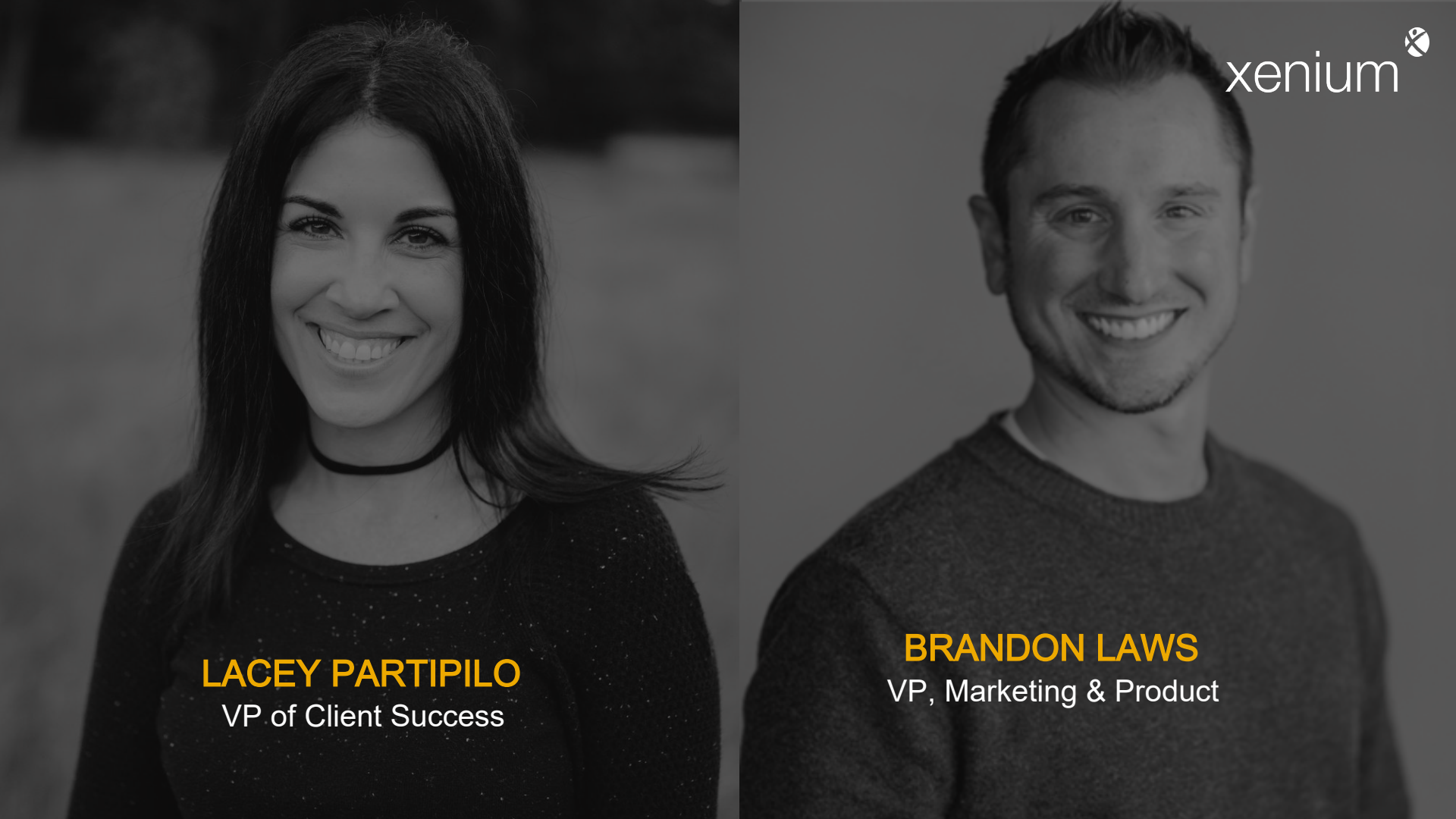


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How to stop LETTING BROKEN PROCESSES RUIN THE EMPLOYEE EXPERIENCE

September 23, 2025


xenium
LACEY PARTIPILO
VP of Client Success
BRANDON LAWS
VP, Marketing & Product

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HOUSEKEEPING

- 60 minute webinar
- 20 minutes of Q&A
- Session is recording and will be available after

OVERVIEW

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1 Common employee experience challenges

2 Solutions to enhance employee experience

3 Q&A



Challenge #1:

POOR HIRING EXPERIENCE

- Reviewing resumes is time consuming
- Poor candidate experience if applying isn’t easy
- Time to fill a position is hard
- Manual job ad distribution
- Compliance and tracking



Solution #1:

APPLICANT TRACKING SYSTEM

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- Great candidate experience
- Data and analytics
- Great recruiting experience
- AI tools (allowed in some states)
- Pre-screening automation
- Resume retention

- Easy to apply
- Rank candidates and sort
- It’s an expectation in this current job market
- ATS increases the number of qualified applications
- Automated Job posting distribution

Challenge #2:

POOR ONBOARDING EXPERIENCE

- Hybrid work environment
- Compliance complexities
- Friction on process / bad experience
- Need for speed



SOLUTION #2:

ELECTRONIC ONBOARDING

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Powerful tool that allows you to provide employees with a consistent onboarding experience.

- Meet people where they are at
- Multimedia
- Capture signatures efficiently and stored into electronic personnel file
- Customized and accurate experience based on role, dept, location, regulatory requirements

Challenge #3:

MANAGING THE OPEN ENROLLMENT PROCESS

- Cost of benefits and process of open enrollment
- Variety of plans
- State paid leave benefits - complicated layers of plans
- Hybrid work environment
- More generations in the workplace than ever
- Communication



Solution #3:

ONLINE BENEFITS ENROLLMENT

- Consistent messaging around enrollment process
- Organized way of showcasing offerings
- Visual Plan comparison
- Auto-calculations - clarity around costs
- Paper forms - NO MORE!
- Dependent and beneficiary information retention
- Ensure employees receive ALL documentation
- Automation for eligibility
- GREAT employee experience

Challenge #4:

FRAGMENTED COMMUNICATION

- Information Overload & Confusion
- Missed or Delayed Messages
- Inconsistent Messaging
- Lower Trust & Engagement
- Reduced Productivity & Collaboration
- Isolation Across Teams



Solution #4:

TECH-BASED COMMUNICATION CHANNELS

- Integrated HR & Employee Experience Platforms
- Automated Notifications
- Centralized Collaboration Hubs
- Knowledge & Document Management Platforms
- Project & Task Management Systems
- Virtual Meeting & Engagement Tools



Challenge #5:

NOT KEEPING A PULSE ON WHAT EMPLOYEES WANT

- Missed early warning signs
- Misaligned Priorities
- Declining Engagement & Trust
- Lower Retention & Talent Attraction
- Reduced Innovation & Continuous Improvement



Solution #5:

ONGOING SURVEYS

- Real-Time Insights for Better Decisions
- Early Issue Detection
- Employee Voice & Trust / Safe Outlet for Honest Feedback
- Normalizes Vulnerability
- Continuous Improvement & Innovation
- Higher Engagement & Retention
- Stronger Employer Brand

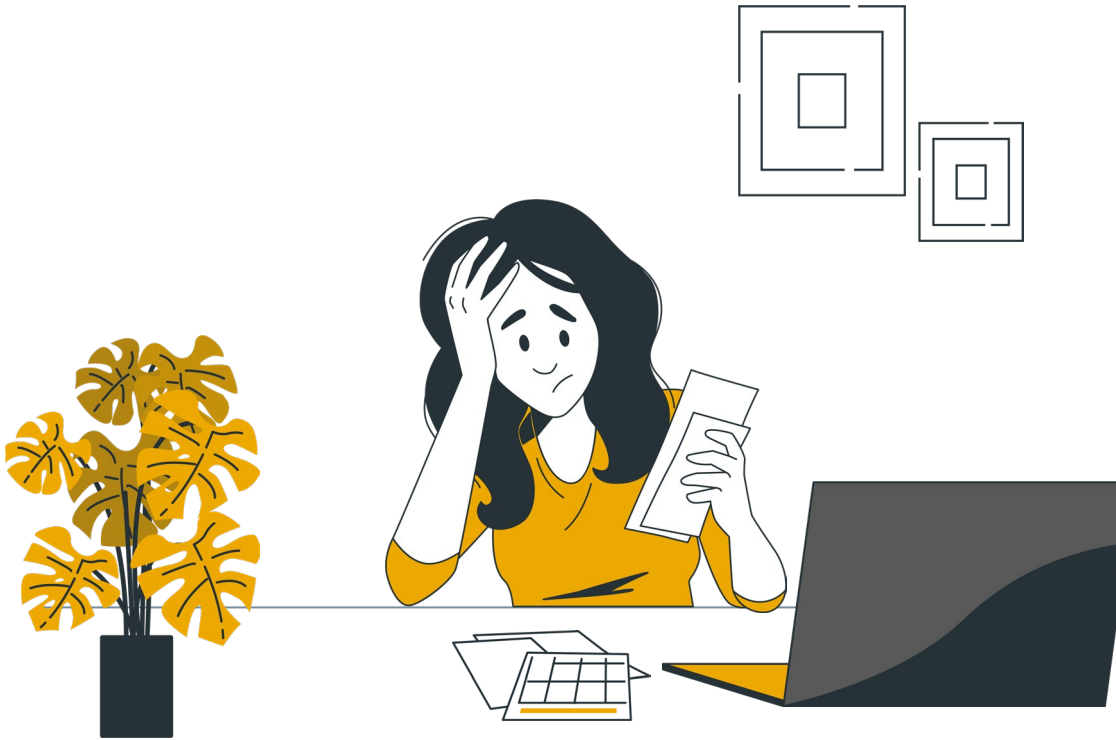
Survey Methods

- Full engagement surveys
- Pulse surveys
- Lifecycle Survey
- Annual employee engagement survey
- Leadership 360s
- Always-on Feedback Channels

Challenge #6:

ACCESS TO INFORMATION

- Data Fragmentation
- Limited Customization
- Complex User Interface
- Scalability
- Poor Integration with Other Tools



Solution #6:

ADVANCED REPORTING

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- Real-time insights
- Multiple reporting options - flexible tools to get what you need
- Custom reporting / Support on getting what you need
- Data in one system for payroll, HR and benefits
- Complete Customization
- Simple User Interface
- Scalability - the report needs you have may change over time and Prism can grow with you
- Integration with Other Tools

Challenge #7:

FRAGMENTED DOCUMENTS

- Manual document management
- Compliance and audits
- Security and confidentiality
- Version control
- Data loss risks
- Inefficient search capability/Accessibility



Solution #7:

DOCUMENT MANAGEMENT

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- Eliminating Manual Document Handling
- Stay compliant
- Enhanced security and confidentiality
- Version control efficiency
- Improved accessibility and searchability

Challenge #8:

INCONSISTENT PERFORMANCE MANAGEMENT PROCESS

- Inconsistent Feedback
- Manual performance tracking
- Bias and subjectivity
- Limited goal alignment and success rates to completion/lack of progress tracking
- Time consuming
- Poor documentation
- Reduced employee engagement
- Inconsistent performance metrics



Solution #8:

PERFORMANCE MANAGEMENT TECHNOLOGY

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- Consistent feedback
- Increased employee engagement
- Automated - less paper and tracking!
- Clear goal alignment
- Less bias
- Complete documentation

Challenge #9:

LACK OF EMPLOYEE SELF SERVICE

- Lack of user adoption
- Complex navigation
- Limited access on mobile devices
- Incomplete functionality



Solution #9:

EMPLOYEE SELF SERVICE TOOLS

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- Employee Portal - self service - user friendly
- Entertainment and Travel Discounts
- Earned Wage Access & Pay Cards
- Mobile accessible
- Secure and up to date information

RECAP

1 Identify Top Challenges

2 Explore Solutions

3 Talk to Xenium!



Q&A

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