

Neocase Certified Workday Connector

- HR Case Management
- HR Knowledge Base
- Employee Document Management



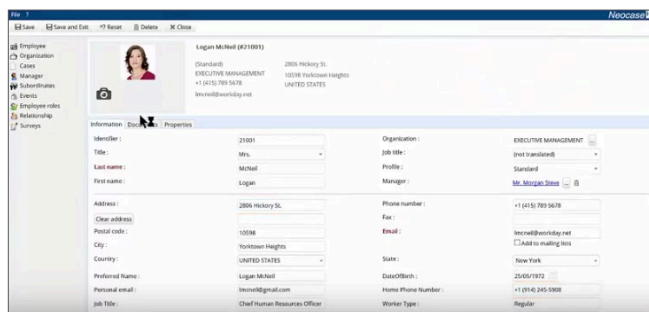
Neocase Software provides HR service delivery (HR Help Desk) solutions for new and developing Service Centers, mature Shared Service Centers, and Global Business Services.

Neocase and Workday have partnered to deliver a joint solution for HR Case Management, synchronizing employee data, personalizing Knowledge Base content, and Employee Document Management. Workday serves as the system-of-record for all worker and organization data.

Key Capabilities

Neocase Software includes an integrated Case Management, Knowledge Base and Self-service capabilities. Worker and Organization data changes in Workday update the employee records in Neocase in real time.

- The employee data is used to filter Neocase Knowledge Base search to provide a personalized user experience and answers.
- Business Process Management (BPM) tools (Smart Form builder and Graphical Workflow Editor) in Neocase complement Workday's process automation capabilities by enabling the client to:
 - Automate processes and transactions that are not included within Workday (e.g. Tuition Reimbursement).
 - Extend automated processes across multiple systems for end-to-end process automation.
 - Add regional flexibility to the existing processes.



Integration of data from Workday to Neocase

- Neocase posts documents in real time from Case records in Neocase to Worker records in Workday.
- Documents that are created or captured during the case management process in Neocase can be automatically posted to the worker record in Workday.

The Certified Workday Connector is delivered with Neocase HR Power (for larger and global HR Shared Service Centers), and Neocase HR Ready (for mid-market organizations).

Benefits

Greater Employee Engagement and Satisfaction through personalized Knowledge Base search results.

Reduced cost of HR Service Delivery through a Self-Service Knowledge base. Fewer HR professionals are required to support the employee population.

Increased efficiency in HR transaction processing through further automation via the Neocase Business Process Management tools.

Improved HR productivity through automated employee document management.

