

RATP improved Employee Satisfaction by 30% with Neocase HR

The Challenge: Establish a complete case management process and audit trail to track quality of service

RATP (Régie Autonome des Transports Parisiens) is the primary transport operator responsible for public transportation in Paris, France. The RATP employs over 45,000 people. As a strategic move to maintain effective management control over HR SSC processes, RATP was tasked to find a software solution that would allow for streamlined HR Departmental processes and managed expectations in the following areas:

Business Bottomline:

- Productivity improvements (Target: 25%)
- Quality of Service delivered to RATP employees
- Complete Audit Trail of case history
- Reporting metrics on SSC procedures/policies and quality of service delivered

Technical Requirements:

- On-Demand model required; rapid deployment (4-month objective)
- Secure solution to protect sensitive, personal employee information
- Standardization of processes and reporting
- Ease of use for 45 employees representing the HR SSC unit

The Solution: Sophisticated Case Management and Workflow

RATP launched its shared services center in order to take advantage of the cost savings generally associated with shared services. After completing this first strategic initiative, RATP managers quickly grasped the importance of: being able to report on processes, analyze metrics, improve efficiencies, and achieve higher overall employee satisfaction. The shared services center for human resources at RATP has three operational teams:

- Corporate Policy and Organization
- Training and Career Mobility
- General complaints

HR managers knew they needed the right blend of workflow and technology in order to organize these groups in an efficient manner, and to be able to maximize overall performance.



AT A GLANCE:

Organization: RATP

Location: Paris, France

Industry: Public Transport Operator

Challenge: Stimulate productivity within HR SSC for increased HR operational efficiency and employee satisfaction

Solution: Neocase HR SaaS

Results: HR SSC productivity gains of 25%; Employee Satisfaction metrics show 25% improvement

For more information:

www.neocasesoftware.com

www.ratp.com

The Project: Neocase HR - Rapid Deployment and High User Adoption

RATP's HR SSC receives initial requests at the *Corporate Policy and Organization* team level, which acts as the principal point of contact for all inbound employee requests. As soon as it becomes evident that an inbound request is outside the skill set of this initial team, the case is then transferred to another team based on request type and corresponding skill set of the next team.

Examples of case transfer would include technical support issues, executive request processing, payroll adjustments and highly delicate or complex cases that require teams or veteran HR personnel for resolution. As an integral part of the overall operation, all cases and team performance are visible to a supervisory body through sophisticated analytics and real-time dashboards.

The Neocase HR solution was deployed in a SaaS (Software as a Service) delivery model, which was the clear choice for RATP due to its strict time-to-deploy requirements governing the project. After seeing the functionality, the remaining point of concern was the integrity and security of maintaining sensitive employee information. Neocase responded to RATP's high security requirements by incorporating the highest level of security standards available.

The Results: Significant Productivity Gains and Employee Satisfaction

Within a 4-month deployment, RATP not only accomplished its original goal of quick implementation, but was able to achieve other impressive results in its HR Shared Services Center with the Neocase HR solution. Some of these key results are:

- HR SSC productivity increase of 25%
- Improvement of employee and manager satisfaction by 30%

If you would like to learn more about Neocase HR, please visit our website at www.neocasesoftware.com or contact us at info@neocasesoftware.com.