

Elevating Employee Satisfaction With ServiceNow-enabled HRSD Implementation

 Case Study



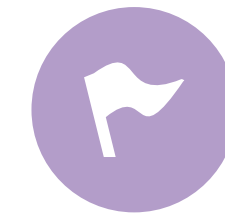
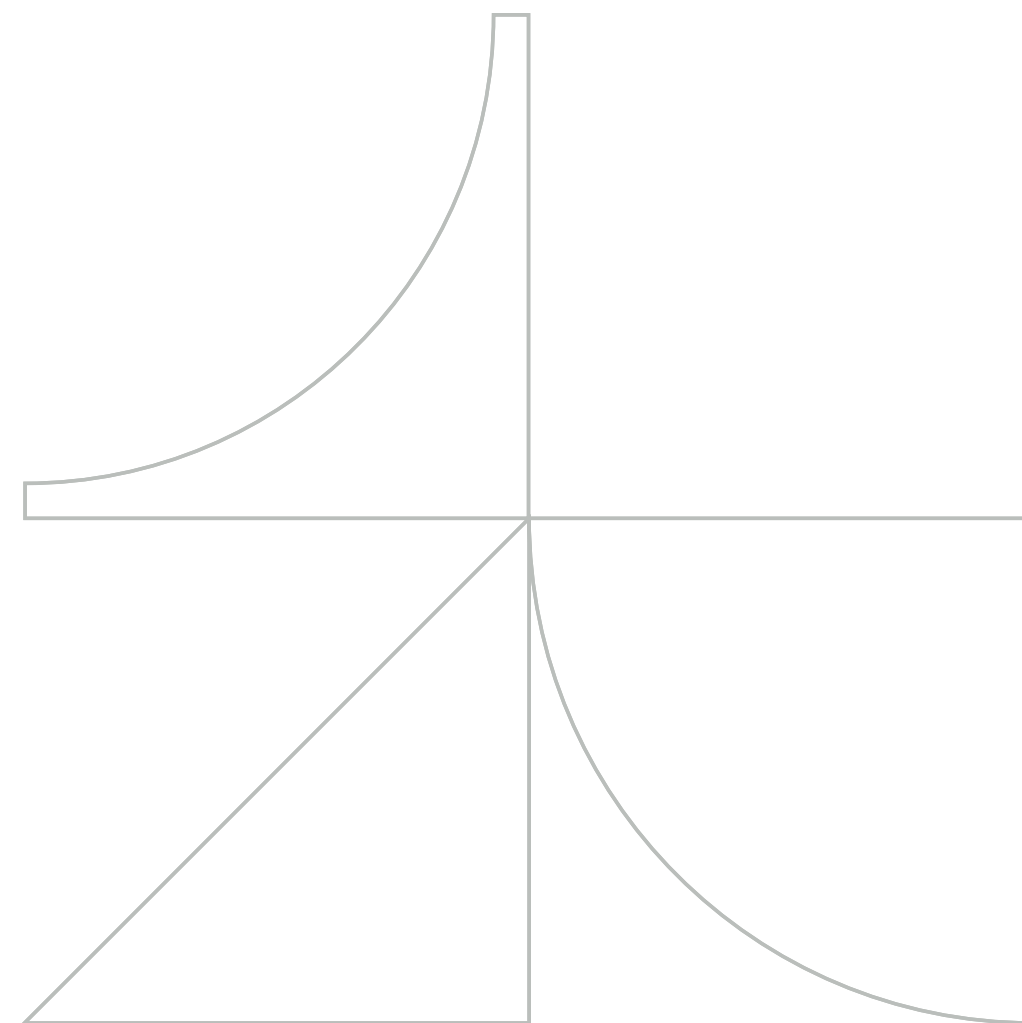


Overview

Building systems for productivity and employee satisfaction

The client is a leading multinational player in the energy sector with a valuation of ~13 billion dollars. It faced difficulties due to poor visibility, loss of productivity, and manual efforts. With our assistance, the client implemented processes to efficiently run and manage a tech environment that supports more than 2,000 users, leveraging these resources:

- ServiceNow ITSM module
- Multiple applications, which were previously silos
- Monitoring tools such as Opsramp



Challenges

Unoptimized processes leading to complexities

With service requests made through emails into HR mailboxes, there was a lack of visibility of incoming requests; this often led to inefficient tracking of requests and loss of employee productivity. Employees were also frustrated due to delays in addressing user queries, as there were SLAs in place. Making things worse was a lack of reports and dashboards, causing difficulties in identifying and addressing issues to optimize the team's performance. Manual efforts to save data for audit purposes resulted in a complex, time-consuming, and error-prone data reconciliation process.



Solution

Comprehensive portal for improved performance and satisfaction

Zensar and ServiceNow tailored a strategy to deliver HR services through a centralized portal and a work queue; formalize processes in line with HR best practices; onboard foundation data, such as groups and SLAs; and consolidate employee data under one roof.

The strategy also made detailed plans to create five HR service categories: payroll, invoice, training, recruitment, and other HR services; enable custom notifications; integrate with HR mailboxes; develop comprehensive reports and dashboards; and classify service catalogs more effectively.

Phase 1:

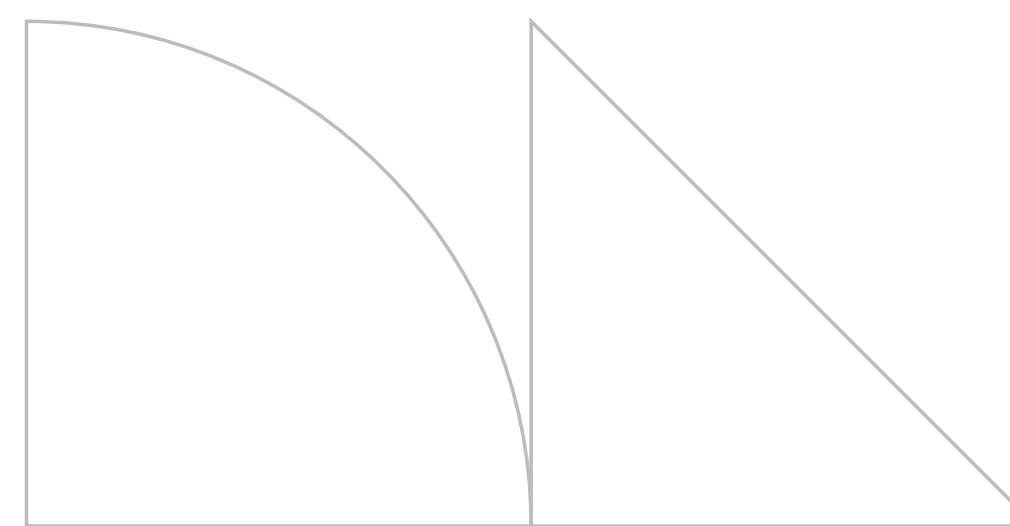
We started with analyzing incident dumps and classifying incidents by categories, before creating additional categories and subcategories. Next, we performed a CI baseline, deactivated/removed unwanted CIs, and discovered CIs from multiple data sources.

Phase 2:

We automated case management for HR and time-consuming processes to lower MTTRs. After that, we integrated third-party applications, for better visibility and support, and SAP-ESB-ServiceNow, for better employee data management.

Phase 3:

Finally, we deployed managed solutions for internal and external HR knowledge bases, created dashboards and reports for better visibility, and put in place data certifications and audit setups.





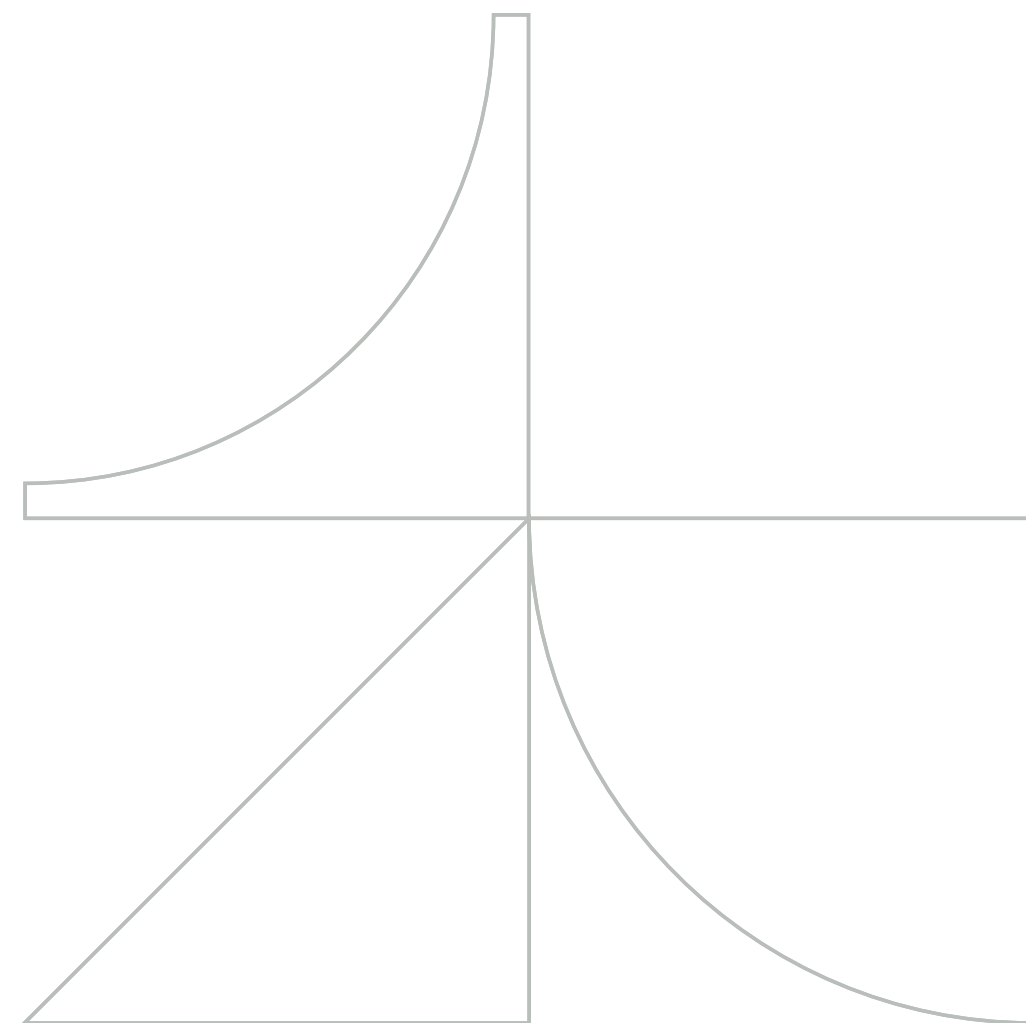
Impact

Enhanced productivity and employee satisfaction

The solution enabled SAP integration, consolidation of reporting and metrics, a single pane of glass for all HR activities, and integration with HR mailboxes — without deviating from the existing processes.

It also delivered simplified service catalogs with a better approval mechanism and effective tracking of every single request with enhanced visibility of requests in the HR queue. The result:

- Heightened productivity of the HR Services team, leading to improved MTTR
- Faster resolution of user queries, leading to enhanced employee satisfaction





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