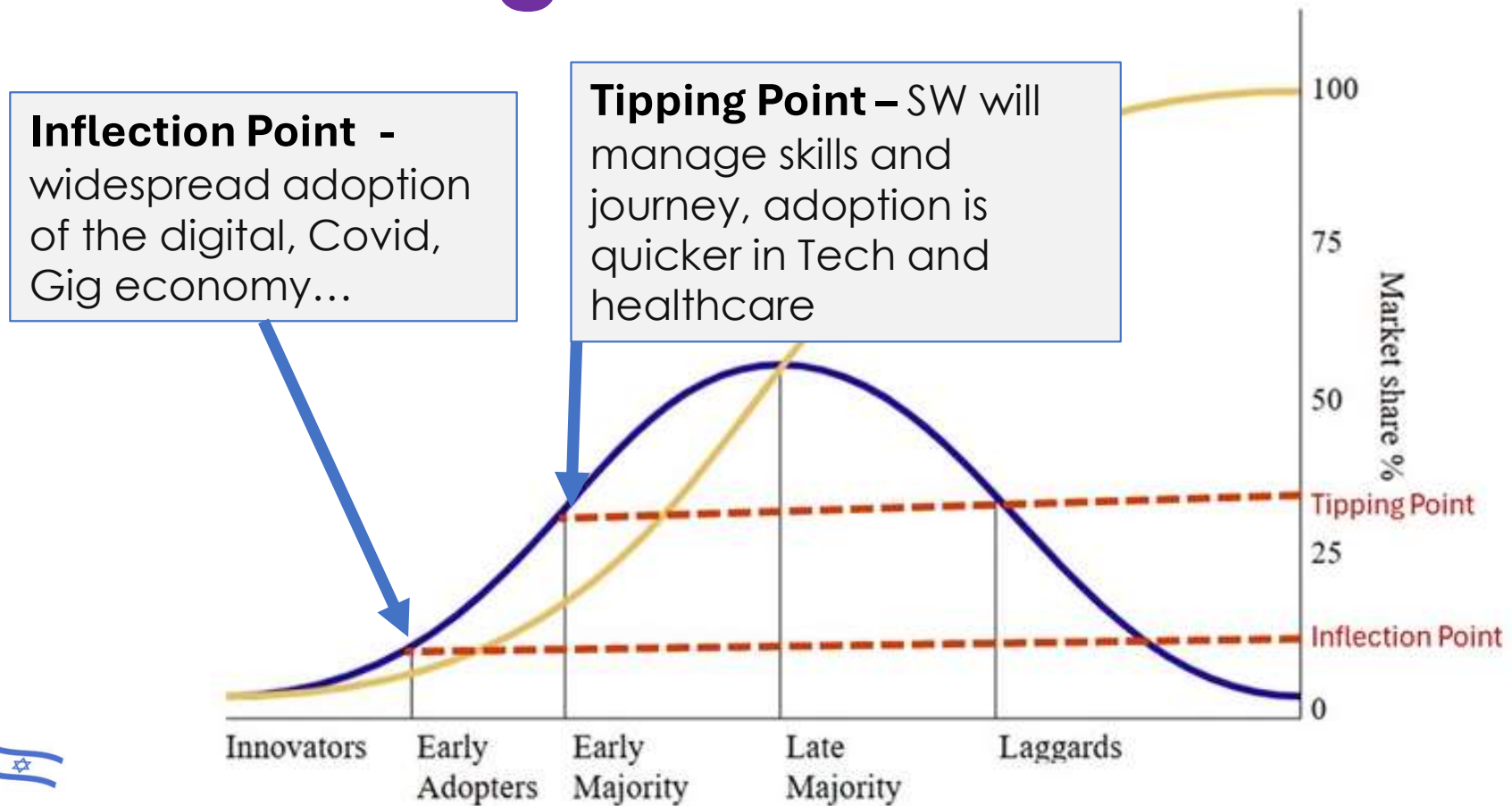
Of developers need to **Upskill and Reskill**



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Mckinsey
Gartner
Github
WEF

Skills Management



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How employees welcome the “New Guy” AI?



MAXIMALIST

UNDERGROUND

REBEL



SUPER FAN

OBSERVER

Maximalists — use AI often to improve their work and are shouting from the rooftops about it.

Undergrounds — use AI often but are **hesitant to share** that they are doing so.

Rebels — **don't want anything to do with AI** and avoid using it as much as possible.

Superfans — **excited** about AI but aren't yet making the most of it at work, **ineffective user**.

Observers — employees who **haven't started** using AI in their work yet because they want to **wait and see** what happens.

“AI won't replace humans, but those who use AI will replace those who don't” -Garry Kasparov

The Great Unbossing

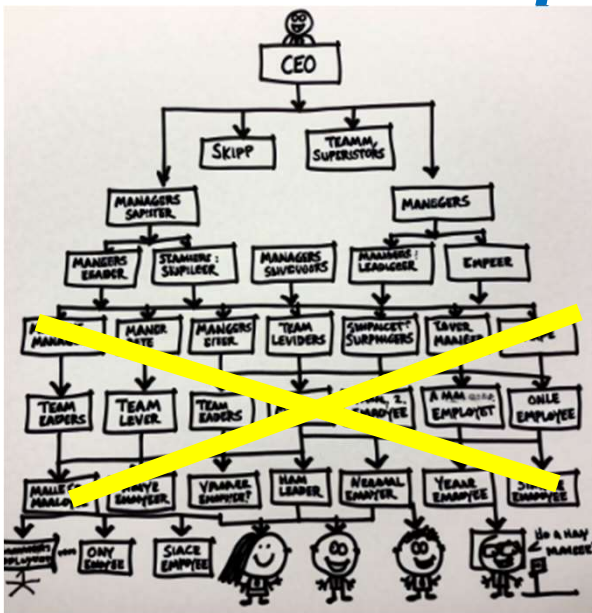
- 💡 Decentralized Leadership
- 💡 Elimination of Middle Management
- 💡 Human-Centered Approach

Why?

Studies have shown that narrowing the management layer > more agile teams
But also, loss of professional guidance and direction.

What can we do?

50% Managers – spend only 25% of time to people management



Hybrid Work

- 🏠 Here to stay
- 🏠 Tools like AI-driven virtual assistants and advanced meeting platforms will become more common
- 🏠 Results-Oriented Management

1 Day WFH: “Faking Hybrid” – Skepticism, Minimal Impact, Token Gesture

2 Days WFH: “Balanced Approach” - Enhanced Productivity, Improved Morale

3 Days WFH: “Remote-First Mindset” - High Trust and Creativity, Challenges in Coordination

4 Days WFH: “Remote-Centric” - Maximized Flexibility, Cost Savings, Isolation

5 Days WFH: “Fully Remote” - Ultimate Flexibility, Global Talent Pool, coordination Challenges

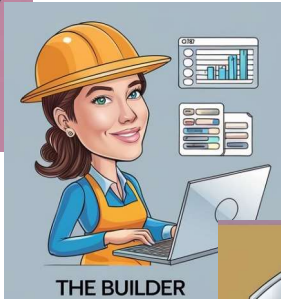


We are here

Orchestrator



Builder



Protector



Oracle Dynamic Skills

- 🚶 Recruiting - Make decisions with skills-informed
- 🚶 Skills-driven learning reskilling and Upskilling
- 🚶 Retain talent with skills-informed mobility

The image displays four overlapping screenshots of the Oracle Dynamic Skills interface:

- New Gig:** A screen for adding skills to a new gig. It features a search bar and a grid of skill tags such as Copywriting, Collaboration, Time Management, Creative Thinking, Project Management, Social Media, Digital Marketing, and Content.
- Marketing Specialist:** A detailed view of a 'Marketing Specialist' role. It includes an overview, details, screening services, job formatting, interview, posting, messages, feedback, and progress. The role description states: 'A Marketing Specialist should be a competent professional able to grasp consumer behavior trends and generate creative ideas. You should also be well-versed in specialized marketing concepts, principles and tactics. The goal is to deliver effective marketing programs that will help our reputation and growth.' It lists responsibilities like conducting market research, developing marketing campaigns, and creating marketing materials. Qualifications include proven experience as a marketing specialist, understanding of marketing elements, and demonstrable experience in marketing data analytics.
- Add Teammates:** A screen for adding team members to a project, with a search bar and filters for role guides, reports, job, position, department, worker type, assignment type, location, and performance.
- Role Alignment:** A dashboard for 'Marie Avery's Organization' showing 'Most Progressed' role alignment. It includes a search bar for role guides and filters. Key statistics are: 12 of 42 Role Guides completed, 42 of 104 Capability Guides completed, and 116 of 208 Skills attained. It features a horizontal bar chart for 'Organizational alignment by role guides' and a line chart for 'Alignment progress for HR D' showing progress from Dec to May.



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Oracle
Moran Ben-Menachem

SuccessFactors Skills Management

- 🚶 **Career Path:** Understand expectations, current standing, and future goals.
- 🚶 **AI-Driven Development:** Get role insights, development guidance, and skill enhancement.

The screenshot displays the SAP SuccessFactors Skills Management interface for user Aanya Singh. The interface is titled "Growth Portfolio" and includes a search bar for actions or people. The main content area is divided into several sections:

- Welcome to Growth Portfolio!**: A message encouraging the user to use the new Growth Portfolio experience to share more about their abilities and aspirations.
- Skills and Attributes**: A section with five cards: Competency (6), Skill (5), Aspirations (1), Work style (2), and Languages (2). There are "Add" and "Team View" options.
- Roles and Aspirations**: A section with a "40% Ready" progress bar and a "Target Role" of "Administrative Support Family". It includes a "Top Skills and Attributes to Improve" section with three cards: "Capacity Analysis" (Skill), "Working Safety" (Competency), and "Driving Continuous Improv..." (Competency). Each card shows "Current: Not Rated" and "Expected" values.
- Opportunities to Grow**: A section with five cards: "Assignment Program Manager" (Project, Sep 20, 2023 - Mar 29, 2024), "Learning Dynamics of Leadership" (Instructor-Led + 8 hours), "Learning Project Management" (External-Course), "Assignment Project assistant" (Vocational Training, Mar 4, 2024 - Apr 30, 2024), and "Learning Career Management" (External-Course).



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SAP
Dror Feldberg

CLOUD ERP



SAP S/4HANA migration Options



Extend the Deadline - You can request an extension from SAP, especially if you have valid reasons for needing more time. This might involve negotiating new timelines and milestones.



Incremental Migration - Instead of a full migration, consider an incremental approach. Migrate one module or system at a time, allowing you to manage the process more gradually



Pilot Testing - Run a pilot migration with a smaller, less critical system to identify potential issues and gain more time to address them before a full-scale migration



SAP S/4HANA migration Options



Consultation and Support - Engage with SAP consultants and integrators to reassess your migration plan and timeline. They can provide insights and strategies to help you postpone effectively



Resource Allocation - Ensure you have the necessary resources, including budget and personnel, to support the migration. If resources are constrained, it might be wise to delay until better prepared



Consider Other ERP Solutions - Depending on your business needs, you might explore other ERP vendors.



RISE and GROW

RISE

Aimed at **large enterprises** looking to transform their existing ERP systems to the cloud.

Focuses on end-to-end business transformation, including **business process optimization** and **cloud migration**.

Single Contract a bundled solution with one contract covering all services, simplifying management and support.

GROW

Designed specifically for **midmarket** companies seeking a comprehensive ERP solution.

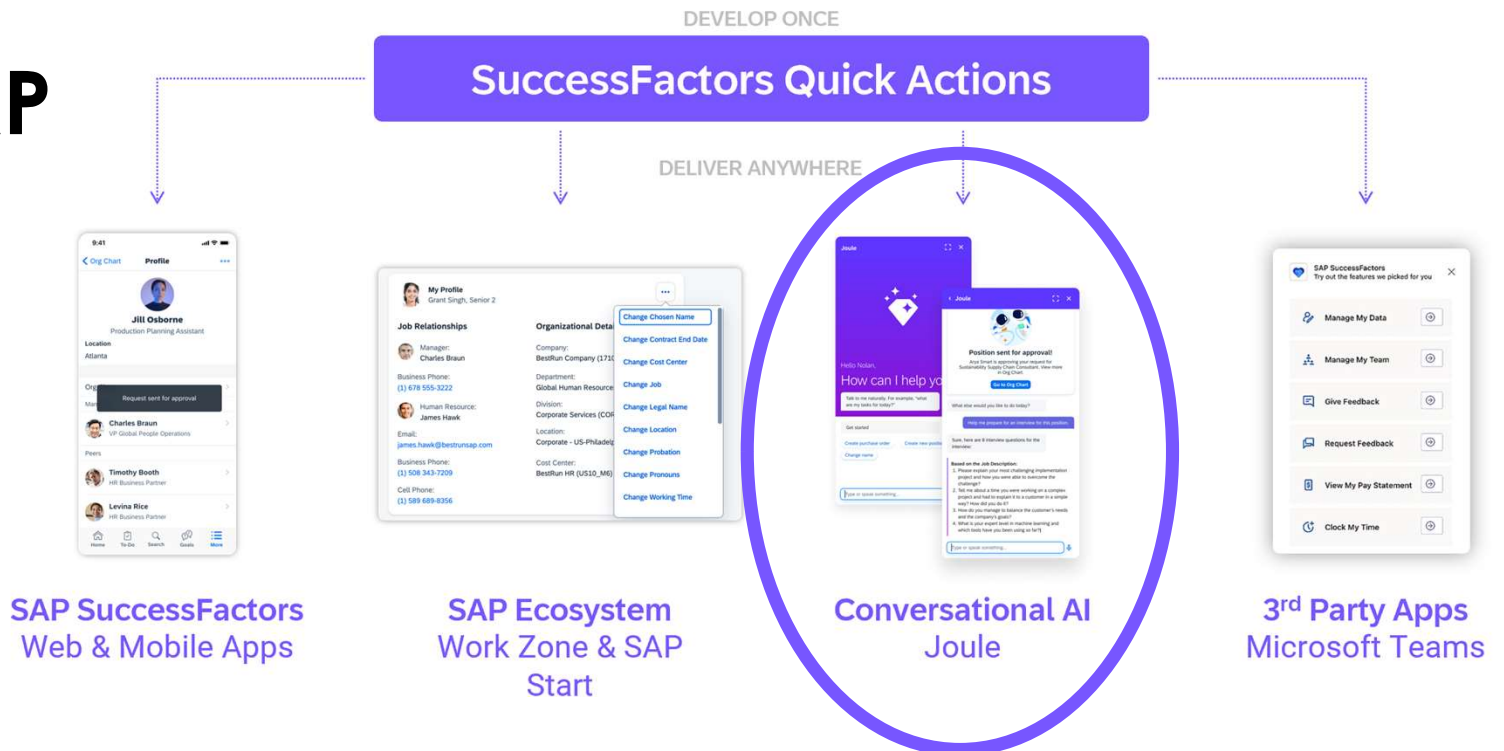
Quick implementation, enabling businesses to go live within weeks.

A suite of ERP tools covering **finance, sales, marketing, procurement, and HR** in a single platform



Joule By SAP

Joule's AI agents autonomously perform multi-step business workflows, plan, reason, and execute tasks across various business functions



- ⚙ Automates routine HR tasks efficiently.
- ⚙ Provides real-time information and insights.
- ⚙ Supports recruitment, training, performance management.



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SAP
Dror Feldberg

Oracle Agentic AI

Agents are embedded in **Oracle Fusion Cloud Applications** and **automate business processes**, providing personalized insights and recommendations

The generative AI agents combine **LLMs** with **enterprise data** to deliver up-to-date information and perform tasks autonomously.



Use cases

Access to Procedures and policies

Designated location holds the company's procedures, and employees (and later clients, maybe) can ask about specific procedure, process, policy, rights...

Financial work productivity

Excel daily work, data entry, analytics, forecast, error detection, and budget planning



Use cases

Marketing and Content

Analyze customer insights, create content, optimize campaigns, research markets, manage social media, do A/b testing

Research and analytics units

Process and data collections, analytics and predictive tools, NLP for social media report visualization and automated repost, sentiment analysis



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STKI Users



Reut Shefer-Bar
VP & Senior Analyst at STKI

