

# HR Service Center Case Study



**Challenge:** \$1B technology expected to reach \$5B with 100% yoy employee growth lacked the HR delivery infrastructure to scale and increase customer satisfaction (CSAT). Activities inconsistently being executed across HR, job fragmentation and lack of technology-enabled self-service was resulting in inefficiencies across the organization.

**Approach:** Transformed HR function with heavy investment in central HR operations (branded Talent Services) and technology. Some examples include:

- Drove efficiencies by taking on repeatable Talent Acquisition processes (e.g., interview scheduling, background checks), less complex Employee Relations (e.g., performance management coaching) and mass change execution (e.g., reorganization execution)
- Implemented e-mail & chat as entry-vehicle for tier 1, enabling increased worker productivity and consistent SLA adherence
- Optimized Workday self-service, including implementation of WalkMe functionality, to increase self-service
- Automated high-volume processes including new hire integration enabling zero touch for new hires data migration from Applicant Tracking to Workday

**Result:** Achieved substantial cost avoidance by reducing need to add incremental staff based on company growth while increasing CSAT by 15-25%

# HR Service Center Case Study Fact Sheet



- **Scope of services:**
  - Employee Data Management: transfers, manager changes, re-org execution
  - Talent Acquisition: interview scheduling, background checks, I-9 verification, onboarding coordination
  - HR Business Partner / Employee Relations: manager (<Director) coaching, performance management, simple investigations, case management
  - Learning & Development: learning management system maintenance & reporting, learning roster management, tier 1 inquiries
  - Benefits: tier 2 specialists (escalations from vendor), custom program administration (e.g., recognition awards)
  - Technology (Workday, Applicant Tracking, etc.): tier 1 navigation inquiries, approval tracking, data auditing & maintenance
  - Contingent Worker and Immigration Program management
- **Approx. size of core HR Service Center:**
  - Tier 1: 25 FTEs
  - Tier 2: 30 FTEs
- **Main Employee Channels:**
  - Self-service: ~50-60% of high-volume transactions
  - E-mail / chat: 90%+ tracked through ServiceNow ticketing system (<10% calls), 24 hour SLA