



Platinum Award
Winner

Step Two
Intranet &
Digital Workplace
Awards

An Award Winning Digital Workplace

How Liberty Mutual Uses a Digital Assistant to Support 50,000 Employees.



Janine Marchi
Workgrid Software
LM Technology Group



Liberty Mutual.
INSURANCE

Your Trip to Orlando TRAVEL
You have a trip to Orlando, FL. Review your trip details.
5 sec ago
[VIEW TRIP DETAILS](#)

Expense Approval APPROVAL
Steven has a \$469.42 expense report from JETBLUE AIRLINES and two other merchants.
DUE TODAY
Source: Chrome River 2 min ago
[APPROVE](#) [REJECT](#)

Benefits Reminder REMINDER
Act now to make changes and customize your benefits plan.
DUE TOMORROW
Source: HR System 5 sec ago
[VIEW NOW](#)

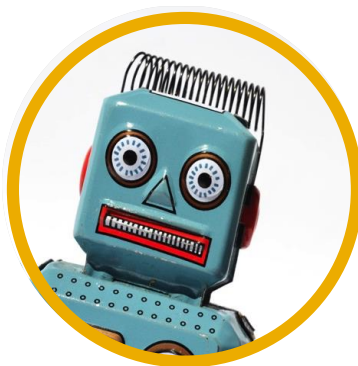
Leadership Forum EVENT
You appear to be in the Austin, TX office. There is an open Effective Leadership event today.
TODAY
Source: Internal Communications 5 sec ago
[LEARN MORE](#)

Agenda



Background

Early Intranet to Digital Workplace



Journey

Focus on employee experience



Tour & Outcome

An Intelligent DEX

Liberty Mutual at a glance

3rd largest property and casualty insurer in the U.S.

#75

Fortune Ranking
based on 2018 revenue

5th

Property and casualty
insurer in the U.S.
2018 gross written premium

50^k

Estimated Employees

30

Countries and economies
around the world



Background

The year was

2013

http://myliberty.lmig.com/en-us/Pages/default.aspx myLiberty

myProfile | myFavorites | Feedback | Job Posting

myLiberty

Search people, sites, and applications

Home About Liberty Employee Center SBU or Department myConnections Help

Welcome!

Today at Liberty Mutual Insurance Group July 02, 2014

new in LwL

A Bold, New myLiberty Experience

LwL: Serving with Liberty in Russia

Bringing Social Media to Your Home Page

LwL: "New Light" TV Spots Released

Daily 2014 FIFA World Cup™ Updates

LwL: "New Light" TV Spots Released

June 30 marked the launch of Personal Insurance's latest ad campaign, which invites consumers to "see insurance in a whole new light." Read this [Life with Liberty](#) article to learn more.

myConnections Search myConnections

Sean Smith My Communities Overview/Lobbies Inbox

What's going on?

Status Update Write a Blog Post Start a Discussion

Activity View all Activity

Quick Links

- myFavorites
- Benefits, Career, Rewards
- Compliance, Emergencies, IT Help
- Applications and Tools
- Compliance Helpline

OUR PRINCIPLES

- We behave with integrity.
- We treat people with dignity and respect.
- We attract, develop and engage talent.
- We deliver an exceptional customer experience.
- We continuously improve and innovate.
- We execute thoroughly and seek excellence.

mySBU/Department

Information Technology

On-demand learning opportunities for IT employees

Static Intranet featuring company news, information, policies, documents.

Minimal personalization besides favorites.

Shift in Workplace... Cloud, Digitization, Pointed Apps

The technology powering the workplace was undergoing a fundamental shift



Early Intranet

2000s



Digital Workplace

2010s

Mobile

Wearables

Cloud Apps

Data Science

Social Intranet

Messaging

Video Conferencing

The Complexity of Workplace

Digitizing processes and transactions has led to enormous complexity



Workplace Experience

And From this Complexity

We Heard From Employees...



Missing Important Communications

Employees were frequently missing important announcements and time-sensitive reminders.



Delayed Approvals

Managers were losing approvals amongst other emails, blocking important work or requests from being completed.



Cognitive Overload

With too many systems for employees to use, key information and tasks were spread across multiple systems wasting valuable employee time and increasing frustration.



Too Many Login Screens

Many systems do not support Single Sign-On, requiring employees to manually type their username and password over and over.



Too Many Steps

If often took 10-15 clicks for employees to complete simple transactions like approving an expense report or timesheet.



Time Wasted Context Switching

Employees would lose valuable time jumping from one system to another to complete tasks or lookup common information.



Poor Perception of IT / Corporate Departments

With each corporate department buying their own best-in-class SaaS and vendor systems, it left a siloed impression of these groups.



Ignored Intranet Content and Communications

Information on the company intranet and other communications weren't personalized enough for employees to actually stop and read.



Difficulty Finding Information

Employees didn't have a single tool to ask basic employee questions like "what is the time off policy?", "what's on the café menu?", or "how do I report a system outage?"



Complex Employee Experience

With no system to bring it all together, each vendor or SaaS product had a completely different user experience from the other.

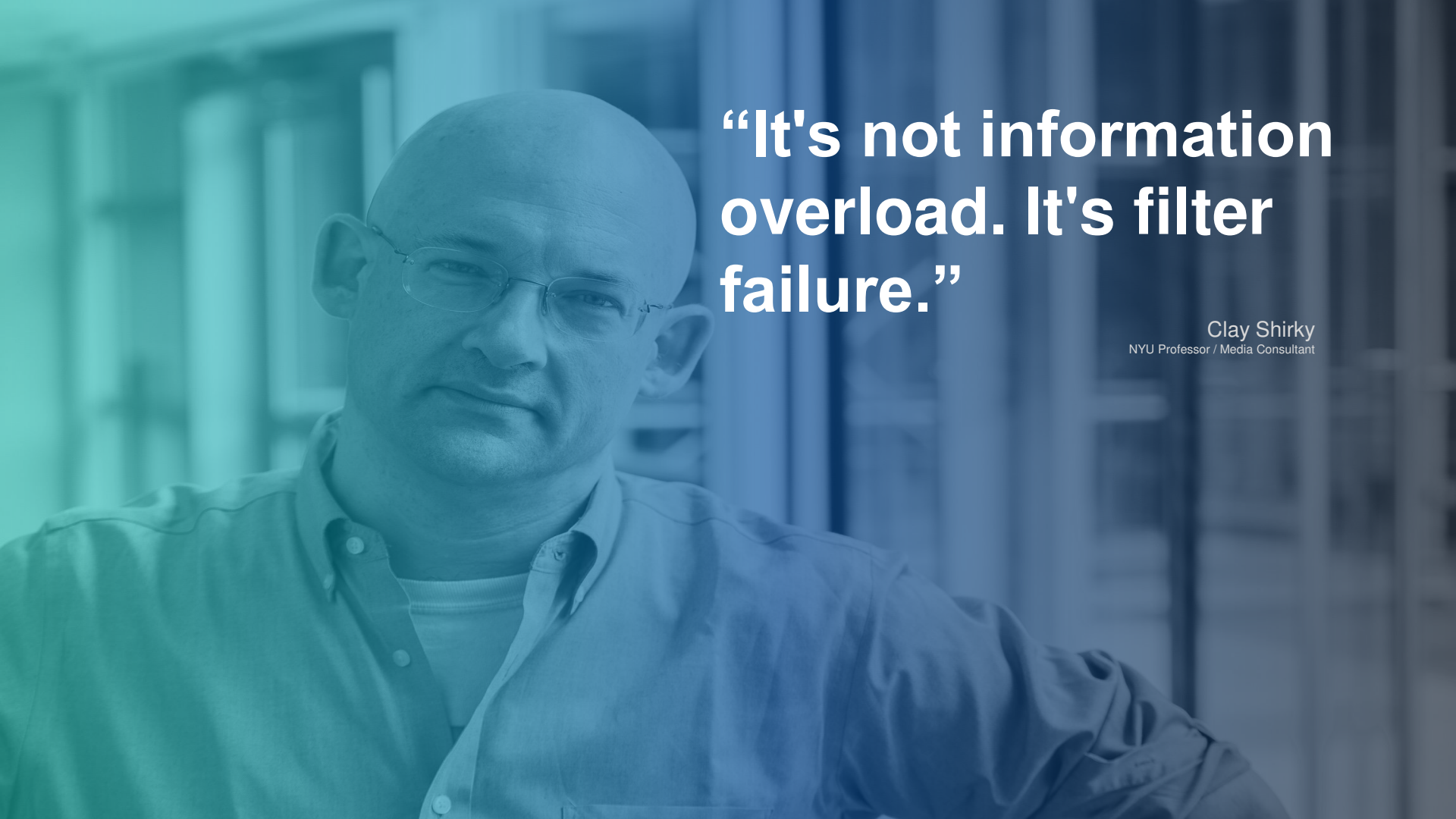


Data

and

Information

CONNECTION
ANALYSIS
DATA
SEARCHING
VERIFICATION
CODING
SENDING



**“It's not information
overload. It's filter
failure.”**

Clay Shirky

NYU Professor / Media Consultant

Our Aspiration

“

“This completely changes
our employees’ daily lives.”

”

Our Aspiration

“

“This completely changes the way you think of a digital workplace.”

”

Our Aspiration

From:

“a hundred different places to go”

To:

“A central digital hub – but also embedding the digital workplace everywhere”

VISION: Best in Class Digital Workplace Experience

Deliver employees with a personalized and engaging experience that enables users to easily access content, people, and streamline work processes when and where they choose, in order to improve their overall productivity by leveraging best in class technology.

Four Core Pillars:



**Anytime /
Anywhere**



**Engaging &
Intuitive**



**Enabling
Productivity**



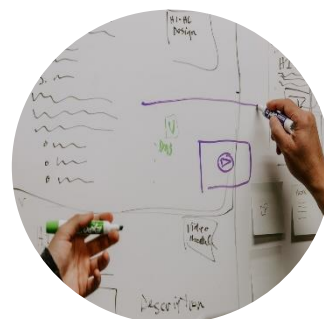
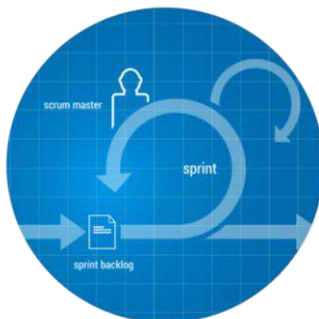
**Achieving
Operational
Excellence**



Journey

From idea to concept...

Software Development Shift



Design Thinking:

Journey Mapping
Explore the problem

Lean & Agile:

Build the right things
& build things right

Micro Services

Build the things
differently

Research

Using design thinking principles to
understand users and their pain points

Building Out Our Digital Personas



**Call Center
Carla**

*Customer Facing
Call Center*



**Road Warrior
Roger**

*Customer Facing
Field Rep.*



**Admin
Addy**

*Office Professional
Stationary*



**Connector
Connie**

*Office Professional
Roaming*



**Manager
Max**

Manager



**New
Nathan**

New Employee



"People call me day and night, all the time. That's how I get referrals."

Sample Roles

- Sales Representative
- Territory Manager
- Claims Resol. Spec.
- Underwriter
- Field Counsel

Tech Devices

- Laptop
- Surface Pro Tablet
- BYOD iPhone (w/ hotspot)

About Me

It's all about sealing the deal – I'll answer my own phone in the middle of the night if it means making a sale! I also work hard to develop and maintain relationships with agents in my region. They ask for a lot of policy reference material so I like to get that to them ASAP so they can follow up with their own customers.

My Experience/Goals

- I want to quickly and easily locate info for my agents and send it to them
- In the systems I use it's really important that I can tell immediately what is an FYI vs. what I have to take action on—and by when
- I need to get notifications about new leads as soon as possible
- If news is important, I expect that I'll hear from my manager at the weekly huddle
- I need to stay organized across 3 different devices

Pain Points

- Mobile experiences are sometimes inconsistent with the web version so I have to keep track of what's different
- So much content on myLiberty; it's hard to find info I'm looking for
- Search can be hit-or-miss
- I hate feeling like I am wasting time

EDW Tools & Me

- I rarely casually visit myLiberty; I usually am there looking for info for agents
- My team has a myConnections page w/ regional updates/alerts

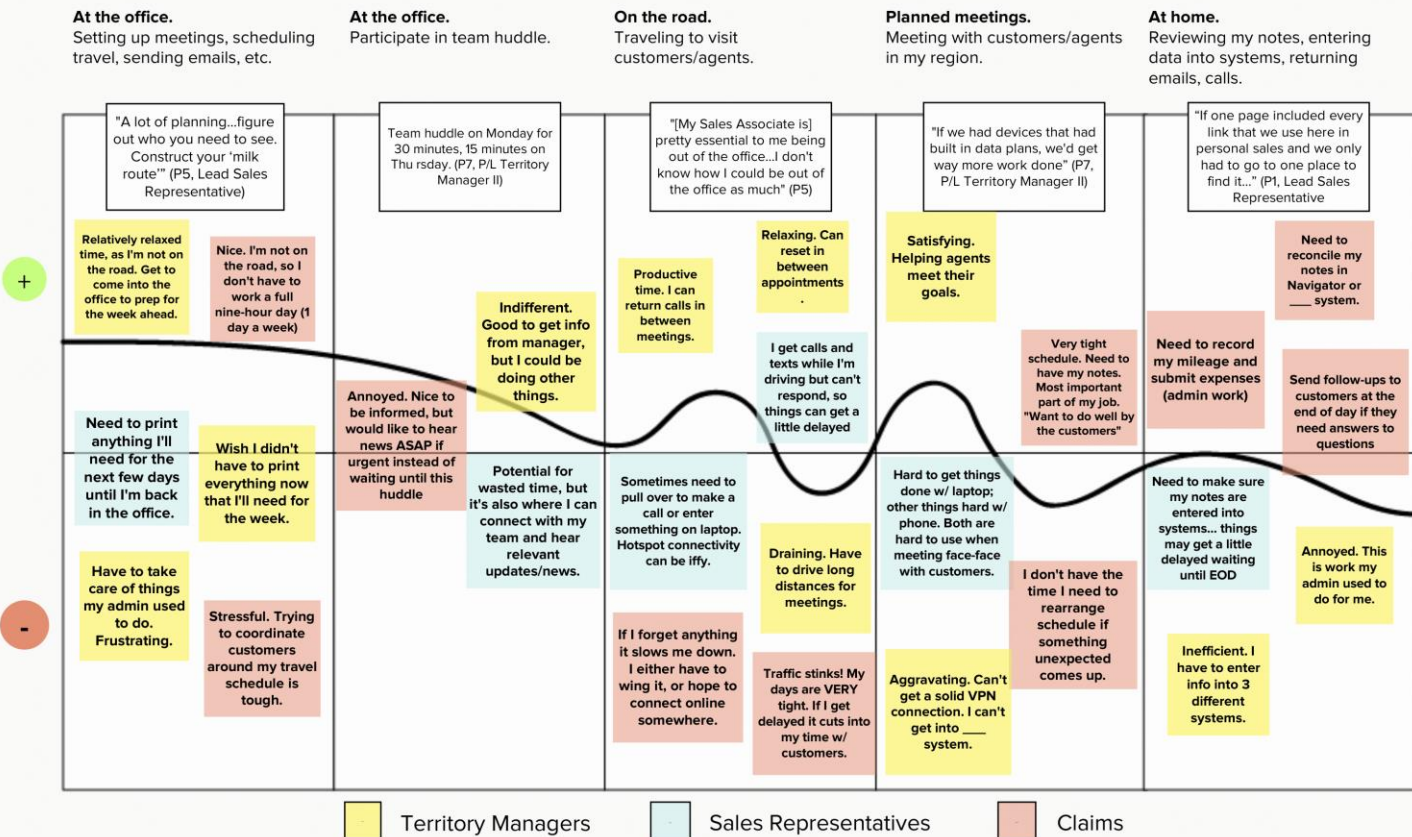
Delight Me (Opportunities)

- More accurate search results
- I'd like to categorize myFavorites
- Help me stay organized whether I'm in the office, at work, in my car, at home, or somewhere in between (car dealership, credit union, etc.)

Connections/Relationships







- Agents / Customers
- Manager
- Colleagues

Field Employee User Journey



Building a Business Case...

MVP Release 1 Scope

Function	Use Case	Business Value
To Dos 	<p>As a manager, I want to easily approve and disapprove items from various applications, in one place so that I can improve my effectiveness & streamline workflow for my team.</p> <p>* HR-Gateway * Remedy * iExpense * Time Mgmt * MCDC (Cornerstone) * BuySMART</p>	<ul style="list-style-type: none"> • Mgr Time Savings • Mgr Efficiencies • Reduced elapsed process time
FYI Notifications 	<p>As an employee, I want to see notifications when my request has been taken action on (approved / denied / commented)</p> <p>* HR-Gateway * Remedy * iExpense * Time Mgmt * MCDC (Cornerstone) * BuySMART</p>	<ul style="list-style-type: none"> • Mgr & EE Efficiencies • Employee Engagement • Reduced e-mail • Timely notifications • Reduced cycle time
Alerts 	<p>As a Manager, I want to be alerted when an approval is pending escalation to my Manager. As a HR manager, I want to be able to target and quickly send office alerts to inform and protect LMI employees</p> <p>* HR-Gateway * iExpense * Office Closure * Subscribe to alerts for other offices</p>	<ul style="list-style-type: none"> • Mgr Efficiencies • Employee safety & security • Reduced e-mail
Profile & Personal 	<p>As an employee, I want to see my remaining FTO days and holidays for my location to better plan my upcoming time-off.</p> <p>* Personalized FTO Card * Year-End notification for potential loss of FTO * Holiday listing and FYI notification week prior to holiday</p>	<ul style="list-style-type: none"> • Employee Efficiencies • Employee Engagement • Reduced e-mail
News 	<p>As a PI or CI communications manager, I want to send targeted content based on demographics to better inform my departments and business unit</p> <p>* PI Newsweaver * Exact Target</p>	<ul style="list-style-type: none"> • Employee Engagement • Improved Awareness
My Work 	<p>As a PI or CI sales person, I want to view my performance against targets so I know how I am doing.</p> <p>* PI Salesforce dashboard display Dept/Personal targets</p>	<ul style="list-style-type: none"> • Employee Engagement • Improved Awareness

Scope 1 Estimates

Feature / Function	Benefits	Calculation Notes	Annualized Value
To Dos	Time savings since: Approvals can be actioned directly from the Digital Workspace Card 20 seconds per transaction and 30 seconds per login	<ul style="list-style-type: none"> 4 core approval systems 900,000 approvals & 600,000 logins 20 sec trx speed improvement 30 sec login improvement 5,000 managers \$67.50 Avg Mgr rate 	\$ 800,000
	Time savings since: Key Actions Items are consolidated into ONE list and outside of email. 5 minutes per week per manager	<ul style="list-style-type: none"> 4 core approval systems Reduced e-mail & no searching One-Stop location Assume 5 min per week time savings 5,000 managers \$67.50 Avg Mgr rate 	\$ 1,350,000
FYI Notifications	Time savings since: Key Notifications are consolidated into ONE list and outside of email. 1 minutes per week per employee	<ul style="list-style-type: none"> Reduced e-mail & no searching One-Stop location Assume 1 min per week time savings \$33.33 Avg EE rate 10,000 Employees 	\$ 500,000
News and Business Metrics	Time savings since: Key Business Metrics (and News) are available in a dedicated Channel 5 minutes per week per manager	<ul style="list-style-type: none"> 4 core approval systems Reduced e-mail & no searching One-Stop location Assume 5 min per week time savings 5,000 managers \$67.50 Avg Mgr rate 	\$ 1,350,000

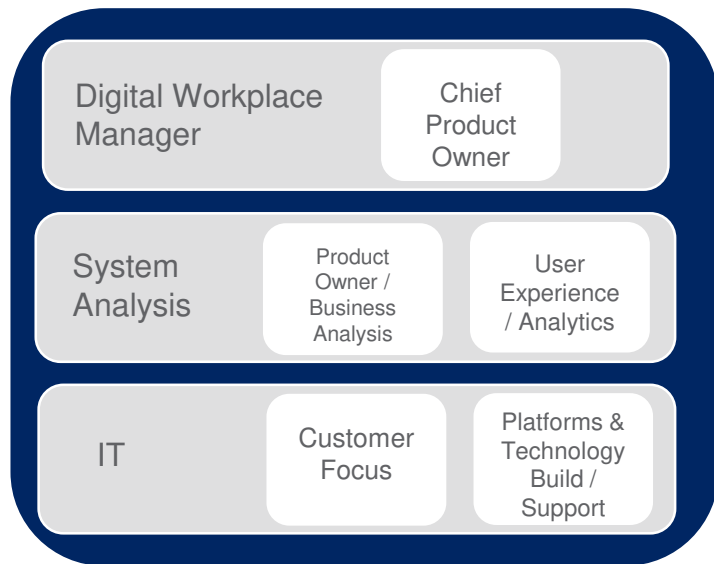
Team

Digital Workplace Organizational Model

Stakeholders/Steering Committee



Digital Workplace Organizational Model



Integrated digital workplace programs with an overarching vision & strategy have started to emerge as a route to delivering a cohesive employee experience and increased business value

- There is a need to create a team that becomes the glue that binds the separate parts of the employee digital experience together, it's own entity
- A team with a broadened view to develop and facilitate a vision of all workplace technology that presents a unified whole to the end user
- For the team to really have the mandate to effect significant change, it should ideally sit in an independent function....independent of Communications, Marketing, or HR

Agile Decision-Makers



Program Portfolio Management (Steering Committee) represents the function that has the **highest-level strategy and fiduciary decision making** responsibility in an enterprise portfolio. The PPM function has responsibility for strategy and investment funding, program management, and governance.



Product Management is responsible for identifying Customer needs. They own the Agile Release Train **vision and roadmaps**, pricing, licensing, ROI, and **program backlog**. They drive Program Increment **objectives** and release content via **prioritized features** and **acceptance criteria**.



Agile Program/Project Manager is responsible for “chief scrum master” essentially **facilitating program level processes and program execution**, escalating impediments, managing risk and helping drive program-level continuous improvement.



Product Owner is the team member responsible for defining **stories** and prioritizing the **team backlog**. The Product Owner is also a member of the extended Product Manager/Product Owner Team, understanding and contributing to the Program Backlog, Vision, and Roadmap.



Epic / Business Owners develop the **business case**, and when approved, work directly with the key stakeholders on the affected teams to help **realize the implementation**.



Agile Team of Teams

**Program Backlog
(Epics / Features)**

**Product Management Team
& User Group Forum**

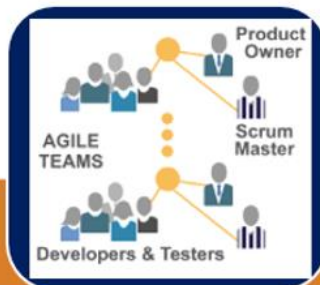


**Team Backlog
(Stories)**

**Team Backlog
(Stories)**

**Team Backlog
(Stories)**

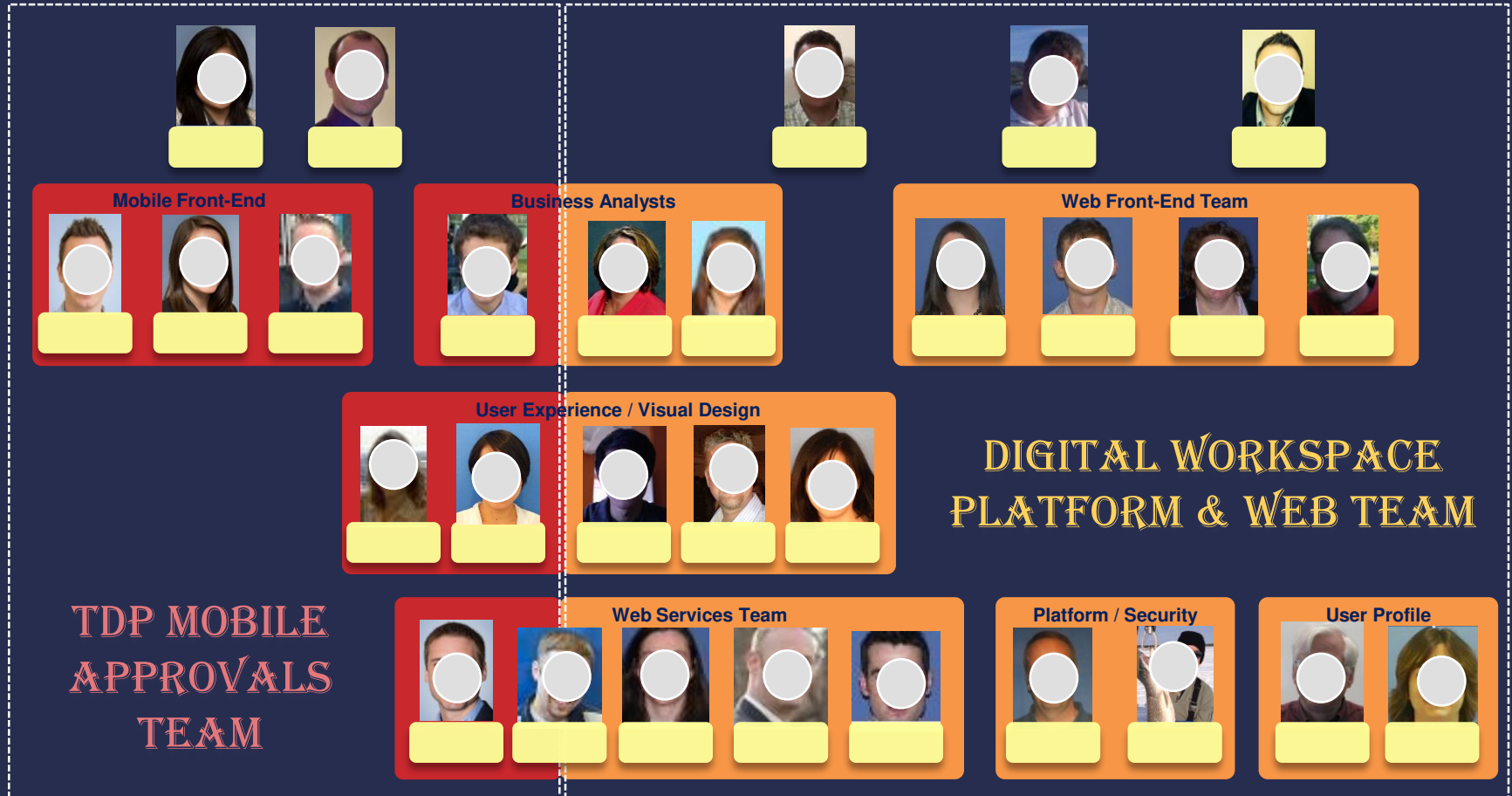
**Team Backlog
(Stories)**



Architects, Technical Leads, UX, Communications

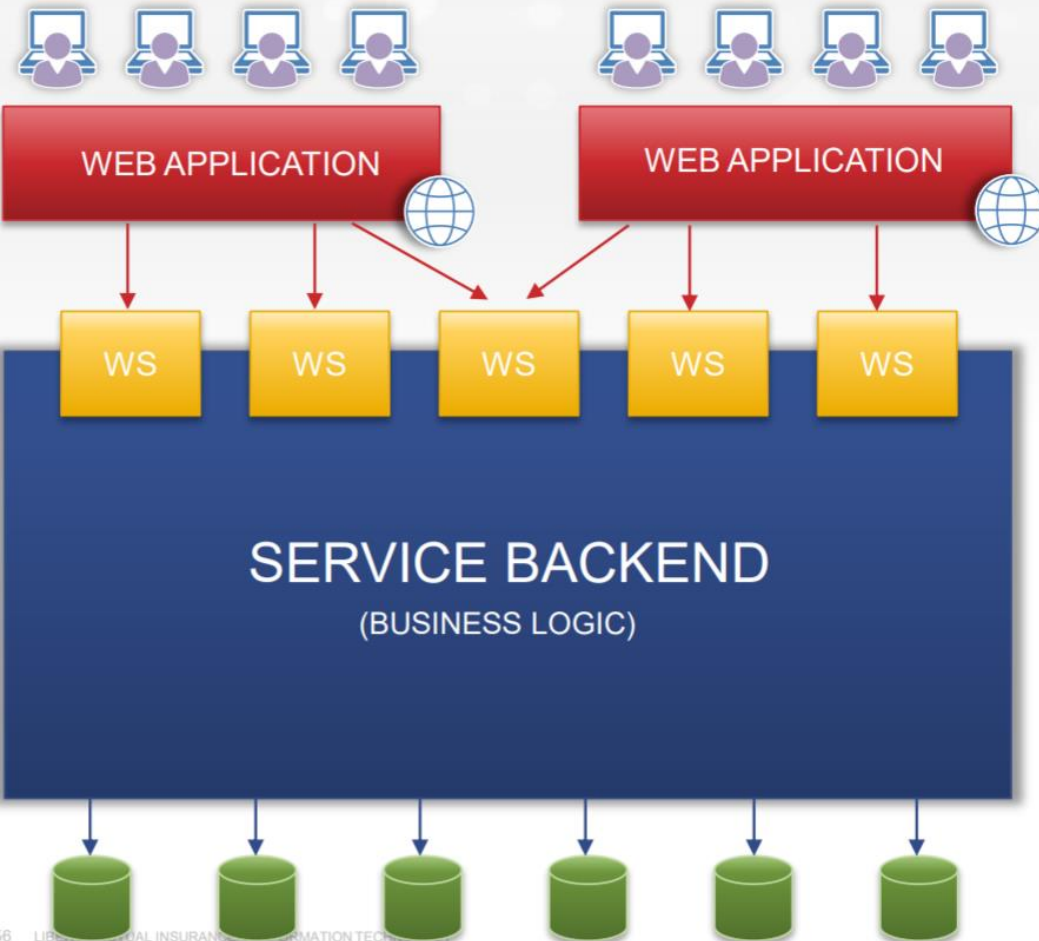


Our Team: A Unified, Global, Agile Development Team



Future-Proof Architecture

Traditional Enterprise Application - Challenges

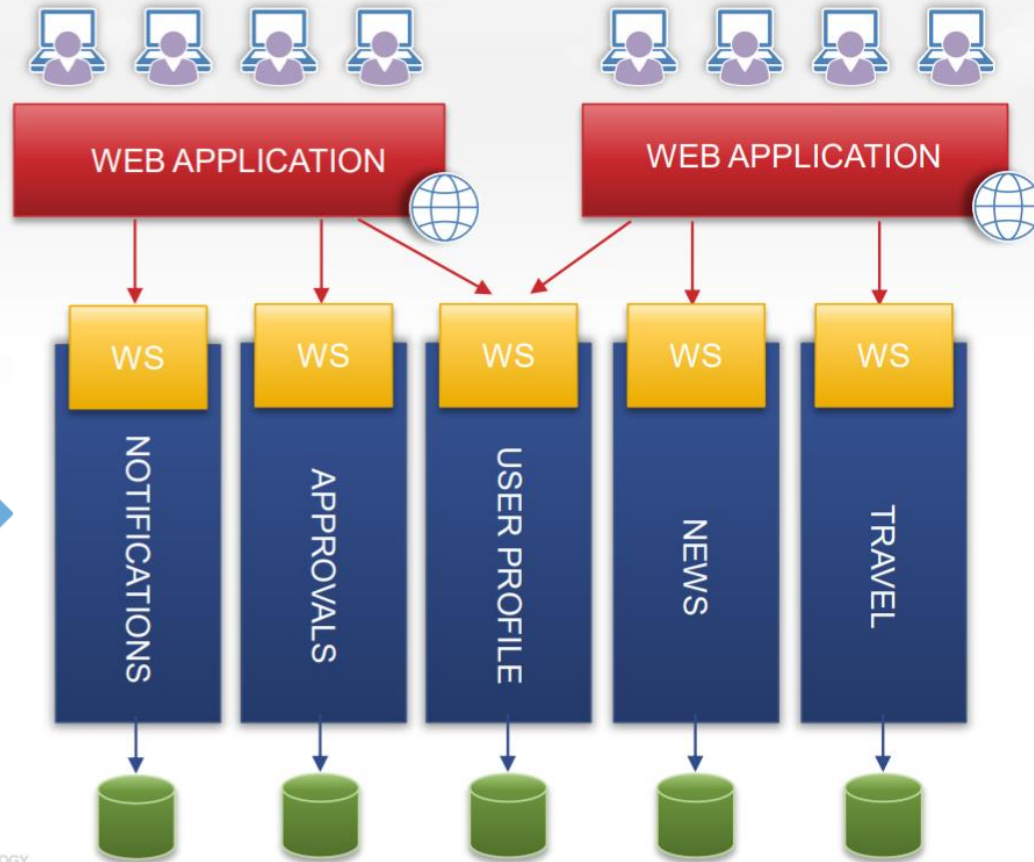


Challenges with the Monolith

- Large complex codebase (can be difficult for developers to understand).
- Slow IDE (need to build all code for it to work).
- Slow Deployment (a large single deployment takes long to deploy. Hard to do Continuous Delivery).
- Hard to Scale (you scale everything or nothing).
- Slows Teams Down (functionality-focused teams need spend a lot of time coordinating deployments and development)
- Long-Term Commitment to Technology Stack (Since all code is a single deployment, requires you to lock into technology stack, hard to mix different technology together)

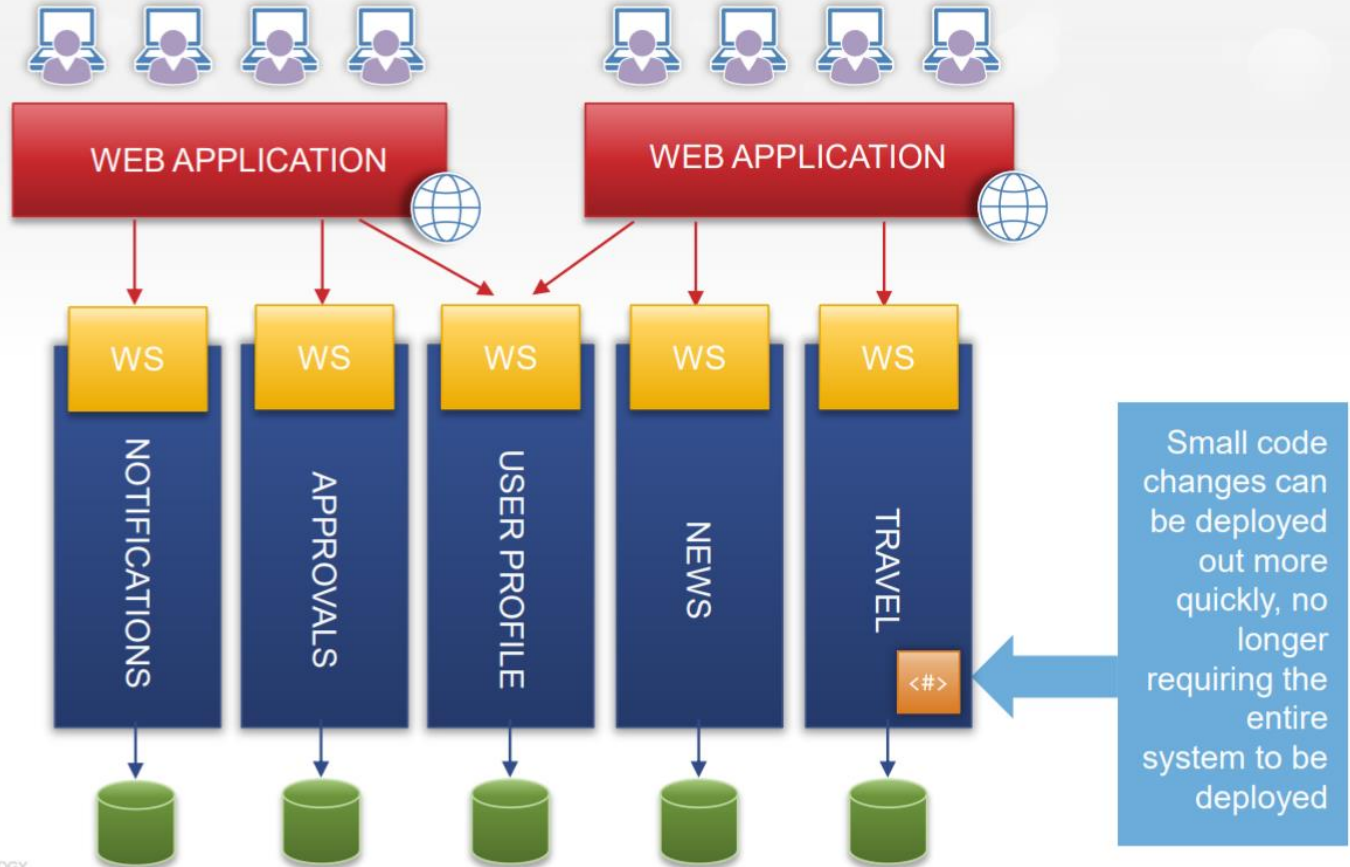
Microservices

Breaking the Monolith into small deployable units based on functionality



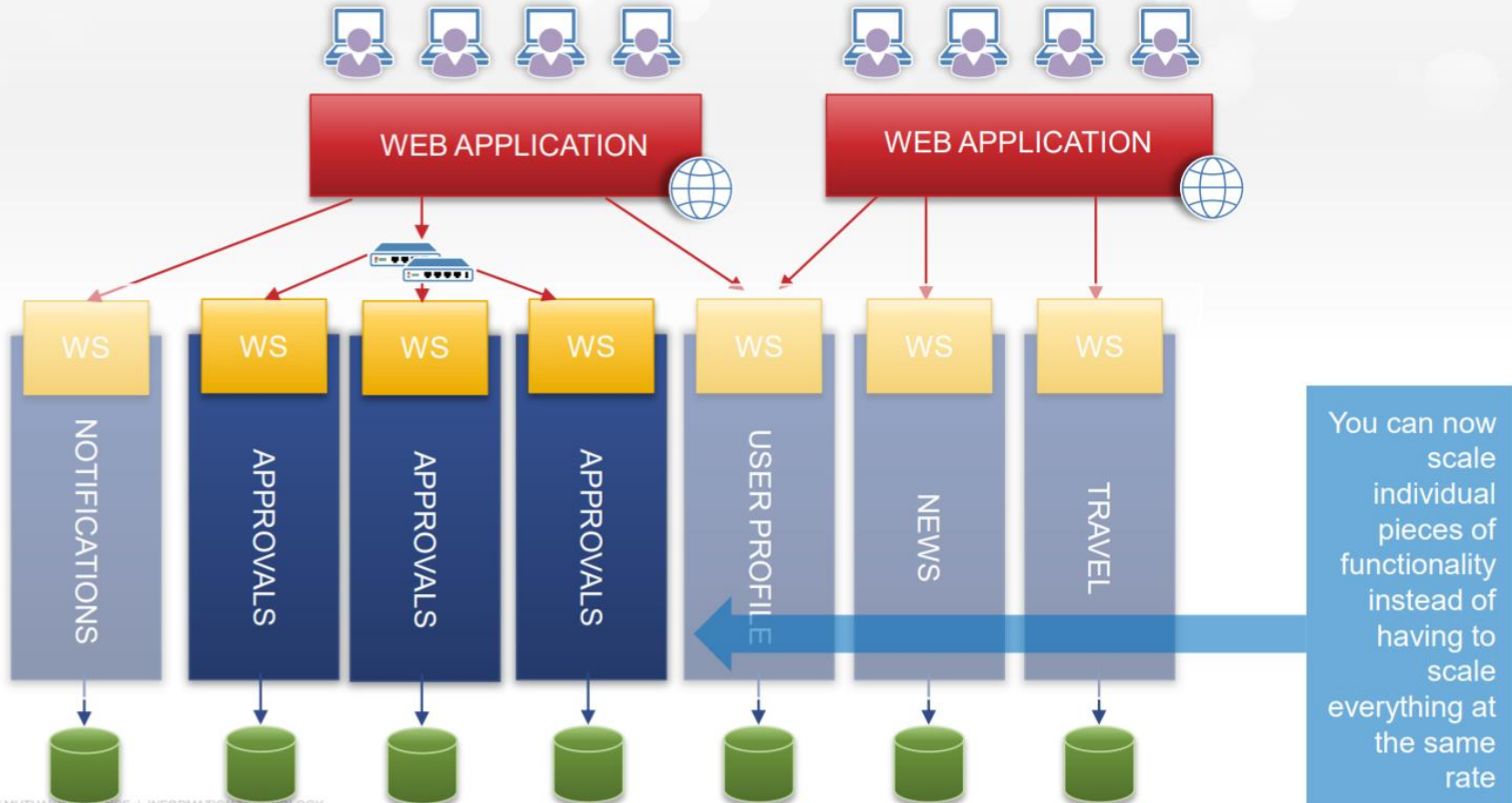
Microservices – Faster Deployments

Breaking the Monolith into small deployable units based on functionality



Microservices – More Efficient Scalability Where You Need It

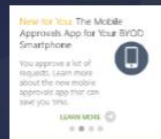
Breaking the Monolith into small deployable units based on functionality





Working in Smaller Scale: Cards and Microservices

Front-end Cards



Back-end (Microservices)



Source Systems



Training
Data



Travel
Data



Employee
Data



Office / Real Estate
Data

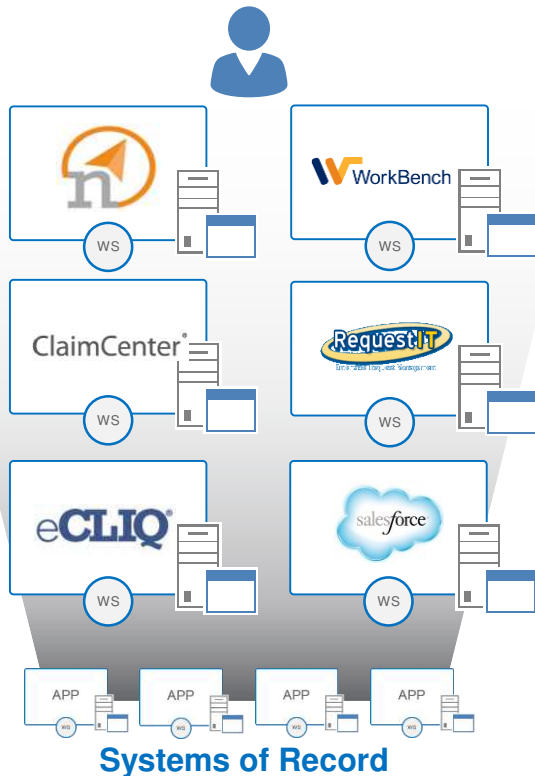


Time
Management
Data

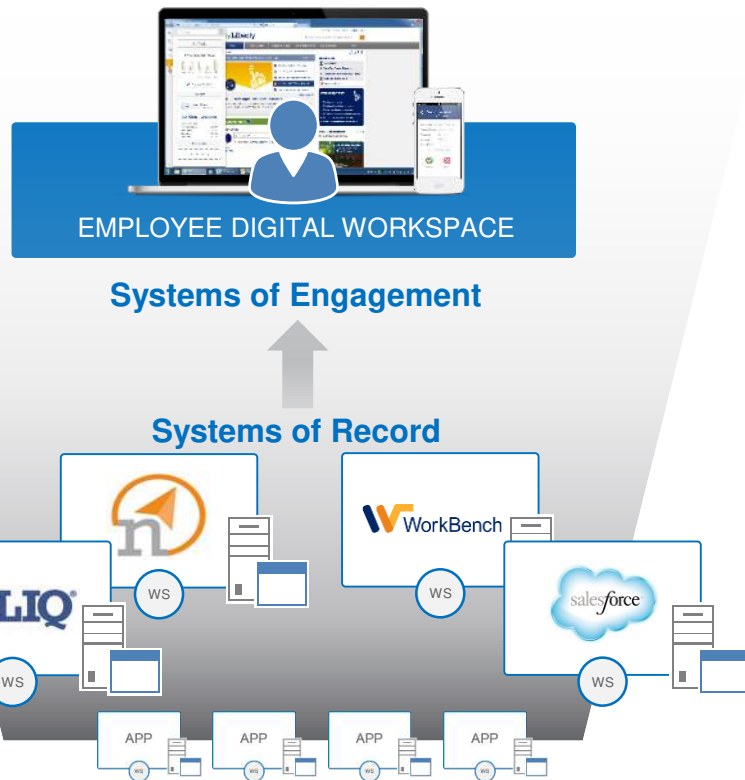


Creating Systems of Engagement

TODAY

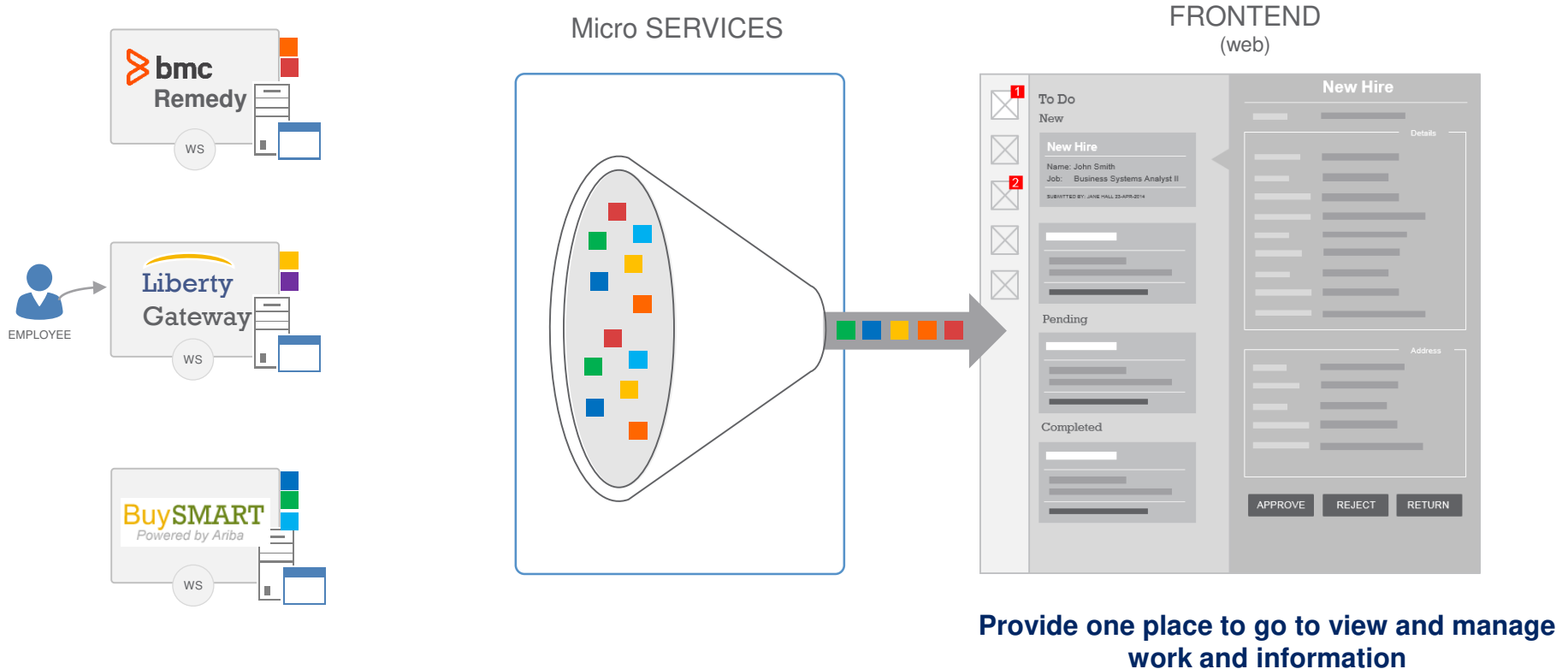


TOMORROW



From Systems of Record to Systems of Engagement

Conceptually *events* fired within systems of record and processed by our service tier

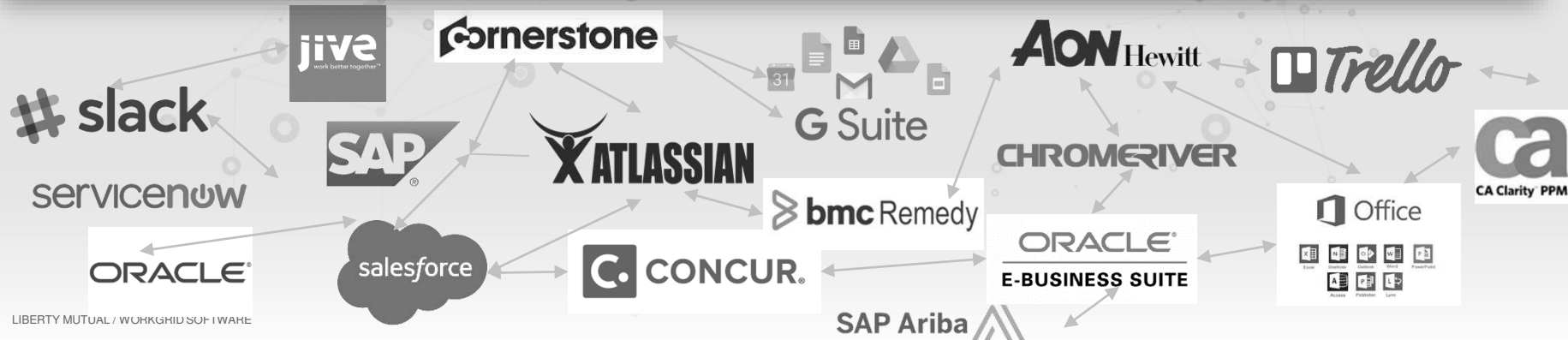


Experience Layers Manage Complexity

So employees don't have to...

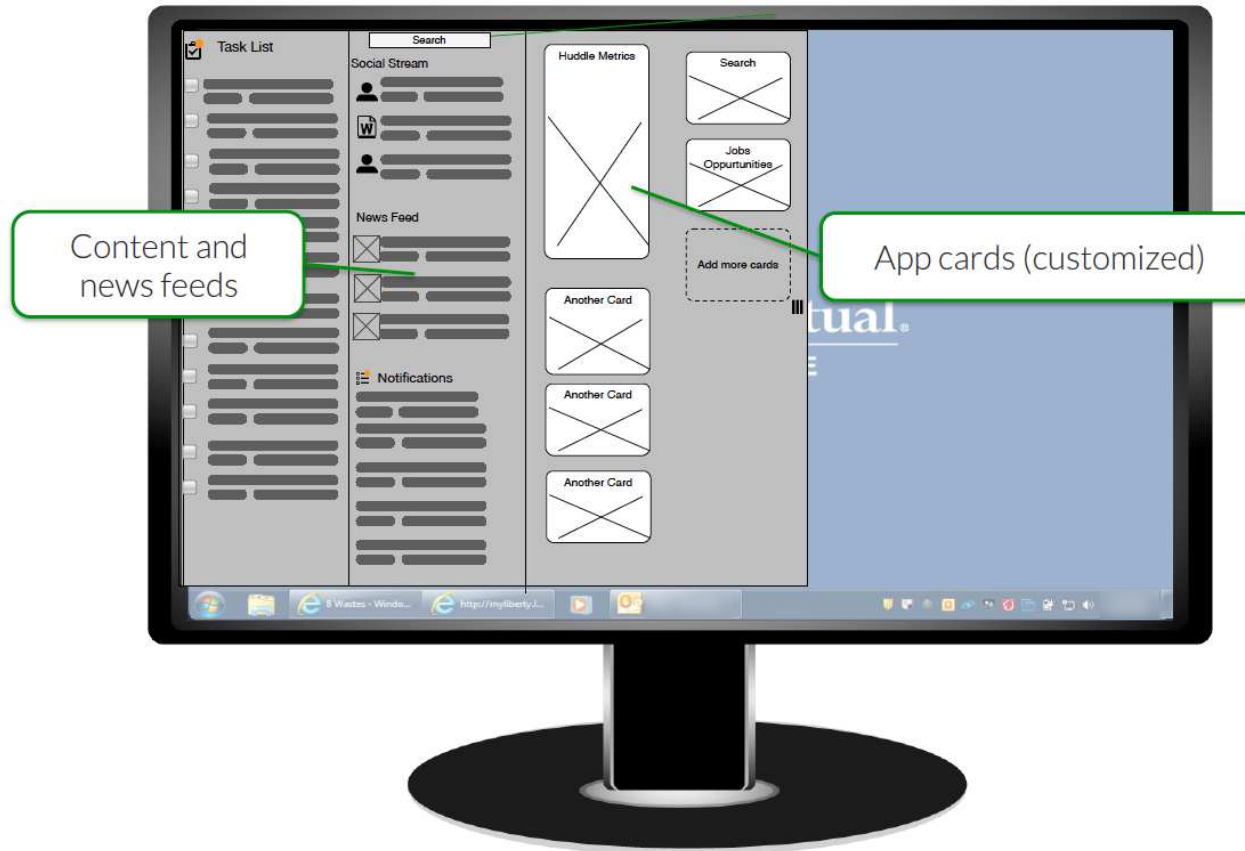


Digital Experience Layer

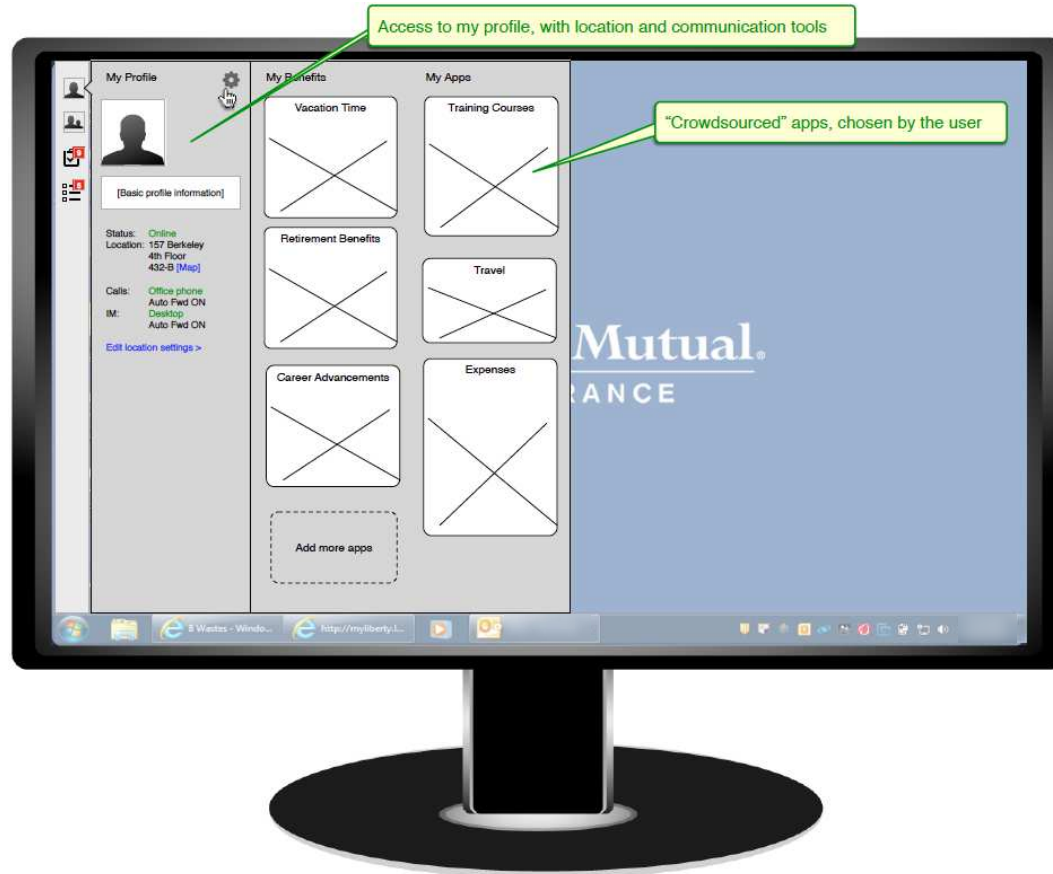


Prototype & Pilot

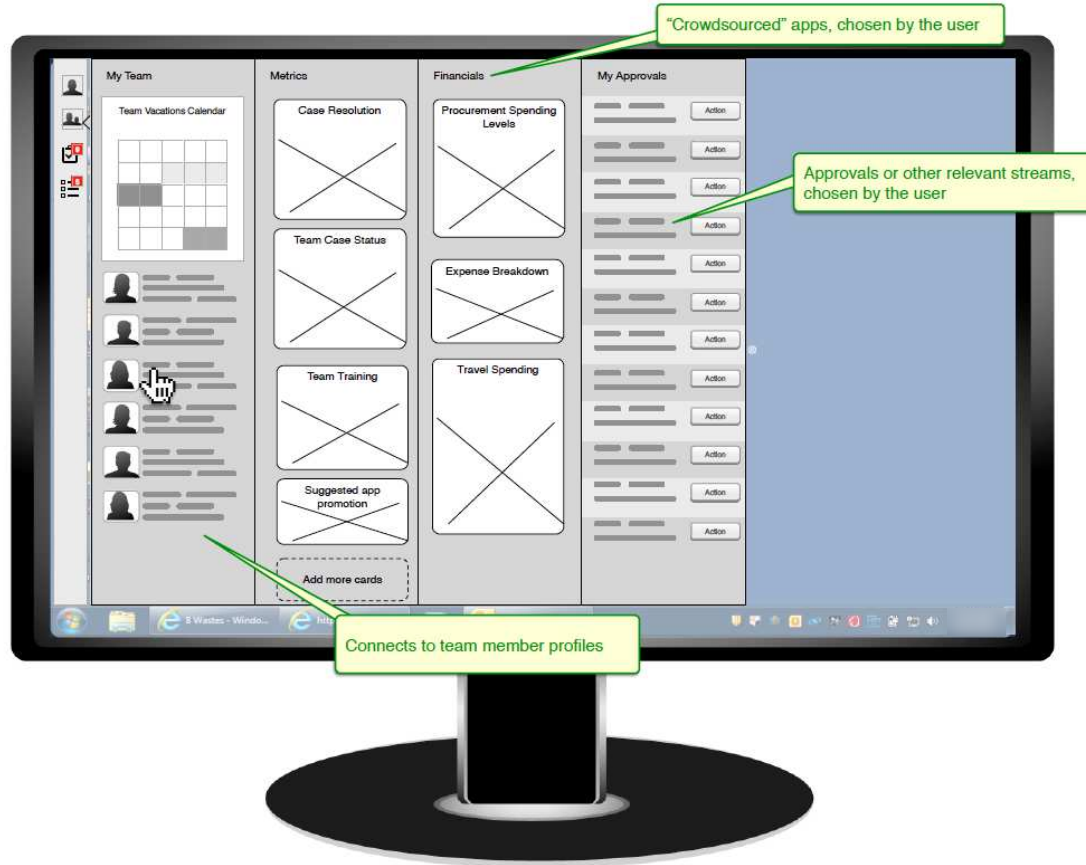
Prototypes- Initial Concept



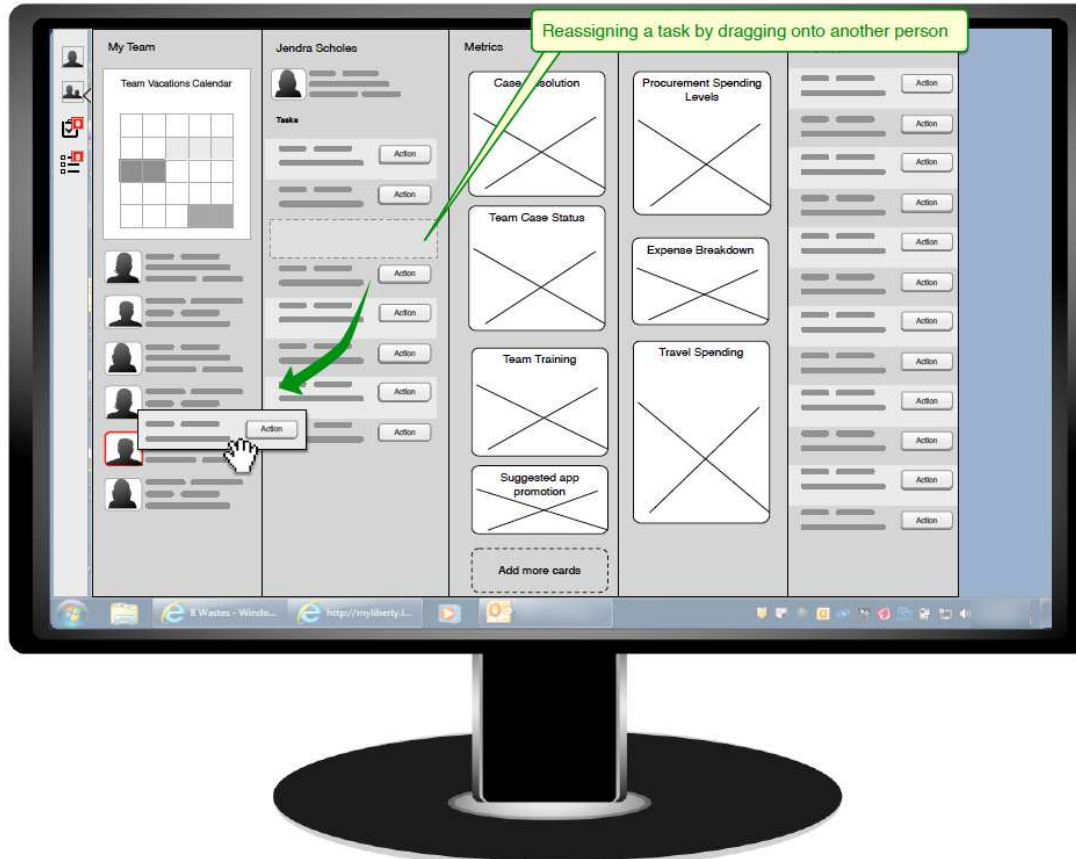
About Me – Personal Information



Team Information



Team Information and Tasks



Personal Tasks



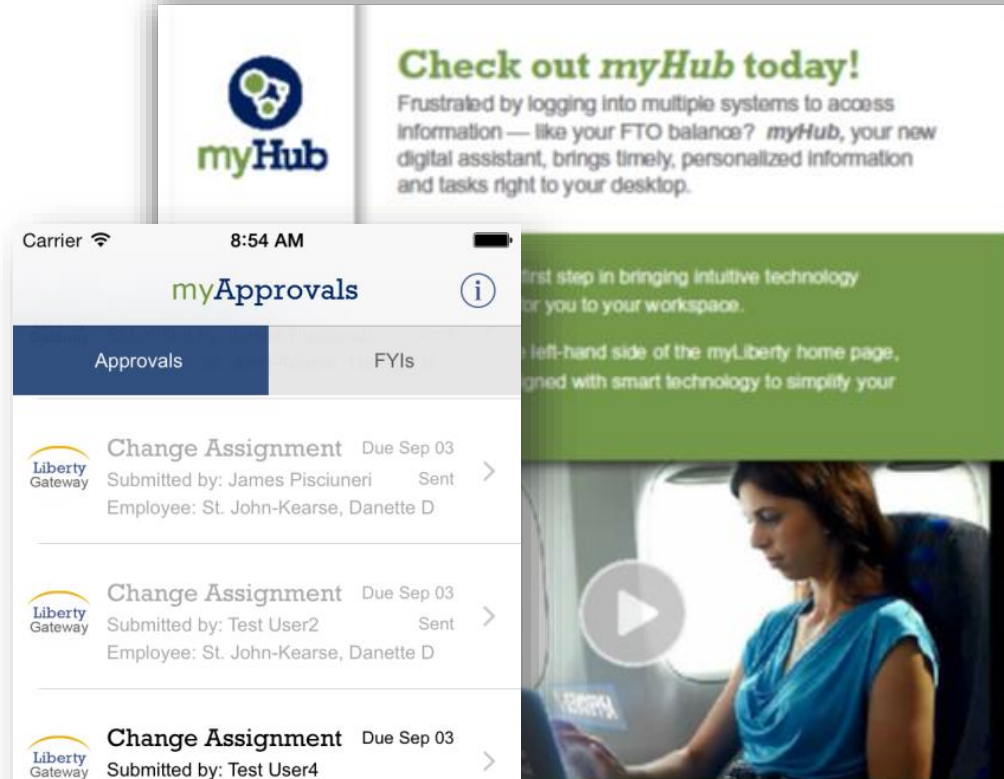
What's New

Aggregated Activity Stream and Notifications



Pilot

- 2015 – First pilot to managers was launched. Mobile application for approvals.
- 2015 – Digital Assistant launched to beta group of employees as a toolbar on the Liberty Intranet



Video

Launched video with prototype
and kicked off pilot group

“Love it! Makes it so easy to see everything I need to know :)”

Lindsay
Business Analyst

**“I just want to say I *love* this!!!!
I can't wait to see how it grows!”**

Deborah
Med Specialist

“This is *fantastic*... one of the most useful new liberty tools I’ve seen in a long time!”

Jordan
Business Analyst

**“This is ALL kinds of *awesome*.
Thank you!”**

Gayle

Sr. Training Specialist

Design Thinking Continued...

Ideation session overview

IT Innovation

SESSION: myHub cards development

We are answering the question: How can we make employee's digital lives more "joyful" through "cards" in myHub?

We will work in teams.


Techniques:

- **"The Wishing Game"** – Icebreaker and brainstorming session. Teams brainstorm as many crazy "wishes" as they can to answer the question above. Example "I wish we could have myHub tell me what my schedule tomorrow looks like and recommend ways to make my day more effective."
- **From wishes to ideas** – Teams will group wishes, then narrow them down to the top 5 ideas.
- **Rapid prototyping** - Teams will use templates to sketch out what their cards will look like and what the cards will do.
- **Storyboarding** – Teams will storyboard a day in the life of an employee and show how the card will interact in an employees "digital" life.



Ideation- What's in your Card?

Cafe Menu




Today's Lunch

Grill

Entree

Vegetarian

eCheers



Congratulations on your recognition!


"Your timely response to a customer really made a difference. Thank you!"

myTRANSIT

work

101

Translation




How do I say...

English

Welcome

different language


Congratulations

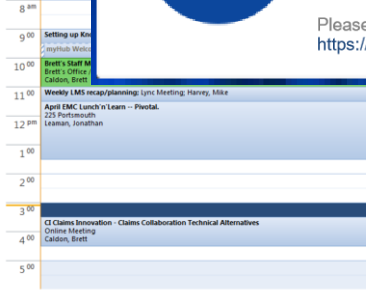


Way to Go Steve!


Thank you Steve for 7 years of service and congratulations on your anniversary! Your hard work is greatly appreciated.

myDay





iExpense



Charges not yet expensed...


Southwest.com \$645.39

Hilton Garden Inn \$569.22

Please make sure to expense these in iExpense


<https://libertygateway.lmig.com>

Wausau, WI | June 16th – 18th



Travel Recommendation

83% of Liberty Mutual employees who traveled to Wausau ate at "The Great Dane"

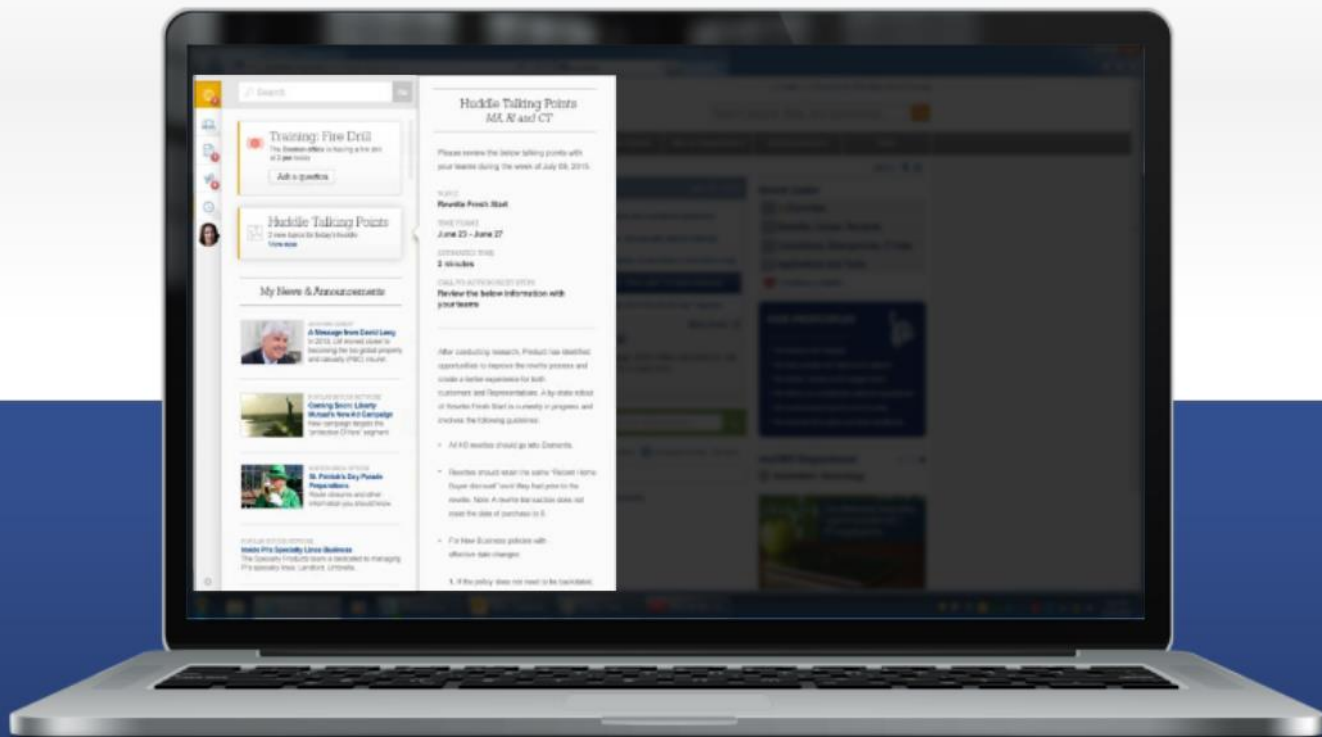


2305 Sherman St
Wausau, WI

Launch

The Employee's Digital Assistant

Bringing you the information you need, when you need it, and in the right context.



Web and Mobile

The Digital Assistant will be available from the intranet and approvals functionality on mobile

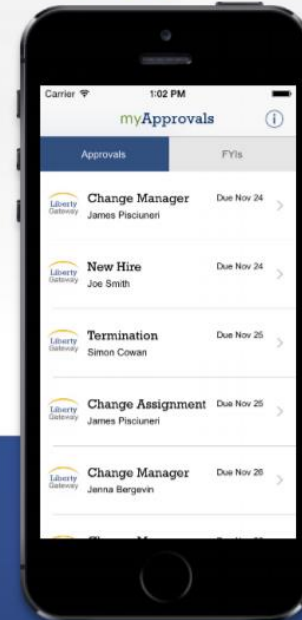
myHub



Intranet Web Application

A Single Page Application (SPA) built to run within your web browser.

myApprovals

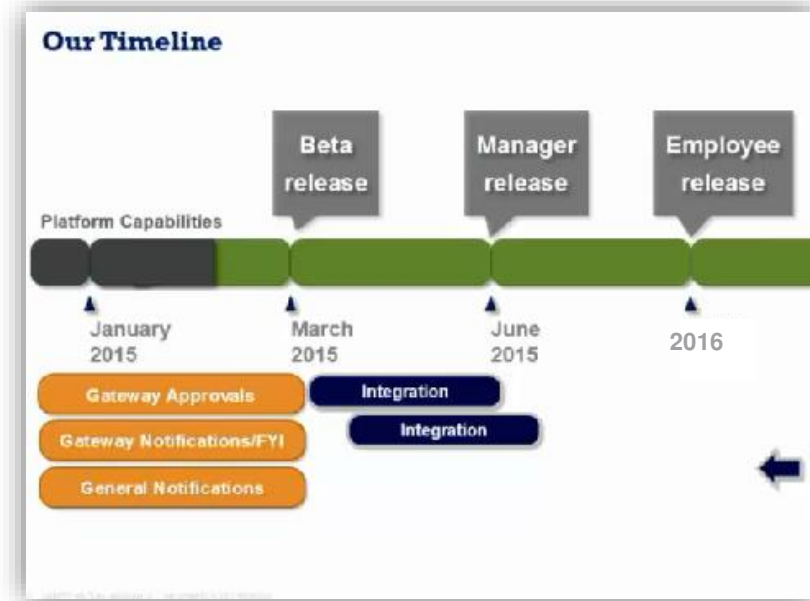


Mobile App for Approvals

iOS and Android native applications that expose the 'Approvals' functionality to mobile.

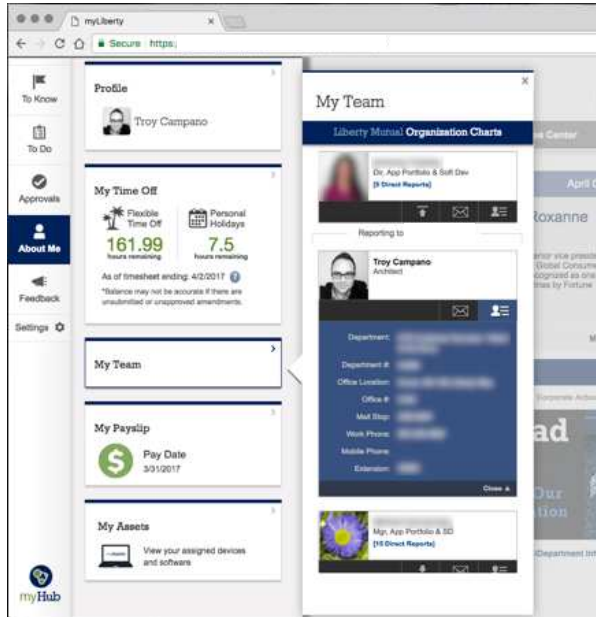
Time Line...

- Starting in late 2013, Liberty Mutual began work on what would become a digital assistant for the enterprise.
- In 2014, we iterated through prototypes of the tool and evolved the digital assistant based on employee feedback.
- In 2015, we released the digital assistant, starting a pilot to managers and later a pilot to employees...
- Early 2016, Liberty Mutual's Digital Assistant released to all employees...
- 2016- today... On going development, new functionality & systems added

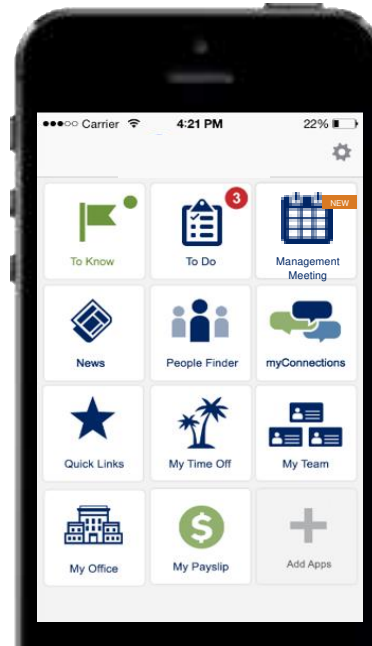


Digital Assistant Tour

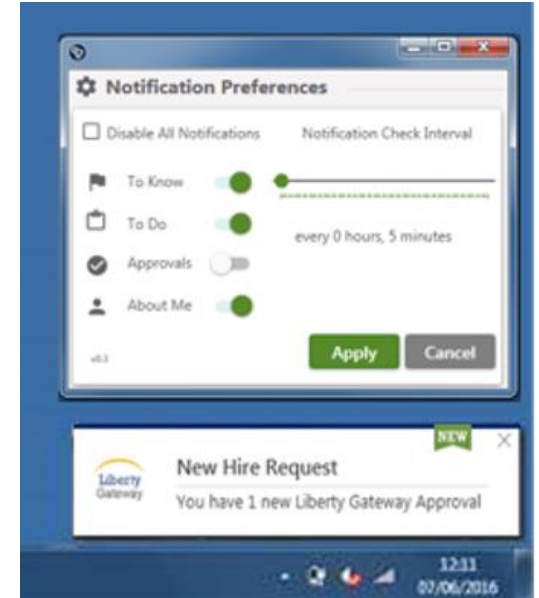
Digital Assistant Components



Intranet Toolbar



Mobile Application



Desktop Notifier App

SATURDAY, SEPTEMBER 14

To Know



To Do



About Me



Ask

Activity

Settings

To: all U.S. managers
2d ago

Employee contact information now available in *People at Liberty*

Managers can now view their employees' home address, personal phone number and emergency contact information. [Click here](#) to learn how.

ANNOUNCEMENT

To: all U.S. employees
5d ago

Update your flexible work arrangement

You can now update your flexible work arrangement at any time. Navigate to the "About Me" section on the myLiberty toolbar and select the "My work arrangements" card.

ANNOUNCEMENT

myExpense
3d ago

Expense Report 010001458094

View More News

Cortex Workshop

Portsmouth, NH and virtual
Thursday February 7, 2019

projects in the cloud during this hands-on



myCompany Feature • Jan 31

Shining a light on new solutions

Global Solutions Team Manager Casey Linden was recently recognized for challenging the status quo and solving problems. Learn more

47 46

OUR VALUES

Make things better
Be proactive and challenge the status quo

My Tiles

View all My Tiles

Company Photos



Submit photo

View More

Shine

My Points

Wall of Fame

My History

myConnections



What's going on?

Latest posts from "Following"



Commented on **we shine when we solve problems**. Jan. 2019 in Life at work
36 minutes ago



Peter Anderson **joined** LibertyCLOUD: Workspace Desktop
43 minutes ago



Randy Bennett **created** The LCW portal is available in LibertyCLOUD: Workspace Developer
43 minutes ago



Grace Soto **replied** to myConnections has no reporting capabilities since 10/29. Will there be a resolution soon?
43 minutes ago



Brenda Edwards **replied** to is it possible for a linked document on myConnections (that lives on Sharepoint) to open in its application and not the browser in Office 366
43 minutes ago

My places

All activity

Snapshot

My Favorites

Quick Links

Corp. Identity System

Time Management System

IT Strategy and Planning

Employee Directory (VIPER)

IT Hosting Services

IT Org. Chart

Org. Bulletins

H@L - Hiring at Liberty

Liberty Gateway

Job Postings

Employee Learning Center

Add a favorite

Edit favorites



Compliance Helpline



Help Yourself Desk



Emergency Information



myVideo

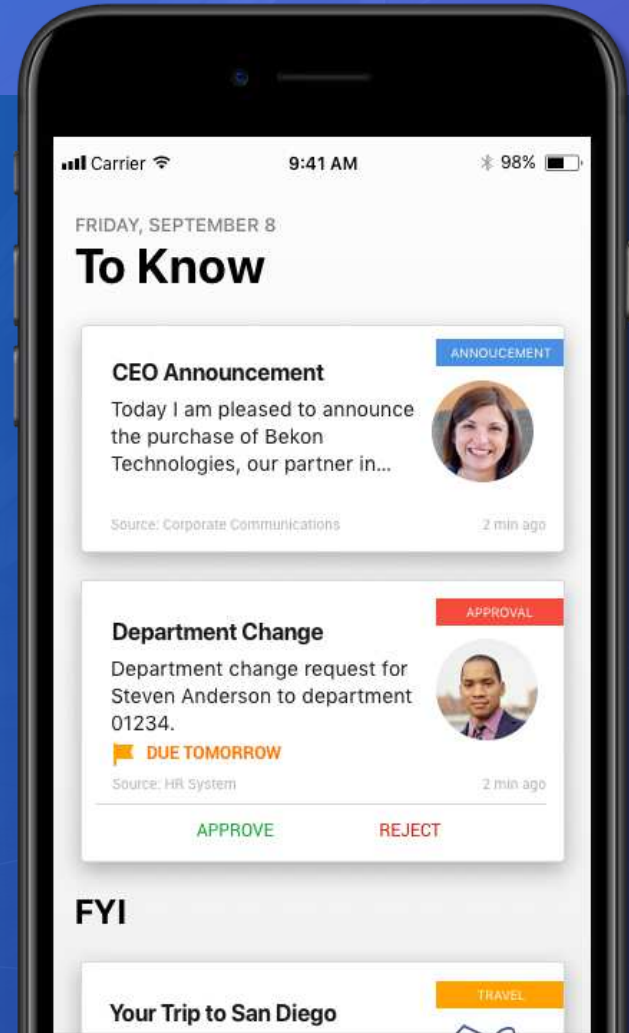
Smart Notifications



Unlike email, they expire (no need to manage / delete them).



Ensure employee has seen the notification before it archives.



To Know & To Do



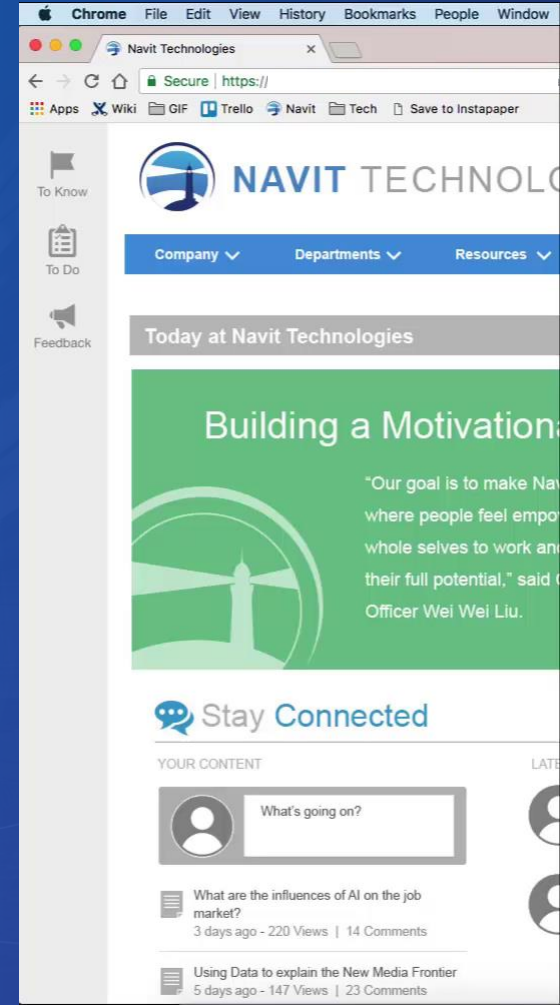
Unlike email, they expire (no need to manage / delete them).



Ensure employee has seen the notification before it archives.



Elevates company and team information outside of email.



To Do

Aggregate tasks and approvals from across your systems

Highlight company or team tasks or due dates

Manage your personal or individual tasks alongside team or company tasks

Integrate with 3rd party task systems

The screenshot displays the myStart application interface. On the left is a dark sidebar with navigation icons: a flag for 'Notifications', a clipboard with a red '2' for 'To Do', a checkmark for 'Approvals', a person icon for 'About Me', a speech bubble for 'Ask', and a gear for 'Settings'. The main content area is divided into sections. The 'My Tasks' section at the top has a 'Create a task' button. Below it, the 'myStart' section features two task cards. The first card, dated 'Apr 13', is titled '2 Weeks Out for Emily Rodenhuis' and includes the text 'Your new hire is starting on 05/20/2019 and you want to be prepared. Review some information to get you started!' and a button that says 'I'm done! Remove this card.' The second card, also dated 'Apr 13', is titled 'Congratulations on your new hire Emily Rodenhuis' and says 'To ensure the best onboarding experience for your new hire, please complete this myStart Overview. Your role is critical!' with a similar 'I'm done!' button. To the right of the tasks is a progress bar with four stages: 'myStart' (active), 'Hire', 'Say One', and 'Success'. Below the progress bar, a section titled '2 Weeks Out for Emily Rodenhuis' provides onboarding instructions, including links to 'Let others know about your great hire', 'Make things official in People at Liberty!', and a 'Manager Center' link. At the bottom, there is a link to a 'printable version of the complete Onboarding Checklist'.

Microapps

Persistent micro-apps that highlight important information from your work, employee systems, and more.

Changes and edits in the apps sync back to the source system.

Reduce the need for employees to log into many systems.

The screenshot displays the myLiberty mobile application interface. At the top, a dark blue header contains the 'myLiberty' logo and navigation links: 'About Liberty', 'Employee Center', 'Business/Department', and 'myConnections'. A left sidebar lists navigation options: 'Notifications', 'To Do', 'Approvals', 'About Me' (highlighted), 'Assistant', and 'Settings'. The main content area features several microapps:

- My Time Off**: Shows 'Flexible Time Off' with 26.25 hours remaining and 'Personal Holidays' with 15 hours remaining. A note states: 'As of timesheet ending: 5/27/2018. *Balance may not be accurate if there are unsubmitted or unapproved amendments.'
- Time Planner**: Displays 'My Future Hours Planned' with a table:

Category	Hours
FTO	22.5
Training	0
Travel	30
Other	0
- My Team**: A link to view the team.
- My Payslip**: Marked as 'NEW', it shows a 'Pay Date' of 5/25/2018.
- My Assets**: A link to 'View your assigned devices and software'.

A separate microapp titled 'My Personal Sales Targets' is shown in the foreground. It features a bar chart comparing 'Me' (green), 'Group' (grey), and 'Quota' (yellow) across five categories: Auto (215%), Property (25%), Life (115%), Life Prem (103%), and PLP (138%). Below the chart, it indicates a 'Zone rank: 682 of 847' and a 'See Details' link.

On the right, a 'My Team' panel titled 'Liberty Mutual Organization Charts' shows a hierarchy. It lists 'Sr Dir App Port & SW Dev' with '[11 Direct Reports]' and 'Reporting to Brett Caldon'. Below, it shows 'Manager, Marketing' and a list of details: Department (11044), Office Location (Dover, NH-150 Liberty Way), Office # (016C), Mail Stop, Work Phone, Mobile Phone, and Extension. At the bottom, it lists 'Way Computer Senior Architect' and 'Architect'.

Microapps – Viewing Time Off

The screenshot displays the myLiberty employee portal. The top navigation bar includes links for About Liberty, Employee Center, Business/Department, and myConnections, along with a search bar and feedback options. The left sidebar contains navigation icons for Notifications, To Do, Approvals, About Me, Assistant, and Settings. The main content area is divided into several sections:

- Liberty Mutual News:** A large featured article titled "We Build Customer Loyalty" with a video player. Below it are two smaller articles: "Are You a Liberty Torchbearer?" and "Extraordinary Achievements".
- OUR VALUES:** A yellow banner with the text "Put people first. Act with empathy, dignity and respect."
- Photos at Liberty:** A section showing a photo of employees working outdoors, with a "Submit photo" button and a "View More" link.
- myConnections:** A section for updating status and viewing latest posts from "Following".
- My Favorites:** A list of quick links to various systems and resources, including Corp. Identity System, Employee Learning Center, IT Strategy and Planning, Employee Directory (VIPER), IT Hosting Services, Time Management System, Org. Bulletins, H@L - Hiring at Liberty, Liberty Gateway, Job Postings, and IT Org. Chart.

The bottom of the screen shows a "Top 5" section with a video player and a photo of an employee.

Microapps – Editing HR Information

The screenshot displays the myLiberty HR portal interface. The top navigation bar includes links for About Liberty, Employee Center, Business/Department, myConnections, and a Search bar. The main content area is divided into several sections:

- Liberty Mutual News:** A section with a large image of two people and a headline "We Build Customer Loyalty" dated May 15. Below it are two smaller video thumbnails with headlines "Are You a Liberty Torchbearer?" (May 14) and "Extraordinary Achievements" (May 11).
- OUR VALUES:** A yellow box with the text "Put people first. Act with empathy, dignity and respect."
- Photos at Liberty:** A section showing a photo of people working outdoors, with a "Submit photo" button and a "View More" link.
- myConnections:** A section for user status and latest posts from "Following".
- My Favorites:** A section with a list of favorite links including Corp. Identity System, Employee Learning Center, IT Strategy and Planning, Employee Directory (VIPER), IT Hosting Services, Time Management System, Org. Bulletins, H@L - Hiring at Liberty, Liberty Gateway, Job Postings, and IT Org. Chart.

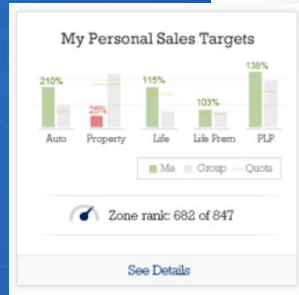
The interface also includes a left sidebar with navigation options like Notifications, To Do, Approvals, About, and Assistant, and a right sidebar with quick links to Compliance Helpline, Help Yourself Desk, Emergency Information, and myVideo.

Microapps

Persistent micro-apps that highlight important information from your work, employee systems, and more.

Changes and edits in the apps sync back to the source system.

Reduce the need for employees to log into many systems.



myLiberty About Liberty Employee Center Business/Department myConnections

Notifications
To Do
Approvals
About Me
Assistant
Settings

My Time Off

Flexible Time Off: 26.25 hours remaining
Personal Holidays: 15 hours remaining

As of timesheet ending: 5/27/2018
*Balance may not be accurate if there are unsubmitted or unapproved amendments.

Time Planner

My Future Hours Planned

Category	Hours
FTO	22.5
Training	0
Travel	30
Other	0

My Team

My Payslip NEW

Pay Date: 5/25/2018

My Assets

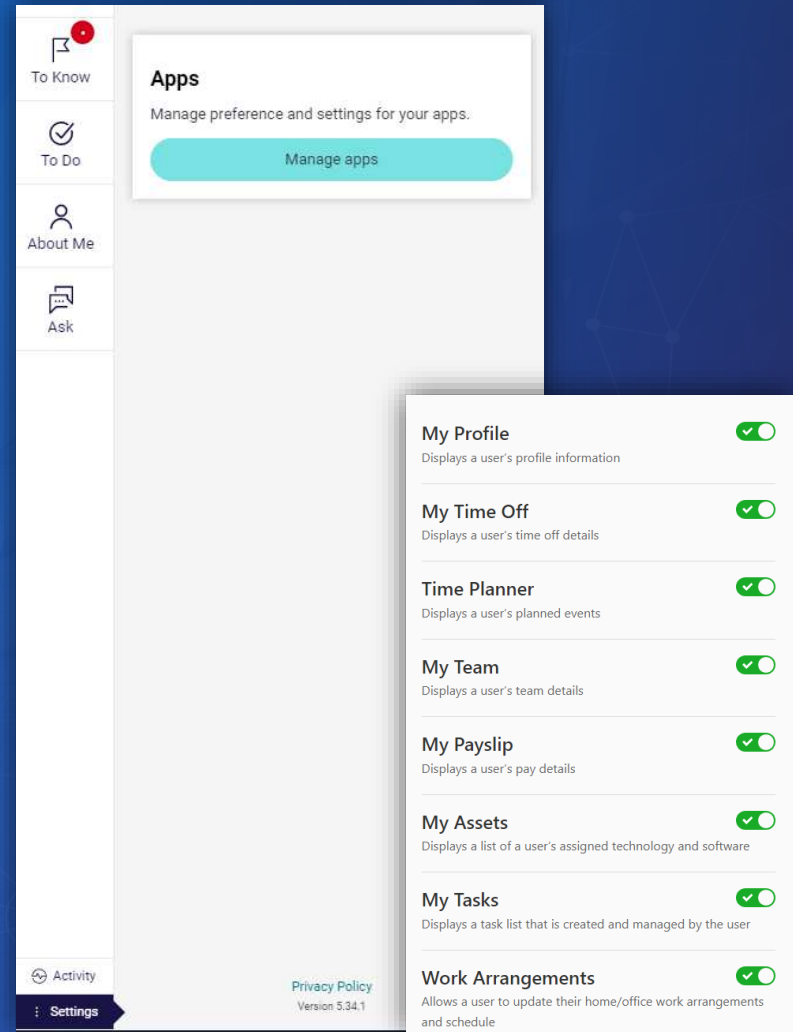
View your assigned devices and software

My Payslip

[Click to view sensitive payslip info](#)

Tailored Options

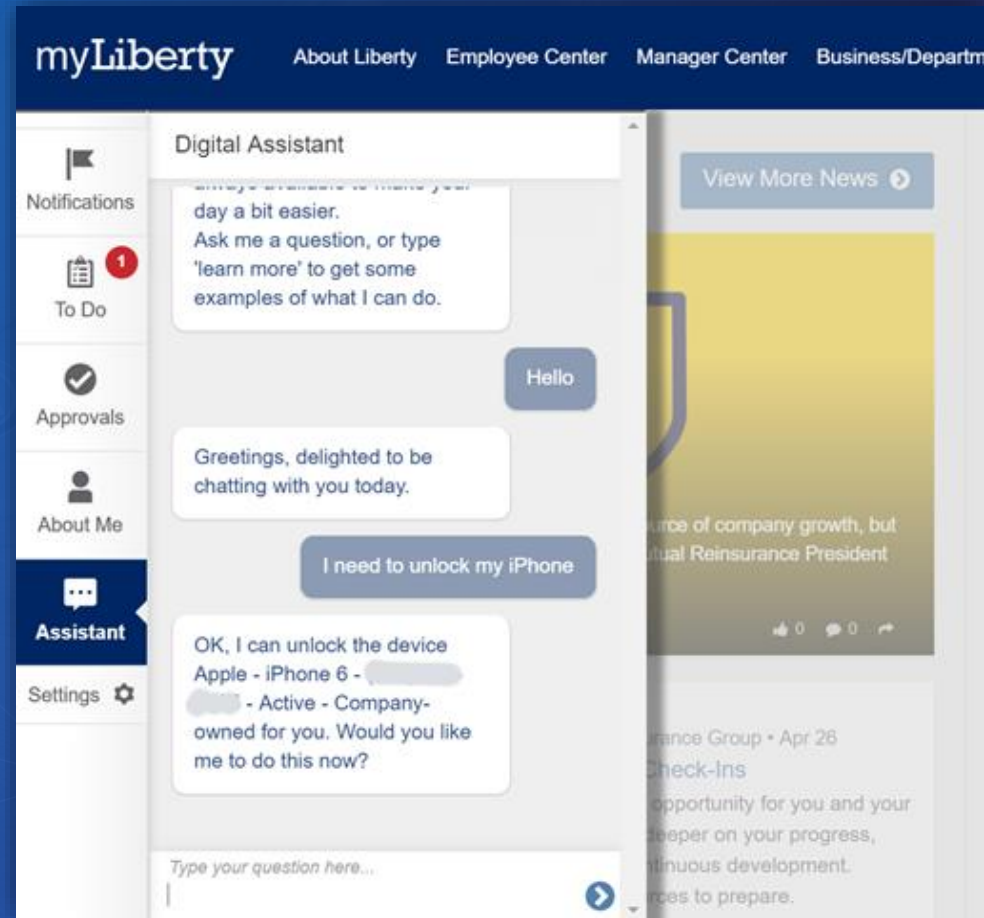
Settings enabled employees to choose which apps they wanted present within the digital assistant.



Chatbot

Chatbot added in 2017 to allow employees to obtain answers to common questions and complete tasks

Integrates with 3rd party business software and custom company applications





Notifications



To Do



11

Approvals



About Me



Ask

Settings



Liberty Mutual News

View More News



Liberty Mutual Insurance Group • 6h

Organizational Announcement

Please read the organizational announcement about Global Risk Solutions.

Liberty Mutual Insurance Group
We Build Customer Loyalty

From collaborating effectively to communicating clearly, learn what two employees did to win awards.

Liberty Mutual Insurance Group
Tech Upgrades to Simplify Life

Three new enhancements to our digital technologies will make it easier for you to get the information that matters to you.

Liberty Torchbearers™

Serve | Give | Volunteer

LEARN MORE

myConnections



Update your status...

Latest posts from "Following"



Jacqueline Ross joined Liberty Travelers
36 minutes ago



Peter Anderson correct_answer_set
Tropic Request for May 30th Tech
Leaders meeting in USCM IT Technology
Leaders



Randy Bennett acclaim_added USCM IT
Claims - DNA: Zero Downtime
Deployment with Rolling Updates in DNA
Blueprints



Grace Soto liked Clancy's Tips & Tricks
to a More Productive Workforce
57 minutes ago



Brenda Edwards replied Great Recent
Reads in Liberty Book Club
1 hour ago

My places

All activity



My Favorites

Quick Links

Work/Life

- Benefits Express
- Liberty Gateway
- Time Management
- Work Life Solutions
- Your Benefits Guide
- Your Total Rewards

Career Development

- Shine - Recognition at Liberty
- Job Posting
- My Career & Development Center

Support Tools & Resources

- Digital Policies
- HR Support Center
- My Workplace Requests
- RequestIT
- Employee Services & Directory (VIPER)

Travel & Expenses

- buySmart
- Expense Reimbursement
- myTravel

Compliance
HelplineHelp Yourself
Desk

Communications & Surveys

Publisher Tool

Send tailored communications to groups.

Survey Tool

Capture information from employees, take quick pulse surveys, and more.

The screenshot displays the 'myHub Note' interface. At the top, there's a navigation bar with 'myHub Note', 'Notification', 'Feedback', and 'Account'. Below this is a progress bar with 'Start', 'Summary', and 'Confirm' steps. The main content area is titled 'Welcome Brett,' and explains that notifications are targeted and action-oriented. It lists three types of notifications: red marking (critical emergency), orange marking (important employee business communication), and blue marking (normal employee business communication). Below this, 'Card Examples' are shown. The first example is a 'Virus Alert: Increase in Phishing Messages' with a red warning icon. The second is a 'Reminder: Town Hall' with an orange header and a hand icon. The third is a 'Sign up for the CI Town Hall' with a blue header and a document icon. Each example includes a brief description and a 'Start' button at the bottom right.

myHub Note

Notification Feedback Account

Start Summary Confirm

Welcome Brett,

Notifications created with myHub Note are targeted, action-oriented notifications in the form of a card on the myHub desktop digital assistant. Under the "To Know" tab, they can be prioritized with the following color indicators:

- A **red marking** references a critical emergency and business continuity communication (i.e. a computer virus).
- An **orange marking** references an important employee business communication that is **urgent** and must be read within 1-2 days (i.e. a message from the CEO or SBU/President leader).
- A **blue marking** references a normal employee business communication that is **not** urgent (i.e. sign up to attend the CI town hall).

To Know

Card Examples

The "Alerts" header in the To Know tab displays critical priority (**red**) notifications.

The "Notifications" header in the To Know tab displays either important (**orange**) or normal (**blue**) priority notifications.

The "FYIs" header in the To Know tab displays normal (**blue**) priority notifications.

Virus Alert: Increase in Phishing Messages

We've noticed an increase in suspicious emails and phishing attempts over the past 24 hours. If you receive a suspicious email, do not open it. Please forward it to: Suspicious@libertymutual.com

Reminder: Town Hall

Oct. 6

Tune in to watch CEO [redacted]'s live Town Hall webcast on Oct. 6 from 2 – 3 p.m. EDT.

Sign up for the CI Town Hall

Sign up today for the December 1 Commercial Insurance Town Hall.

Start

Outcome

Benefits

Workgrid at Liberty Mutual



Simplified Consumer-Like Employee Experience

Less systems to deal with. Less logins.
Less steps to complete tasks and access
key information, employees loved it – a
system employees actually enjoy using.



40% Internal Comms Increase

40% increase in internal communications click-through
rates, employees no longer miss important
communications.



Reduced Impact of System Migrations

News apps are built on this platform, removing
employee impact of switching to new systems
behind the scenes.



70% Fewer Clicks

70% fewer clicks to obtain key employee
information, allowing employees to be more
productive.



90% Adoption Rate

90% adoption by managers, seeing 80% of
transactions being approved in Workgrid
instead of the actual source systems.



Millions in Savings Each Year

Saving hours and hours of employee and
manager time, and reducing costs at internal
help desk.

Business Case: Smart Notifications

Overview

With smart notifications, Liberty Mutual consolidated approvals and notifications into one view outside of email. Approvals and notifications can be directly actioned from the digital workplace vs. the native system of record, removing the productivity burdens of context switching between applications.

Use Case	Calculation	Annualized Value
Approval Time Savings Significant time savings per transaction to action approval (login & clicks)	(754,962 approvals) * (45 secs saved per approval)	Over 9,000 Hours Saved
Approvals \$\$ Savings Reduce time managers spend on approvals	(566,221 minutes saved) * (avg. employee rate per minute)	\$639,829
Notifications \$\$ Savings Move notifications outside of email and time spent searching	(5 min per week) * (50,000 employees) * (avg rate per minute)	\$6,720,000



90% adoption by managers performing approvals in digital assistant vs native system.



5 minutes saved on average per week per employee



Millions of dollars' worth of reclaimed productivity.



70% Reduction in number of clicks required for employees to obtain key information

Business Case: Mobile Help Desk

Overview

Liberty Mutual Insurance implemented a chatbot to drive efficiencies across its IT help desk and improve employee satisfaction levels. The chatbot was piloted to all mobile users for the following use cases: unlock phone, register/unregister devices, and sync calendar. After just two months, Liberty realized significant benefits and large ROI projections.

Objective	Prior	Chatbot (2 months)
Reduce Average Handling Time (AHT)	15 Minutes	2 Minutes
Reduce Average Speed of Answer (ASA)	142 Seconds	0 Seconds
Convert 5% of mobile help desk call volume to chatbot	0	18%
Increase Satisfaction (eNPS)	9	10

*Annualized savings/capacity calculated at a 50% adoption rate based on average mobile calls per year and average salary data.

Business Value



93% Expense reduction per help desk transaction



2 FTE Capacity savings annualize*



\$222,250 Projected annualized savings*



10% Increase in employee satisfaction

Workgrid at Liberty Mutual

The Employee Response to Workgrid (myHub) was Overwhelming!

The #1 word employees used based on sentiment analysis at Liberty Mutual to describe myHub was 'Love'.



Nancy

I love the new myHub - saves so much time by avoiding logging in to other programs. Everything is right there for you. If you haven't tried it yet, I highly recommend it!

1 Comment



Debi



I completely agree with you, I like the idea that all of your FTO balances are right there at your fingertips.

Like (0) [Report Abuse](#)



Carla

Love the new myHub functionality!!!! Just got back from FTO and already used it to approve a BuySmart request in about 7 seconds versus minutes of separately logging in and clicking around. GREAT work!!!

Thank you!


Email:


Janine.marchi@LibertyMutual.com



Janine Marchi



 @janineymarchi

 janineymarchi