



Advisor Productivity

Global Consistency

THE INTELLIGENT WORKPLACE FOR ESTÉE LAUDER

Elevate employee experience, strengthen global operations, simplify IT, and keep teams focused on the customer.

Reactive support has a ceiling. A predictive, automated operating model lifts it, keeping beauty advisors and retail teams selling instead of waiting on IT.

WHAT THIS COULD LOOK LIKE FOR ESTÉE LAUDER

A more intelligent workplace connects support, employee experience and global operations so beauty advisors and employees can stay productive and focused on the customer.

- 1 Keep Beauty Advisors Focused on Customers**
Use AI-powered support, intelligent self-service, predictive support, and omnichannel workforce enablement to reduce employee downtime and technology friction.
- 2 Enable Consistent Global Operations**
Improve reliability across cosmetic counters, manufacturing sites, and distribution centers with proactive lifecycle management, SmartHands, field services, and global workplace support.
- 3 Deliver a Consumer-Grade Digital Employee Experience**
Combine predictive DEX, endpoint intelligence, experience analytics, and automated remediation to reduce downtime, improve satisfaction, and keep employees productive.
- 4 Simplify IT Operations With AI**
Use AI-powered incident prediction, intelligent automation, proactive root-cause analysis, and integrated workplace services to reduce recurring issues and operational complexity.
- 5 Maximize Workplace Technology Investments**
Connect experience, service performance, operational transparency, and continuous optimization to measurable business value.

THE BAR SHOULD BE HIGHER

up to
70%
of routine issues
resolved
autonomously

up to
55%
operational
cost savings

up to
80%
less time waiting
for support

Transform the economics, employee experience, and the amount of disruption reaching the business. We'll show you how.

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