

# Making Services Sexy again...

## ...We know we can do it!



CO-HOSTED AND PRESENTED BY:

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HFS Super Summit, New York

# Making Services Sexy Again

1 – The State of Services Talent

2 – Making Services Sexy Again (Or was it ever sexy?)

3– Group discussion

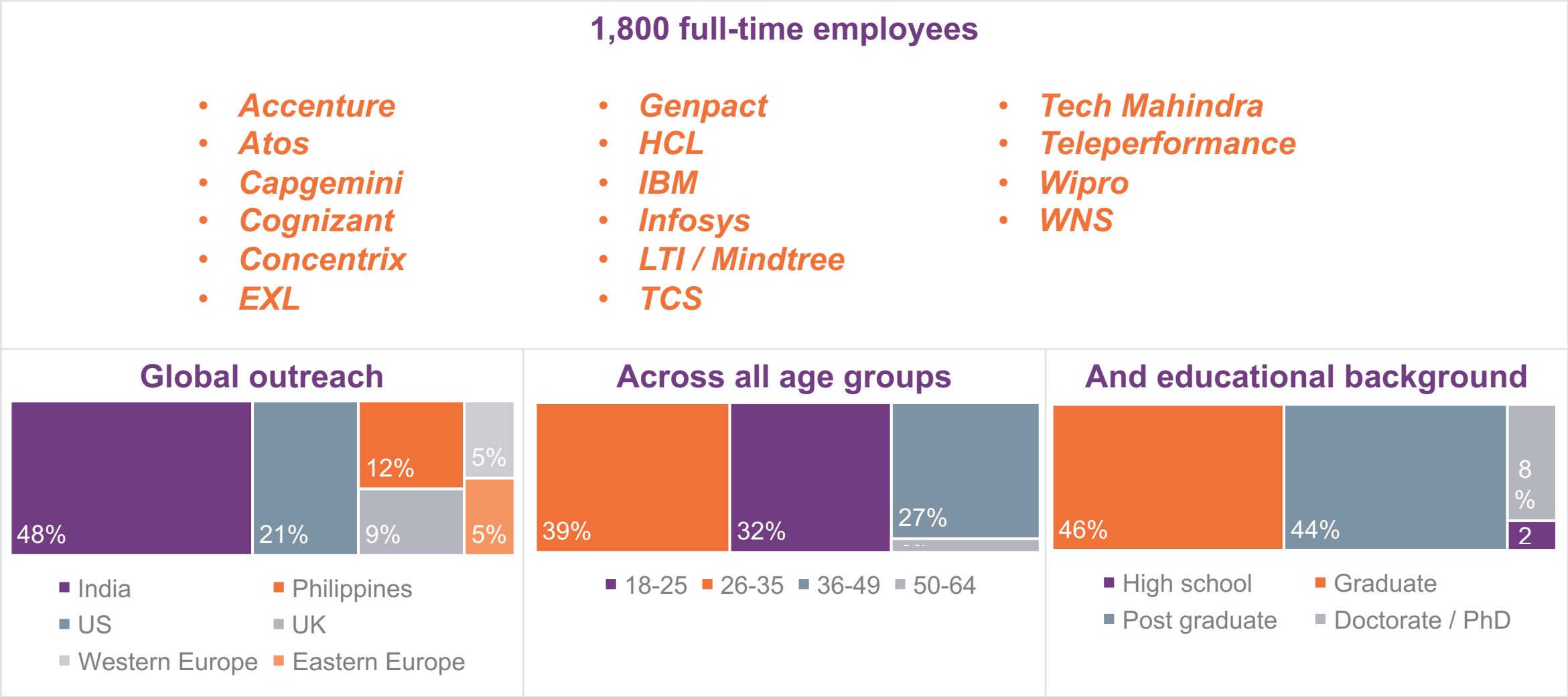


# 1

## The state of services talent

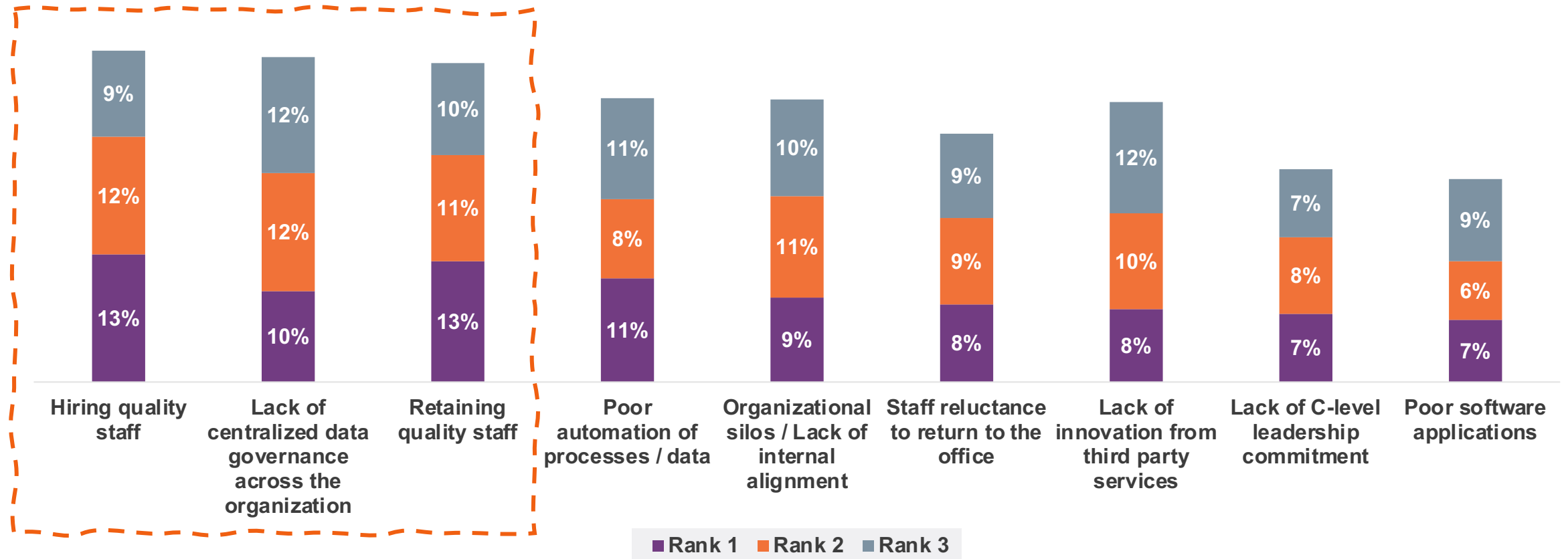


# HFS launches the first-ever employee study focused on the IT and business services industry (September 2022)



# Lack of capable staff and quality data have risen to the top as critical issues

What are your company's internal challenges to meet your strategic objectives?



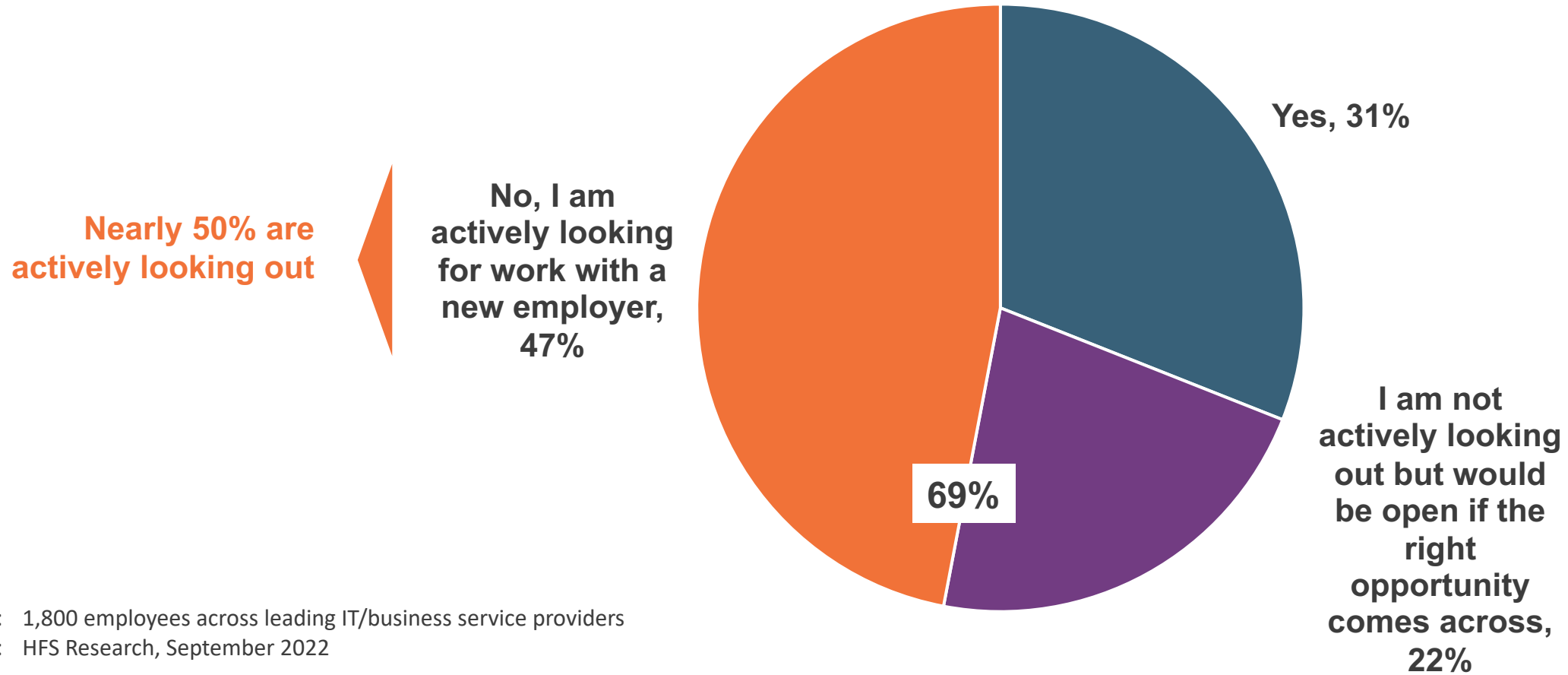
Sample: 602 executives across Global 2000 enterprises

Source: HFS Research, 2022



# 7 out of 10 employees will leave their current employer if the right opportunity presents itself....

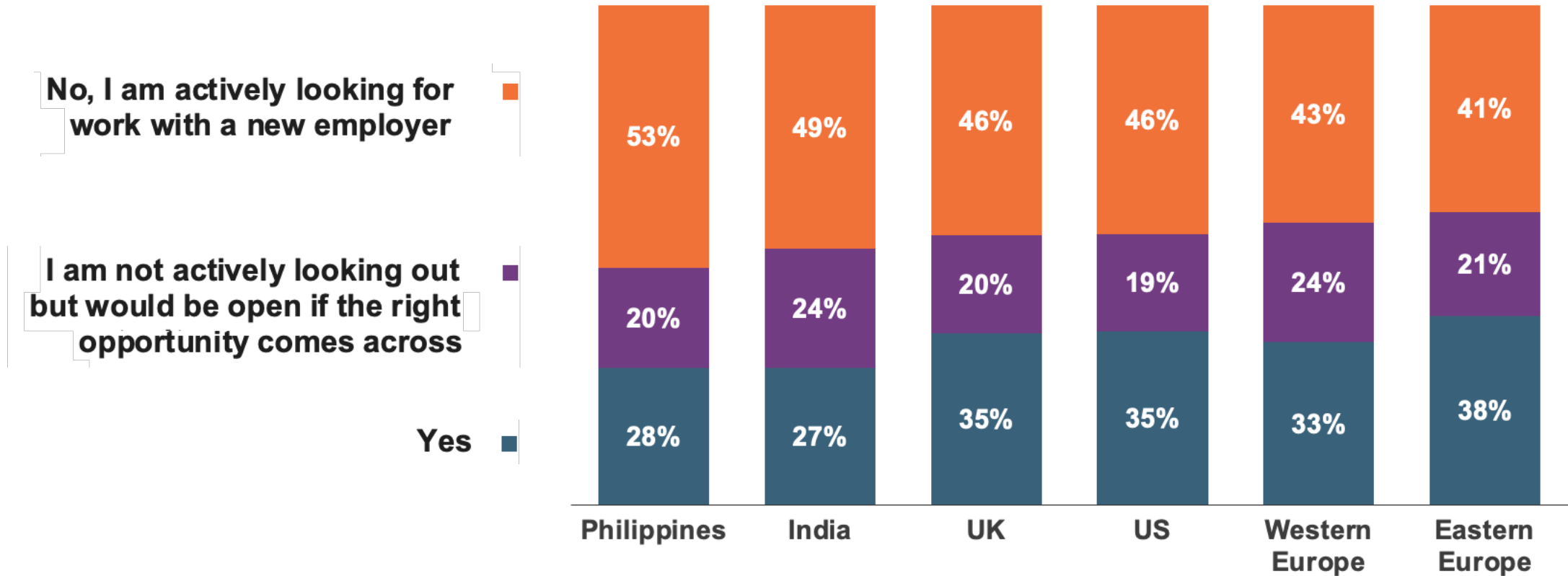
Do you intend to be with your CURRENT EMPLOYER for the next 12 months?



Sample: 1,800 employees across leading IT/business service providers  
Source: HFS Research, September 2022

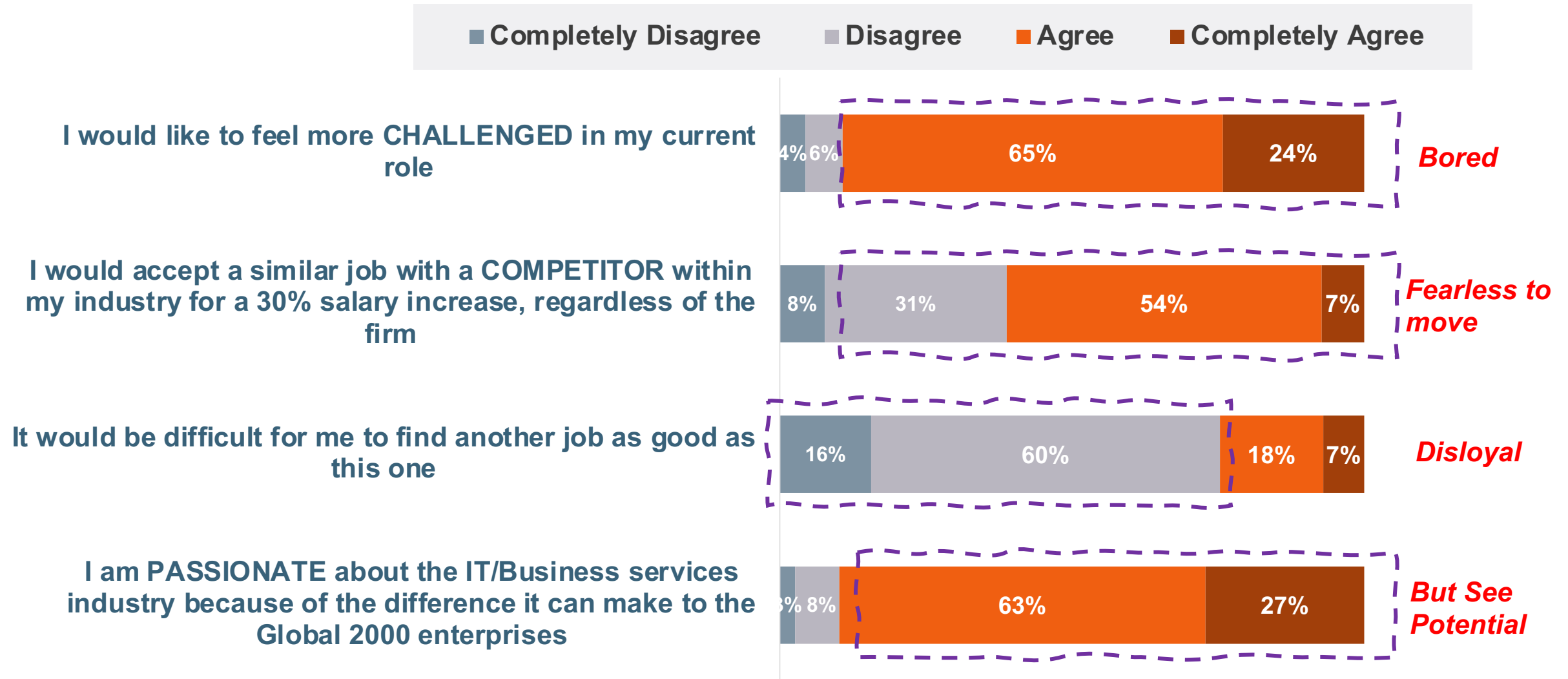
# ...across the globe

Do you intend to be with your CURRENT EMPLOYER for the next 12 months?



Sample: 1,800 employees across leading IT/business service providers  
Source: HFS Research, September 2022

# Employees feel under-challenged and are ready to jump ship. But they see POTENTIAL....

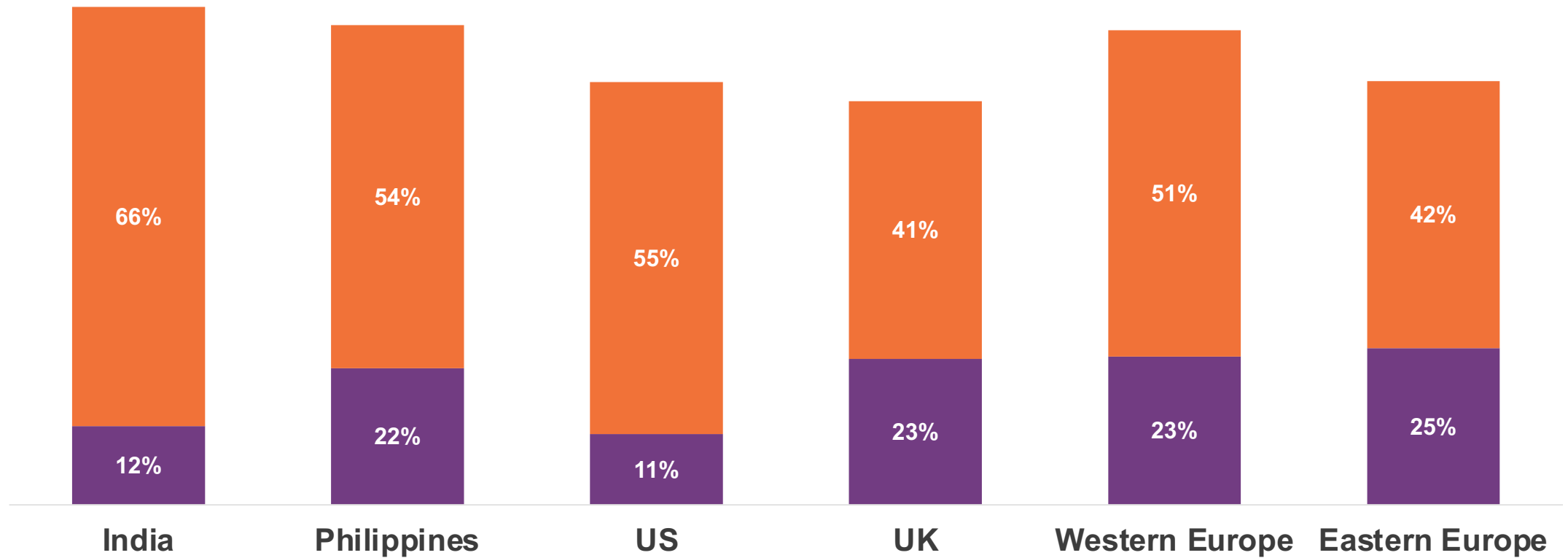




# India leads desire to work remotely

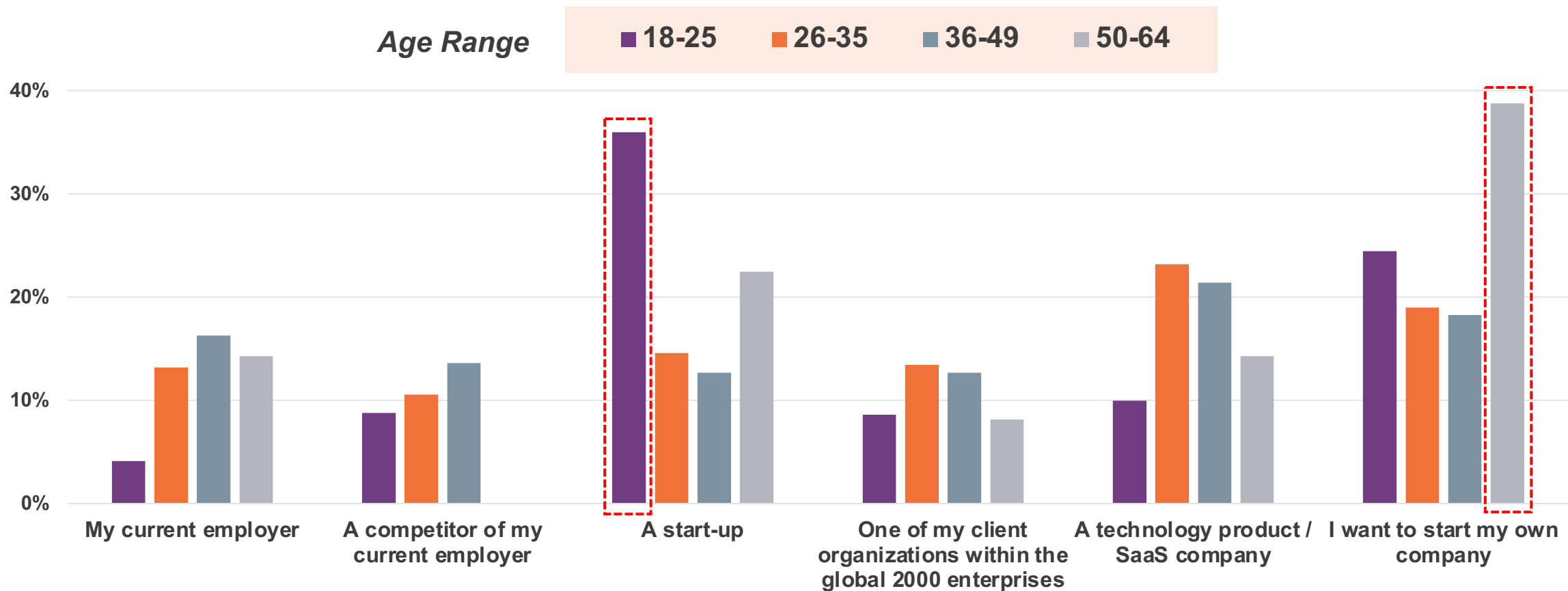
■ I prefer mainly a work-from-home environment with occasional in-office

■ I prefer a fully remote office / work-from-home environment



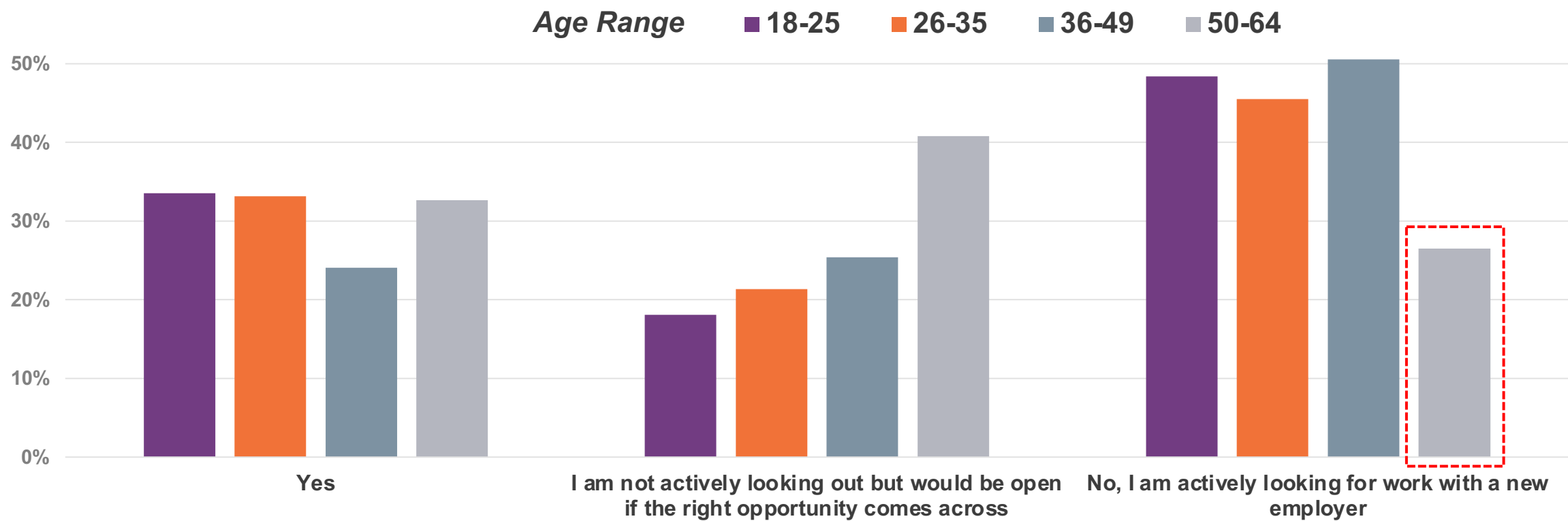
# Gen-Zs want to work for start-ups, Gen-Xers want to start their own businesses

Which of the following best describes your dream employer?



# Experienced workers less likely to leave

Do you intend to be with your current employer for the next 12 months?



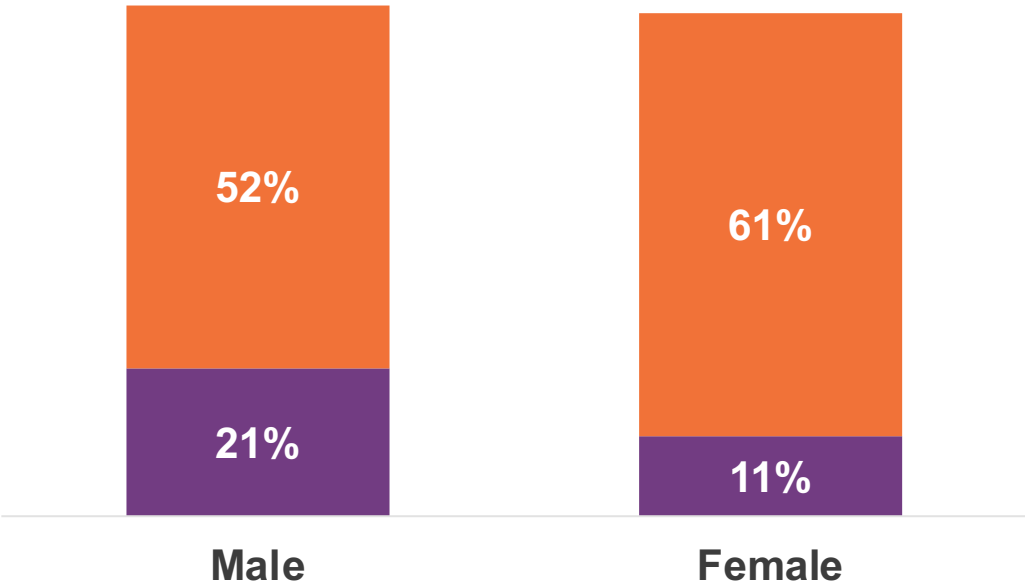
Sample: 1,800 employees across leading IT/business service providers

Source: HFS Research, September 2022

# Men even more determined to remain in a remote environment than women!

## Extent of Remote Work

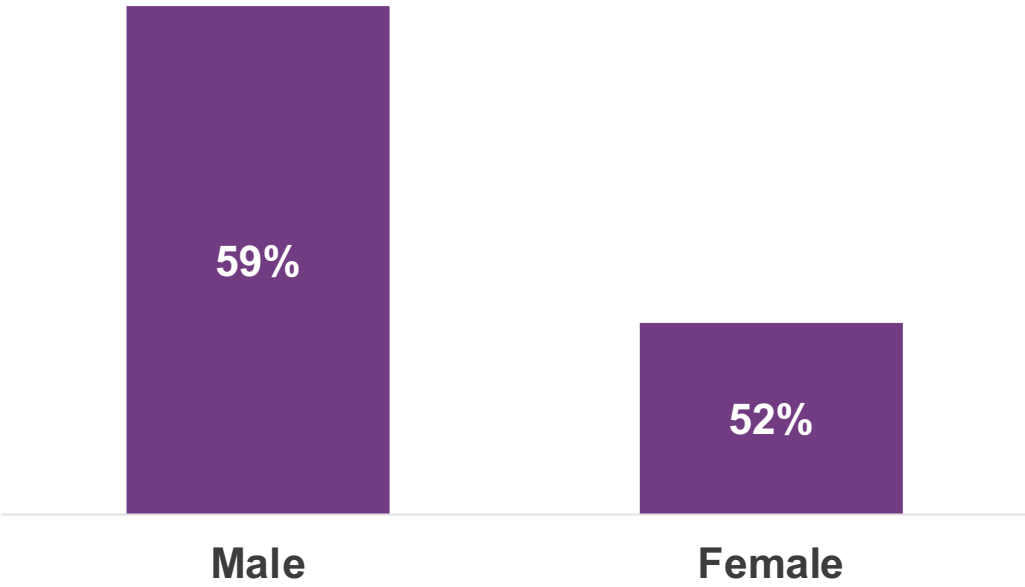
- I prefer mainly a work-from-home environment with occasional in-office
- I prefer a fully remote office / work-from-home environment



## Preparedness to Leave with In-Office Mandate

- Would you consider leaving your current employer if they mandated 3 (or more) days per week in-office?

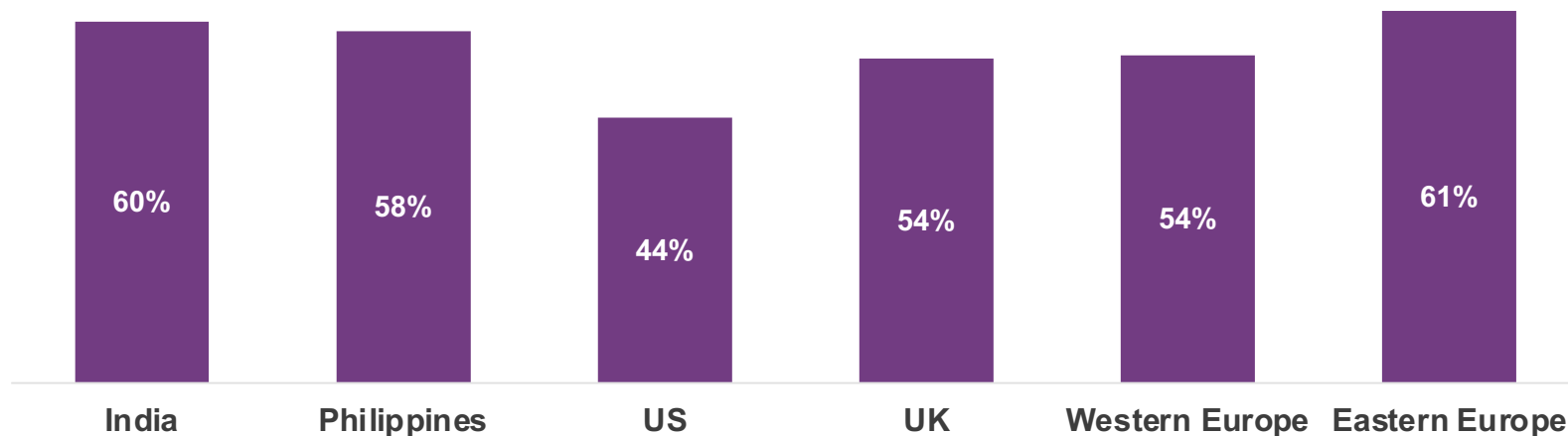
Answer = Yes





## Mandating an in-office return puts half the workforce at risk

Would you consider leaving your current employer if they mandated 3 (or more) days per week in-office?

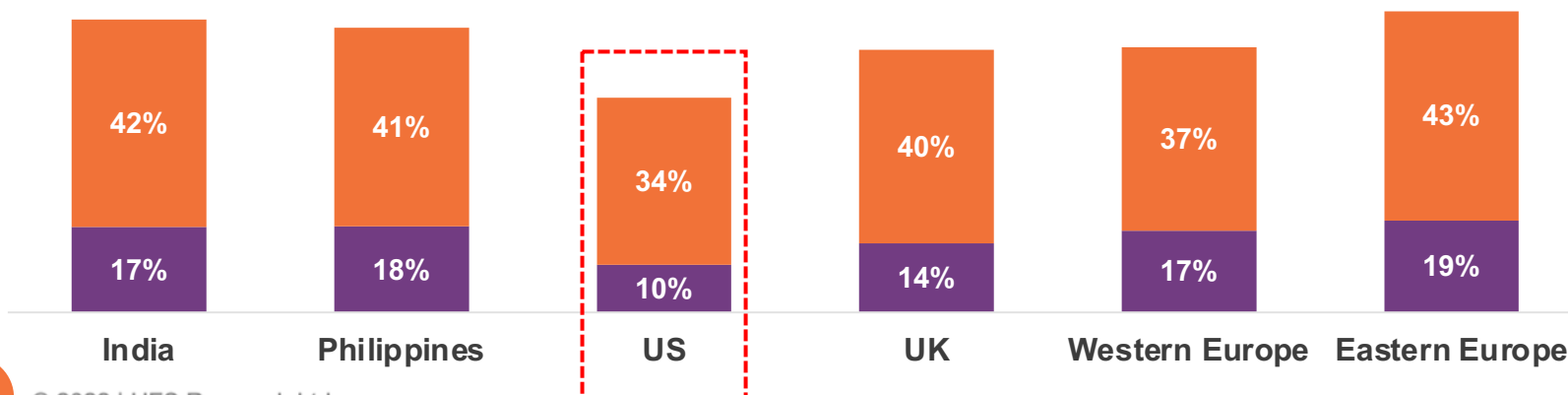


**Source:** HFS Services Talent Study, September 2022

**Sample:** 1800 Services employees across the US, UK, India, Philippines, Western and Eastern Europe

## However, only 1 in 6 staff are an immediate risk of jumping ship with an in-office mandate

How soon you consider leaving your current employer if they mandated 3 (or more) days per week in-office?

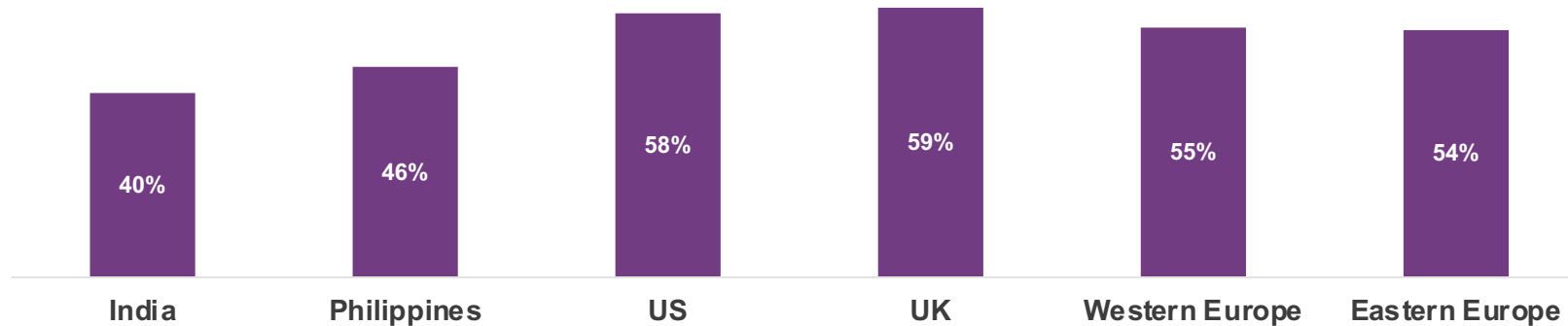


■ I would take my time and evaluate options

■ I would start making plans as soon as possible

## Staff bracing for a recession, especially in US and Europe

■ The current threat of an impending economic recession is impacting my thinking about staying / leaving my current job



**Source:** HFS Services Talent Study, September 2022

**Sample:** 1800 Services employees across the US, UK, India, Philippines, Western and Eastern Europe

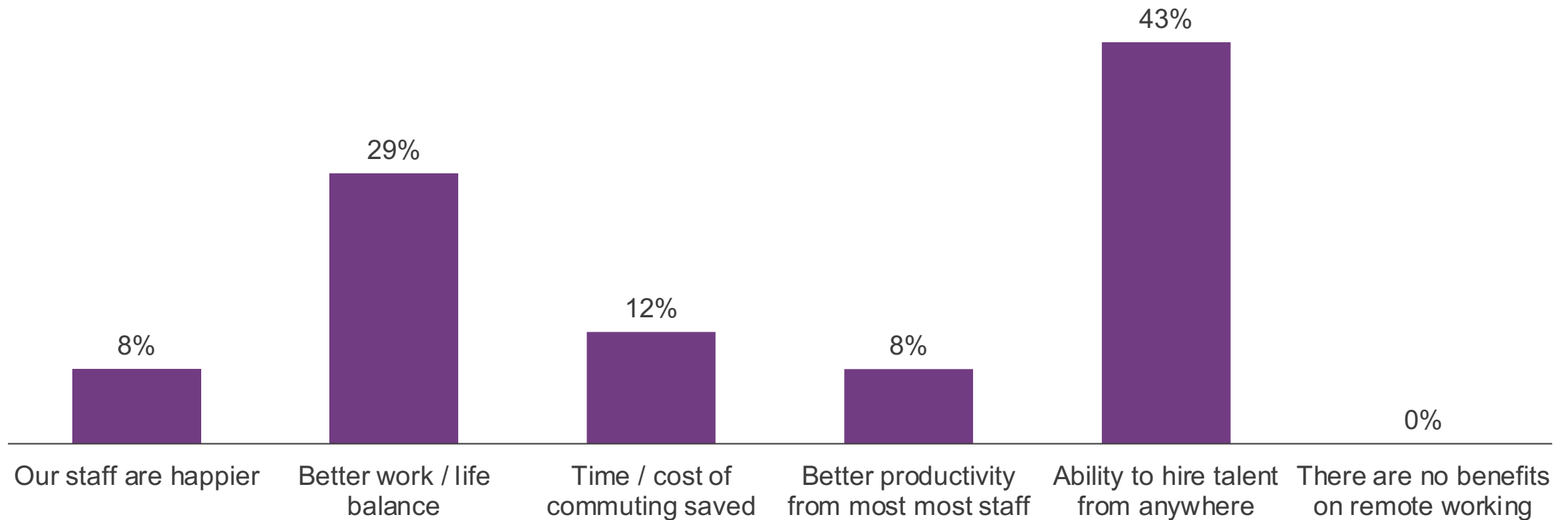
## US staff more inclined to jump ship in a recession

■ I am more inclined to stay in my current job

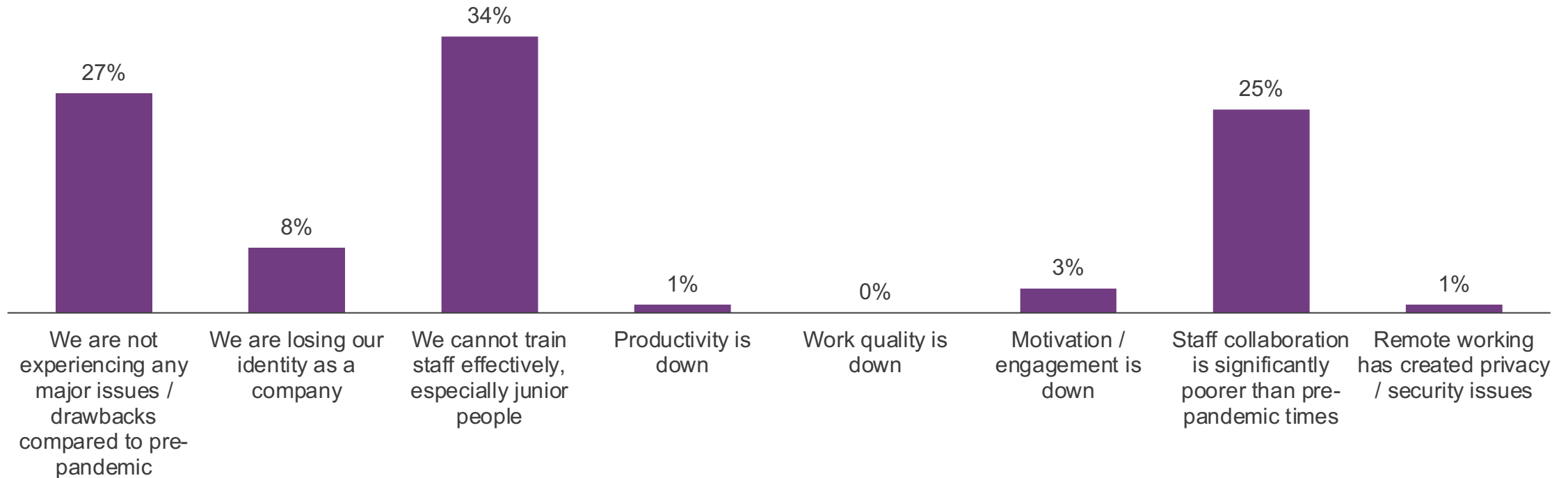
■ I am more inclined to leave my current job



## Audience Poll: What are the benefits having staff working remote? (select two from the following)

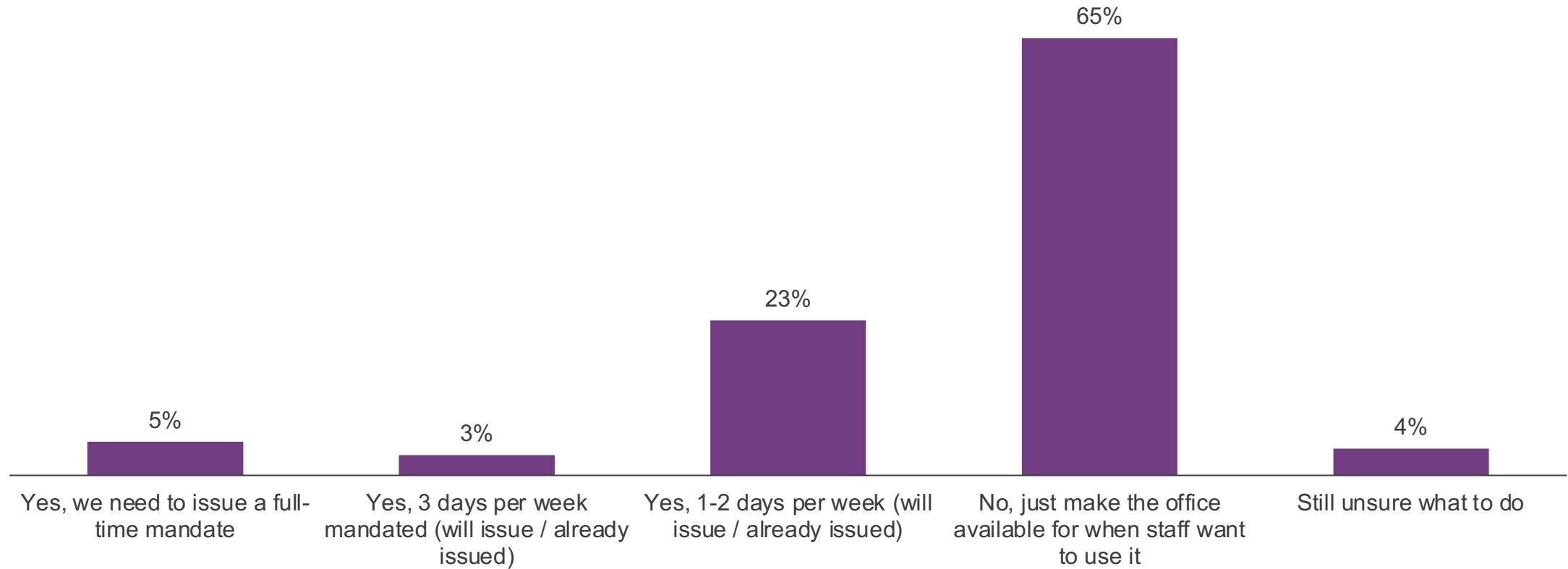



## Audience Poll: What are the biggest issues / drawbacks having staff working remote? (select two from the following)





## Audience Poll: Shall we mandate in-office by year end??





2. It's time to make our  
industry sexy again

Two decades  
ago, our industry  
was the #1  
choice for top  
engineering  
talent...

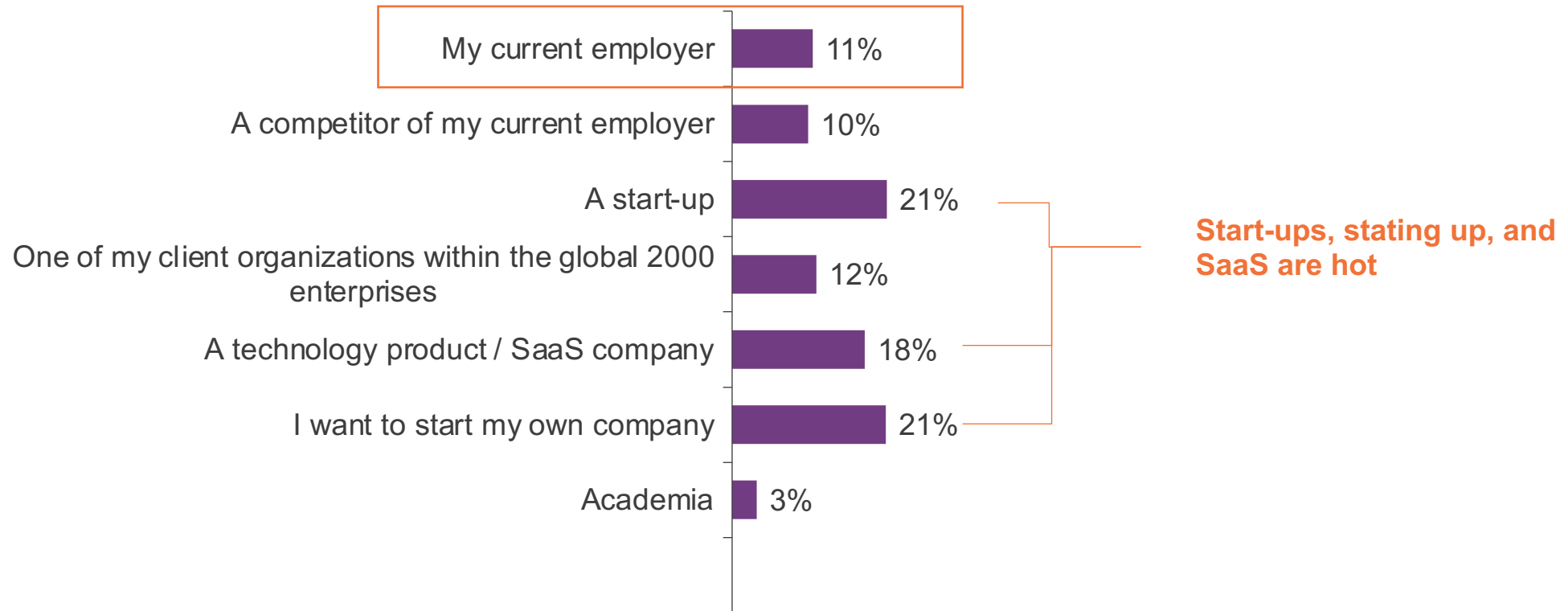
...and I was young





# The IT / Business services industry today is no longer the #1 choice. Only 11% consider their current employer as the “dream employer”

Which of the following best describes your dream employer?



Sample: 1,800 employees across leading IT/business service providers

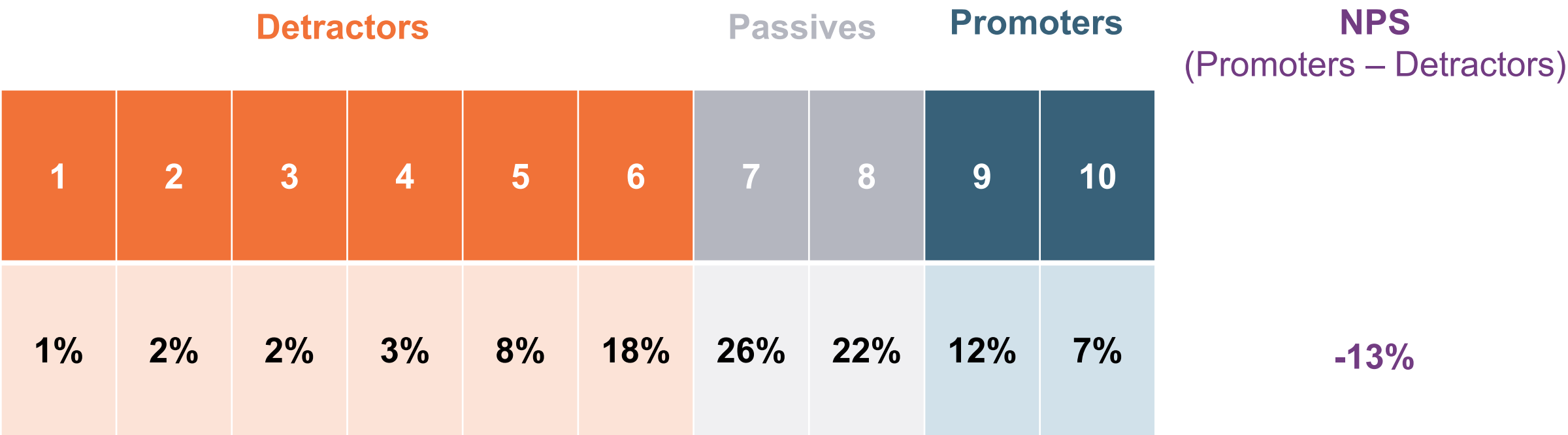
Source: HFS Research, 2022



# The employee NPS score for the IT/business services industry is **NEGATIVE!**

(NPS = Promoters – Detractors)

Would you recommend your **CURRENT EMPLOYER** to friends and family?  
(Scale of 1-10 where 1=Absolutely not and 10=Absolutely yes)



Sample: 1,800 employees across leading IT/business service providers  
Source: HFS Research, 2022

# Nearly 90% of employees are still passionate about the IT/Business services industry, but a majority feel that the industry needs a facelift

To what extent do you agree / disagree with the following statements?

I am passionate about the IT / Business services industry because of the difference it can make to the Global 2000 enterprises



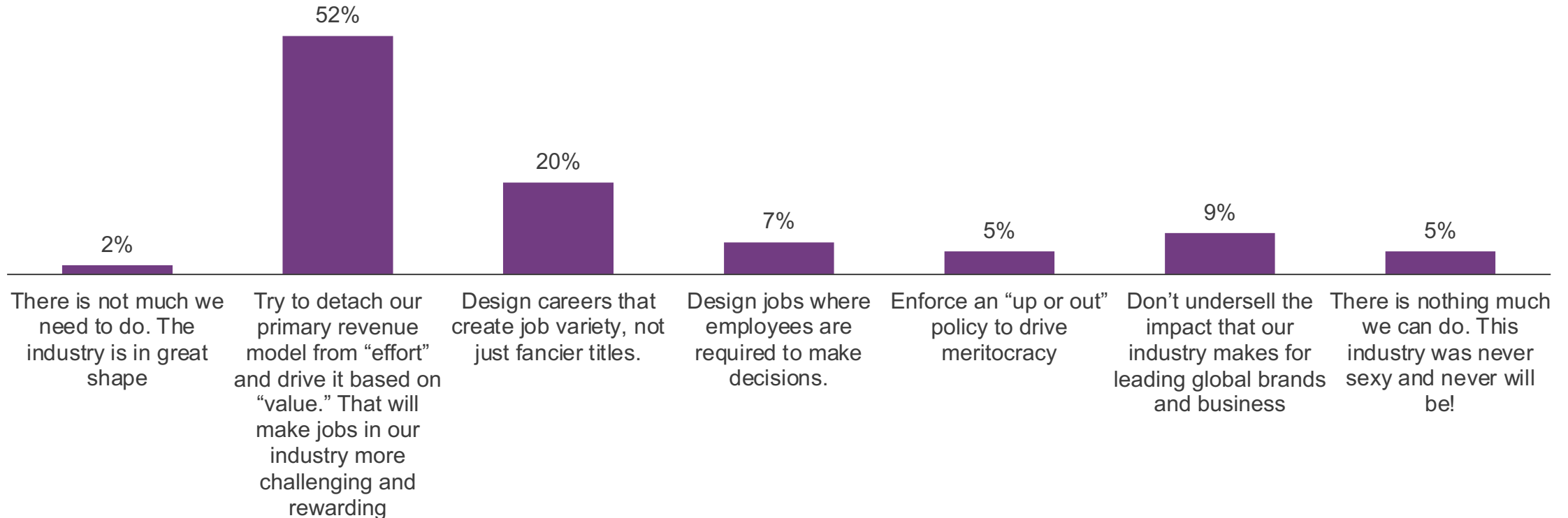
I feel the IT / Business services industry has lost its sheen and needs a facelift



Sample: 1,800 employees across leading IT/business service providers

Source: HFS Research, 2022

## Audience Poll: How can we make our industry “sexy” again? *(Select ONE option that you think will make the most impact to attract top talent to our industry)*



# About HFS

## Insight. Inspiration. Impact.

HFS is a unique analyst organization that combines deep visionary expertise with rapid demand side analysis of the Global 2000. Its outlook for the future is admired across the global technology and business operations industries. Its analysts are respected for their no-nonsense insights based on demand side data and engagements with industry practitioners.

HFS Research introduced the world to terms such as "RPA" (Robotic Process Automation) in 2012 and more recently, the HFS OneOffice™. The HFS mission is to provide visionary insight into the major innovations impacting business operations such as Automation, Artificial Intelligence, Blockchain, Internet of Things, Digital Business Models and Smart Analytics.

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