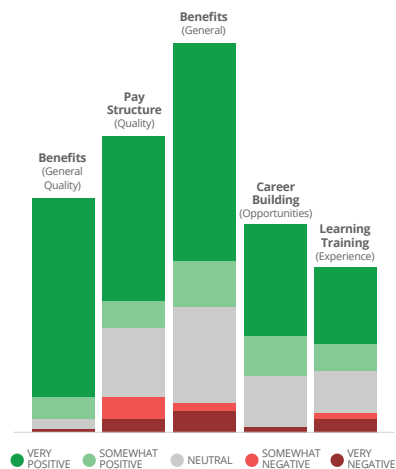
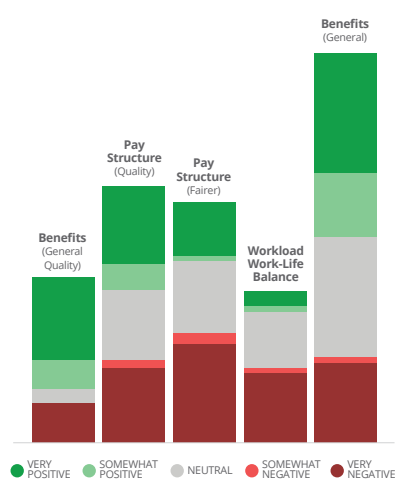




TOP 5 TOPICS MENTIONED IN 5 STAR REVIEWS



TOP 5 TOPICS MENTIONED IN 1 STAR REVIEWS



Figures 1 & 2 | Polarity data visualization from insurance company employee reviews

# Lexalytics for People Analytics and Voice of Employee

Every employee has a story. We help you hear, understand and share those stories.

Replacing a single employee can cost 200% of salary or more!<sup>1</sup> Yet 20% of workers voluntarily leave their jobs each year, and another 16% are fired or let go.<sup>2</sup> And unhappy employees create bad customer experiences, leading to \$62 billion in lost revenue yearly for U.S. businesses alone.<sup>2</sup>

People Analytics, also known as Workforce Analytics, helps human resources teams hire better, reduce turnover, and improve performance. Within this framework, **Voice of Employee (VoE)** programs gather, analyze and interpret employee feedback to identify and explain concerns and pain points. Manual Voice of Employee analysis is slow and expensive. Lexalytics uses natural language processing (NLP) and artificial intelligence to provide elegant, efficient solutions for rich, multi-layered VoE analytics.

**Deloitte Insights**

« ...Analytics and AI have come together, giving companies a much more detailed view of management and operational issues to improve operational performance. »

— Deloitte Insights, *People Analytics in HR*

## Voice of Employee Analytics



### GATHER

Connect all of your data sources into one platform to break down siloes: surveys, reviews, messages, emails, chat threads, and other internal and external communications.

### PROCESS

Configure and run NLP analyses tuned to HR language, no coding or engineering experience needed. Build custom analytics dashboards, or export to your preferred BI tool.

### ANALYZE

See what employees are talking about, how they feel and why they feel that way. Tell powerful stories of employee experiences and paint pictures of organizational health.

### ACT

Identify common topics, trends and patterns. Trace root causes and find supporting data. Understand the factors driving employee churn and impacting performance. Make clear, compelling recommendations.

<sup>1,2</sup> <https://www.americanprogress.org/wp-content/uploads/2012/11/CostofTurnover.pdf>  
<sup>3</sup> <https://www.newvoicemedia.com/blog/the-62-billion-customer-service-scared-away-infographic>

## Why Lexalytics for VoE?



### POWER

A general-purpose people analytics system **might** include basic document-level text analytics. Our tools draw on diverse data sources to show you what employees are talking about, how they feel and why they feel that way.

### COST

Accounting for people-hours, manual survey analysis can exceed \$100,000 per year. Lexalytics reduces manual survey coding by up to 90% and scales effortlessly to handle your document flow, for a fraction the cost.

### SUPPORT

We will custom-fit our solutions to match your exact analysis, scalability and privacy requirements. Our services team can build custom topic taxonomies, tune our sentiment models to your industry's language, train machine learning models and more.

### SECURITY

More data is falling under regulatory review and privacy requirements. Lexalytics offers the only solutions that are available across all deployment models to meet your regulatory compliance and security demands.

### Harvard Business Review

« ...Organizations that use workforce analytics have the most engaged workforces and they thrive in tough conditions. »

— Tim Ringo, *Workforce Analytics Isn't as Scary as It Sounds* Harvard Business Review

### INDUSTRY PACK: VOICE OF EMPLOYEE

Pre-built plug-and-play tuning configuration. 185 unique categories and 23,000 sentiment phrases drawn from real employee feedback.

[lexalytics.com/technology/industry-packs](http://lexalytics.com/technology/industry-packs)

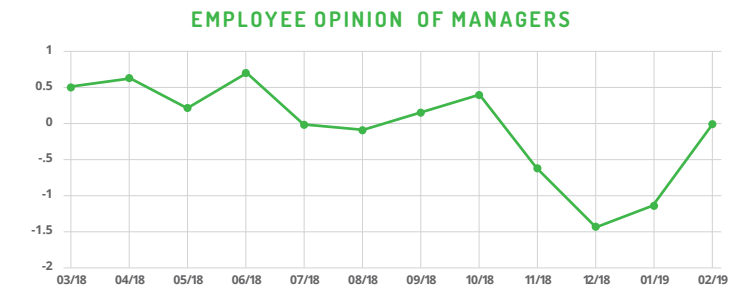


Figure 3 | Graph visualization from insurance company employee reviews

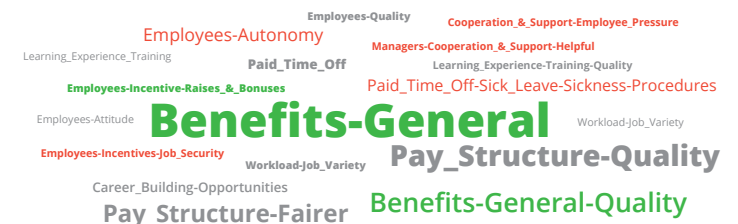


Figure 4 | Word cloud visualization from insurance company employee reviews