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How can today's HRs benefit from Artificial Intelligence (AI) technologies to ensure their companies competitive advantages? A Baltic roadmap.

Igor Rodin | Partner | Artificial Intelligence | Central Europe Deloitte

Alexander Snurnitsyn | CEO | AGroup

AGROUP
Local Solution, Global Experience

 **HRB Portal**

Webinar speakers & a guest

Igor Rodin

has been with Deloitte for around 30 years holding a number of senior leadership positions & focusing on financial services, consumer, transport sectors & during the recent years his aspiration has been integration of AI in Deloitte customers' business processes, modernizing their data infrastructure.



Mila Bessmann - guest

has been a Tech Entrepreneur for over 15 years, CEO & Founder at Vidina - mixed reality allowing physical & digital objects to occupy the same space & interact in real-time.



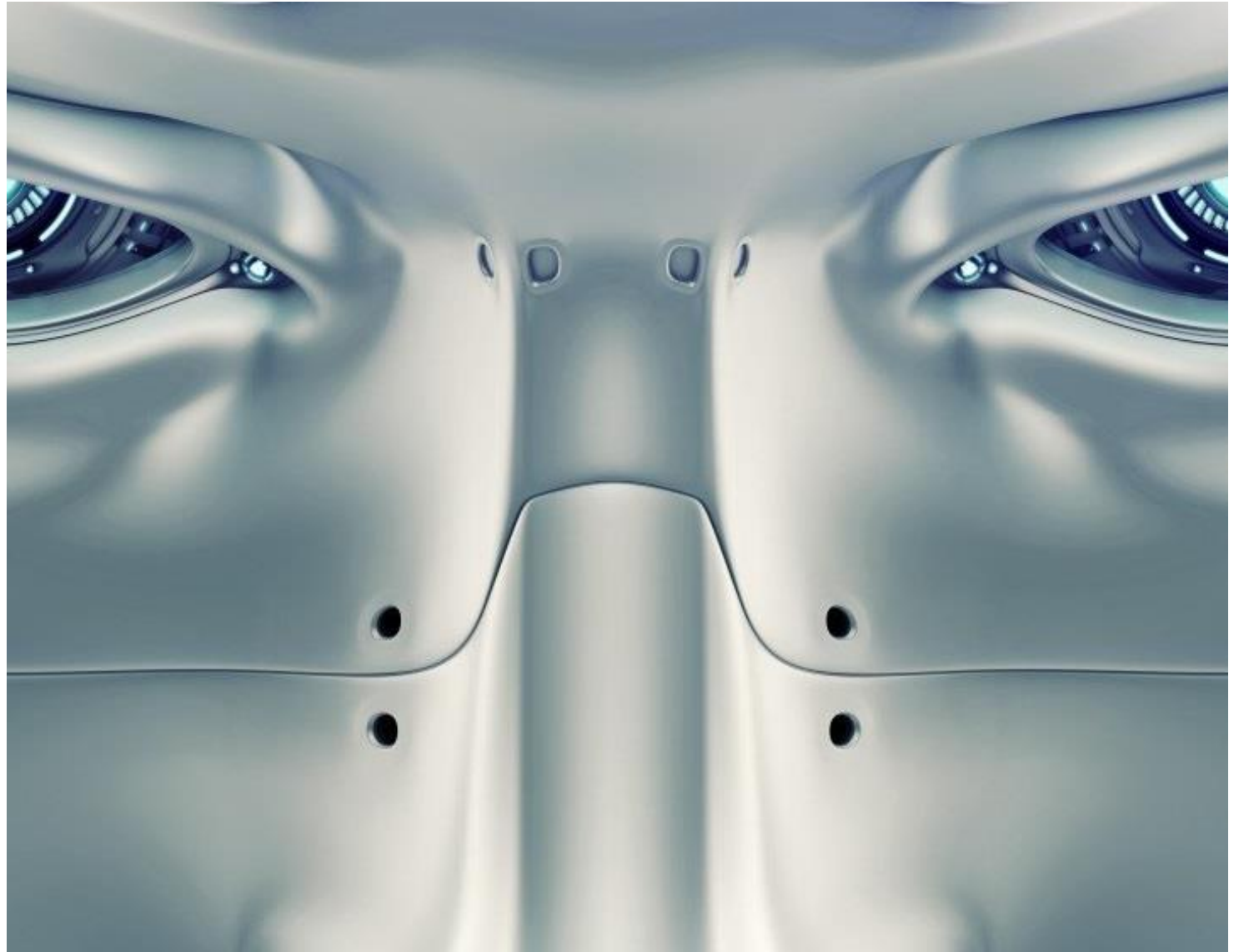
Alexander Snurnitsyn

has been AGroup CEO for more than 10 years being responsible for overseeing strategy efforts across geographies, innovating & driving continued revenue growth. Overall, he's got more than 20 years in IT.



Agenda

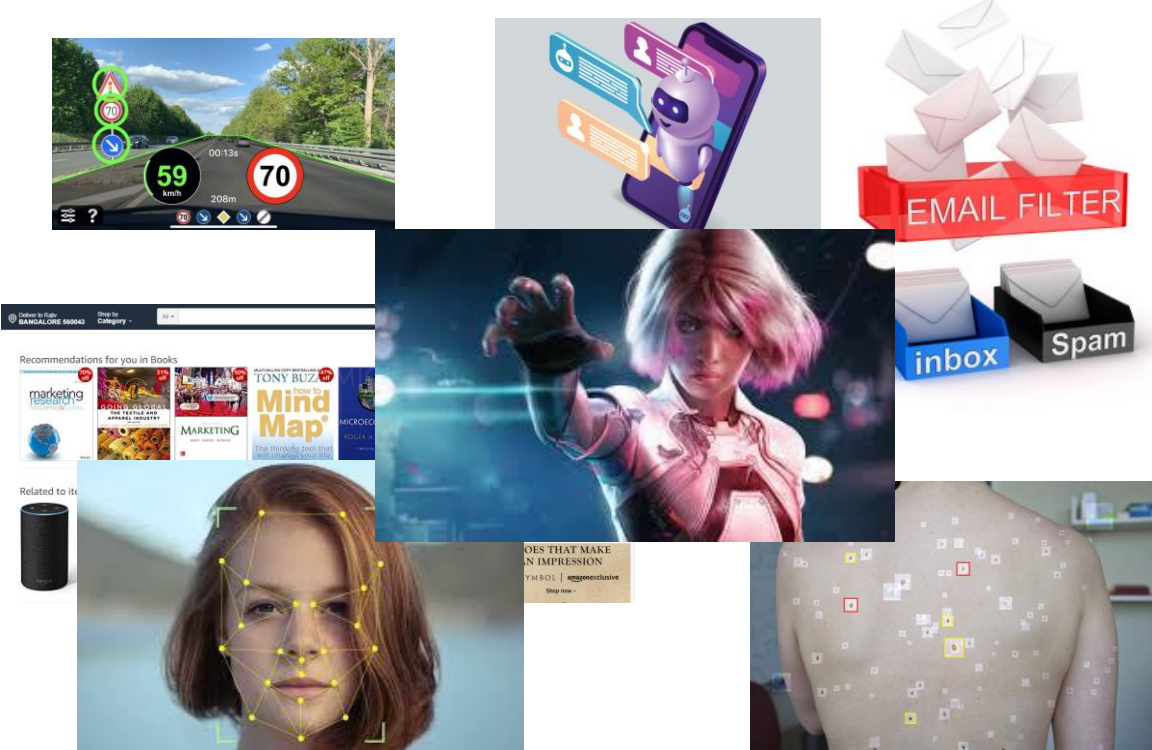
1. Typical application of AI in HR worldwide
Real case: AI/XR project in new hire onboarding for Deloitte. How AI can be implemented in Metaverse for HR
2. Deloitte in AI
3. AGroup - the leading provider of HR solutions in Baltics & Poland
4. Deloitte & AGroup cooperation plans
Advanced workforce scheduling
"nursing" problem => Costs/BL implication
5. Q&A



AI in HR world nowadays

Artificial Intelligence (AI) is the machine-displayed intelligence that simulates human behaviour or thinking and **can be trained** to solve specific problems. AI is a combination of Machine Learning techniques and Deep Learning. AI models that are trained **using vast volumes of data** have the ability to make intelligent decisions.

AI in our daily activities



Key areas of AI in HR

- Attracting Talents
- Tracking and Assessment
- Employee Turnover Detection
- Individual Skills Management and Performance Development
- Understanding Employee Referrals
- Data-Backed Resources and Insights
- AI-Backed Chatbots Keep Engagement Conversation Going
- Leveraging Transactional Workforce Data
- Powering Workforce Analytics

GROW360 case



AI/XR project in new hire onboarding for Deloitte

Real case

ENTERPRISE CUSTOMER

New Hire Onboarding and Workplace Safety Training

Deloitte.

Features

- Unified full-body avatars from a web/phone camera
- Walkthrough of the digital twin of the office building
- Walkthrough of the digital twin of the office by yourself
- Real-time guided workplace safety training
- Collaborate in the meeting room with colleagues
- Interactive whiteboard with different colours
- Share documents and presentations in all major formats
- Access internal sites and web apps from VR
- Interact with virtual 3D objects
- Take and solve quizzes
- Available on VR, mobile and PC



Vidina solutions

Days overestimate the change that will occur in the next two years and underestimate the change that will occur in the next ten. **Don't let yourself be lulled into inaction.**

Bill Gates

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Deloitte

- Besides being the world biggest consultancy firm, providing audit, consulting, financial advisory, and related services to clients in more than 150 countries Deloitte is an expert in AI and its implementation in business processes, modernizing data infrastructure.
- The Deloitte AI Institute helps organizations transform with AI through cutting-edge research and innovation by bringing together the brightest minds in AI to advance human-machine collaboration.



AGroup

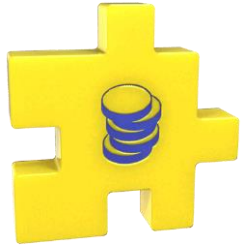
- is a leading HR digitalization service & software provider in Latvia, Estonia, Lithuania & Poland
- serves the most reputable employers across multiple industries such as: Telia, Tamro (BENU), Luminor, Ignitis, Drogas, Stockmann, Kesko Senukai, Robert Bosch, etc.
- Retail & Production are key verticals
- since 2008 HRB Portal has been digitally transforming HR & payroll processes to manage your people with ease & comply with local legislation
- AGroup provides payroll & HR outsourcing services on the top of HRB Portal solutions



AGROUP

Your HR digitalization partner

HRB Portal to Run and Optimize your workforce



Payroll

- Adaptive calculation engine
- Set of standard payroll control reports
- Complete set of tax and statistical reports according to legal requirements
- Configurable interfaces with legacy systems and legal authorities



Performance Evaluations

- Manager-subordinate goals contracting for performance evaluation period
- Goals cascading and alignment
- Goals execution monitoring
- Performance reviews management



Time & Attendance

- Extensible time types definition
- Flexible working time schedules and timesheets definition
- Adaptive time validation rules
- Interfacing with clocking systems, captured raw time cleansing



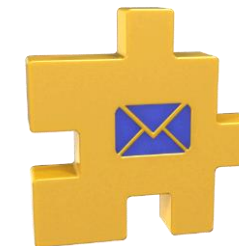
Recruiting

- Recruitment requests management
- Candidates Resumes and Applications registration, including through self-service portal
- Recruiting events management (interviews, testing sessions, etc.)
- Integration with recruiting agencies, using industry standards like HR-XML



Core HR processes

- Employees' records maintenance
- Personnel actions management (assignments, dismissals, absences)
- Organizational structure and position management
- HR compliance (policies, legal reporting)



Self-service

- Advanced role-based approach
- Employee self-service
- Manager self-service

HRB Portal to optimize and develop your workforce



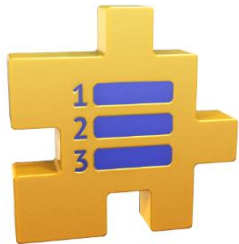
Learning & development

- Training courses management, including training contents
- Training events management, including e-learning and class-based trainings
- Post training testing (certification)
- Integration with course contents providers, using industry standards like SCORM and others



Fleet management

- Corporate vehicle register maintenance, responsible person, fuel type, fuel consumption norms
- Consumed fuel reconciliation based responsible person's reports vs merchant's reports



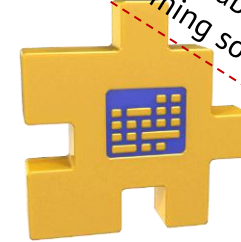
Benefits Administration

- Benefit plans administration
- Integration with HR and Payroll
- Expenses control
- Reporting and statistical analysis



Social networking tools

- Enables teamwork efficiency across departments and geographies
- Facilitates performance reviews, recruiting and other processes
- Improves employee development and learning by building communities around professional leaders



Advanced Workforce Scheduler

- Work-places skill-based profiling
- Employees' skill-based profiling
- Forecast based workplaces working time scheduling
- Optimal employees scheduling by workplaces based on profiles matching analysis, employee availability and workplaces working time schedules



So, what's AI enabled workforce scheduling?

“Nursing problem”

Problem definition

- A nurse scheduling problem involves the assignment of shifts and holidays to nurses. Each nurse has her/his own wishes and restrictions, as does the hospital. The problem is described as finding a schedule that both respects the constraints of nurses and fulfils the objectives of the hospital. Conventionally, a nurse can work 3 shifts because nursing is a shift work:
 - a day shift
 - a night shift
 - a late-night shift
- In this problem we must search for a solution satisfying as many wishes as possible while not compromising the needs of the hospital.

Soft constrains' examples

- Two nurses dislike each other and thus cannot work on the same shift because of that.
- One nurse is lazy and must be paired with a hard worker.
- A shift requires a charge nurse.

Hard constrains examples

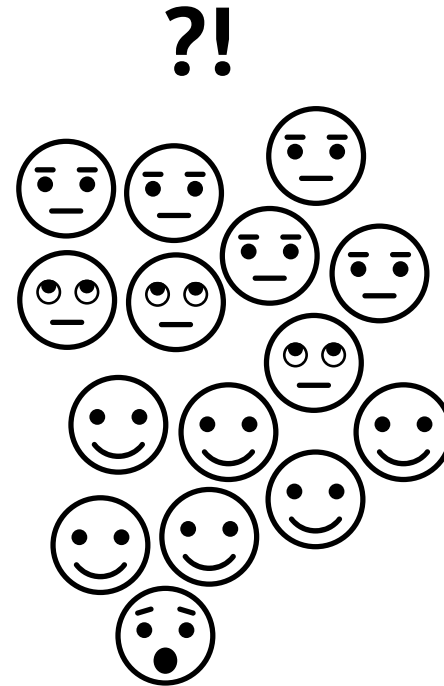
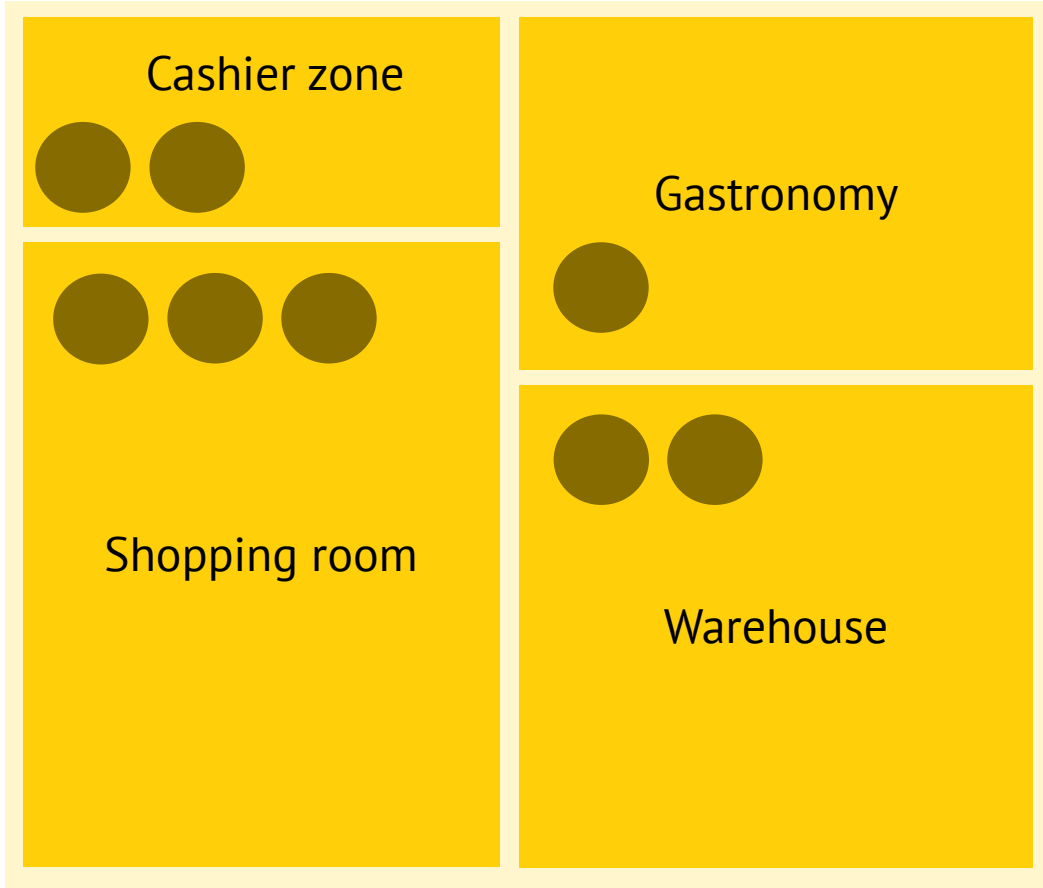
- A nurse does not work a day shift, a night shift and a late-night shift on the same day (e.g., there're no 24-hour duties).
- A nurse may go on a holiday and will not work shifts during this time.
- A nurse does not do a late-night shift followed by a day shift the next day.

Other legislation constrains:

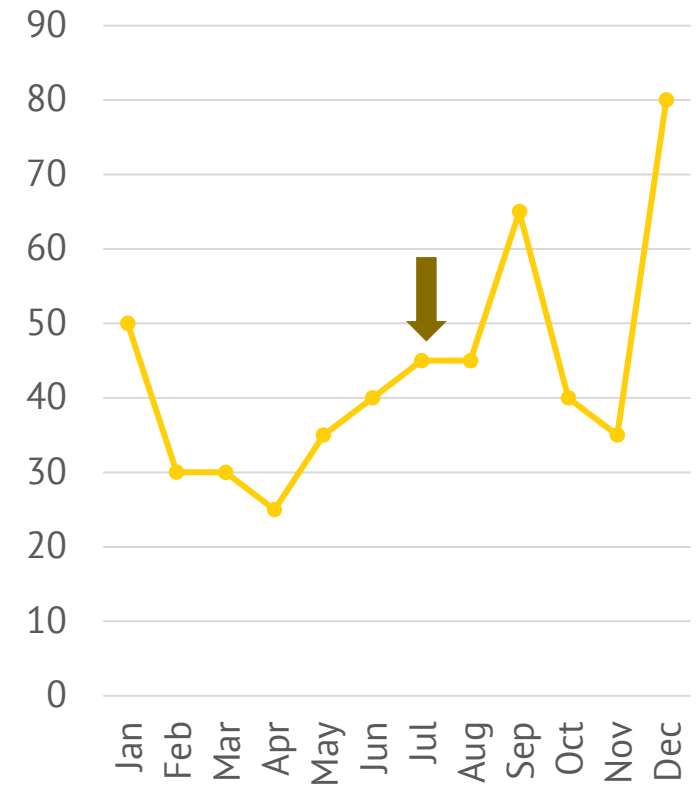
- the specification of shifts (e.g., morning, afternoon, and night);
- all patients should have a nursing coverage;
- differences in qualifications between nurses.

Ultimately, the optimization of scheduling is to minimize costs while satisfying the demand curve.

“Nursing” in retail



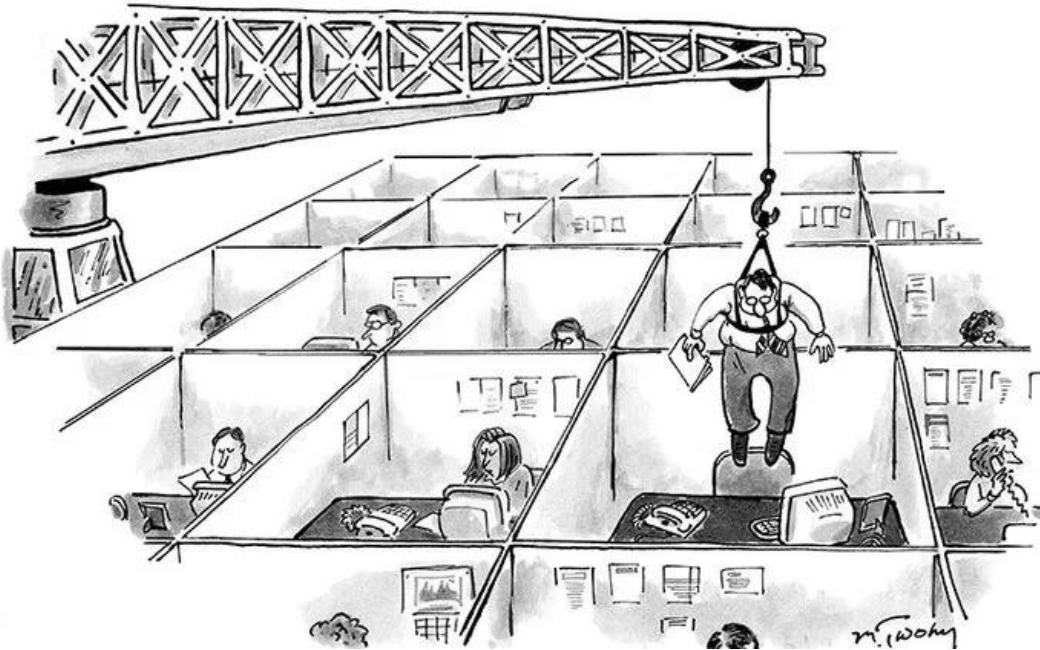
#of visitors Over Time



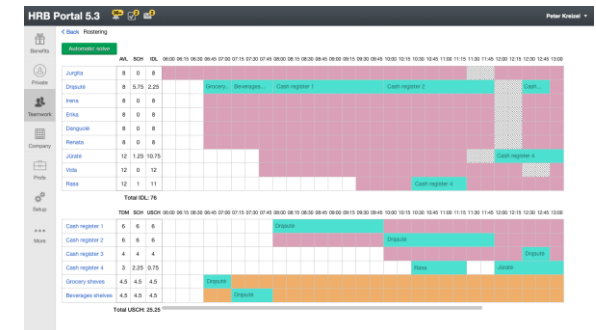
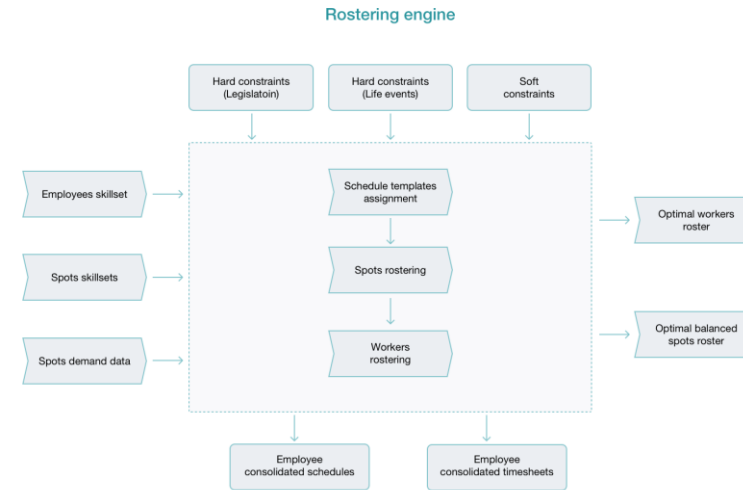
How to minimize costs while satisfying a demand curve?

NP-hard problem doesn't allow a precise math solution

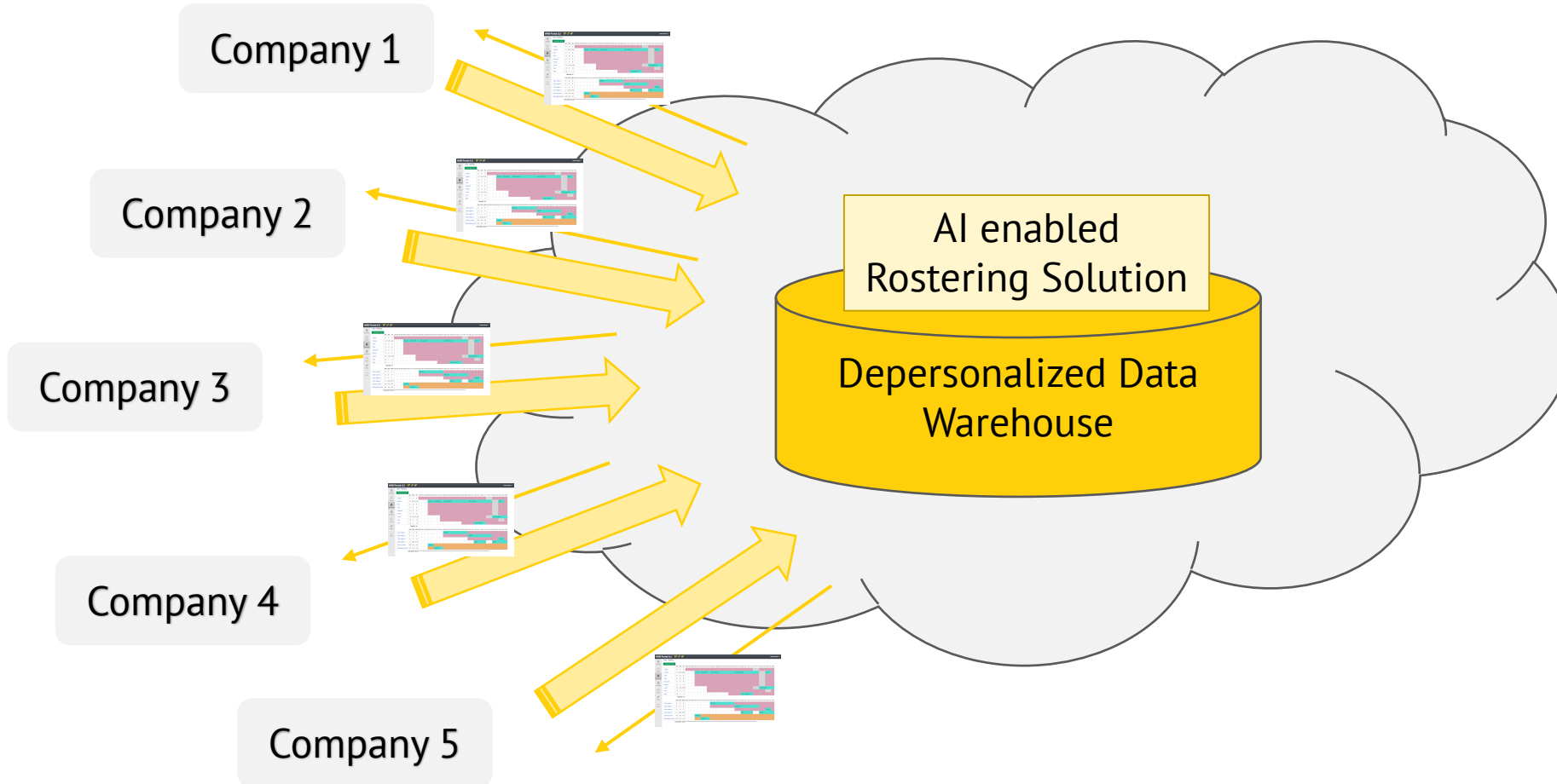
Widely adopted approach



Rostering engine to support decision making



AGroup and Deloitte aim is to create AI enabled Rostering Solution constantly trained on industry wide and country specific data



Deloitte.

- + AI expertise and experience
- + Clients' trust
- + Best-of-the-breed cloud HRM solution in Baltics & Poland

AGROUP
Local Solution, Global Experience

Q&A

Thank you for your attention!

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