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ConnectMe client spotlight

Enabling employee self-service to create a scalable, standardized employee process

ConnectMe™

Situation

This Consumer Goods company partnered with Deloitte to help drive their global HR transformation. The client has 70,000+ employees across more than 300 sites in almost 100 countries worldwide.



The client engaged Deloitte to design and implement a comprehensive, high-impact, global HR Service Delivery model. Of which, the ConnectMe portal was one of the enabling technologies that helped drive the overall customer experience with customers interacting with HR.



Approach

We introduced ConnectMe, which enabled Employees and Managers to initiate HR self-service requests, search a robust knowledge base for simple answers, and perform service tasks online.



ConnectMe created a streamlined way of creating and updating employment positions, updating organizational units, initiating career moves and submitting requests to update data in the HRIS system of record



Provided a contextualized, searchable library of HR policies, FAQs and knowledge base for employees



Enabled service center agents to easily push employee and business data into SAP and send updates to employee contract records in Salesforce



Supported inquiries and forms with real-time integration with SAP to enable online Smart Form completion and more automation



Created a sustainable roadmap to drive and reinforce the desired culture change

With ConnectMe, you can establish a digital workplace, one designed to provide your employees with the streamlined, personalized services they expect.



Employees

Mobile app capabilities providing convenience and choice to access and complete HR tasks

A task-based approach that maps employee roles to relevant content with contextual, predictive search

The ability to communicate with each other—and HR—using familiar chat and community features



ConnectMe
is the digital
workplace for
employees.

Potential
benefits to:



HR

ConnectMe increases automation through digital EE platform with integrated case and knowledge management and streamlines the work of HR

The ConnectMe Service Center offers customizable performance measures to establish service level agreements, while capturing and analyzing HR customer interactions

ConnectMe can build the capabilities of HR organizations by leveraging Bersin by Deloitte content and knowledge base articles allowing HR to use insights and analytics to continuously improve, evolve, and operate as “One HR”



ConnectMe is a digital workplace platform that capitalizes on a company's current technology investments by bringing disparate systems together and providing a personalized journey through HR processes and related content via guided HR Moments that Matter.

Impact

Deloitte created a one stop shop for managing the self-service experience and HR operations productivity



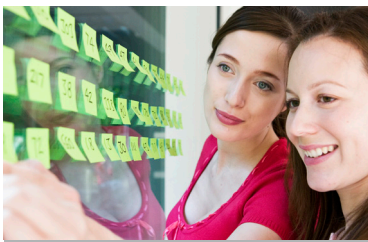
The initial release of ConnectMe included **almost 10,000 users** in one country with **20 streamlined processes**, designed to improve self-service experience and increase productivity



Successful integrations with multiple systems resulted in a **powerful, engaging, and consistent employee experience**

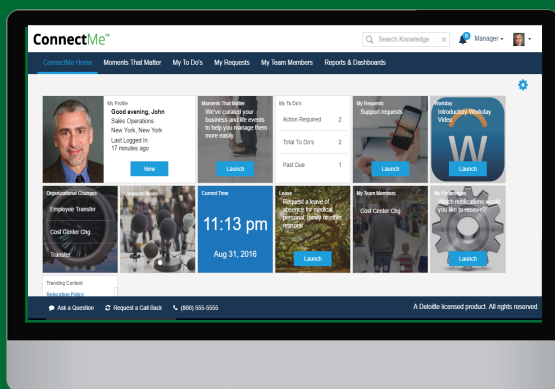


Additional enhancements planned as usage evolved and additional global service centers will be deployed, culminating in a **worldwide roll out of the next 2 years**



86%

of businesses say employee engagement is important, and many are shifting their focus to creating an outstanding employee experience.



ConnectMe simplifies the workplace experience and increases HR effectiveness by connecting employees to what matters most through a personalized destination, delivered where and when they need it.

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ConnectMe™

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