



## Employee XP Unlimited human experience and efficiency

### A paradigm shift for HR

#### Highlight

Human resources evolved in a way one could only imagine a few years ago. Far from being the department that hires, pays and fires, HR has become the control center for the whole cycle of employee's working lives. The focus has changed and today the most innovative and successful companies know that employees should have an experience as valuable and meaningful as the one offered to consumers.

They must feel part of the company culture as it is a well-known fact that motivated and fully integrated employees have a direct impact on consumer satisfaction and, therefore, on business financial performance.

Transform the employee experience throughout all processes within the organization aiming to elevate the human experience and efficiency.



#### Business & Issues

Our client, a national insurance company, has been through a major process of restructuring and was confronted with numerous internal challenges that triggered the desire to improve the quality of services offered by the HR department to its employees. For internal communication, the main channel was HR mailbox, which had quite persistent problems and never succeeded in providing an adequate and timely response to the employee's concerns. As emails were not answered or took a long time to be answered and employees had requests to be attended, the phone calls flow increased... as did the frustration: on one hand the HR team could not focus on strategic management tasks and on the other the employees continued with their endless unsolved problems.

#### Approach

To ensure effective and fast management of employee requests and improve their journey experience, an HR Services area was set up.

To meet the client's challenge Deloitte transformed the employee experience throughout all processes within the organization aiming to elevate the human experience and efficiency. Using the ServiceNow platform as single point of contact the employees could now address and clarify all their requests on HR issues, with specific KPIs to measure the quality of service and with well-defined roles & responsibilities.

To transform the employee experience, Deloitte's functional and technical teams helped implementing ServiceNow, based on a **6 steps definition**:

1) identify the main HR processes and understand the employees journey pain points throughout the various HR processes

2) simplify and optimize the day-to-day work and increase its level of impact within the internal customer

3) definition of functional tool requirements to meet the identified needs

4) implementation of ServiceNow tool by the Deloitte's team based on the requirements defined in the previous phases

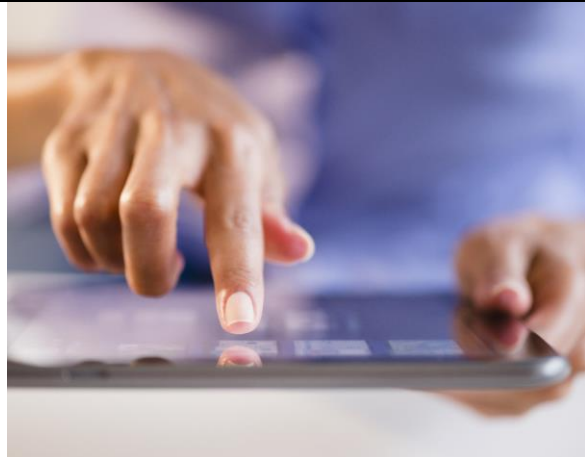
5) train HR employees to use ServiceNow to manage requests and awareness and train all organization employees to use this new HR contact tool

6) post go-live customer support

#### Results

From the very first minute, the HR team followed the number one request submitted on the platform with a mix of enthusiasm, curiosity and celebration.

In just 5 days, the client managed to get all requests submitted through the platform, with a response rate of over 60%, an average satisfaction level - now measurable - of 4 (on a scale from 1 to 5) and one month later the results were significantly relevant with more than 250 requests received and a resolution rate of 59%.



Ready to transform your employee's experience? **Let's talk.**



Nuno Carvalho  
Partner  
ncarvalho@deloitte.pt



Diogo Nuno Santos  
Partner  
disantos@deloitte.pt