

# THE TANGIBLE INTANGIBLES: EMPLOYEES AND TECHNOLOGY

It's no secret that happy employees make for a better, more productive workplace, yet technology is overlooked in the entire employee experience.

An A-list player – whether he or she is in the back office, management, on the teller line, or servicing loans – can become quickly frustrated and disengaged when they struggle with outdated technology. Entering data into multiple systems, losing track of conversations, and taking extra time to oversee projects and processes manually take away from both the employee and the customer or member experience.



Employees who feel their voice is heard are

**4.6 times**

more likely to feel empowered to perform their best work<sup>1</sup>



Highly engaged teams see

**41%** reduction in absenteeism<sup>1</sup>

**59%** reduction in turnover<sup>1</sup>



**\$550 billion**

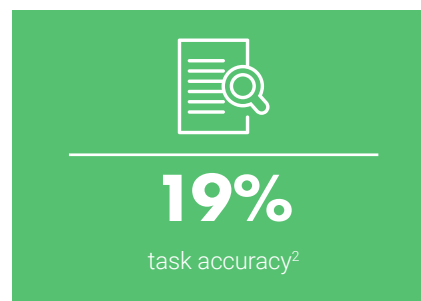
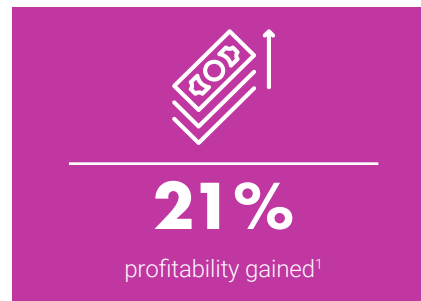
Amount disengaged employees cost U.S. companies annually<sup>1</sup>



**89%**

of workers at companies that support well-being initiatives are more likely to recommend their company as a good place to work<sup>1</sup>

## HAPPY EMPLOYEES IMPACT BUSINESS



## EMPLOYEE COSTS YOU MAY INCUR WHEN YOUR LEGACY SYSTEM FAILS:<sup>3</sup>



- Lost employee productivity



- Potential employee overtime costs to meet deadlines after the failure



- Low employee morale and turnover due to stress

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What does the embrace of legacy systems say to a workforce? In part, it tells them that it's okay to not change. That it's fine to put off today's concerns and leave them for a distant tomorrow because yesterday's habits and solutions are still working. Is that really the view any business wants to encourage in their employees – especially when training them in new skills?”<sup>3</sup>