

Customer Success Story

Renault improved its HR Shared Services Center productivity by 30% using Neocase HR Power

At-a-glance:

Renault

Headquarters: Paris, France

Industry: Automobile manufacturer

Challenge:

- ✓ Establish an HR SSC for increased HR operational efficiency and employee satisfaction

Solution:

- ✓ Neocase HR Power
- ✓ Neocase Self Service
- ✓ Neocase Knowledge Base

Results:

- ✓ HR SSC productivity gains of 30%
- ✓ Significant reduction of inbound employee requests
- ✓ Employee satisfaction rose by 40%

Renault, France's top-selling automobile manufacturer and first multibrand automobile conglomerate, employs over 130,000 people worldwide.

Renault is a French automaker producing cars, vans, and in the past, auto rail vehicles, trucks, tractors, vans and also buses/coaches. Its alliance with Nissan makes it the world's third largest automaker. Together Renault and Nissan are leading electric car development among major car companies, investing 4 billion euros (\$5.16 billion) in eight electric vehicles over the next 3-4 years. Headquartered in Boulogne-Billancourt, Renault owns the Romanian automaker Automobile Dacia and the Korean automaker Renault Samsung Motors.

1 Challenge

Establish an HR Shared Services Center to increase efficiency in HR processes

As a strategic move to reduce costs across the enterprise, Renault sought to establish a shared services center to manage HR requests. However, Renault 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.

2 Requirements

Complete case audit trail, sophisticated reporting

Renault 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 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'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 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 began to research new solutions with which to align their HR SSC technologies.

The 53 HR SSC agents at Renault 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

3 Solution

Neocase HR Power comprising of it's Self Service Portal, Knowledge Base - a perfectly integrated solution

Renault's HR SSC receives initial requests at one of its three Level One points of contact. Agents there are equipped with Neocase Knowledge Base 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 deployed Neocase technologies in two arenas:

- Workflow: Neocase HR Power's 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 HR Power's Self Service Portal, reduced strain on the HR Shared Services Center by reducing the number of inbound inquiries. Historically, it had been common at Renault 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 Power solution was deployed in a SaaS (Software as a Service) delivery model, which was the clear choice for Renault 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's high security requirements by incorporating the highest security standards available within the solution.

4 Results

Significant reduction of inbound employee requests

Within a short timeframe, Renault was able to accomplish impressive results in its HR Shared Services Center after implementing the Neocase HR Power solution including its Self Service Portal and 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 Power, please visit our website: www.neocasesoftware.com or contact an office below.



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