

# HOW TECH WILL IMPACT EMPLOYEE BENEFITS AND HUMAN RESOURCES THIS YEAR

## 1 ARTIFICIAL INTELLIGENCE (AI)

AI allows HR pros time to think strategically while preserving the “human” in HR. Utilizing facial recognition software provides analysis of employee morale, which lets HR think about *how* it can assist rather than *who* needs assistance.

## 2 VOICE COMMANDS

“OK Google” is just the start of voice commands. Soon it will be “book conference room B tomorrow at 10 a.m.,” or “Tom is sick today; send an email notification to his team and reschedule his meetings.”

## 3 MOBILE

An average of 88 percent of people ages 18 to 65 own smartphones, according to a Nielsen study. This means HR pros have an opportunity to reach a majority of their population through a single channel while leveraging other trends like those on this list.

## 4 INTERNET OF THINGS (IOT)

The interconnection of devices is becoming standard due to the efficiency it creates. Scanning your badge to a building can trigger the elevator and start your computer, which increases productivity. Although it is not a common HR practice yet, we see it catching on down the road.

## 7 CYBER

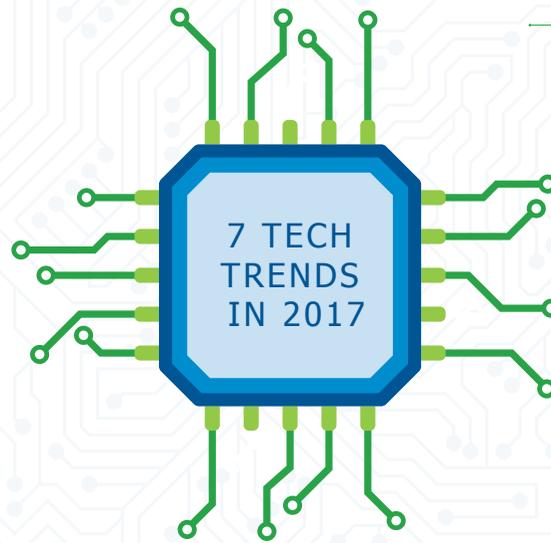
HR pros deal with a growing repository of sensitive data as analytics and value-based care trend upward. Securing that data is essential to protect both employees and a company's integrity.

## 6 WEARABLES

Wellness has gone digital. Companies are exploring how wearables can impact reach and engagement and change outcomes to promote population health through accessible information, regular reminders to move around, and more.

## 5 DATA & ANALYTICS

Large data sets are being analyzed with growing focus on real-time predictive analytics to reveal patterns, trends, and solutions. One example: identifying high-risk claims before they occur based upon lack of adherence to prescribed medication.



For additional insights, please reach out to Lockton's HR Technology & Outsourcing Practice.