

Digitalize your HR processes using ServiceNow

Use Case:

Human resource process digitalization

Industry:

Enterprise Retail

Department:

HR

Tools:

ServiceNow

Year: 2020

#HRM #ServiceManagement #WorkflowManagement

Do you spend most of your days handling HR processes manually? Are you tired of constantly synchronizing vast amount of data?

:IW has already solved this problem for a large retail company based in the USA. We helped them digitalize their **HR processes**, improve the on-boarding experience and synchronize data without manual effort. Thanks to our expertise with ServiceNow we managed to organize and digitalize their **HR department**. The employees in the company can now send an email to a predefined address which triggers an automatic creation of a ticket in the system.



Benefits



80%

Reduced manual work



60%

Increased efficiency



85%

Improved data representation

The application assigns it to a group or an **HR Agent**, that will work on its resolution, by following predefined rules. E-mail replies can be set to automatic. The managers can only input a few details about the new hire and all the other steps of the onboarding process will be handled automatically. Last but not least, our client got detailed Reporting on all the stored data, which can be presented based on the permissions set, i.e. managers see one type of dashboard, assistants see another.

:IW has implemented different functionalities in ServiceNow across many industries (**Telco, Retail, Banking and Insurance**), thus helping our clients digitalize their processes in many different departments like **HR, Operation Management, Inventory and Order Management** and improve efficiency and optimize their systems. We have saved numerous hours of manual work, reduced their process handling costs and put companies on the path towards outstanding growth.

Our experts at **:IW** have numerous **ServiceNow** shelf-ready solutions that can be further customized and tailored to your needs, which can jumpstart your digitalization today.

Let's create digital solutions together!