

## RATP improved Employee Satisfaction by 30% with Neocase HR Power



### At a glance:

- RATP
- Location: Paris, France
- Industry: Public Transport Operator

### Challenge:

- Stimulate productivity within HR SSC for increased HR operational efficiency and employee satisfaction

### Solution:

- Neocase HR Power
- Delivered via SaaS

### Results:

- HR SSC productivity gains of 25%
- Employee Satisfaction metrics show 25% improvement

RATP (Régie Autonome des Transports Parisiens) is a state-owned public transport operator headquartered in Paris, France. Formed in 1948, the group has its origins as the public transport operator for the city of Paris.

Today RATP is still responsible for most of the public transport in Paris and its surrounding Île-de-France region, but also has extended its operations to include businesses around the globe. These include involvement in the operation of bus, tram, rapid transit and inter-city rail services, located in Europe, Asia, Africa and the Americas.

### Challenge

Establish a complete case management process and audit trail to track quality of service

The RATP employs over 45,000 people. As a strategic move to maintain effective management control over HR SSC processes, RATP was tasked to find a software solution that would allow for streamlined HR Departmental processes and managed expectations in the following areas:

#### Business Bottomline:

- Productivity improvements — Target: 25%
- Quality of Service delivered to RATP employees
- Complete Audit Trail of case history

- Reporting metrics on SSC procedures/policies and quality of service delivered

#### Technical Requirements:

- On-Demand model required; rapid deployment — 4 month objective
- Secure solution to protect sensitive, personal employee information
- Standardization of processes and reporting
- Ease of use for 45 employees representing the HR SSC unit

## Requirements

### Sophisticated Case Management and Workflow

RATP launched its shared services center in order to take advantage of the cost savings generally associated with shared services. After completing this first strategic initiative, RATP managers quickly grasped the importance of: being able to report on processes, analyze metrics, improve efficiencies, and achieve higher overall employee satisfaction. The shared services center for human resources at RATP has three operational teams:

- Corporate Policy and Organisation
- Training and Career Mobility
- General complaints

HR managers knew they needed the right blend of workflow and technology in order to organize these groups in an efficient manner, and to be able to maximize overall performance.

## Solution

### Neocase HR Power — Rapid Deployment and High User Adoption

RATP's HR SSC receives initial requests at the Corporate Policy and Organisation team level, which acts as the principal point of contact for all inbound employee requests. As soon as it becomes evident that an inbound request is outside the skill set of this initial team, the case is then transferred to another team based on request type and corresponding skill set of the next team.

Examples of case transfer would include technical support issues, executive request processing, payroll adjustments and highly delicate or complex cases that require teams or veteran HR personnel for resolution. As an integral part of the overall operation, all cases and team performance are visible to a supervisory body through sophisticated analytics and real-time dashboards.

The Neocase HR Power solution was deployed in a SaaS (Software as a Service) delivery model, which was the clear choice for RATP due to its strict time-to-deploy requirements governing the project. After seeing the functionality, the remaining point of concern was the integrity and security of maintaining sensitive employee information. Neocase responded to RATP's high security requirements by incorporating the highest level of security standards available.

## Results

### Significant Productivity Gains and Employee Satisfaction

Within 4 months of implementation, RATP not only accomplished its original goal of quick implementation, but was able to achieve other impressive results in its HR Shared Services Center with the Neocase HR Power solution. Some of these key results are:

- HR SSC productivity increase of 25%
- Improvement of employee and manager satisfaction by 30%

*“Within 4 months of implementation, HR SSC productivity increased by 25%; employee and manager satisfaction improved by 30%”*