

Renault-Nissan improved its HR SSC productivity by 30%, using Neocase HR

The Challenge: Establish an HR Shared Services Center to increase efficiency in HR processes

Renault-Nissan, France's top-selling automobile manufacturer and first multi-brand automobile conglomerate, employs over 130,000 people worldwide. As a strategic move to reduce costs across the enterprise, Renault-Nissan sought to establish a shared services center to manage HR requests. However, Renault-Nissan also wanted to have the appropriate tools and technology in place to efficiently manage the HR processes in the newly created shared services center. Additionally, they needed a software solution that would be rapidly adopted by managers and employees, and scalable enough within the HR SSC to manage the demands of 25,000 employees.

The Solution Requirements: Complete case audit trail, sophisticated reporting

Renault-Nissan launched its shared services center in order to take advantage of the cost savings generally associated with this business strategy. After completing this first strategic initiative, Renault-Nissan managers quickly grasped the importance of improving efficiencies and employee satisfaction. The shared services center for human resources has seven operational teams: three groups of first-level support for administrative tasks; one group of dedicated agents for executive support; technical support; managerial reporting; and one group of experts to receive the more challenging cases. HR managers needed a method and enabling technology to organize those groups and maximize performance.

Renault-Nissan's incumbent back office solution, SAP, was re-engineered to manage workflows and organize requests, however it did not produce the desired results. Essentially, SAP was designed for certain tasks, which it performed perfectly well, but Renault-Nissan needed an additional system designed for its own specific HR demands. Additionally, as workflows and methods of inquiry became more complex within the HR environment, the need for an easy-to-use, dedicated managerial system became glaringly evident. Renault-Nissan began to research new solutions about which to concern their HR SSC technologies. The 53 HR SSC agents at Renault-Nissan receive approximately 3,500 requests per day, three-fourths of which come through e-mail and the remainder by telephone. The new solution would have to provide the following:

- Productivity increase of at least 30%
- Case tracking with a complete record of the inquiry and its resolution process
- Reporting for daily performance, queue management, and strategic objectives



AT A GLANCE:

Organization: Renault-Nissan

Location: Paris, France

Industry: Automobile Manufacturer

Challenge: Establish an HR SSC for increased HR operational efficiency and employee satisfaction

Solution: Neocase HR, Self Service, Knowledge Base

Results: HR SSC productivity gains of 30%; Significant reduction of inbound employee requests

For more information:

www.neocasesoftware.com

www.renault.com

The Solution: Neocase SelfService, Neocase Knowledge Base and Neocase HR - a perfectly integrated solution

Renault-Nissan's HR SSC receives initial requests at one of its three *Level One* points of contact. Agents there are equipped with Neocase KB and the Neocase workflow engine to transfer and escalate cases where appropriate. Examples of case transfer would include technical support issues, executive request processing, payroll adjustments or 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.

To improve operational efficiency at the HR SSC, Renault-Nissan deployed Neocase technologies in two arenas:

- **Workflow:** Neocase HR, in combination with Neocase Knowledge Base, helped standardize resolution procedures and streamlined workflows, which generated productivity gains of 30% or more for HR personnel.
- **Employee empowerment and case reduction:** Neocase's dynamic knowledge base, combined with an employee self service portal based on Neocase Self Service, reduced strain on the HR Shared Services Center by reducing the number of inbound inquiries. Historically, it had been common at Renault-Nissan to burden HR managers with extremely simple requests as well as updates on inquiries previously submitted. The Neocase Knowledge Base and employee self service portal succeeded in minimizing these types of requests, and freed up HR manager resources to tackle more value-add, strategic issues.

The Neocase HR solution was deployed in a SaaS (Software as a Service) delivery model, which was the clear choice for Renault-Nissan due to its quick deployment cycle requirements. Implementation took approximately 50 days, including customization of the employee self service portal and workflow engine. After seeing the functionality, the remaining point of concern was the integrity and security of maintaining sensitive employee information. Neocase responded to Renault-Nissan's high security requirements by incorporating the highest security standards available within the solution.

The Results: Significant reduction of inbound employee requests

Within a short timeframe, Renault-Nissan was able to accomplish impressive results in its HR Shared Services Center after implementing the Neocase HR solution in combination with Neocase Self Service and Neocase Knowledge Base. Some of the key results from this project are:

- HR SSC productivity increase of 30%
- Significant reduction of case creations and inquiries resulting from employee self service portal and knowledge base
- Improvement of employee and manager satisfaction by 40%

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