



Key Informations

Insurances

Industry

4 200

Employees

PeopleSoft, E-vault & E-Signature

Integrations

Key Figures

2 languages

French & Dutch

5

Different onboarding scenarios

165

Processes created in 5 years

By implementing Neocase in 2017, AXA Belgium wanted to meet 4 objectives:

1. **Bring the HR Shared Service Center's new service model** to life with a 3-tiered approach to answering employees' questions
2. **Unify the different information channels** in place at the time into a new **single portal**
3. **Simplification of the HRIT architecture** > Replace some in-house self-service tools with Neocase thanks to the BPA module
4. **Push automation further and make efficiency gains**

Regarding employee onboarding, the objective was to **improve the user experience** and create connections with the PeopleSoft database to **streamline processes**.

- The MyHR Portal is the **single-entry point** where employees can easily find all HR information and ask their questions.
- **Fine-tuned automation of processes of all sizes**, down to task level.
- The first onboarding-related processes were created in 2019. Today, in 2024, over **165 processes** have helped **streamline the "Employee Journeys"** while improving the operational excellence of **AXA Belgium**.
- **By automating 5 different onboarding processes**, **AXA Belgium** has improved **data management quality, saved time, and met deadlines**.
- The integration of the digital e-vault with **Neocase's EDM module** has **simplified the HRIT setup** and **streamlined access to information**. For example, the digital signing of employment contracts is integrated into Neocase.



« Since Neocase, the Onboarding and Preboarding processes is fully control and our KPI's are excellent. »

“The autonomy and expertise we have developed has allowed us to develop those 165 BPA's in a few years at a relatively low cost and to make serious operational efficiency gains.”

Marc Sobieski, Head of HR Back Office, AXA Belgium

Customer testimony : Marc Sobieski, Head of HR Back Office, AXA belgium

Neocase®

Customer Story

Neocase®

Back to 7 years of Operational Excellence and Employee Satisfaction

Watch testimony →



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HR Experts