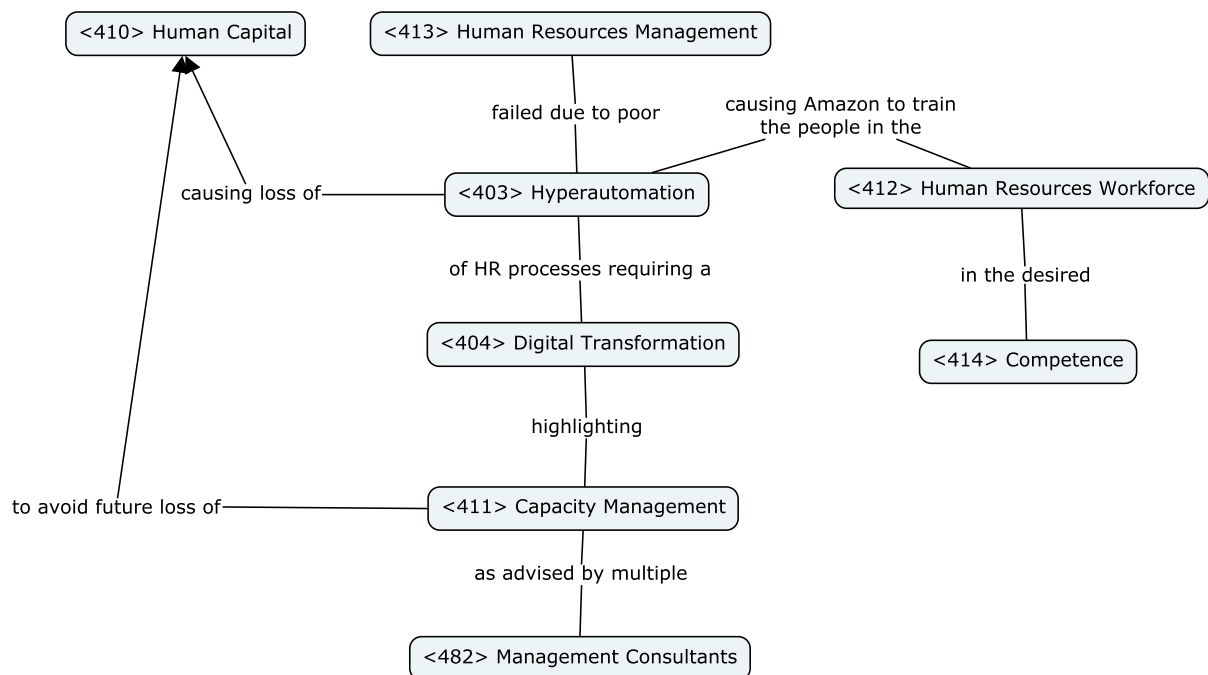


95629 – Maria Campos – Amazon’s Troubles Hold Lessons on HR Tech, Employee Experience



Amazon’s Human Resources Management function failed due to poor Hyperautomation of the paid leaves process, causing loss of Human Capital because employees were wrongly fired and causing the need to train people in the HR workforce to gain competence in creating a culture where the employee experience is valued. This incident also highlighted the need for a Digital Transformation, in this case, focused on Capacity Management to better integrate the systems used by Amazon, in order to avoid loss of human capital in the future. All this was advised by multiple Management Consultants who presented multiple manners of better integrating the systems in Amazon – weighing the pros and cons of outsourcing the integration or not.