

# Infosys cobalt HR SERVICE DELIVERY SOLUTION

Transforming the HR landscape for enhanced employee experience

Business scenarios are changing faster than ever before. To respond effectively to these changes, organizations must ensure equitable allocation of resources for customer as well as employee requirements. Engaged employees are critical to ensure delightful customer experience. In fact, employee experience (EX) is one of the most important target metrics for leaders today. As the nature of work evolves, senior leadership across organizations are looking for new ways to create dynamic enterprises that empower employees and elevate the work experience.



## Transforming HR digitally



Technology is playing an important role in reshaping the employee experience. Digital transformation and process modernization are becoming an industry standard for human resources (HR). While some enterprises seem satisfied with existing HR operational models and performance, competitors are hard at work to digitalize their HR departments and deliver enhanced employee experience.

Human resource (HR) interactions are part of employee journeys as they access various systems or communicate with multiple HR teams over phone or emails. To help employees fulfil their needs, it is essential to merge all HR offerings into a unified platform, thereby eliminating the need to interact with multiple and complex systems.

## Infosys and ServiceNow solutions for digital HR

**ServiceNow Human Resource Service Delivery (HRSD)** is a cloud-based solution that leverages the power of workflows to automate HR processes. The unified platform streamlines employees' interactions with different HR systems. It also improves service delivery through modules like case and knowledge management, employee service center, enterprise onboarding, employee document management, and virtual agents.

**Infosys Human Resource Service Delivery solution** of the Enterprise Service Management Café, part of Infosys Cobalt, comes with pre-built go-to-market solutions tailored over the ServiceNow HRSD product.

As an Elite Partner of ServiceNow, Infosys has executed over 30 ServiceNow HRSD implementations across the globe for large



and small organizations. This has equipped us with a strong understanding of market need and best practices. The Infosys Enterprise Service Management Café HRSD solution codifies this knowledge, allowing clients to transform HR into a technology-driven function.

The solution is configurable according to industry best practices, and accelerates deployment and implementation cycles. It offers several HR services, applications and features beyond the out-of-the-box offerings of ServiceNow HRSD. The unified platform leverages intelligent workflows to offer employees a consumer-style seamless service experience across different departments.

## Outcomes

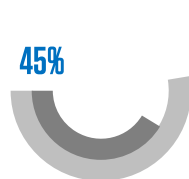
Infosys Enterprise Service Management Café's capabilities have been deployed in more than 50 countries in North America (NA), Europe, Middle East and Africa (EMEA), and Asia-Pacific (APAC). These implementations are creating workplaces of the future that are fluid and intelligent, and offer anytime, anywhere services.



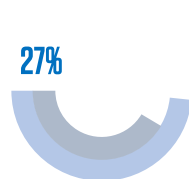
**Employee queries**  
are handled faster



Inquiries are resolved through **self-service**



**Fewer cases**  
through employee self service

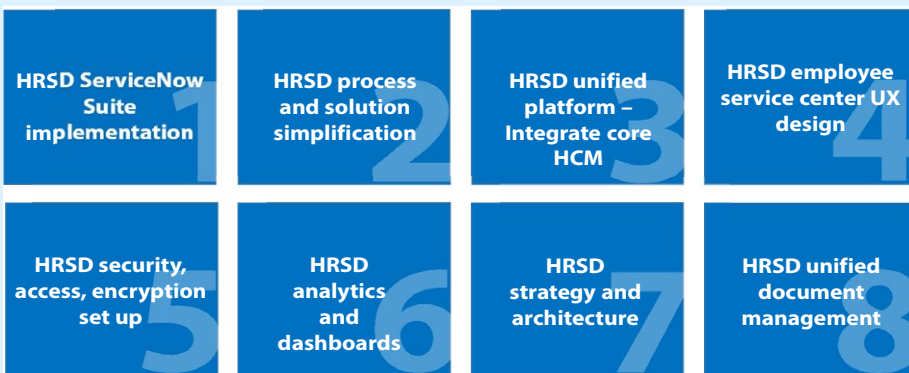


**Increased HR efficiency**, freeing time to focus on strategic priorities



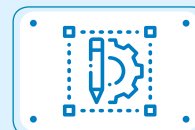
**Single interface**  
for all HR queries

## Where to engage us



### Expertise and experience

- 30+ implementations
- Global experience (NA/EMEA/APAC)
- Next-generation HRSD solutions



### HRSD Offerings

- ServiceNow HRSD implementation
- HR transformation and consulting
- HR process automation
- HR integration services (Oracle/SAP)



### Capabilities

- 120+ ServiceNow HRSD-certified experts
- ESM Café GTM HRSD Solution: Includes 300+ HR services and a self-service portal



### Solutions/ServiceNow credentials

- Dedicated HRSD practice
- ServiceNow Elite Sales and Delivery Partner
- ServiceNow-certified HRSD product implementation expertise

**Infosys Cobalt** is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 14,000 cloud assets, over 200 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

**Infosys**  
Navigate your next

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