ROYAL CYBER

Financial Services Leader Increases HR Operational Efficiency by 60%
with ServiceNow HRSD

INDUSTRY
BANKING & FINANCE

LOCATION
USA

TECHNOLOGY
SERVICENOW

AT A GLANCE

Use Case

Set up Centre of Excellence (COEs) for the client's regional and global HR departments using ServiceNow HRSD.

Challenges

Difficulty performing HR operations with custom COEs in place, adding complexity to the system upgrades for ServiceNow. In addition, the client could not efficiently utilize the ServiceNow HRSD module and licensing package to serve the organization's needs best.

Solution

Identified out-of-box COEs configured to replicate custom COEs and successfully implement ServiceNow HRSD for HR operations.

Key Takeaways

- **60%** Increase in HR Operational Efficiency
- **70%** Increase in HR Productivity
- **25%** Increase in Employee Satisfaction
- **Centralized** Platform for HR Operations

ABOUT THE CLIENT

The client is a US-based global financial services company that offers a variety of risk-reduction products, such as Commercial Risk, Investing, Wealth, Health, and Reinsurance solutions. Furthermore, the client offers strategy consultancy, data analytics services, and investment banking advice. The client has over 50,000 employees operating in 120 countries. The client needed help from our ServiceNow team to successfully implement a unified HR service delivery platform for global and regional HR operations with the help of ServiceNow HRSD.

BUSINESS CHALLENGE

Across several calls with the client's team and a walkthrough of their ServiceNow platform and HR operations, our team was able to piece together the issues they were facing:

- The client was using ServiceNow Portal and had set up regional and global COEs for their HR needs. In addition, they were leveraging custom COEs in their environment, which they heavily relied on for HR global operations, talent acquisition, and for accomplishing other major HR activities.
- The current environment and teams were set up so that HR Global operations were used to cater to all HR activities where regional HR presence was not there.
- Also, some HR services only worked globally and were not served regionally. Some regions provided limited HR services; the global HR operations team provided support. The team relied heavily on email integrations to process emails into HR requests.
- The client could not efficiently utilize the HRSD module and licensing package to serve the organization's needs best.

Thus, the client wanted to move to the out-of-box (OOB) processes and adhere to the best practices for HRSD implementation and achieve the organizational goals as well as improve employee experience at the same time.

OUR APPROACH

- We identified out-of-box (OOB) COEs configured to replicate custom COEs.
- Identified and migrated the HR services and scope, i.e., global or country/region-specific services.
- Identified and created the data structure needed for HR Services and adhered to existing processes.
- Identified and migrated the existing record producers, catalogue items, and templates to out-of-box processes.
- Configured portal to display and support identified OOB COEs.
- We identified and created inbound email actions and shared mailboxes.
- Identified and created SLAs for HR Services.
- Identified and created required notifications for the processes.
- Identified and created key performance analytics reports and dashboards.
- Set up accessibility rules for processes and data for varied personas involved.
- Identified and created the knowledge articles required for successful implementation.
- Documentation access was defined and rolled out as per organizational priorities.
- Our team identified data migration needs, the migration duration, and the amount of data to migrate.
- Set up processes for data migration.
- Defined processes for a smooth transition of applications from custom to out-of-box COEs.

SOLUTION

With the help of our ServiceNow experts, the client was able to achieve the following:

- The client was able to follow OOB processes and was able to adhere to the best practices for HRSD implementation
- With faster responses to HR requests, employee satisfaction and productivity has increased. In addition, employees now have access to a self-service portal to access all HR services easily.
- We were able to make all HR operations available to regional and global HR operations. As a result, employees could now access the same HR services regardless of location.
- By moving away from relying on email integrations for HR requests, the HR department had a centralized platform that provided direct access to employee requests and a unified platform to address their concerns.
- With streamlined HR operations, the productivity of the HR department was significant as less time was spent processing requests, and HR could now focus on other ways of elevating employee experience and engagement. This helped increase HR team members' satisfaction and productivity.
- By migrating data successfully, the client team has an accurate and comprehensive data store for all HR data, boosting other operations, including analytics, decision-making, and reporting.
- It improved data visibility, collaboration, and alignment across the organization by successfully integrating ServiceNow HRSD with other HR tools and systems.
- Achieved larger organizational goals and improved employee experience.

Royal Cyber
Simplifying IT for Customers & Partners

Royal Cyber Inc., Headquartered in Naperville, IL, is a leading software organization that provides services ranging from application development and deployment to training and consultancy.

We commenced the operations in the year 2002 as a specialized technology provider striding in as a software deployment service provider, assisting clients in meeting the standards and demands of doing business in the rapidly changing marketplace.

We provide customized solutions to help achieve your business and technology goals