

## Benefits of Self-Service Portal

- 80% reduction in calls to the service center
- Lower operational costs
- Increased employee satisfaction
- Increased employee engagement



## Access from Anywhere, at Anytime from any Device

*“HR leaders looking to increase employee engagement through an improved employee work experience will also look to HR Service Delivery, HR portal and HR Self-Service tools that touch all employees in an organization.” – Gartner, “Digital Workplaces Create New Demands for HR Service Delivery,” August, 2014.*

*“While many companies put a large emphasis on customer experience, many fail to recognize and measure how personalization can positively impact customer experience. Most organizations view personalization too narrowly and fail to recognize the power it can have on customer engagement and satisfaction.” – Gartner, “Use Digital Personalization to Enrich the Customer Experience,” May, 2015*

According to Gartner, employee engagement can be achieved through an HR Self-Service Portal, particularly if the portal is personalized to the employee. A hallmark of the Neocase Self-Service Portal is its ability to be personalized to each individual employee.

HR Self-Service Portal accomplishes these benefits through the following features:

### Mobile access improves the employee experience

- Portals built using Responsive Web Design and Hybrid Apps are easily accessed from any device, including smart phones

### Personalized to the individual user for maximum employee engagement

- Portal views and content are presented according to data in the authenticated employee’s record
- Portal content can be configured and dynamically displayed for an unlimited number of personas, including Employees, Managers, HR Business Partners, New Hires, Pre-hires etc., thus giving the portal greater versatility as a productivity tool for all roles
- Organizational branding via existing corporate style sheets gives a familiar look and feel

## Access to a personalized Knowledge Base

- Reduce service requests by enabling employees to find their own answers using any of 5 intuitive search methods. Answers are personalized based on data in the employee record

## Merging with Case Management

- **Submit new case to service center, or case “on behalf of”** – employees can submit new cases for themselves, and on behalf of other employees, according to organizational roles and reporting structures
- **View status of existing cases** – reduce inquiries to the service center by enabling employees to view status of cases, as well as update cases with additional information
- **Initiate LiveChat session with the Service Center** – enhance the service experience by enabling employees to conduct LiveChat sessions with a Service Center agent

## HR Process...

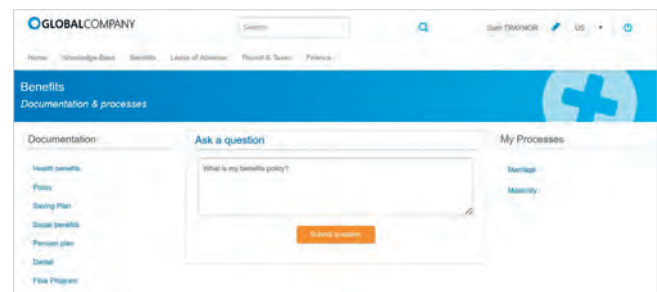
- **Initiate and participate in transactions through on-line smart forms** – eliminate paper, and delegate data entry to employees by making digital forms available in the Portal
- Update smart forms

## Measure, manage and improve employee satisfaction through surveys

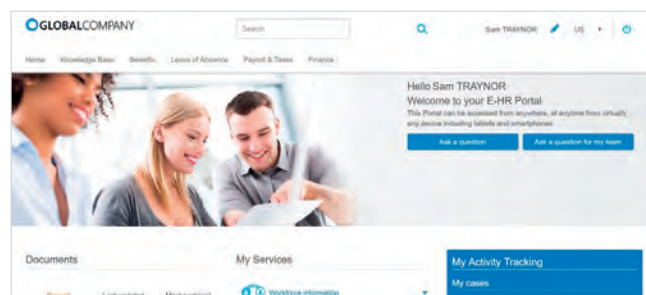
- Case-specific surveys
- “Anytime” surveys to measure non-case-related employee engagement

## Access content from 3rd party portals or other Intranet sites

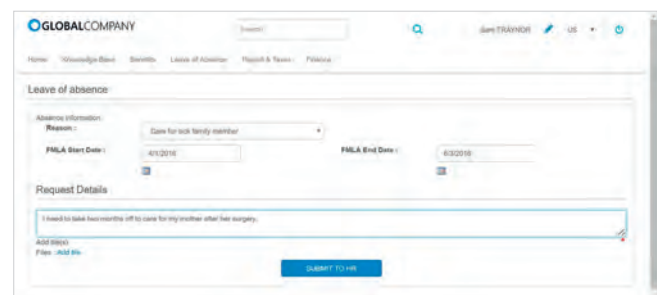
- Simplify the employee experience, by “combining” multiple portals into one, by connecting to other portal sites and content from within the Neocase Portal
- “Site within a site”
- Links
- SSO
- Configurable by non-technical HR content owner
- Reduce the cost and time required to own and manage the portal, through drag-and-drop configuration tools and web-part menus that can be mastered by a non-technical HR administrator



Neocase Portal Benefits Page



Neocase Portal Home Page



Neocase Portal Smart Form