



transversal
connecting people to knowledge

For HR and employee
experience

Inspire employee productivity

There is a simple and more efficient way to handle all of your staff-related enquiries.

Our knowledge automation solution for employees offers intuitive, self-service features to help you automate the delivery of HR answers, capture organizational expertise and distribute this collective intelligence across your organization.

Let them know you care with 24x7 access to HR services, available for any mobile device and any time of day.

Prescience™ for HR and the enterprise

Like putting your best HR Adviser on the intranet 365 days a year, 24 hours a day, Prescience™ revitalizes your HR intranet portal by giving employees one place to go to “ask a question” and receive immediate conversational answers. No longer will employees need to search your intranet for policy documents that are challenging to read and difficult to decipher.

Our solution is intuitive, contextual, convenient and pro-active, allowing you to streamline the process of finding answers, capture organizational insight and expertise and deliver this collective intelligence across your organization. Empower your staff to reach new levels of productivity, increase employee satisfaction and gain a real competitive advantage with Transversal's Prescience™.



ABERDEEN
GROUP

DATA.
ANALYTICS.
CONTENT.

“ Keeping employees engaged and motivated in their work is paramount to their productivity as well as to their general satisfaction. Companies are now more than twice as likely as two years ago to be committed to improving access and empowering employees through self-service as a top priority (50% vs 22%). Companies looking to bolster their overall employee experience, which can assist with retaining top employees and appealing to new ones, must rethink their methodology for HR service delivery. ”

Can you drive employee experience and engagement through self-service?

Memory Engine™

We know what your employees mean - not what they type

People have different ways of asking the same question. So how do you ensure important HR information can easily be found? Our out of the box patented Memory Engine™ combines human expertise with cognition to better understand the intent and context behind 'what' HR information people search for. Unlike frustrating keyword search, our Memory Engine™ understands questions and solves problems in the same way humans do. Fused with machine learning, our search technology continues to self-improve based on behavioural patterns.

The result is a simpler and smarter way for employees to find important HR knowledge that is 'about' the subject/theme being explored, even if the words in the knowledge article don't match any of the words in their original search query. It is truly a better way to ensure your employees are getting fast, accurate and exceptional HR advice.

Up to
47% faster
answers



Smart Links

Smart enough to predict the future

Employees always have more than one question. With Smart Links, we not only understand the context of the original question - we can even predict what people are likely to ask next in real-time. Even simple HR issues can be difficult to resolve with a single enquiry and physically typing questions on tablets and smart phones can be an exhausting experience. With Smart Links, we are able to closely mimic a person's 'train of thought' and anticipate what they might ask next. This provides a truly engaging self-service journey that dramatically improves employee success, minimizes typing effort, and provides a unique interactive HR experience.

Up to

40% decrease in HR
service escalations





“HR professionals spend more than a third (36%) of their day handling routine calls and emails from employees. These unnecessary communications are draining up to 12 working weeks of HR resources every year.”

Transversal Commissioned Research

Working on HR transformation with:



NORWICH
City Council



SOLVAY



Device Smart

Optimized for any device

With an increasingly mobile workforce, not every employee will have ready access to a desktop computer, but it is likely most will have a smart phone when they have an HR question. With Device Smart, employees and managers can access HR services on any mobile device and at any time of day. We use responsive design principles to extend knowledge access to tablet and mobile audiences with no additional code or administrative overhead.

Device Smart gives you the confidence that your HR delivery looks clean, modern, and professional - providing the highest quality experience on all devices.



Knowledge Insight

Better HR insights. Smarter HR decisions

Knowledge Insight is key to ensuring that critical HR knowledge assets are fit-for-purpose and serving the needs of managers and their employees. Dashboards provide a graphical view of how often and what types of knowledge employees are using. With Knowledge Insight you have the ability to analyze departmental usage, trending topics and employee feedback/suggestions. This type of detailed analysis helps HR service teams determine where content is missing, respond quickly when search issues become apparent and improve the overall employee experience, because good experiences translate to productive employees.



Redefine employee productivity without all the old school heavy lifting

Behind every exceptional HR experience is a truly great technology enabling incredible things to come together. Prescience™ is Transversal's cognitive technology platform for next-generation knowledge solutions and it is changing the way businesses around the world connect employees to important HR information.

Unlock the potential of your HR enterprise operation

Understand

Understand the intent and context of HR enquiries to eliminate time-consuming research.



Anticipate

Anticipate the answers your employees need and predict what questions they might ask next.



Predictions

Provide employees with intelligent suggestions as they are typing in search terms.



Smart Links

Automatically predict related content for what employees might need next.

Improve

Improve knowledge through continued use. More intelligent employee information
- less administration.



Knowledge Feedback

Enable employees to rate the effectiveness and quality of important knowledge content.



Knowledge Insight

Get real-time, actionable metrics on knowledge use, trending topics, and quality content gaps.



Knowledge Admin

Provide complete control from security to content curation to manage the entire knowledge life cycle.

Inspire new levels of employee productivity



25%

reduction in HR
service costs



47%

faster HR
answers



28%

increase in
staff productivity



2X

increase in online
HR resolution rates



40%

decrease in HR
service escalations

“Transversal has an intuitive solution. It is simple to manage and we can easily improve our content as policies change. It also allows us to review and respond to employee feedback - so there is continuous improvement.”

United Utilities

Transform your enterprise with knowledge automation

REQUEST A DEMO



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