Neocase®
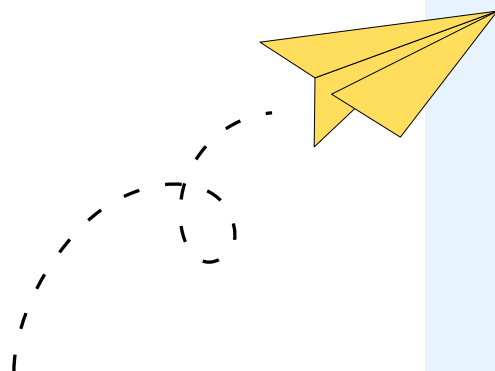
HR Service Delivery:
Our 10 Tips

Managing employee requests: how to combine efficiency and employee satisfaction?

Introduction

With this new e-book, the Neocase Software team delivers their top ten tips for implementing an HR Service Delivery (HRSD) solution within your organization. HRSD is a range of services offered by an organization to its employees throughout their life-cycle within the company. With a solution integrated into the general Information System, this offer takes the form of an online platform, a self- service access point to all HR services, which can sometimes be extended to other departments. It enables employees to find contextualized information according to their profile, and to communicate with the Human Resources department live or asynchronously, physically or virtually.

Implementing an HRSD optimizes the employee experience, providing easy, transparent access to HR transactions. It also fosters employee engagement through knowledge sharing and the provision of common, personalized processes. For the organization, it reduces the workload of HR departments by automating business processes. This optimization is based first and foremost on reducing the number of requests, then on intelligent, collaborative management of the remaining requests, and finally on support for HR teams via response assistance tools. The well-being of HR managers and all employees promotes productivity and a climate of trust within the company.

Today, we are delighted to share with you our fifteen years of experience in HR Service Delivery and the expertise we have gained alongside our customers, with over 400 implementations and 10,000 HR agents using our solutions, in all economic sectors and on all continents. Enjoy!

Didier Moscatelli,
Neocase CEO

SUMMARY

Click on titles to navigate

1 **PRIORITIZE HR SERVICE OFFERINGS**

2 **ESTABLISH A DEDICATED HR HELPDESK**

3 **ENSURE HR COMPLIANCE**

4 **DEFINE CLEAR SERVICE LEVEL AGREEMENTS (SLAS)**

5 **INVEST IN HR EXPERTISE AND EMPOWER HR STAFF**

6 **PROVIDE PROACTIVE COMMUNICATION**

7 **DIGITIZE HR SERVICE MANAGEMENT**

8 **OFFER EMPLOYEE SELF-SERVICE OPTIONS**

9 **EMPLOYEE FEEDBACK**

**10** **CONTINUOUSLY MEASURE AND IMPROVE**

1 Prioritize HR service offerings

The aim is to provide an efficient, high-quality range of HR services. This is achieved through an HR services catalog that groups, organizes and presents the services offered by the organization's human resources in a transparent and accessible manner. By providing an overview of HR services and adapting to changing expectations, the catalog helps to improve employee satisfaction and optimize human resources management.

Aligning HR services with the organization's strategic objectives helps guarantee better results and maintain a competitive edge. This involves assessing the impact and value of each HR service offering, considering factors such as the number of employees involved, frequency of use and potential benefits. By regularly reassessing and prioritizing HR service offerings, organizations can effectively allocate resources, adapt to changing strategic needs and evolving employee requirements. This ensures that HR services lead to operational excellence and employee satisfaction.

As Dave Ulrich, a renowned HR thought leader, stated in his HR roles model "HR service delivery should be directly tied to the strategic agenda of the business. Prioritizing HR services that support the organization's goals ensures a more strategic approach to HR".
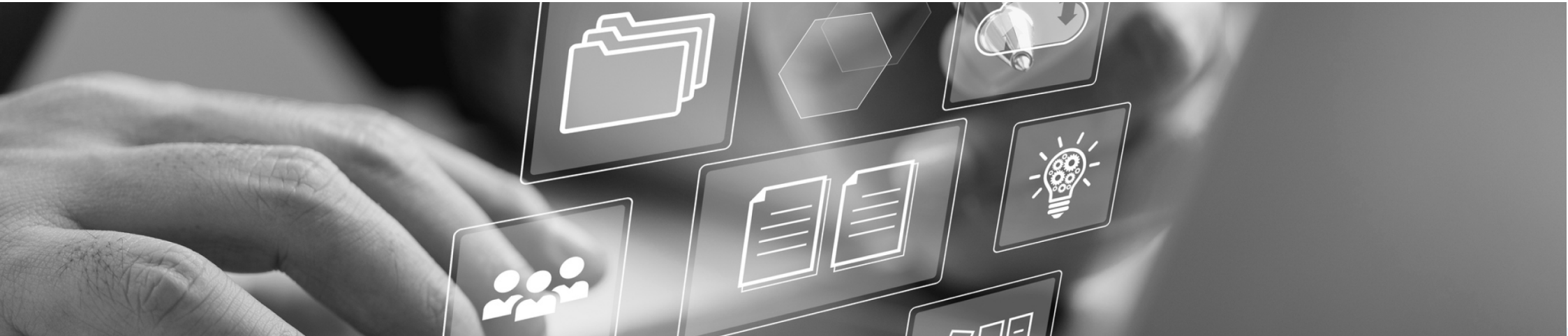
2 Establish a dedicated HR helpdesk

Create a unique and centralized point of contact, such as an HR helpdesk, where employees can reach out for assistance, ensuring prompt and consistent responses.

By establishing a centralized point of contact, such as an HR helpdesk, employees can seek assistance, guidance, and resolutions for their HR-related inquiries and concerns. This dedicated helpdesk support organization to optimize HR support processes, enhance employee experience, and ensure consistent and efficient handling of HR issues.

A dedicated HR helpdesk provides employees with a single point of contact for their HR needs. Instead of navigating through various HR resources or contacting multiple HR professionals, employees can reach out to the helpdesk for prompt and reliable support.

In many cases, this service is provided by an HR Shared Services Center (SSC).

The HR SSC is an internal or external organization structured like a call center, designed to centralize, pool and standardize the HR support function for several divisions, subsidiaries or departments. Trained HR professionals can provide timely advice, solve problems and escalate complex issues if necessary. They must be responsive, ensure a high quality of service, and provide reliable and accurate answers. In addition, this makes it easier to follow up and manage HR-related requests and cases
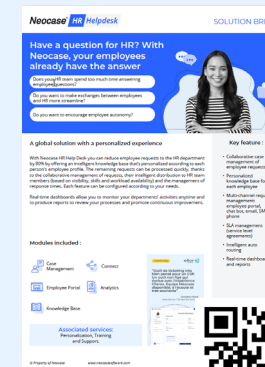
← SCAN ME

3 Ensure HR compliance

Compliance refers to adhering to legal and regulatory requirements related to employment, labor, data privacy, and other HR-related matters. By prioritizing HR compliance, organizations can mitigate legal risks, protect employee rights, and maintain a fair and ethical work environment. One key strategy to ensure HR compliance is to stay up-to-date with relevant laws and regulations and to equip themselves with sufficiently flexible tools to systematically apply these changes in their own processes. This involves continuously monitoring changes in employment legislation, data protection regulations, workplace safety standards, and other applicable legal requirements.

Another important aspect of HR compliance is effectively communicating policies and procedures to employees. HR should ensure that employees understand their rights, responsibilities, and the company's expectations regarding behavior, ethics, and compliance. Clear and comprehensive documentation, such as employee handbooks, codes of conduct, and policies, should be readily accessible to all employees.
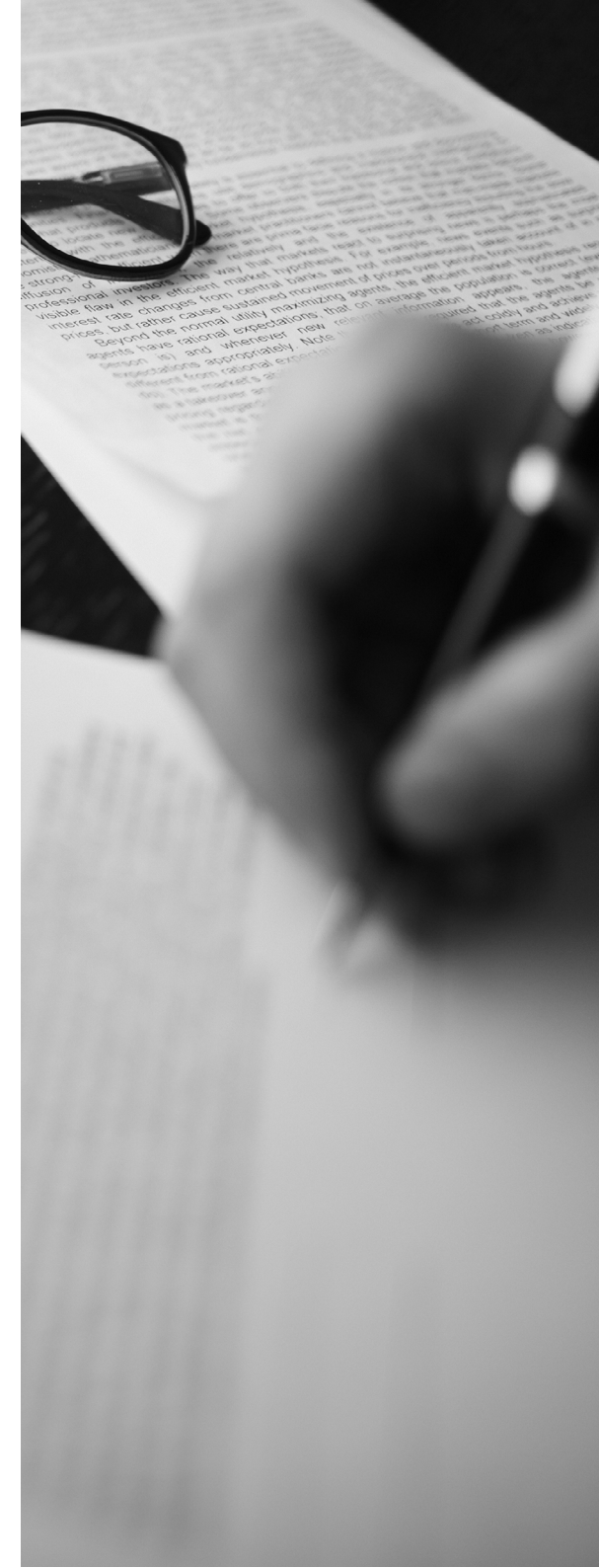
4 Define clear Service Level Agreements (SLAs)

SLAs establish measurable objectives and specific expectations for HR departments, guaranteeing accountability and perfomance. By defining SLAs, organizations establish a framework that outlines the specific services HR will deliver, the quality standards to be maintained, and the timeframes within which services will be provided. SLAs help in setting clear performance targets and ensuring accountability for HR service delivery.

SLAs serve as a communication tool between HR and employees, providing transparency and clarity about what services can be expected, how long their duration, and the level of support to be provided. When SLAs are well-defined, HR teams can align their resources, processes, and workflows to meet the established service commitments. They can prioritize their work, ensuring timely and efficient delivery of HR services. SLAs

also enables HR to measure and track their performance gets. This helps identify areas of improvement, optimize resource allocation, and continuously enhance HR service delivery. Regular monitoring of SLAs allows HR teams to identify potential bottlenecks or service gaps and take proactive measures.

5 Invest in HR Expertise and Empower HR staff

Investing in developing the skills and knowledge of the human resources (HR) team is crucial to improving the quality of the services provided. A competent, well-trained HR team is able to meet employees' needs effectively and efficiently. It is essential to provide ongoing training opportunities for the HR team, keeping them up to date with the latest trends, ever-changing laws and regulations in the HR field. This can be done through seminars, workshops, conferences and online training. In addition, it's important to encourage the sharing of best practices within the HR team, by organizing sessions to share experiences and best practices.

Furthermore, it's important to develop both technical skills specific to HR management and soft skills such as communication, leadership and problem-solving. By investing in the development of the HR team's skills and knowledge, organizations can improve the quality of HR services, enhance employee satisfaction and promote more effective HR processes management.

This investment also promotes the professional development and job satisfaction of HR team members, contributing to talent retention and the creation of a positive, productive work environment.

← **SCAN ME**

6 Provide proactive communication

Proactive communication is characterized by anticipating employee needs and being proactive in providing relevant information. First and foremost, it's crucial to provide clear, up-to-date information to employees about HR policies, procedures, benefits and programs. This can be achieved by providing online resources, such as an intranet or HR portal, where employees can easily access this essential information.

It's also important to take a proactive approach by providing regular updates on changes and new HR initiatives, to keep employees informed and engaged.

Furthermore, it's essential to anticipate employees' needs and provide proactive information to support them throughout their career journey. This can include communications about professional development opportunities, available training, mentoring programs or resources to improve work-life balance.

Finally, proactive communication fosters a culture of transparency and collaboration, while enabling HR to better understand employee needs and expectations, leading to more effective HR management and better overall employee satisfaction.

7 Digitize HR service management

In a fast-paced, highly competitive environment, harnessing the power of technology is essential to achieving efficiency in HR service delivery. Adopting technology solutions means implementing HR management systems, digital platforms and self-service portals that enable employees to access and manage their HR-related needs independently, thereby reducing the administrative burden on HR professionals.

Today, the use of HR technology solutions, whose performance continues to increase with workflow automation and generative artificial intelligence, is inevitable for the optimal and efficient management of HR services. Indeed, technology enables HR departments to offer efficient service delivery, through HR request management systems, knowledge bases and analysis tools.

Gartner's Market Guide 2023 on "Integrated HR Service Management" indicates that organizations that have implemented a CSP with a digitalization tool have been able to reduce their costs by 30%.

7 **Digitize HR service management**

Thanks to these digital tools, employees can easily update their personal information, access payslips, request time off and enroll in benefits programs. What's more, digitizing HR processes such as onboarding, performance management and training improves efficiency by eliminating manual administrative tasks, reducing errors and enabling real-time data tracking. Here, automation, when supported by intuitive and flexible tools, optimizes processes. By adopting digital tools, HR departments can devote more time and resources to strategic initiatives, employee engagement and talent development, helping to improve organizational performance.

Using helpdesk software or ticket management systems, organizations can efficiently capture, order, categorize and prioritize employee requests. Recent technological developments linked to artificial intelligence now enable ever finer processing of employee requests and expectations. This frees up valuable HR-time to HR teams to monitor trends, identify recurring problems and implement proactive measures to remedy them.

Investing in technology solutions can also support HR compliance efforts. HR management systems, data protection tools and automated processes can help track and manage compliance requirements. These tools provide a centralized platform for monitoring compliance activities, generating reports and demonstrating adherence to regulatory requirements.

64%

reduction in manual processes in human resources departments using automated tools

Source : Society for Human Resource Management 2022, *Fresh SHRM Research Explores Use of Automation and AI in HR One-Quarter of Organizations Use It, Improving Efficiency But Raising Key Questions*

8 Offer employee self-service options

HR self-service enables employees to update personal information, request time off, view pay slips and access other HR-related services through self-service portals.

Offering employees this self-service option in the delivery of HR services is a crucial aspect of digitizing and improving the employee experience within organizations. This system, based on trust in employees, helps to lighten the workload for HR managers and business executives. This shift to self-service not only improves employee satisfaction and engagement, but also significantly increases the operational efficiency of HR teams.

Employees can access HR services and information at any time, from anywhere, unconstrained by

25%

increase in employee engagement in companies with self-service options

Source : Gallup, 2017, *State of the American Workplace Report*

30%

increase in operational efficiency of human resources in organizations with self-service systems

Source: Sierra-Cedar, 2020, *HR Systems Survey*

traditional office hours or location limitations. This flexibility enables employees to take charge of their HR needs, while promoting data transparency and reliability. This ease of access to HR information such as pay slips or performance appraisals creates a climate of transparency, fostering a culture of open communication and reducing potential misunderstandings or disagreements.

25% increase in employee engagement in companies with self-service options

30% increase in operational efficiency of human resources in organizations with self-service systems.

9 Employee Feedback

Employee feedback analysis, more commonly known as feedbacks, helps prioritize offerings that address common concerns and improve employee experience and satisfaction. It is essential to regularly review the effectiveness and impact of priority HR service offerings. By collecting data, measuring performance indicators and seeking feedback, areas for improvement can be identified and any necessary adjustments made. Employee feedback is gathered through surveys, focus groups or individual interviews. They provide valuable information on employee satisfaction levels, their sticking points and their expectations of HR services. This feedback can guide organizations in identifying areas where processes can be simplified, communication improved, or additional support provided.

10 Continuously measure and improve

Monitor key performance indicators (KPIs) related to HR service delivery and evaluate them regularly to improve processes based on feedback and data. Measuring and improving HR service delivery involves the systematic collection of data and feedback to assess the effectiveness, efficiency and quality of HR services provided. This enables companies to identify areas for improvement, make data-driven decisions and improve the overall employee experience.

As a starting point, companies can establish key performance indicators (KPIs) that are aligned with their HR service delivery objectives. These KPIs can include metrics such as response time, customer satisfaction, employee feedback or SLA compliance. By regularly monitoring these indicators, organizations gain insights into their performance and identify opportunities for improvement.

Analysis of the data and feedback collected enables organizations to identify trends and areas for improvement. This helps identify bottlenecks, service gaps or areas where HR processes can be optimized. With this information, organizations can implement targeted actions to improve HR service delivery.

Author

Mélanie Bittar
Employee Experience Researcher

Neocase provides an innovative cloud-based HR Service Delivery solution for mid-sized companies and large groups with or without a shared services center. Neocase HR allows HR Teams to digitize their HR services.

The solution contains 3 main modules : Employee Relationship Management (ERM) with collaborative Case Management & Intelligent knowledge base, BPM a simple and flexible no code tool to digitize HR Processes, and EDM a RGPD-compliant Employee Document Management module. The solution includes pre-delivered processes able to be personalized such as the Employee Journey (from preboarding to offboarding), Employee Relations. With Neocase, HR can deliver operational excellence that improves employee experience and satisfaction while reducing costs and the risk of error.

With 15 years of experience, Neocase currently manages HR departments for more than 150 of the world's largest companies, serving over 6 million employees worldwide.

Request a demo