



## Key Figures

Industry

Technology

+10

Countries

+5 000

Employees

## Benefits

30% of employee requests

Tier 0 resolution

+70%

Of employee's access to Neocase

White Label

Integration

## Requirements

**As a partner, The Access Group wanted to use the Neocase solution for their own needs.**

Implement a white-label solution for managing employee requests.

Streamline the different channels of employee requests (phone, email, paper ...).

Improve processing times between managers and employees.

Propose a knowledge base adapted to employee profiles (location, role, etc.).

## Results

**Centralization** of all HR requests for manager.

Employee **satisfaction** with a single point of access.

**Knowledge base** to encourage employee autonomy in finding information.

**Quick implementation** in 3 months.

*"Most employees, managers and HR teams have adopted the Neocase solution and use it in their daily activities."*

*"We've evolved our employee communication channels from email and paper to a simple and intuitive digital platform."*

*"The main benefit of Neocase is that employees now have a single point of access with their HR teams."*