# Neocase® | *Lovable HR Services*

## An intelligent, integrated and collaborative HR platform

- Do your HR teams spend more than 80% of their time answering employee questions and handling administrative tasks?

- Do you want to free them up to focus on strategic initiatives like talent management?

- Looking to significantly reduce costs while improving employee satisfaction?

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## Neocase HR offers a smart, customizable, and flexible solution that boosts operational efficiency and enhances the employee experience.

Neocase HR aligns with your HR operating model to optimize services, enhance operational security, and maintain high compliance standards.

### HR Portal, Case Management and Virtual Agents

Manage employees, managers, HRBPs and HR agent's requests, to **reduce costs and improve quality**, SLAs and employee satisfaction.

### Reports & Analytics

Steer your decisions and apply your HR and business strategy based on **your HR data**.

### Employee Document Management

Centralize the management of employee documentation collected or generated by the HR services or HRIS while adhering to regulations specific to each country (retention, purging, mandatory documents, expiration management).

### Business Process Automation

Enable Shared Service Centers (HR services) to manage HR administrative tasks in a structured and automated way such as work certificates, remote work requests, onboarding, and employment contracts with electronic signatures.

The BPA module includes a **no-code process and form builder**, as well as dashboards and reports to monitor and analyze process performance.
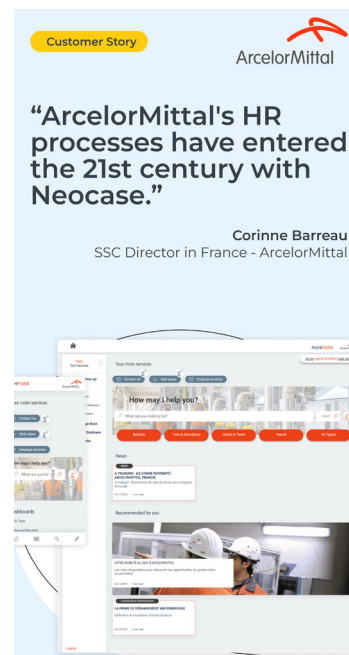
### Connectors & API

**Synchronize** our solution with your HRIS and other external applications.

FOSWAY GROUP **2024**
*Core Leader*
9-Grid™ for Cloud HR

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**Customer Story** — ArcelorMittal

"ArcelorMittal's HR processes have entered the 21st century with Neocase."

**Corinne Barreau**
SSC Director in France - ArcelorMittal

**Associated services:**
Personalization, Training and Support.

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## Key features

- **Collaborative case management** with SLA management and automated routing.

- Smart, personalized and role-based knowledge base for each employee powered by Virtual Agents.

- **Multi Channel Access** : HR portal, chatbot, emails, text messages, mobile app.

- **No-code** process automation builder.

- Automatic classification of requests with Virtual Agents.

- Automatic **document processing using** Computer Vision with Virtual.

- **Real time** dashboards and analytics.

### Learn more about our solutions :

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www.neocasesoftware.com

**70% to 90%**
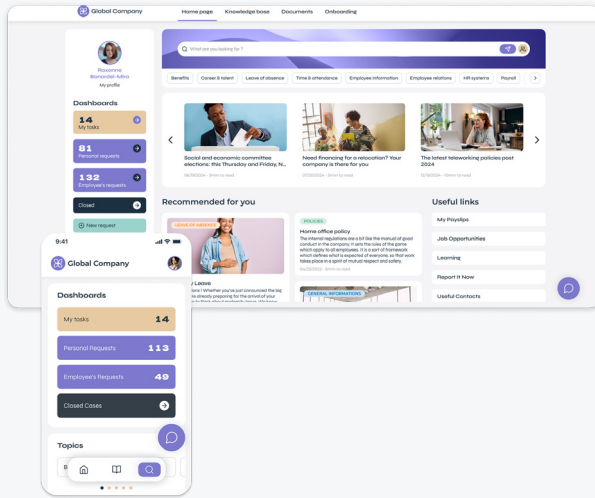Reduced volume of HR requests

**-90%**
In document requests

**-70%**
Fewer errors

**> 90%**
Of SLAs met

## Boost employee autonomy by offering a multi-channel HR service solution to employees, managers and HR agents

Simplify and improve your employee experience offer with **a single access point to all your HR services**; anywhere, anytime, using any device (laptop, tablet, or phone) or solution (Intranet, Mobile App, MS Teams or Neocase Portal).
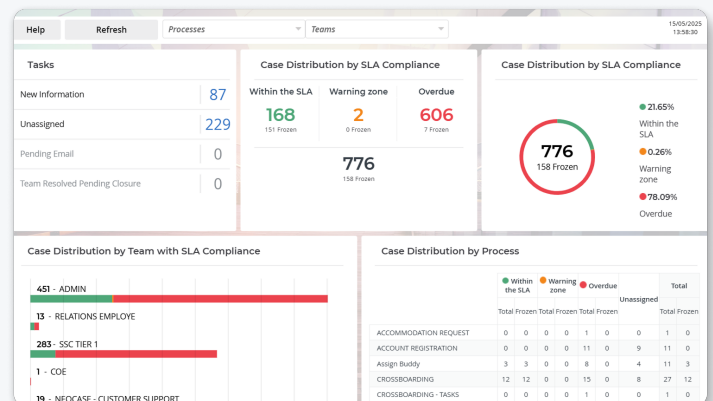
Engage your employees and free up your HR team with the personalized Knowledge Base and its **AI-boosted intelligent search** in natural language, guided request creation, HR process forms, task management and more.

The Chatbot and live agent empower your employees with increased autonomy. The email and mobile channels enable your employees to access the HR platform from anywhere; **no need for computer access**.

## Enable collaborative and automated management of your HR services

Organize your teams and HR managers by geographic area and technical expertise. Thanks to its flexibility and support for 28 languages, Neocase can adapt to any organizational structure by finely configuring access rights.

Automate request classification Virtual Agents, streamline the handling of employee requests, administrative tasks, and documentation all while improving manager well-being through the intelligent auto-routing feature, which ensures smart request distribution based on availability, responsibility, skills, workload, and more.



## Make data-driven decisions with confidence

Monitor in real-time the performance of your HR teams, **employee engagement, and satisfaction**, and identify areas for improvement with a set of reports, KPIs, and dashboards.



AIRFRANCE /    MGM RESORTS INTERNATIONAL    THALES    SOCIETE GENERALE    NAVAL GROUP    Capgemini    PennState

## ABOUT US

Neocase offers a unique and intelligent collaborative HR platform designed to support mid-sized and large enterprises in their digital transformation.

Secure and streamline the management of your documents, requests, processes, and key employee lifecycle moments with best-in-class automation practices, the power of artificial intelligence, and our strong integration capabilities.

Our comprehensive and modular solution includes collaborative case management, simple and flexible process digitalization, and GDPR-compliant document management. Preconfigured and customizable workflows such as the employee journey (including onboarding) enable a fast and easy implementation of the solution.

With Neocase, HR teams can deliver operational excellence that enhances the employee experience and satisfaction while reducing costs and minimizing the risk of errors.

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