

PSA Peugeot Citroën improves their performance and the productivity of their HR Shared Services Centers with Neocase HR Power



PSA PEUGEOT CITROËN

At a glance:

- 80,000 employees in France
- 3 HR SSC covering Payroll, Business and Time Management, and Administration
- 1 Agent per 1000 employees

Challenge:

- Standardize HR processes while optimizing the productivity and performance of the various HR SSC despite growth in number of open cases

Solution:

- Neocase HR Power for employees, agents and HR partners
- On-Premise

Results:

- Just 32% of the estimated HR agents were needed to run the HR SSC
- 44,000 cases managed within 6 months with Neocase Power
- 64% Tier 0 Resolution Rate achieved with Neocase HR Portal
- Monitoring through dashboards to track requests and processing time made possible

PSA Peugeot Citroën is a global French group owner of 3 renowned companies: Peugeot, Citroën, and DS. They are the second largest European car manufacturer, PSA generated a turnover of €54.1 billion in 2013. Selling in over 160 countries, the company has 16 production sites, including some joint-ventures and also has operations covering funding and car equipment.

Challenge

Standardize HR Processes while optimizing the productivity and performance of the various HR SSC

The HR SSC for PSA Peugeot Citroën car division resulted from a corporate approach started in the mid-2000 that became significant between 2012 and 2013.

Now, there are 3 HR SSC that cover Payroll, Business and Time Management, and Administration and each manages different employee groups.

- The SSC for Services Payroll dedicated to executive and services employees – a total of 20,000 employees handled
- The SSC for Network Payroll dedicated to subsidiary employees – a total of 9,000 employees handled

- The SSC Industrial Site Payroll dedicated to Industrial Site employees – a total of 45,000 employees handled

PSA Peugeot Citroën's main challenges were to:

- Standardize the services access through SSC despite the employees' group differences
- Standardize the HR Processes within the group through the HR SSC

The Standardization and centralization were meant to increase the productivity of the company's different HR SSCs while improving employee satisfaction through a quicker and efficient request management.

Requirements

Performances and Results

Neocase HR Power solution is specifically designed for HR Services and so both the departments of Payroll and Administration have been running smoothly from the start.

PSA Peugeot Citroën wanted an evolving solution to be applied to other services through the process automation for request sent to the SSC, for employees and HR Services. This is possible with Neocase HR Power and its End-to-End Business Process Management Module.

Increasing employees' self-sufficiency drastically to cope with Payroll and Administration questions was one significant part of the project. Neocase HR Power personalized Portal associated with the Knowledge Base helped meet these needs.

The solution also allows the employees to track the status of their registered requests.

With the Dashboard feature, Neocase Power HR makes tracking and monitoring the service quality of the SSC activities.

Finally, PSA Peugeot Citroën wanted a quick deployment of the solution selected for their HR SSC which Neocase did in less than 6 months.

Solution

Neocase HR Power solution delivered to employees and Agents of the different HR SSC

PSA enjoys the multiple features offered by Neocase modules:

- A solution dedicated to HR
- Multi-channel single point of contact (portal, email, telephone)
- Request management & follow-up for Agents as well as for employees
- Accessible configuration requiring no specific technical skills
- Intuitive & easy-to-use interface for any un-trained user enabling employees' self-sufficiency
- Activity monitoring through a warning management system with automated identification and standard email responses
- Improved services quality with dynamic dashboards to support decisions
- Integration with the existing HRIS system

- Personalized database
- Full compliance with the company's graphic design standards
- Simultaneous connection for 80,000 employees

Results

Productivity Gains of 32%

Jean-Marc Barféty, Head of HRIS summarizes his collaboration with Neocase Software:

"Few years ago, we started an ambitious project to implement a Payroll SSC for our 80,000 French employees and we wanted to provide the SSC with the necessary tools to communicate with employees but also spread information about payroll. This is why we chose to collaborate with Neocase. Today, Neocase supports 80,000 employees, including 13,000 managers in France for payroll and administration matters."

Neocase HR Power has become "My HR Service" at PSA Peugeot Citroën car division. Currently, the Knowledge Base contains more than 200 articles enabling employees to find answers by themselves. During the first 6 months working with the solution, the application has recorded over 44,000 requests, 64% of which were solved at Tier 0 without Agent intervention.

Neocase HR Power also helped to increase service quality within the HR SSC, thus enabling higher employee satisfaction rates.

Finally, Neocase HR Power enables standardization of many HR processes within PSA Peugeot-Citroën car division.

"44,000 cases managed within 6 months with Neocase HR Power."

Jean-Marc Barféty, Head of HRIS