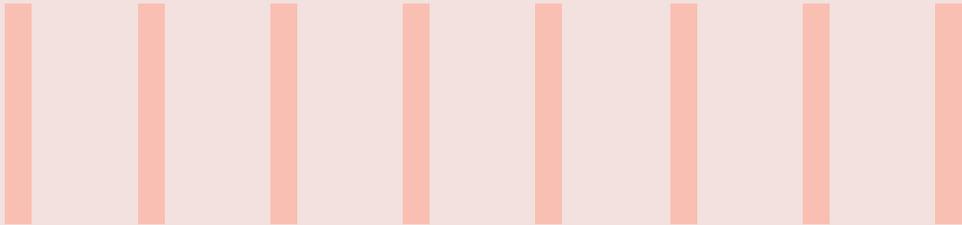




# US BASED MULTINATIONAL COMPANY TRANSFORMS ITS EMPLOYEE EXPERIENCE WITH INFOSYS

Powered by Infosys Enterprise Service Management Café intuitive portal on ServiceNow



## About the Client

A US-based multinational company providing customer engagement products, customer experience technology, and customer services. They are headquartered in Colorado, USA. Their products are available across the world in 52 languages.

## Business Challenges

### Need to Elevate Employee Experience

Without a unified interface, the HR team was struggling to manage and track employee queries raised by its 50,000-strong workforce. Significant time was spent on triaging due to incorrect selection and routing. They needed an enterprise tool that would serve as a single source for all employee queries across HR globally and that could extend to IT, finance, workplace, travel, and legal functions.

### High maintenance effort

Current solution involved customization of the existing request fulfilment module that was complex due to the:

- Need to integrate over 300 available services
- Need for heavy customizations for case management
- Heavy dependency on knowledge articles with no existing capability to customize search results in legacy systems based on client requirements

## The Solution

The client wanted an intuitive portal that would simplify how employees interact with HR, minimize triaging, and reduce maintenance and development effort to fulfill HR requirements. Infosys experience in ServiceNow capabilities and plug-ins from the Infosys Enterprise Service Management Café, part of the **Infosys Cobalt** portfolio helped in transitioning the client to the new ServiceNow HRSD module with out-of-the-box functionalities and speed to market.

## Transforming Employee Experience

Infosys developed a self-service portal on the NOW Platform and integrated with the client's enterprise chatbot to ServiceNow HRSD UI for faster and more effective

employee-HR interactions. The client also leveraged skilled techno-functional resources and robust governance to:

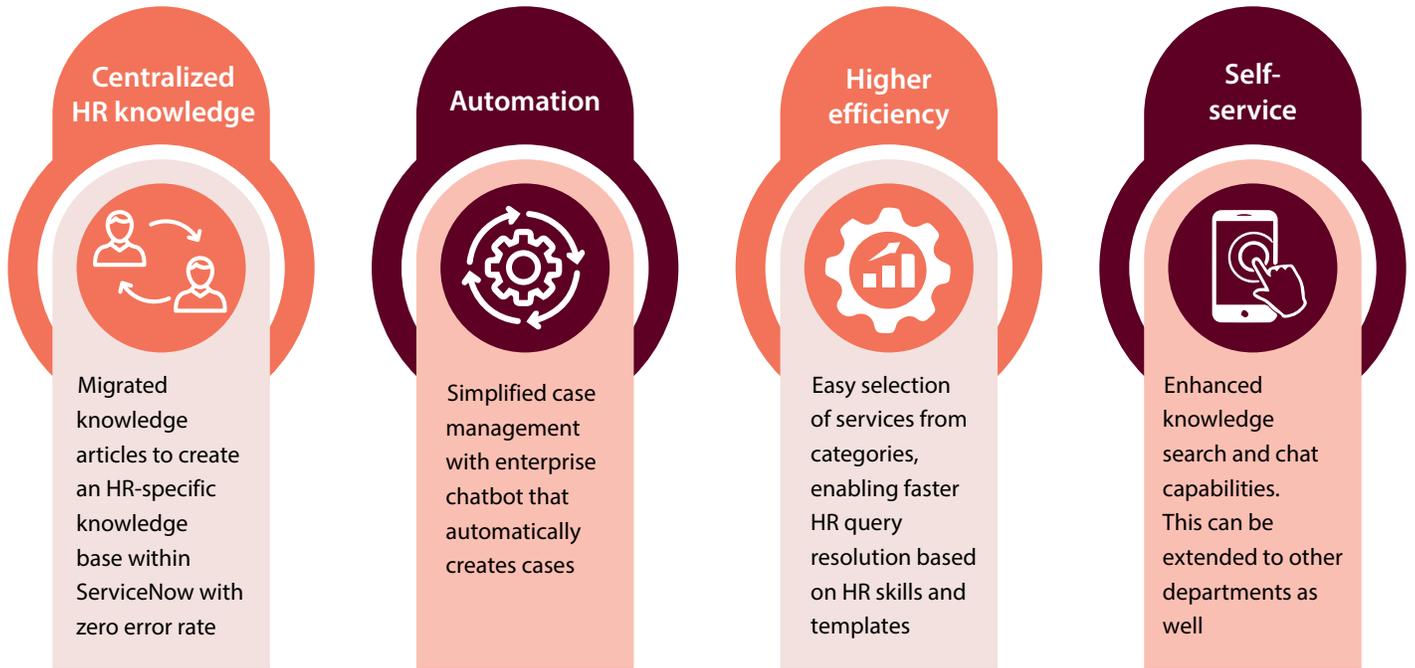
- Categorize HR services to better assign queries
- Group knowledge articles by End-user and Process-user
- Improve workflows for better incident analytics and reduced triaging

## Reducing effort

Out-of-the-box features are included in the HRSD module so developers can build on base layer and modules with minimum customization and maintenance when addressing HR requirements. Thanks to smart tools, HR agent productivity has also increased.



## Outcomes



## Customer Quotes

“Working with Infosys, we were able to tap into their strong partnership and understanding of ServiceNow. The team’s creative problem solving backed by enterprise service management solutions from Infosys Cobalt helped achieve some unique customizations like integrating with our chatbot and optimizing the number of application services, which will save us significant costs in the long-term.”

”  
**Vice President,**  
Application Services

“Infosys expertise was fundamental to developing HXconnect – our innovative human capital portal. Today, we can receive over 450 tickets with hardly any issues being reported.”

”

**Vice President,**  
Human Capital

“Infosys ServiceNow solutions, part of Infosys Cobalt, enabled us to launch HXconnect on time despite our global launch approach.”

”

**Executive Director,**  
Human Capital



Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 14,000 cloud assets, over 200 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)



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