



Key Figures

9 000

Employees

24

Countries

Insurance

Industry

Organisation

Mixte

Shared Service Center & Local HR Teams

50

Legal Entities

MY HRPortal

Portal, Knowledge Base, Case Management, Preboarding, Onboarding, Offboarding, EDM

Contexte

In 2020, Axa Partners transformed the management of its employee requests with Neocase. Replacing a fragmented HR support system based on e-mail exchanges and regionally varied processes, the objectives were to:

- Ensure regulatory compliance in the context of a global presence.
- Improve the Employee Experience, making it consistent and user-friendly worldwide, regardless of location or employee role.
- Strategically plan HR headcount by measuring activity.
- Automate recurring requests for greater efficiency.

Results

- **Improved compliance and audit readiness** thanks to document management functionalities such as improved regulatory compliance control, and correctly managed and purged documents.
- **Improved employee experience** through reduced response times
- **Better visibility for strategic HR workforce** planning through data measurement and analysis.
- **Homogenisation and customisation of onboarding processes:** thanks to the no-code process and form editor, preboarding and onboarding processes could be extended and customised according to local needs and legislation.
- **Simplification of operations and productivity gains** thanks to integrations with third-party HRIS applications: ATS and electronic signature solution.



Kevin Michenet, Global HRIS Lead, Axa Partners

"Automation is a real challenge for an organization as complex as ours. The big advantage of the Neocase tool is that it offers a huge amount of opportunity and flexibility in terms of customization."



- By deploying the Neocase HR solution, Axa Partners has digitalized the **management of employee documentation, onboarding and preboarding, and employee requests**. Neocase's flexibility has enabled processes to be **customised** and the distribution of requests, based on geographical criteria, skills and specific fields.
- In 2023, Axa Partners is extending Neocase's functionalities to the **offboarding process** by automating exit interviews and is studying the automatic generation of employment contracts as well as the potential integration of **AI-driven support** for HR managers.