



## NAVIGATE YOUR DIGITAL TRANSFORMATION WITH A ROBUST HR SERVICE DELIVERY SOLUTION

### Abstract

As organizations go digital, a robust and integrated HR service delivery solution is an ideal change and people management software. More so, as employees display higher comfort with self-service and 24/7 automated HR services. Automation enables organizations to reduce the number of tickets raised by up to 50% and potentially save millions of dollars year on year. But to consistently harness benefits, an organization needs to choose the right solution, and customize and deploy it in a phased manner. A technology partner with extensive domain expertise, across industries, could make the difference between success and failure on investments. Read on to unpack the many advantages of an HR service delivery (HRSD) solution.

## Benefits of implementing an HR service delivery solution

Insurance related information is sometimes accessed in an emergency. In such a situation, an employee needs to know their insurance number, name of the insurer, amount they are ensured for, names of the hospitals they can access, etc. Most employees call up the organization for this information and the organization is required to invest in a special helpdesk. With a smart HRSD solution, irrespective of the time or day, employees can message a number and receive an automated call with the first level of details likely to be required. A bot powered chat can answer further queries and relevant policy documents can be sent to the employee's email so that decisions can be made swiftly and unhindered.

A comprehensive HRSD solution includes a host of integrated offerings such as HR knowledge base, document management, authoring tool, e-signature, self-service portal, personalized search, single sign-on, integrated case management, mobile search and ticketing, integrated live chat, chat bot, service-level agreements, transition management, approval workflows, business process monitoring, satisfaction surveys, and analytics dashboards. Employees expect a consumer-grade service experience, and the HR Department is being constantly benchmarked against external service providers. Thus, deploying an integrated solution could definitely push the needle on employee satisfaction.

The benefits of an HRSD solution can be determined by leading and lagging indicators.

### Leading Indicators

- **Self-service portal :** Studies indicate that 70% of issues can be resolved through a



self-service knowledge portal. Accessible 24/7, it gives users greater control over information and does away with costs associated with deploying HR staff to answer calls

- **Deploying a feedback mechanism :** Having an option to rate and comment on a document can help the organization improve the information and better meet the reader's needs. Or if information on the knowledge portal is read but a ticket is still raised, this may indicate the information is inadequate

### Lagging Indicators

These provide quantifiable data that the automation invested in by the organization is delivering ROI.

- **Increase in ratings and comments by employees on policy documents versus reduction in the number of tickets raised :** Indicate that the policy documents answer employee queries and thus they have not felt the need to raise a ticket. Comments from employees enable

the HR department to further update documents and ensure they address newer requirements as well.

- **Increase in the use of the chat tool versus reduction in case volume :** Demonstrate that employees effectively use the chat tool to resolve issues instead of raising tickets which take longer to address. HR personnel now spend less time in backend administration and more time responding to actual employee concerns.
- **Increase in the use of interactive voice response (IVR) versus reduction in the number of cases logged :** Indicate that employees are able to quickly get their queries addressed over the phone instead of raising tickets. Thus, less personnel are needed to service a call center.

An ideal comprehensive, futuristic HRSD solution should be a single solution across the organization and geographies.

## Measuring return on investment on your HR service delivery solution

- Organizations that implemented a knowledge portal or mobile app with personalized content found that they could solve Tier 0 inquiries over 60% of the time and reduce HR administrative costs by up to 30%
- Increased resolution of first calls, reduced Tier 2 escalations. This can save up to 300k (for a client with a case volume of 25,000) as only around 8% of queries escalate to Tier 2
- With a well-managed service delivery solution, less than 5% of employee queries escalate to Tier 3, at which, specialized professionals review and respond to cases. This allows organizations to optimize HR resources to do more value-added work
- Increase in self-service and peer-networks help in case deflection. Over time, more than 60% of employee inquiries are resolved before reaching an HR personnel
- With employee self-reliance, HR can be up to 30% more productive. Freed HR personnel can focus on higher-value strategic issues such as employee retention and workforce planning
- With an HRSD solution, there is potential to reduce the number of disparate tools in use, and significantly reduce maintenance costs

## Finding the right partner to implement your HR service delivery solution

Integrating modules in the HRSD solution, migrating legacy data, and ensuring smooth application upgrades can be a prolonged and continuous task. Organizations can have their HRSD

solution hosted on the cloud, SaaS, or on-premise, and depending on the size of the organization and complexity of the solution, deploy it within weeks. Systematizing technologies and processes across geographies, language, and regulatory requirements, can be an extensive process and partnering with the right technology partner is a vital determinant of success.

### Three broad phases into which a migration to an HRSD solution are demarcated

- **A shared services operating model is created :** All cases are documented, and the organization gains visibility into the types of cases raised. This phase allows the organization to map their HR landscape, ask deeper questions about how best to improve services, modify processes to increase efficiency of HR service delivery, and develop an understanding on how to customize solutions.
- **Automation for self-service :** Communication is integrated and employees can access information via chat, phone, IVR, email, and the knowledge portal, 24/7. For instance, an employee can share attachments and screenshots via chat and create an HR case through the chat session. The employee does not have to repeat herself when the case escalates to the next level, as the HR personnel can easily access the employee information and respond
- **Service integration across departments :** For instance, after a new hire accepts an offer, the next phase should automatically trigger so that they receive a mail with a request to begin the onboarding formalities. After this, a mail is triggered off for their background check, next, an automated mail goes out to plan their seating,

and so on. This is a long and elaborate process with a lifecycle that spans many months

While the market abounds with HRSD vendors, choosing the right one requires a deeper understanding of one's requirements and the strengths of the vendor. One prominent vendor in the field is ServiceNow, adjudged the 'Most Innovative Company' for 2018, by Forbes, they offer a Cloud-based platform that allows organizations to consolidate on-premise HR/IT tools to a modern, easy-to-use service management solution, with no infrastructure requirements. Additionally, ServiceNow is GDPR compliant



**A robust HRSD implementation partner offers end-to-end service management capabilities, from process and tools assessment, due-diligence, industry benchmarking, strategy development, roadmap, tools architecture blueprint, process and workflow design, process and tools implementation, ongoing sustenance, to continuous service improvements. They should also have trained personnel available for deployment and an ecosystem of partners to provide the right solution. The partner should also have experience developing and deploying solutions at scale, accelerators, and tools to ensure the deployment of a world-class solution**

## Conclusion

A robust HR service delivery platform provides the leadership in HR access to records of all transactions and at the same time provides a system of engagement for cross-functional interactions.

For HR agents, a contextual, multi-device service delivery platform helps improve their resolution time. Moreover, mobile enablement, process automation, chatbots, and a context sensitive knowledge base further improves employee experience.

The genuine benefit of a service delivery platform for CXOs, is by way of reduced

operations costs without compromising on the quality of employee experience.

A robust HR service delivery solution not only has a positive impact on operational efficiency of up to 30%, but business productivity as well. Integration and seamless automation has the potential to enhance employee satisfaction by 20%, and reduce compliance costs which otherwise could run into millions if not addressed in a timely manner. Begin a conversation to know how your organization can start navigating its digital journey with an effective HR service delivery solution.



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Shyam oversees the ServiceNow HR Practice at Infosys. An HR professional with over 20 years of experience in HR and HR Technology roles, he is passionate about continuous education and solving problems from a human-centric perspective. Shyam holds a Master's Degree in HR and has a certificate in Leading for Creativity from IDEOU.



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