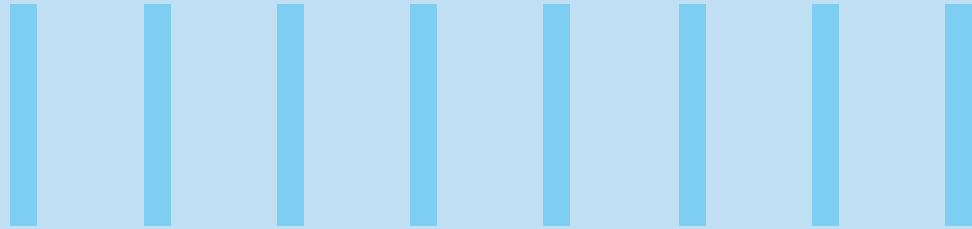


WHY ADOPT A HUMAN-CENTRIC APPROACH TO HR SERVICE DELIVERY?



Today's workforce is technologically confident, ultra-social, opinionated, and constantly connected. They demand high-quality services, experience, and prefer self-service to contact support over phone or email. As departments across the organization automate, go digital, and capitalize on AI to be human-centric, the human resource (HR) department also finds itself at a crucial juncture - where it needs to leverage technology to significantly improve service experience, provide managers with workforce intelligence and be agile.

Not surprisingly, the consumerization of employee experience is going beyond smart-looking portals. The HR department is turning to an HR service delivery (HRSD) solution to realign and automate functions such as recruitment compensation, performance evaluation, compliance, legal, and more. They are also consolidating functions to enable employees to access a modern, smart, and omnichannel

experience across desktop, mobile, and a virtual assistant. This gives the HR leadership access to a system of records of all transactions and at the same time provides a system of engagement for cross-functional interactions. This is a significant shift from the hitherto disparate portals and tools which create a fragmented experience.

Not just large organizations but even mid-sized organizations with employees spread across multiple geographies are investing in cloud, mobile, and AI to offer integrated HR service delivery that is real-time and seamless.

Some organizations have discovered that deploying a robust technology powered HR solution reduces administrative costs by up to 30%, improves the perception of HR services, and increases employee satisfaction. Intelligent HR Service Solutions also give managers more time to focus on core human-centric programs.

An HR service delivery (HRSD) solution eases employee pain points

HR services involve a large number of stakeholders. While employees make up a significant chunk, stakeholders include shared service providers, managers who oversee shared services, and Centers of Excellence such as recruitment, compensation, benefits, administration, compliance, legal, and others. HR is a people-driven department that creates its own issues such as delays in responding to mails. For employees, this means longer time to resolution, inadequate access to information, poor personalization, and more. Automation through an HRSD solution can smoothen many of these concerns. Here are a few instances, how.

Efforts to deliver a seamless experience to not just employees but even prospective employees just received a shot in the arm as chat becomes a method of conducting the first-level of interview. Organizations are turning to Canvas, a text-based interview platform before scheduling a call and an in-person interview. This shift is coming about as organizations find it easier to reach people during office hours via text than by phone. Texting allows interviewees to communicate easily, flexibly, and formulate their responses thoughtfully. Organizations can use the chat data at the next level of the interview, and here's the clincher. A survey by LivePerson, a business solutions provider, found that 73% of American and British youth between the age of 18 and 34 years prefer to use a messaging app than their phone.



Shorter pre-joining formalities:

Most organizations have tedious pre-joining formalities and require prospective employees to fill out large sets of documentation. This is time-consuming both for employees and the HR department. An HRSD solution that is accessible across devices can enable employees to share soft copies of their documents and thus reduce effort for both employees and HR staff. Organizations that have deployed such a solution have reduced workflows from 70 to 10 steps and saved thousands of man-hours, annually

Access to comprehensive HR information:

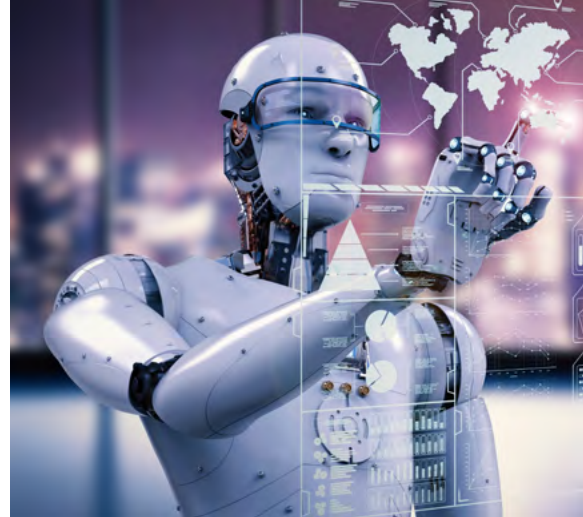
Often, organizations have specialized portals, SharePoint, and the intranet for different sets of information, and geography-specific information. Usually, information differs across portals or the portal is inaccessible across devices. This is the primary reason for employees raising tickets instead of capitalizing on the self-service portal. A search and user-friendly knowledge portal is the easy solution. With a type-ahead feature, the portal can suggest terms so that users can execute their search quickly

Context-sensitive access to content, tasks, and services on a single platform:

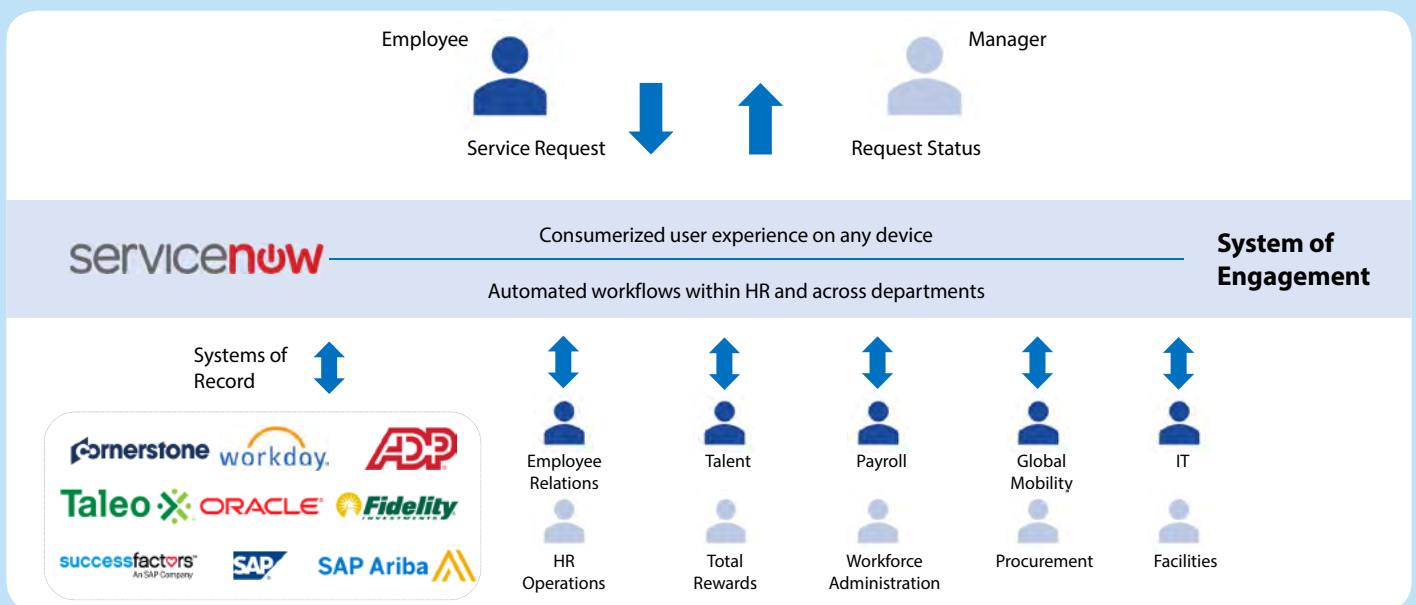
Enables employees to access data through a Single Sign-on (SSO), and avoid using multiple passwords which is time-consuming and frustrating. When an employee is searching for personalized data, a prompt feature can suggest related documents. So, for instance, if an employee is searching for the vacation policy of the organization, information related to paid holidays, guest house facilities, leave travel allowance, etc. could pop up for the employee to read

Faster redressal of tickets:

The traditional way of addressing HR problems is to raise a ticket. At the back end, case routing is manual, time-consuming, and largely a waste of human resource. Studies indicate that human resource personnel spend 57% of their time on repetitive tasks. Instead, information can be made available real-time via a call, chat bot, or chat with a virtual agent. Depending on their size, an organization can also invest in an interactive voice response facility which is accessible 24/7. For escalations, an HRSD solution can be used to assign cases automatically based on the skills and workload of the HR personnel. This can positively impact employee experience



The first day at work for a new employee is usually a flurry of paperwork. But remote joining is becoming increasingly common. In this case, an employee would find it difficult to submit the large number of documents as part of their joining formalities. An ideal solution is an HRSD solution with an intuitive app. The camera and scanner on the device can be used to record information and upload documents. A chat option on the app enables the employee to ask questions and have them resolved. An HR representative can communicate with the employee through a series of alerts. Thus, the first day at work can be smooth, easy, and truly digital.



How an HRSD solution fuses with core HR systems

Conclusion

While the advantages of deploying an HR service delivery solution are many, an immediate benefit is the easy and faster access that employees have, to information about themselves, 24/7. This enables them to work in a hassle-free manner and focus on their core work responsibilities.

For an organization, this proactive delivery of information means the raising of fewer tickets, lesser deployment of human resources for repetitive tasks, and the delivery of a human-centric, consistent,

seamless, and constantly improving employee experience.

For HR agents, a contextual, multi-device service delivery platform helps them improve their resolution time and thereby improve employee experience. Moreover, mobile enablement, process automation, chatbots, context sensitive knowledge base further improve an HR agent's day job.

For CXOs, the genuine benefit from deploying a service delivery platform is to reduce costs of operations without compromising on the quality of employee experience.



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