DRUID

The New Normal in HR Is Agentic

Contents

The Journey Towards Value-based HR

For years, companies have chosen to understand human resources in the most literal sense – one more resource that must be managed efficiently to reach corporate objectives. Consequently, the HR function was, for the best part, a primarily administrative role.

The HR department's primary focus was on, recruitment, administrative tasks, such as managing records and generating reports. This left little time for meaningful interactions with employees or initiatives that added value to the workforce. Gradually, this view of HR has evolved.

Since the 1990s, research has consistently shown a link between how companies treat their employees and how well those companies perform. As a result, many organizations now prioritize employee satisfaction, recognizing that happy employees are more likely to do their best work.

In this context, a more strategic view of HR has shifted the function's focus from menial administrative tasks to high-performance, value-adding practices.

The shift in how we view and manage employees has coincided with another major workplace revolution: digital transformation. Over the past decade,

companies have been rapidly adopting technology to improve efficiency, and Human Resources is no exception.

With growing global competition and increased difficulty in attracting and retaining the workforce, companies are prioritizing the HR department's transformation into a strategic partner with a seat at the leadership table.

All over the world, new technology and business models are disrupting existing workforce structures.

Organizations are constantly seeking new ways to stay relevant to their employees and improve the workplace. Digital tools are transforming Human Resources, simplifying tasks, boosting productivity, and ultimately, enabling companies to better care for their people.

> **To transition from reactive problem-solving to a more strategic role, HR departments need to undergo a fundamental shift in mindset, processes, and tools.**
>
> Human in Progress, The Future of HR report

DRUID

The Evolving Face of HR

Today's business landscape is driving significant organizational change.

HR leaders are at the forefront of this transformation, playing a vital role in keeping the workforce engaged, productive, and resilient.

While navigating recent challenges, HR leaders have focused on ensuring business continuity and adapting to new ways of working.

Now, HR leaders are shifting their attention toward **quality and growth**. This includes reimagining the workplace and embracing digital tools to optimize HR processes.

One significant change has been the shift towards remote and hybrid work models.

This has highlighted the need for digitalization within HR, moving beyond traditional administrative tasks to a more strategic, value-adding function.

In today's globalized talent market, HR plays a crucial role in attracting, developing, and retaining talent

Digitalizing HR processes is essential for companies to stay competitive and attract top talent.
The right technology can streamline various HR tasks,

87% of CEOs are looking to modernize their HR departments using AI bots.

Forbes

from data management and payroll to recruitment, onboarding, and performance management.

To support remote and hybrid work, leaders must prioritize the employee experience, offering personalization and flexibility.

Agentic AI is a powerful tool that can help achieve this.

By implementing agentic AI solutions, HR departments can:

- **Automate repetitive tasks:** Free up HR staff to focus on more strategic initiatives.

- **Provide instant support to employees:** Answer questions, resolve issues, and deliver information quickly and efficiently.

- **Personalize the employee experience:** Offer tailored support, resources, and development opportunities to each employee.

DRUID

What does Conversational AI Support in HR look Like?

HR departments have been under constant pressure to adapt and innovate, especially since the accelerated changes of recent years. They play a crucial role in addressing the evolving needs of today's workforce.

To make a real impact, and not just talk about it, businesses need to invest in the right technology.

Technology is transforming HR, enabling companies to better support their employees. New tools and policies are streamlining processes, improving the employee experience, and boosting productivity, regardless of where employees are located.

When implemented within the HR framework, agentic AI technology allows the deployment of intelligent AI agents that can handle a high volume of queries in real time, accurately, and cost-effectively.

These versatile AI agents can be used in a variety of ways to improve the daily work experience for employees.

1. Employee self-service

Traditional employee self-service software is getting a major upgrade. AI-powered agents are now transforming the employee experience by providing instant access to information and automating key HR tasks.

AI agents use natural language processing to communicate in a friendly, human-like way, making interactions easy and enjoyable for employees.

Available 24/7, HR AI agents provide personalized answers to common employee questions, whenever they need them. This instant access to information saves employees time and creates a positive, satisfying experience.

60% of surveyed executives across all use cases are confident they can scale these AI activities across their enterprise over the next two years.

IBM

DRUID

In today's rapidly changing work environment, keeping employees informed and engaged is more critical than ever.

AI-powered HR agents provide a valuable solution, offering instant access to information and support, 24/7. This is especially important in uncertain times, when employees need reliable guidance and consistent communication.

AI agents are constantly learning and improving. If an agent can't answer a question, it can seamlessly hand off the interaction to a human HR representative.

This ensures employees always get the support they need, while also providing valuable data that helps improve the AI agent's capabilities over time.

Leveraging machine learning, generative AI, and knowledge base integrations the AI agent will also remember the answer provided and utilize it for similar future situations.

As AI agents handle more interactions, they become increasingly knowledgeable and capable. This reduces the need for human intervention while continuously improving the quality and efficiency of HR service delivery.

2. Recruitment and onboarding

Managing the employee lifecycle — from recruitment and hiring to onboarding and training — is a core function of HR.

While some industries faced hiring freezes, others experienced rapid growth and had to adapt their processes to onboard new employees remotely. This highlights the need for flexible and efficient HR solutions that can support a changing work environment.

> "38% of HR leaders reported they are piloting, planning implementation, or have already implemented generative AI"
>
> Gartner

DRUID

Recruiting is often time-consuming and inefficient, with bottlenecks that can negatively impact the candidate experience.

AI agents can streamline this process by quickly screening resumes, automating communication with candidates, scheduling interviews, and gathering essential information. This allows recruiters to focus on building relationships and making strategic hiring decisions.

For example, an AI agent can analyze job descriptions and candidate profiles to identify the best matches, saving recruiters hours of manual review. They can also conduct initial screening interviews, asking standardized questions and assessing candidate responses to identify those who best fit the role and company culture.

Onboarding new employees can also be a challenge, especially in remote or hybrid work environments. AI agents can guide new hires through every step of the process, providing access to relevant information, automating tasks, and facilitating communication with team members.

This ensures a smooth and engaging onboarding experience, even when employees are dispersed. Imagine an AI agent that proactively checks in with new hires, answers their questions, and provides personalized recommendations for training and

development resources. This level of support can significantly improve employee satisfaction and reduce early attrition.

By automating repetitive tasks and providing instant support, AI agents free up HR teams to focus on more strategic initiatives, like fostering a positive workplace culture and developing employee growth programs.

This ultimately leads to a more engaged, productive, and satisfied workforce. Furthermore, AI agents can analyze data from various sources to identify trends and patterns in employee behavior, providing valuable insights for HR leaders.

This data can be used to improve recruitment strategies, identify skill gaps, and develop targeted training programs that address the specific needs of the workforce.

DRUID
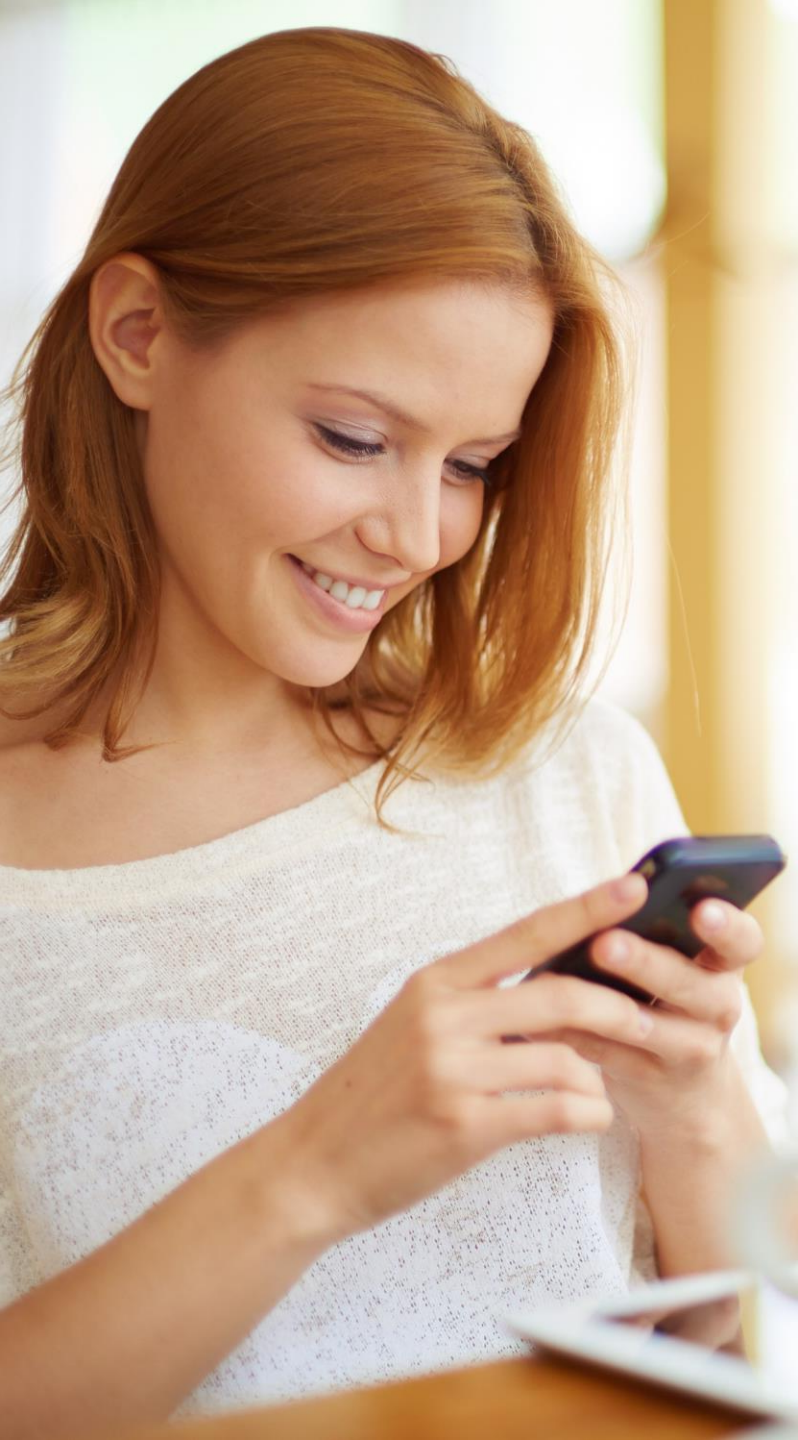
3. Compensation and benefits management

In any organization, it is the people who drive business results. And in today's competitive job market, where employees have more choices than ever, retaining top talent is a critical priority. Offering strong, differentiated benefits packages can significantly improve your ability to attract and retain high-quality employees, boost morale, and strengthen your company's reputation.

However, creating a one-size-fits-all benefits plan is no longer effective. Today's workforce is diverse, spanning multiple generations with varying needs and priorities.

To address this, many organizations are adopting flexible benefits programs that allow employees to personalize their benefits packages. This empowers employees to choose the options that best suit their individual needs, whether it's additional health coverage, professional development opportunities, or financial planning assistance.

To ensure employees can effectively navigate these flexible benefits programs, AI-powered virtual assistants can provide 24/7 support. These AI agents can answer questions, explain complex benefits information in a clear and concise way, and even offer personalized recommendations based on an employee's individual circumstances. This ensures employees feel confident in their benefits selections and maximizes the value they receive from their compensation packages.

Beyond benefits enrollment, AI agents can assist with ongoing benefits administration, such as processing claims, updating beneficiary information, and answering questions about coverage. They can also proactively remind employees about upcoming deadlines, such as open enrollment periods or required health screenings.

This reduces the burden on HR departments and ensures employees stay informed and engaged with their benefits programs. By providing personalized support and automating routine tasks, AI agents free up HR professionals to focus on more strategic initiatives, such as talent development and employee well-being programs.

DRUID

4. Training and re-skilling

The modern workplace is constantly evolving, requiring organizations to prioritize employee training and development to build an adaptable and future-ready workforce. Continuous learning is especially important for younger generations, who view ongoing skill development as essential for career success.

To meet these needs, companies are increasingly using AI-powered tools to deliver personalized learning experiences.

AI agents can be integrated with internal learning platforms to guide employees through training programs, offer personalized recommendations, and provide support at any time. This is particularly valuable in remote or hybrid work environments, where it can be challenging to maintain close connections with employees and identify individual learning needs.

For example, an AI agent can analyze an employee's skills, interests, and career goals to suggest relevant courses and learning resources. It can also track progress, provide feedback, and even schedule follow-up sessions to reinforce learning.

This personalized approach ensures that employees receive the training they need to stay engaged and productive.

Furthermore, AI agents can be used to assess knowledge retention and skill development through quizzes, interactive exercises, and gamified learning experiences.

This not only reinforces learning but also makes the process more engaging and enjoyable for employees.

By providing personalized support and gamified learning opportunities, AI agents can help create a culture of continuous learning and development, ensuring that employees have the skills they need to thrive in a dynamic workplace.
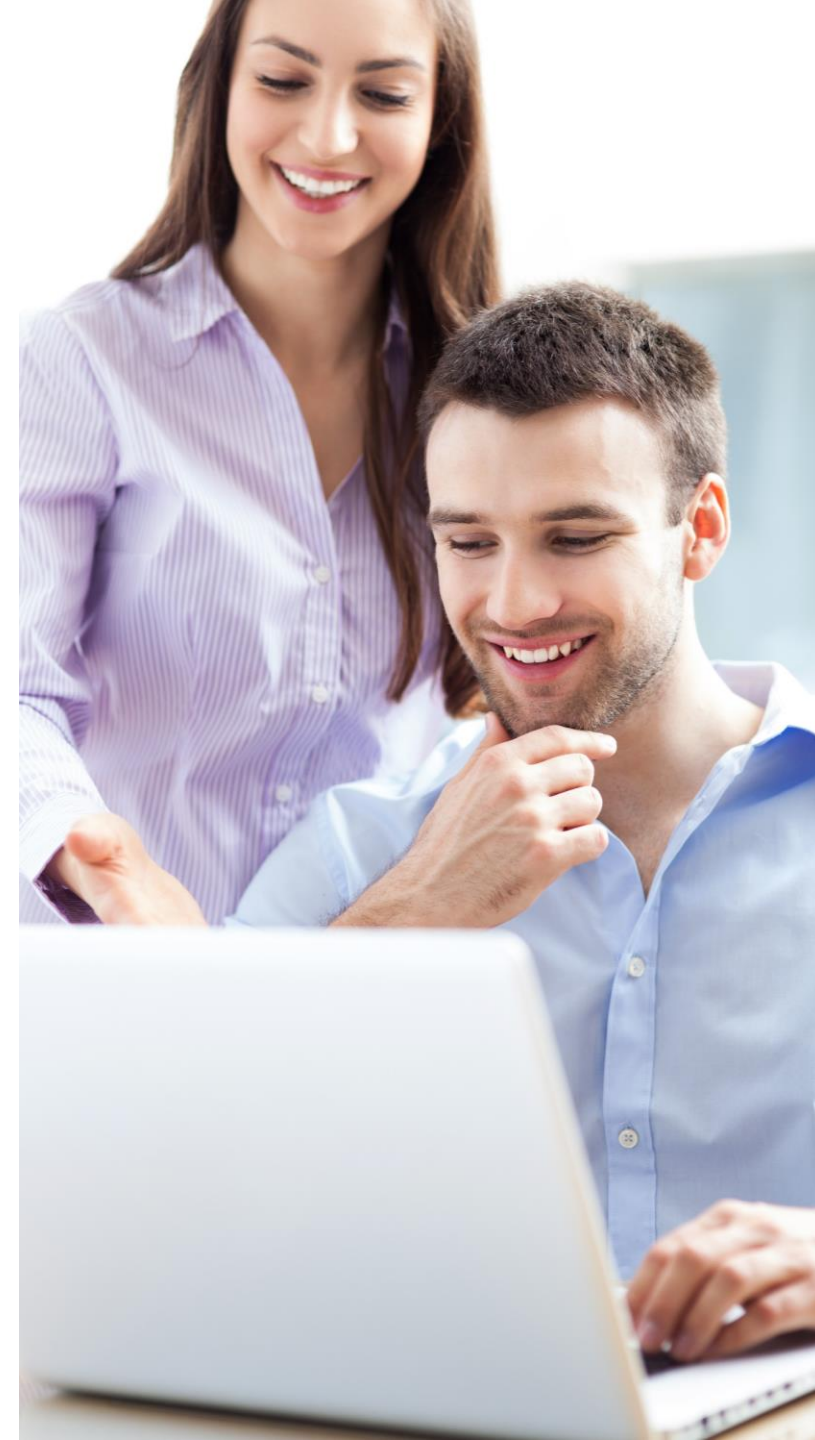
DRUID

Banca Transilvania uses DRUID AI Technology to Boost HR Performance and Employee Productivity

COMPANY

Banca Transilvania

- One of the largest banks in Central Eastern Europe
- Servicing 3.9 million customers
- Employing more than 11.000 people

Success Story in Short

Banca Transilvania used DRUID's agentic AI technology to boost the operational productivity of their HR department, enabling instant access to HR data and increasing employee engagement while ensuring 100% procedural accuracy.

Impact

+10K users/year
98% of total no. of employees

+30% reduction
in administrative HR tasks

+30K hours saved
and reinvested in high value-added tasks

DRUID

The Hybrid Workforce: Empowered by AI

The way we work has undergone a significant transformation in recent years. While remote work offers flexibility, it also presents challenges in maintaining employee engagement and connection.

As a result, many organizations are adopting hybrid work models that combine the benefits of both remote and in-office work.

However, implementing a hybrid work model requires careful planning and communication. HR teams need to ensure employees understand new procedures, schedules, and safety regulations. This can be a time-consuming task, especially for large organizations with diverse work arrangements.

AI agents can play a valuable role in supporting this transition. They can provide employees with instant access to information about new policies, schedules, and resources.

This ensures everyone is informed and prepared for the hybrid work environment.

For example, an AI agent can answer questions about office capacity limits, booking desks or meeting rooms, and accessing company resources remotely. It can also help employees manage their hybrid work schedules, allowing them to easily switch between in-office and remote work days.

Furthermore, AI agents can gather feedback from employees about their experiences with the hybrid model.

This valuable data can help organizations identify areas for improvement and ensure a smooth transition for everyone.

By automating communication and providing personalized support, AI agents enable HR teams to focus on creating a positive and productive hybrid work environment.

DRUID

The Future of HR is Agentic

HR is facing a period of unprecedented change. The very foundations of our work environments—where we work, how we work, and how we communicate—have undergone a radical transformation in recent years.

The way we work has undergone a dramatic transformation in recent years.

With the rise of remote and hybrid work, the traditional office has been replaced by a variety of workspaces, including home offices, co-working spaces, and even on-the-go work environments.

This shift has placed a greater emphasis on digital interactions and user-friendly interfaces to connect employees with their work and each other.

One of the most significant changes has been the adoption of agentic interfaces. These AI-powered tools allow businesses to interact with employees in a more natural and intuitive way, leading to improved communication, engagement, and productivity.

In the past, employees often faced frustrating delays and inefficiencies when seeking support from IT or HR departments.

However, AI-powered agents are now transforming this experience by providing instant, personalized assistance. This frees up valuable time for both employees and support staff, allowing them to focus on more strategic tasks.

As agentic interfaces become increasingly sophisticated, they will play a crucial role in creating positive employee experiences and driving workplace efficiency.

By providing instant support, automating routine tasks, and personalizing interactions, AI agents are transforming the way we work and communicate.

DRUID

About DRUID

DRUID AI is an end-to-end Enterprise-ready AI platform that enables lightning-fast development and deployment of AI Agents, knowledge bases, and intelligent apps that **automate business processes and improve technology ROI.**

DRUID AI Agents for healthcare empower providers to streamline operations, automate tasks, and deliver personalized care to patients. From appointment scheduling and patient onboarding to providing health information and supporting remote monitoring, DRUID AI Agents help healthcare organizations enhance the patient experience, improve outcomes, and achieve their strategic goals.

Book a Demo

Get in touch with DRUID to learn more about AI agents & automation.

DRUID Is the Agentic AI Technology of Choice for Leading Global Companies

GEORGIA SOUTHERN UNIVERSITY | HOUSTON Methodist LEADING MEDICINE | Texas Children's Hospital® | McDonald's | White Castle | Kmart | T·Mobile·

UiPath™ | pwc | orange™ | Continental | LIBERTY GLOBAL | NHS | ERSTE Group | Carrefour

Leading analysts positioned DRUID as a Rising Star in Agentic AI and Intelligent Automation for Enterprise

Gartner® | FORRESTER® | IDC | Everest Group® | Aragon Research

DRUID AI AGENTS AND INTELLIGENT APPLICATIONS

The Digital Future of Human Resources. Delivered Today.

druidai.com

DRUID