

MGM Resorts International Hits Jackpot with Neocase HR Power — the Premier HR Shared Services Solution



At a glance:

- MGM Resorts International
- Global Locations
- Industry: Entertainment & Hospitality

Challenge:

- Automate HR Service Delivery, optimize productivity and decrease administrative costs while enhancing employee engagement

Solution:

- Neocase HR Power

Results:

- Reduced net HR staffing costs by \$1.1 Million
- Increased HR employee and management productivity
- Enhanced employee self-sufficiency and engagement
- Created a standardized and streamlined approach to policies and procedures

MGM Resorts International, one of the world's leading global hospitality companies, operates 23 resorts with over 62,000 employees. The firm operates a portfolio of destination resort brands around the world including the Bellagio, MGM Grand and Luxor in Las Vegas, and the MGM Grand Detroit in Michigan. MGM Resorts International also has holdings in several other significant developments such as CityCenter in Las Vegas and MGM China Holdings Limited, which owns the MGM Macau Resort and a development in process on Cotai.

Challenge

How to best leverage HR technology for optimal cost-effectiveness and engaging service delivery

MGM Resorts International faced several challenges in order to automate HR service delivery and transform their HR technology into an efficient and more (cost) effective solution. To start with, their administration processing was outsourced in some areas (benefits administration) and partially outsourced in others (leave administration) — and to different vendors — which led to inefficiencies in processing. Plus, as the company has continued aggressive growth through partnerships, acquiring some properties and building others;

they had also acquired several disparate and decentralized human resource administration processes. Centralizing and streamlining these functions, and therefore realizing cost and process efficiencies through automation, was a high priority. MGM felt it was important to give its employees an easy and engaging self-service experience, so they chose the Neocase HR Power solution to seamlessly present personalized information and processes that worked seamlessly across the multiple HR systems that are in place.

Requirements

Engaging & Cost-effective HR Service Delivery

MGM Resorts International is proud of its corporate culture. The company has consistently been ranked in the top 500 of Newsweek's listing of green companies; has been recognized as an Overall Leader in Corporate Social Responsibility (CSR) Practices by PR News; and the CEO has been recognized as a Responsible CEO of the Year by Corporate Responsibility Magazine. MGM believes: *"While we operate leading resorts and amenities, ultimately it is the people of MGM Resorts that make the difference."*

In keeping with this spirit and tradition of high standards when it comes to recruiting and maintaining their pool of talented and highly-valued employees; MGM began searching for a better way to administer their human resources functions. They were looking for a solution that would accomplish several goals:

- Create a culture of employee self-service, engagement and empowerment
- Reduce and eliminate manual administrative and duplicate work processes
- Provide consistent and timely information for employee inquiries across all properties

Solution

HR Shared Services Integration and Presentation Powered by Neocase's HR Power

As the role of HR evolves from one of administrative transactions (reactive) to a much more strategic role — helping drive the direction and future of an organization (proactive) — the technology implemented must be up to the task. MGM Resorts wanted to be sure that their HR Transformation furthered the evolution of both the departmental roles and responsibilities of all their employees by focusing on the employee culture and training. The HR technology implemented would aid this process by creating automated and streamlined Shared Services for functions including leave, benefits and HR administration.

Results

30% reduction in number of inbound employee requests

MGM Resorts' HR department realized great gains in productivity by automating administrative tasks using an HR Shared Services Center while additionally gaining time for more strategic functions — focusing on the growth of the company and its employees. Non-technical HR professionals are able to create automated process workflows using a visual process builder that's included in the HR Power Business Process Management (BPM). MGM Resorts has gained the following advantages through the Neocase implementation:

- Increased HR employee and management productivity with more time for strategic work due to a shift of transactional duties to the HR Shared Services Center
- Employee self-sufficiency with HR smart forms, policies and procedures in the areas of benefits, payroll, leaves of absence delivered through the HR Portal
- A centralized HR Shared Services Solution focused on delivering timely, consistent and personalized information to the organization's employees
- More time for HR professionals, managers and supervisors to spend more time with their employees and resort guests, rather than on HR administration
- Reduced administration costs through enhanced HR automation and system sustainability
- User-friendly, automated electronic forms for a better employee experience
- A standardized and streamlined approach to policies and procedures making use of leading edge delivery technologies
- Reduced net human resources company wide staffing (including additional HRSS staff) by 15% or \$1.1 million

MGM Resorts International has leveraged Neocase's HR Power Suite to transform from a disparate collection of human resource software programs to a streamlined Services Center that can focus on delivering a world class employee experience, aligned with the company's strategic growth objectives.

"We did a comprehensive search and selected Neocase as our vendor of choice. They were up and running in 90 days, the most cost-effective solution, and their Case Management and Knowledge Base modules were significant in our truly obtaining the benefits of our shared services department."

Jeff Ellis — VP/CFO, Human Resources Shared Services