

Building a World Class HR Shared Service Organization

- 30% – 50% Cost Savings
- Productivity gains over 40%
- Improve Employee satisfaction by over 50%
- ROI in less than 9 months
- First Call Resolution rates over 95%
- Tier 0 Resolution Rates over 80%
- Automate & Manage your End-to-End HR Processes

Empowering your Shared Services Centers

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 Center solution which allows an HR organisation 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 Workday, SAP, Oracle, PeopleSoft and other systems to leverage existing data. Neocase HR Power is delivered in the cloud—SaaS.

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. Neocase HR Power is known to improve employee satisfaction by over 50%.
- **Optimize Service Delivery Productivity** and efficiency by automating and routing cases via email, phone, live chat or fax to the right agents, experts or queues at the right time.
- **Maximize 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.

Optimize the HR Service Delivery model

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 experts 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 Power Modules


Neocase HR Power delivers significant organizational efficiencies and effectiveness to the HR Service Delivery through a symbiotic hybrid of best practices and technology. All this and more can be achieved with the Neocase HR Power Modules to hand:


 **The End-to-End Business Process Management** module provides the tools to design, test, publish, analyze and optimize these complex processes as complete, efficient, and automated services. Six individual components make up the Business Process Management module:


- A Graphical Process Builder
- A Smart Form Builder
- A Workflow Engine
- Process Activity Dashboards and Monitors
- BPM Performance Analysis Reports — provides business intelligence and strategic insights
- Neocase Connectors


 **Proactive SLA Management** — Meeting and exceeding customer expectations is at the core of sound service delivery. That's why Proactive SLA Management is at the core of Neocase HR Power. SLA's can be designed and configured according to a variety of criteria, including Process, Employee, Business Unit and Company.


 **Collaborative Case Management** — HR Service Requests are not all simple "one-and-done" requests that can be resolved by a single Agent with the right answer. Many requests are of the complex variety that contain multiple steps, stages and sub-processes, and require the input or approval of other parties.


 **The Knowledge Base** plays a major role in HR Service Delivery. In fact, for many of the productivity gains that a Shared Service Center sets out to achieve, it relies on the Knowledge Base to deliver. There would be no Tier Zero Resolution without a Knowledge Base, and without a Knowledge Base, Tier 1 agents would have to transfer more Cases to Tier 2 Subject Matter Experts.


 **Email Management** module includes a Rules Engine for processing inbound emails, and Email Template tools that dramatically improve agent efficiency, and employee experience through higher quality, consistent communication.

 **Survey** — The business of HR Shared Services is founded upon two primary objectives: reducing the cost of service delivery, and increasing employee satisfaction. Neocase HR Power includes a Satisfaction Survey module to manage the service experience.

 **Self-Service Portal** — When a person goes into the HR Portal in Neocase HR Power, their experience is highly personalized based on their role within the organisation. All Portal content is "permissioned" to the user, so that a person only sees information, content and tools that are relevant to their role, and unique employee profile. Employees, Managers and HR Business Partners have access to the capabilities and information that makes each of them self-sufficient and productive.

 **Business Intelligence** — Continually improving the productivity and value of your HR Service Center to your organisation requires constant improvement. Neocase HR Power enables you to monitor, manage and systematically improve the value delivered by your Service Center, through real-time interactive dashboard displays, a suite of several dozen Performance Analysis Reports, a custom Report Builder, and Advanced Business Intelligence tools.

 **Neocase Connect** — HR data changes constantly, and successful HR service delivery requires that the data be kept accurate across all systems. Neocase Connect supports Server-based data integration, and User Interface ("screen within a screen") integration.

 **Live Chat** module in HR Power delivers consistency through tight integrations to the Employee Record, Case Management, Knowledge Base and Survey modules. This means that when an Agent opens a new Chat session, a Case is automatically created on the Agent's desktop and populated with the employee's information.