

# How Can an Engaging Employee Experience Drive Your Competitive Advantage?

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## Listening, understanding, and acting to foster communication and team spirit in remote teams

Hycom S.A. provides digital solutions that empower clients to deliver exceptional customer services. Its highly skilled people are its greatest asset – one that the company knows it cannot afford to take for granted. To develop a happy and loyal workforce, Hycom needed to understand how employees feel and how best to support them. To get there, the company looked to launch an Employee Listening program that incorporates surveys to gain deep insight into employee sentiments and pain points during the COVID-19 crisis. Armed with this knowledge, the company can **take targeted action to improve the employee experience**, keeping its people committed and engaged and company spirits high.



# Hycom built a working environment centered on the employee experience to **drive engagement and loyalty.**

With **Experience Management solutions from SAP and the Qualtrics® Remote Work Pulse solution**, Hycom was able to:

- Incorporate surveys from Qualtrics Remote Work Pulse into the new Employee Listening program to check in with employees on a daily basis throughout the COVID-19 crisis and beyond in the post-pandemic period
- Use feedback to take targeted action to improve the employee experience, for example by introducing flexible remote work schedules to help employees manage stress, raising satisfaction with work-life balance to 96%
- Change the tone of board communications on COVID-19 to make messages more personable, of which 98% of employees approve
- Create employees personas for personalized employee management and to better represent different personalities within the workforce
- Replace the traditional hierarchical organizational structure by redefining the role of the manager, shifting the focus to giving employees the tools and support they need to feel trusted and valued and perform at their best
- Determine which variables drive positive employee attitudes in key areas such as job satisfaction and willingness to stay at Hycom
- Better understand people's emotions, making it easier to pinpoint which issues really motivate its employees, what ideas they have, and how to best act on those issues
- Quickly identify and remove hardware and technical problems and optimize procedures and tools, such as work time reporting to not only prevent suffering but help increase work efficiency

“In a knowledge economy like ours, a great employee experience is business critical. SAP solutions enable us to listen to employees, understand what they need, and **do everything we can to support them.**”

Lucyna Dziewa, Consulting Director, Hycom S.A.



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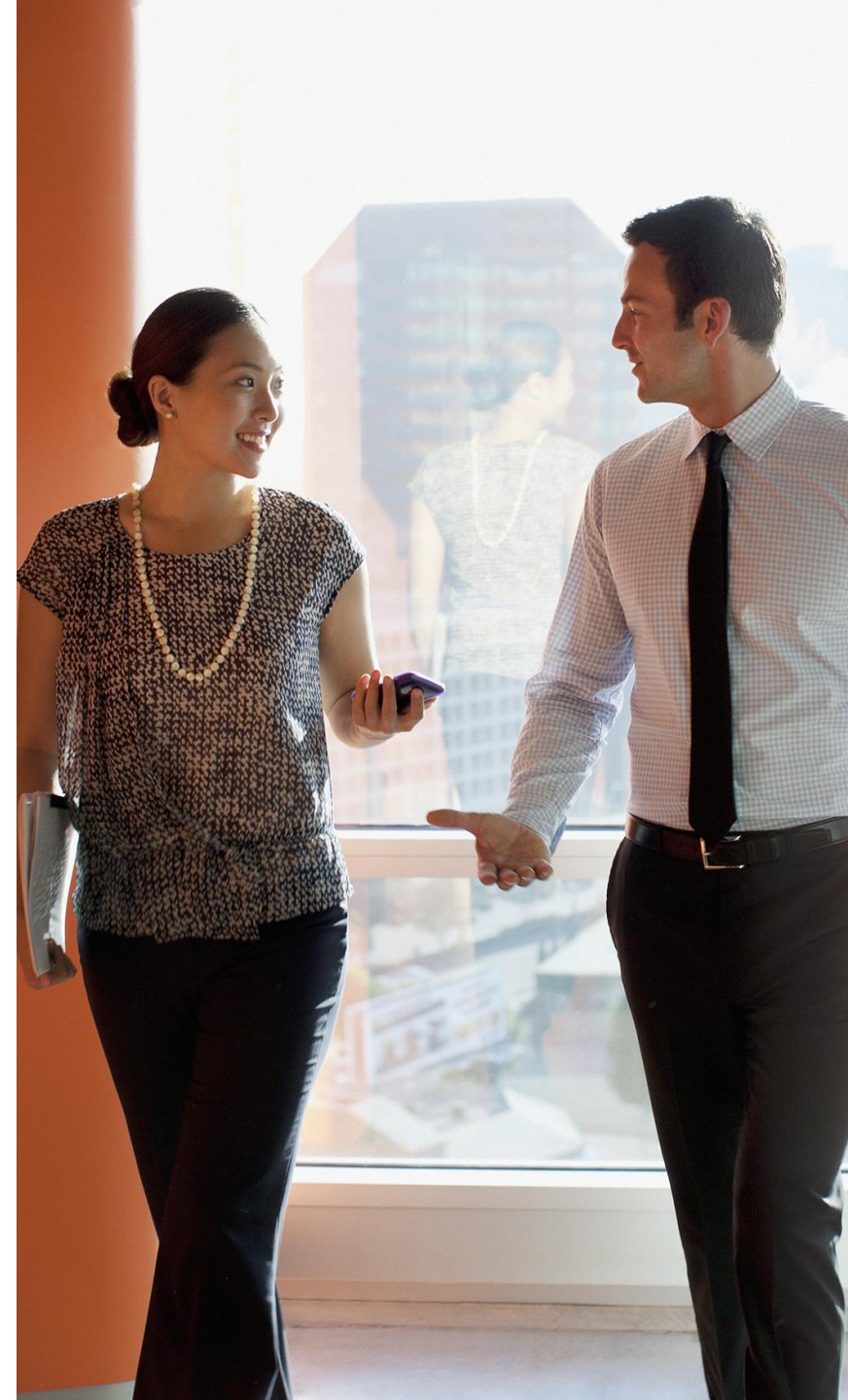


## Featured Solutions and Services

With the following solutions, Hycom S.A. is able to better understand its employees feelings and craft personalized messaging to **boost engagement and satisfaction**:

- Experience Management solutions from SAP
- SAP® Qualtrics® Employee Benefits Optimizer
- SAP Qualtrics Employee Engagement
- SAP Qualtrics Employee Lifecycle
- Qualtrics Remote Work Pulse

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