

Redesigning the Employee Experience

Company: Alcon
Industry: Medical
Revenue: Approx. \$8.3 Billion
Employees: Approx. 25,000



Mission-critical priority

The new-to-role Global Head of Associate Experience at Alcon, Samira Mairaj, needed to rethink how the organization was designing experiences for its employees.



How Gartner helped

The client used:

- **Gartner advisory support** to determine the best strategy and put **Gartner research** into perspective
- **Gartner benchmarks** to compare their strategy to other organizations' and understand best practices
- **Gartner tools and step-by-step guides** to build out employee personas and talent analytics strategies



Outcome

With support from Gartner for HR, the client:

- **Developed a clear employee experience strategy** and confidently directed attention to areas in need of change
- **Understood organizational effectiveness** compared to other organizations throughout the industry
- **Achieved swift and significant personal impact**, driving change after starting in a new role

“Having someone as a sounding board... and being comfortable enough to ask the tough questions and sometimes be challenged... that’s been really helpful.” - Samira Mairaj, Global Head of Associate Experience, Alcon