

An HR Service Delivery solution priced and ready for use today, and expandable for your needs tomorrow

Up & Running Quickly

- *Pre-Configured for Fast Go-Live*
- *Out-of-the Box HR Processes*
- *Packaged Services*

Key Features

- *SaaS / Cloud Delivery*
- *HR Case Management*
- *HR Knowledge Base*
- *Self-Service Portal*
- *Entry-Level Pricing*

Key Benefits

- *Immediate Productivity Gains*
- *Improved Employee Experience*
- *Rapid ROI*
- *Positioned for Growth*



The Evolution of the HR Service Center

Your HR organization is at the stage where you need a service delivery solution that fits today's requirements and budget. But future growth and expansion will likely present new technology requirements. Neocase HR Ready is the answer. It provides the core features that all services centers need at an affordable cost. And it provides you with multiple options to incrementally expand the solution in the future.

According to thought leaders including KPMG, Deloitte, PwC and Accenture, service centers evolve through different stages of maturity based on such factors as centralization, scope of services, delivery model and others. These factors cause technology requirements to evolve. Hence, the solution in which you begin may no longer fit as you grow.

Neocase HR Ready is designed to support your service center in its initial stage of automation, and expand and adapt to your evolving requirements.

The Core Solution: Neocase HR Ready








When you are ready to move from manually-performed HR service to automated service delivery with technology that is designed for HR, there is certain core functionality that you will need. That is what Neocase HR Ready provides – an expandable HR service technology foundation that will support your requirements today at a budget that suits a new service center.

The “Ready to Go” Agile Implementation Approach

The Neocase Team uses its “Ready to Go” Agile Implementation Methodology to deliver the initial Neocase HR Ready solution, and subsequent expansions by iteration. This method delivers functionality faster and at a reduced cost.

Neocase HR Ready Modules

Neocase HR Ready is a cloud-based solution that's pre-configured with organizational and service center structures, employee templates, roles, relationships, and HR processes. Different configurations of Neocase HR Ready are available for different countries. Each configuration includes the following feature sets:

-  **Case Management** to capture, manage and respond to all requests submitted to the service center. Transfers, alerts, audit trails and child case features increase the efficiency and productivity of the service center.
-  **A Self-Service Portal** where employees, managers and HRBP's can find answers, submit questions, check case status, and access smart forms. Self-service will be your most effective lever to cost reduction.
-  **Surveys** for employee satisfaction including reporting and automated negative response follow-up process. These tools deliver a 360-degree understanding of employee satisfaction, and the means for improvement.
-  **Analytics** including real-time agent dashboards and performance analysis reporting provide insights for service center productivity, and ongoing strategic improvement.
-  **A Knowledge Base** to provide personalized answers to employees, managers and HR staff. Knowledge Base is a major lever to HR operational cost reduction.
-  **Email Management** to convert inbound requests into cases, and deliver automated notifications for greater efficiency.
-  **Document Management** to centralize storage of employee case documents within the employee record to improve efficiency in document storage and retrieval.

Neocase HR Ready Connectors

Neocase HR Ready includes integration to your HR system of record to make sure employee data stays current. You can also select optional Connectors to integrate to a variety of 3rd party solutions.

Neocase HR Ready Services

You'll receive the administrative training needed to manage the system, and access to our Catalog of Services for additional personalization, custom services and training, as requested.

Extensibility: Personalization & Extensions

As your services center matures and your technology needs expand, you can incrementally add functionality, processes and integrations as you need them. Neocase continues to use its "Ready to Go" Agile approach for all subsequent phases and expansions, to assure a faster deliverable at a lower cost and risk.

Functional Extensions

-  **Additional Automated Processes** — As you expand your scope of services, you can add more automated processes to the Neocase platform, to reduce your operational costs.
-  **Electronic Signature** — Deep integration with DocuSign enables electronic signing of documents to reduce time spent creating, signing and storing documents while improving the employee experience.
-  **Regionalization** — As your service center expands geographical configurations can be extended to additional services centers, language packs, and other geo-localized functions to more efficiently manage growth and service delivery.
-  **LiveChat** — This popular digital workplace access channel can be added whenever you're ready.

Connector Extensions

As your services center grows and matures, you'll need to connect Neocase to other technologies to enable end-to-end process automation. You can add connectors for additional HRIS platforms, enterprise document management systems and social networking tools.

Personalization Services

As you grow from the core functionality of Neocase HR Ready to advanced capabilities of the Neocase flagship solution - Neocase HR Power - you'll always have access to the expertise of Neocase Professional Services for consultation, custom development or training. We're ready to deliver whenever you need us.