twimbit

# 5 AI use cases to ace Employee Experience (EX) in 2025

# Table of contents


Introduction....................................................................................3

Why employee experience (EX) matters?....................................4

5 key trends in EX..........................................................................5

Employees are ready for AI.........................................................6

Role of AI in enhancing EX in 2025..........................................7

Top 5 AI use cases in EX..............................................................8

Key learnings for superior employee experience.......................14


*EX-Employee Experience

# Introduction

Employee Experience (EX) is changing quickly, and artificial intelligence is becoming a key part of how companies attract, engage, and keep their people. Instead of depending only on yearly surveys or reactive HR efforts, many organizations are now using AI tools to track employee sentiment in real time, create more personalized interactions, and make everyday processes smoother and faster.

AI is the game-changing ingredient in EX, turning scattered insights into actionable strategies that help employees feel seen, supported, and motivated.

AI implementation in business scenarios has the potential to enhance long-term productivity. In the past 2 years, AI-driven EX solutions have increased efficiency by 20–25%, reducing attrition and costs while improving ROI. By 2027, companies using AI-enhanced EX platforms are expecting a 12–15% revenue uplift.

*Source*- Twimbit analysis

# Why employee experience (EX) matters?

**Talent magnet**

Attracts top talent, reducing turnover and hiring costs.

**CX connection:**

Happy team = happy customers with stellar service.

**Engagement boost:**

Makes the workplace lively and focused on goals.

**Cultural groove:**

Creates a friendly, collaborative, and innovative environment.

**Agility boost:**

Helps companies adapt and innovate quickly.

twimbit

# 5 key trends in EX

**01 Remote work**

**58%** of workers express a desire to work remotely in 2024 globally.

**02 Flexible schedules**

**12%** productivity boost achieved through flexible work schedules, improving WLB and job satisfaction in 2024.

**03 Wellness programs**

**81%** absenteeism drop seen in companies with strong wellness programs, increasing profitability by 23%.[4]

**04 AI-powered customization**

**80%** of organizations are projected to use AI for workforce planning by 2025.

**05 AI training**

**70%** of employees will interact with AI-powered tools daily by 2025.

Source- splashtop , celayix.com , imd , hirebee

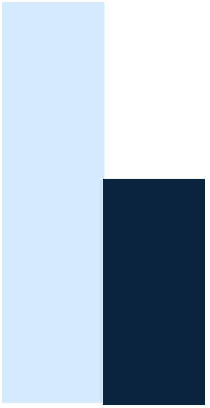
# Employees are ready for AI

## 3X

more employees believe that Gen AI will transform 35% or more of their work within 2 years, surpassed 75% of the workforce in 2024

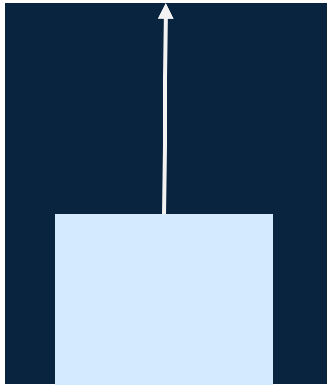
## 53%

of employees see training as key to Gen AI adoption, yet nearly 50%(half) get only moderate or less support



## 45%

C-suite say Gen AI development for EX is too slow, despite 72% started investing for over a year



## 2.6X

more C-suite leaders see employee readiness as a barrier than leadership alignment, even though employees use Gen AI 3X more than expected in 2024

*Source*- Twimbit analysis

# Role of AI in enhancing EX in 2025

| | | |
|---|---|---|
| 01 | **Intelligent workflow** | Leverages AI co-pilots, virtual agents, and automation to optimize workflows, enhance operational efficiency, elevate service quality through timely guidance and reduced manual effort. |
| 02 | **Smarter legal delivery** | Automates legal review and research processes, significantly lowering routine workloads and empowering teams to focus on strategic, high-value advisory tasks. |
| 03 | **Accelerate expertise access** | Provides instant access to critical insights, key documents, and expert connections, accelerating knowledge retrieval and enabling more informed, agile decision-making. |
| 04 | **Simplified scribing** | Streamlines clinical documentation by automating note-taking, substantially reducing physician workload and enabling clinicians to dedicate more time to quality patient care. |
| 05 | **Faster fraud detection** | Minimizes false positives and speeds up investigations, allowing compliance teams to concentrate on genuine risks and respond swiftly to suspicious activities. |

twimbit

# 5 AI use cases in EX

twimbit

#1

# JPMorgan Chase's integration of the LLM Suite AI assistant

JPMorgan Chase introduced an in-house AI assistant, LLM Suite, to boost employee productivity thereby enhancing both EX and CX

## Implementation

- **Deployment:** Initially launched **for 60,000 employees, with plans to expand to 140,000.**[1]
- **Functionality:** Automates routine tasks like email drafting and report compilation, enabling employees to focus on strategic work.
- **Training and support:** Adoption facilitated through in-person training and "superusers".

## Vendors and technology

- **Cloud services**: Built on AWS, using SageMaker and Bedrock for AI capabilities CIO.
- **AI models:** Incorporates external models from OpenAI for advanced functionalities.

## Results

- Adoption: **200,000 employees** actively use LLM Suite, averaging up to **two hours per week.**[2]
- Productivity: Enhanced productivity by 15% automating tasks, allowing focus on strategic work.

twimbit

#2

# PwC's GPT-powered legal & tax assistant (Harvey AI)

PwC integrated GPT-4 via Harvey AI to assist legal and tax professionals to enhance speed and accuracy for drafting, due diligence, and summarization tasks.[1]

## Implementation

- **Deployment:** Pilot launched in early **2023 with 4,000 legal professionals.**[2] Following positive results, tax professionals were added later that year.
- **Functionality: R**eviews contracts, generates clauses, summarizes documents, and researches regulations, providing support through natural language processing and uploads with cited outputs.
- **Training and support:** Users were trained on prompt crafting, ethical usage, and review protocols.

## Vendors and technology

- **AI Model:** GPT-4 via Harvey AI, tailored for legal and tax use cases.[3]
- **Infrastructure:** Hosted on Harvey's secure platform using OpenAI infrastructure, compliant with enterprise-grade data protection.

## Results

- Adoption: Tool scaled **to 6,000 global users** by end of 2023. **Averaged 30,000+ weekly queries (~5 per user/week).**[4]
- Productivity:  Time spend on legal reviews reduced. AI assistant helped reduce mundane, administrative legal work, allowing them to focus on higher-value advisory tasks.

#3

# McKinsey & Company's Lilli-generative AI knowledge assistant

McKinsey launched Lilli, an AI assistant that draws on over 100+ years of internal knowledge, serving as a research concierge embedded in consultant workflows.[1]

## Implementation

- **Deployment:** Rolled out in 2023 to consultants and research analysts to help its 45,000 employees.[2]
- **Functionality:** Synthesizes insights from internal documents, lists 5–7 relevant McKinsey documents and suggests internal subject-matter experts.

## Vendors and technology

- Hosted via Azure, private cloud, or partner platforms (OpenAI, Cohere, Google Cloud).
- **Integrations:** Embedded in McKinsey's internal portal, Teams chat, and SharePoint.

## Results

- Adoption: Within the first year, **70% of McKinsey employees had adopted Lilli**. Users average 17 queries per week, indicating deep integration into daily workflows.[3]
- Productivity: Consultants report saving up to **30% of time on knowledge-related tasks.**[4]

twimbit

# #4 Cooper University Health Care – AI medical scribe

Cooper University Health Care implemented GPT-powered tools to streamline documentation, improve communication, and reduce physician workloads.[1]

## Implementation

- **Deployment:** Launched in mid-2023, starting with key departments and focused on EHR enhancement and clinical documentation workflows.
- **Functionality:** System drafts clinical notes, summarizes patient histories, and suggests responses all seamlessly integrated within EHR during consultations.
- **Training and support**: In partnership with OpenAI and Nuance, models were fine-tuned with clinical data, and staff trained via demos, testing, and feedback.

## Vendors and technology

- **AI Model**: GPT-4 via Microsoft's Nuance DAX Express.
- **Infrastructure**: Hosted on Microsoft Azure's OpenAI Service, fully HIPAA-compliant with healthcare-grade security.

## Results

- Adoption: Over 100 physicians began using the tool within weeks of launch. With expansion ongoing on across multiple departments.
- Productivity: Physicians using the AI scribe for >50% of their patient encounters experienced a **43% reduction in time spent on documentation**. [2]

twimbit

# #5 HSBC's AI powered anti-money laundering (AML) compliance system

HSBC implemented an AI-driven AML system to improve transaction monitoring and reduce false alerts, enhancing accuracy in detecting suspicious activities.[1]

### Implementation

- **Deployment:** Initially rolled out in the UK and Hong Kong in 2022, with plan of global expansion.
- **Functionality:** Analyzes transaction data and customer profiles to detect suspicious behaviors, such as rapid fund transfers.
- **Training:** Compliance staff were trained through demos, case studies, and hands-on sessions to build trust and familiarity with the AI system.

### Vendors and technology

• **AI Technology:** Google Cloud's AI/ML suite and BigQuery were used for data processing. The AI system was integrated into HSBC's existing compliance management infrastructure.[2]

### Results

- Fewer false alerts: System achieved a **60% reduction in false positives**, enabling investigators to focus on high-priority, legitimate risks.[3]
- Faster Investigations: Average time to investigate suspicious **accounts dropped to 8 days**, compared to a much longer timeframe with the old system.[4]

# Key learnings for superior employee experience

# 5 outcomes of AI-led employee experience

## 1

### AI as a collaborative partner

Organizations observe AI's highest impact is when it's embedded into employee workflows as a true collaborator—not a standalone tool—driving both efficiency and engagement.

## 2

### Structured training drives adoption

Successful implementations rely on dedicated onboarding strategies, including prompt engineering, ethical usage guidelines, and role-specific training to ensure employees feel equipped and confident.

## 3

### Precision-driven productivity gains

Across industries, AI reduces time spent on repetitive or low-value tasks, allowing employees to focus on strategic, advisory, or patient-facing responsibilities.

## 4

### Secure, scalable foundations matters

Robust cloud infrastructure and compliance-aligned deployments (e.g., HIPAA, enterprise-grade data protection) create the foundation for secure, scalable AI adoption.

## 5

### Context over generic solutions

Tailoring AI to department-specific needs—legal, consulting, clinical, or compliance—delivers measurable improvements and stronger ROI than one-size-fits-all solutions

Innovating **experiences**

reachus@twimbit.com

www.twimbit.com