# Neocase™
S O F T W A R E

# Benefits of
# Business Process Management

- *Reduce operational costs by automating HR processes*
- *Improve user experience through digital smart forms*
- *Gain deeper process insight through HR process-specific data analytics*
- *Lower cost of ownership through graphical process builder and workflow tools that require no technical skills*
- *Reduce operational costs through End-to-End Process automation across multiple systems via Connectors*

## The End-to-End Business Process Management (BPM)

HR Service Centers are often responsible for the delivery of many HR processes that require the completion of forms, approvals and multiple administrative steps.

These processes, because of their complex administrative nature, are often executed manually. The result is inefficiency and waste through manual steps, mistakes and rework.
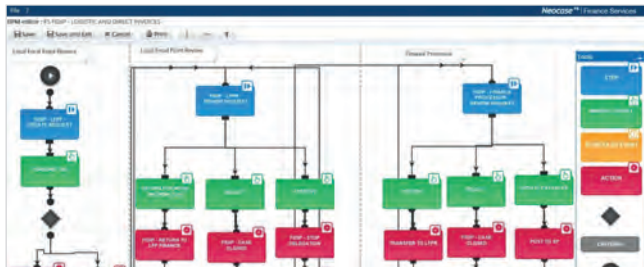
The End-to-End Business Process Management module fully integrates with the entire Neocase HR Power platform, including its Self-Service Portal, Case Management and Knowledge base components. The BPM solution provides tools to Design, Test, Publish, Analyze and Optimize complex HR processes as efficient, automated services.

Those components are:

**Advanced Graphical Builder** that allows an HR Process Owner to design and build a complex HR process into Neocase, through an easy-to-follow graphical interface, that requires no technical skills to operate. Unique Service Level Agreements (SLA's) can be assigned to each process.

**Neocase Smart Form Builder** that enables the HR Process Owner to design multiple forms that capture specific data and information for virtually any HR business process.

**Neocase Workflow Engine** that automates manual work, by driving the business processes according to the assigned SLA, to deliver a high-quality customer experience.

**Process Activity Dashboards & Monitors** that enable Service Center managers to monitor processes in real time, to make tactical changes, based on SLA indicators.

**BPM Performance Analysis Reports** that provide business intelligence and strategic insights to analyze a process in order to make strategic improvements.

**Neocase Connectors** that support the integration of these processes to third-party HR applications.

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## The Advanced Graphical Process Builder

The Advanced Graphical Process Builder is a drag-and-drop style visual mapping tool that enables the non-technical HR Process Owner to design and build a complex process within Neocase, without having to rely on IT resources. The Graphical Process Builder integrates with the same tools that later build, publish and analyze the process. A visual process map enables the HR Process Owner to more intuitively understand how a process works and where potential bottlenecks lie.



*The Advanced Graphical Process Builder*

The Advanced Business Process Management Solution includes two important components that enable effective process management:

## Dashboards

• Dashboards to support the real-time monitoring of processes against SLA's, with the capability to click through the dashboard graphics into the underlying records, to manage, transfer or escalate in real time

• For supervisor, real time agent activity with a drill down by team / agent

• Process scorecards

• Processing queue overview

• Business unit indicators

• Subcontractor activity



*Dashboard*

## Performance Analysis Reports

Performance Analysis Reports that measure each HR Process against a series of Key Performance Indicators (KPI's), and provide the capability to "drill down" through the data to conduct Root Cause Analysis of low performance, in order to make the right decisions to continually improve and optimize each HR Process.

• On-boarding

• Off-boarding

• Terminations

• Maternity Leave

• Training Requests

• Tuition Reimbursement Requests

• Flexible Work Requests

• Employee Relations Processes

• Leave of Absence

• Benefits Enrollments

• Disciplinary

• Grievance

• Contract Requests

• Employee Data Changes

• Performance Management

• and many more...

The Advanced BPM solution delivers a comprehensive set of tools that enable the non-technical HR Process Owner to Design, Test, Publish, Analyze and Optimize complex HR processes. These tools include a Smartform Builder, Business Rules and Workflow Engine, and a Visio-like Graphical Process Builder to enable rapid process configuration and deployment. Connectors and API's enable process-based dialogue with other HRIS solutions according to Enterprise architecture standards, and Dashboards and Analytical tools deliver both real-time and strategic insights to support truly effective process management and HR service delivery.

This Advanced BPM suite enables the HR Shared Service Center to grow beyond the limited capabilities of simpler Case Management, and graduate to a higher level of automated process management.

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# Neocase™
## S O F T W A R E
*Streamlining Service Delivery. Engaging Relationships.*

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