

HR Service Delivery Solution for Workday

Key Features

- *Certified Bi-directional integration to Workday*
- *HR Case Management*
- *HR Knowledge Base*
- *Pre-configured based on Best Practices*

Key Benefits

- *Improved Employee Service Experience*
- *Productivity Gains from HR Helpdesk Automation*
- *Rapid Return on Investment*
- *Easy transition to Neocase HR Power*



You're ready to automate your HR Help Desk, but you want the peace of mind that the solution you choose will integrate with Workday HCM now and in the future. And as a mid-market organization, you have neither the budget nor appetite for expensive solutions or long implementations.









Neocase HR Ready for Workday provides the core features that all HR Services Centers need, at an investment that fits the budgetary requirements of a mid-market organization. And it includes a Certified bi-directional integration to Workday.

A Solid Foundation for HR Service Delivery: Neocase HR Ready for Workday

When you're ready to move from manual HR Service Delivery to digital service technology, there are certain "foundational tools" that every service center needs - tools designed specifically for HR that are not found in the typical IT ticketing solution. And as your service center evolves and its technology requirements change, you can build upon that foundation to gain the full advantages of Neocase HR Power.

The Modules in HR Ready for Workday

HR Ready for Workday is a cloud-based solution that's pre-configured using the proven best practices established through 10 years of implementation experience within hundreds of HR Service Centers. Each of the following modules are included in HR Ready:

-  **HR Collaborative Case Management** enables service advisors to efficiently manage and resolve requests, improve employee satisfaction, and reduce service costs.
-  **A Self-Service Portal** where employees and managers can find answers, submit questions, and check case status.
-  **Employee Satisfaction Surveys**, follow-up process and reporting to monitor and improve satisfaction levels.
-  **Analytics** to measure, manage and improve HR Service Delivery operations.
-  **A Knowledge Base** to provide personalized answers to employees, managers and HR staff.
-  **Email Management** to deliver automated notifications and convert inbound requests into cases.
-  **Employee Document Management** to centralize storage of case documents within the employee record.
-  **Certified Bi-directional Integration to Workday** so service advisors know employee information in Neocase is always accurate.

Neocase HR Ready for Workday Integration

HR Ready for Workday includes integration to your Workday HCM so that employee data in HR Ready for Workday is always up-to-date. You can also select optional Connectors that integrate HR Ready for Workday with 3rd party solutions.

Ready2Go Implementation

HR Ready for Workday is implemented using an iterative, agile methodology. Instead of moving all functionality into production at one time (the “big bang” approach), functionality is released incrementally. User acceptance is reinforced and business gains are monitored with each deployment iteration.

The Ready2Go approach rapidly moves through a series of Planning, Discovery, Preparation, Deployment and Operation steps for each iteration until the fully-integrated HR Ready for Workday solution is live in production and delivering business results.

The HR Service Delivery Maturity Model

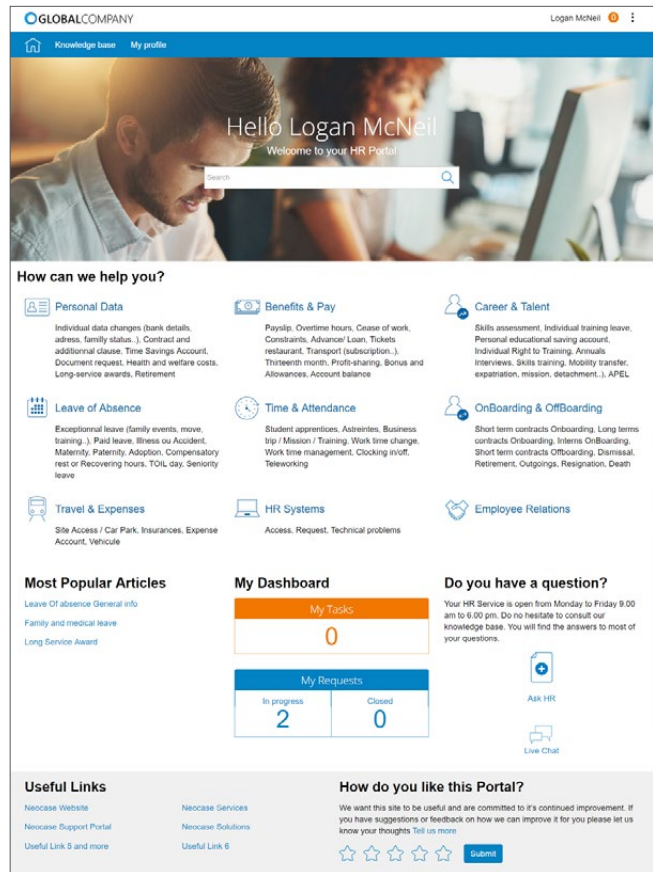
As a Service Center grows and expands its geographic coverage and scope of services, its technology requirements can become more complex.

HR Ready addresses the needs of an HR Service Center in its first stage of Digital Service Delivery.

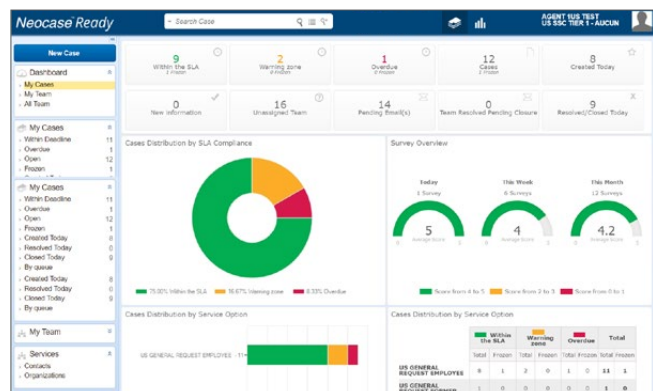
HR Power addresses the needs of a Global HR Shared Service Center. The pace of change and maturity can be gradual.

Therefore HR Ready, combined with the iterative Ready2Go implementation methodology, enables a Service Center to scale up to HR Power at its own pace.

This controlled expansion of technology assures continued user adoption and regulates costs while maintaining a consistent ROI.



HR Ready Pre-Configured Employee Portal



HR Agents Dashboard