



Building a better
working world

EY.ai Workforce

Work reimagined: unlocking
capacity and increasing productivity
for HR through digital workers

What is EY.ai Workforce?

EY.ai Workforce is a digital worker solution that creates capacity and increases productivity for the HR function. EY engineers have built an inventory of AI skills for HR, that when stitched together, can complete HR work and processes through digital workers. These digital workers augment humans by completing lower value tasks and activities, which in turn creates productivity throughout your day. Each digital worker is trained with specific skills to help complete HR tasks and processes, increasing the overall productivity of your people team.

EY.ai Workforce allows organizations to:

- Prioritize their people by orchestrating HR processes across multiple systems and platforms
- Transform and scale HR operations without diminishing the employee experience or dramatically increasing costs
- Reduce time to complete HR business processes by simplifying the way work gets done, without the need for technical know-how

Benefits realized

EY teams combine market-leading HR transformation services and artificial intelligence (AI) technology to provide organizations a more efficient way to complete traditional HR work.

EY.ai Workforce has four primary objectives:

- Increase employee productivity: helps HR teams execute work more efficiently
- Drive scalability: quickly increase or decrease HR capacity based on seasonal or event-driven team needs
- Manage costs: create a team of digital workers to augment your people team that promotes fiscal responsibility without sacrificing customer experience
- Achieve ROI: save tens of thousands of hours per year in manual tasks, returning that value to the business



Illustrative HR processes for EY.ai Workforce: Talent management • Talent acquisition • HR compliance • HR operations

Why is it important?

The changing talent and workforce landscape

The Great Resignation and current (or an increased) demand for key skills have made it harder to access and retain the talent needed for growth. Digital workers are the key to unlock untapped potential and free up capacity for value-added work.

Response to the shift in employer vs. employee power

Post-pandemic stress and the tight labor market have shifted the power to the employee. Organizations can look to digital workers to increase employee productivity and forge new pathways for career progression and growth.

A thoughtful approach for balancing costs

As disruptive forces and recent events continue to push companies to transform faster and more frequently, HR departments need to think differently on how they can transform and scale operations while retaining key skills and keeping the workforce engaged.

Addresses the work-technology experience

EY.ai Workforce opens the door for technology that meets the work-tech experience that employees desire. The EY approach helps identify areas that will continue to add value to the organization and provide skills that support sustained performance.

How does it work?



Reduces manual and time-consuming steps, allowing a human touch to be applied where it's most effective



Builds upon an inventory of predefined capabilities (automations), with the ability to create custom skills to meet the unique needs of your business



Maintains context over multiple interactions, increasing the speed to process completion



Works across applications, systems and tools so HR professionals don't need to jump between platforms

The production release of EY.ai Workforce is subject to the completion of EY internal quality reviews.

Why EY?

Technology-enabled consulting and services

EY teams exist to build a better working world, helping to create long-term value for clients, people and society and build trust in the capital markets.

Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

EY People Advisory Services professionals can help you effectively harness your people agenda as part of an integrated business strategy. This can translate into competitive advantage by helping you get the right people, with the right capabilities, in the right place, for the right cost, doing the right things.

Humans@Center

EY teams bring insight into why and how humans need to be put at the center of transformations, underpinned by our research into the emotional journeys of both leaders and the workforce, to increase the likelihood of successful transformation by 2.6 times, according to research from EY analysts and the University of Oxford's Saïd Business School.

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EY | Building a better working world

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Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

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