

## Building a World Class HR Shared Services Organisation



# Neocase







- ✓ **First Call Resolution rates of over 95%**
- ✓ **Lower Enquiry Volumes by over 80%**
- ✓ **Tier 0 Resolution Rates of over 80%**
- ✓ **Productivity gains of over 40%**
- ✓ **30% - 50% Cost Savings**
- ✓ **ROI in less than 6 months**

Today's HR organizations are under great pressure to transform from an administrative support function to a more strategic organization. This means performing day to day tasks more efficiently and cost effectively with fewer resources to achieve HR transformation. The increasing global complexity of benefits, regulatory compliance, and corporate policies present further challenges.

Neocase HR Power is an integrated, scalable and flexible HR Shared Services Contact Center solution which allows an HR organization to transform its business to reduce operational costs, enhance employee satisfaction, and optimize HR processes.

The value of Neocase HR Power is to bring significant organizational efficiency and effectiveness to the HR Department through a symbiotic hybrid of best practices and technology. Additionally, Neocase HR Power integrates with core HR platforms like SAP, Oracle, PeopleSoft and other systems to leverage existing data. Neocase HR Power has the flexibility of being deployed On Premise or in a Software as a Service (SaaS) environment.

Neocase HR Power can help organizations:

-  **Lower Operational Costs** by reducing the overall number of requests that are submitted to HR by giving employees direct access to personalized relevant answers from the Knowledge Base, through a Self Service Portal.
-  **Improve First Call Resolution** by enabling 24/7 access to Knowledge Base which helps agents provide employees with accurate and timely resolutions.
-  **Increase Employee Satisfaction** through immediate and relevant answers via the self service portal.
-  **Optimize Service Delivery Productivity** and efficiency by automating and routing cases via email, phone or fax to the right agents, experts or queues at the right time.
-  **Maximise Resources** by allowing managers and employees access to an unlimited set of role-specific HR process documents and smart forms.
-  **Greater Business Insight** and decision making capabilities through advanced performance analysis reporting and real time dashboards.

“ We rolled out Neocase HR Power across 3 countries over 5 months and were able to absorb workload with no additional headcount in corporate due to productivity efficiencies. Furthermore, Neocase HR Power was able to provide transactional cost savings through automatic prioritization of requests reducing human transaction touch points ”

Tanya Lulloff, SPHR  
Director – HR, Shared Services  
KOHLER CO.

“ We have been successful in bringing strategy to life within the HR organization whilst demonstrating ROI. With Neocase HR Power we were able to achieve cost savings through streamlining processes and reducing resource costs. Neocase has been instrumental in helping us achieve HR transformation. ”

Joe Ales, Director of Shared Services  
THALES GROUP

## Optimize the HR service delivery model with Neocase HR Power

According to a research report by Gartner, the key to delivering high-quality HR services at lower costs is to implement a multi-tier HR service delivery model. This type of model is most often organized in the following structure and Neocase HR Power provides critical functionality for each tier of the HR service delivery model:

**Tier 0: Self-Service** – This is the most important tier within the service delivery model because it offers the highest potential for productivity and cost savings by reducing the overall number of requests that are submitted to HR. The Portal gives employees and managers direct access to personalized, relevant answers from the Knowledge Base, and access to an unlimited set of role-specific HR process documents and smart forms.

**Tier 1: HR Generalists** – This Single Point of Contact (SPOC) to the service center can receive employee inquiries

submitted via telephone, email, fax or the Self-Service Portal. Tier 1 agents can resolve cases quickly using the Knowledge Base Recommendation Engine, thus maximizing First Contact Resolution. When necessary, Tier 1 can easily transfer or escalate cases to Tier 2 Subject Matter Experts.

**Tier 2: Subject Matter Experts** – These domain experts can easily receive cases, and collaborate with the Tier 1 agents by applying their expertise to resolve and close more complex cases in minimal time.



**Tier 3: Center of Excellence** – On the rare occasion when these strategic resources are needed for a collaborative case resolution or sign-off, the transfer and escalation tools in the case management module make it easy to access these authoritative resources, while minimizing the time utilized to do so.

## Neocase HR Modules

Neocase HR Power delivers significant organizational efficiency and effectiveness to the HR department through a symbolic hybrid of best practices and technology. All this and more can be achieved by using the various tools to hand.

### Enterprise Portal

Neocase software provides a self-service web portal enabling all members of the organization with access to the portal to find answers to their enquiries in the HR Knowledge Base, submit enquiries, track progress, review resolved enquiry history and complete the satisfaction survey. The self-service portal's look and feel is customizable in line with corporate guidelines. This portal is accessible 24/7, Anytime, Anywhere.

### Knowledge Base Management

Another key element is the Knowledge Base. This database can help reduce the first call resolution rate tremendously by allowing employees and Tier 1 agents access to key information 24/7 – Anytime, Anywhere. The Recommendation Engine provides built-in intelligence to "push" employee and context-specific answers, to eliminate search time, and increase response accuracy.

### Case Management

Case Management is the core of Neocase HR Power service delivery solution. It allows you to configure an unlimited number of case templates, and business rules to automate them. All channels i.e. self-service, email, phone and fax automatically feed into the case management module to provide a Single Point of Contact (SPOC) for all inquiries.

### Business Process Management (BPM)

The Business Process Management module helps to structure and optimize the treatment of every HR process like onboarding, training, promotion, transfer, offboarding, grievance, etc. The BPM module includes tools that enable an HR Process owner to standardize and automate a wider range of HR business processes, to extend the benefits of the platform across your entire HR organization.

### Proactive Service Level Agreement (SLA)

Once defined by the customer, Neocase HR Power is capable of setting up proactive SLA's across different divisions and job functions within an organization to meet the corporate objectives. The SLA is configured and customized based on the organization's service catalogue.

### Business Intelligence (BI)

Neocase HR Power provides the Business intelligence module which gives organizations the visibility needed to achieve the corporate goals within the shared service contact centers. Reporting is available in the form of dashboards, simple reports, advanced reports and report builder.



### Email Management

This is another key module within the HR Power Solutions that has proven to save time and resource while achieving the desired results. With this module you can automatically route email support requests to the agent's desktop and convert inbound emails to cases. It lets you route cases based on email content and stores emails routed to cases within case history record.

### Survey Management

It is important to get the user feedback to help improve organizational processes. This module helps you survey your employees in real time and get their views and feedback. This module helps you to track, manage and improve customer satisfaction, create multiple survey formats, questions and responses and analyze responses into a report format for better comparison.

### Integration Management

Neocase SDK and API's support integrations to multiple platforms, to give support agents the information they need, where and when they need it.



**Neocase**  
SOFTWARE

Empowering your Contact Center

[www.neocasesoftware.com](http://www.neocasesoftware.com)

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