



# INRY Transforms a Leading Community-Based Healthcare Organization's Employee Relations and HR Operations with ServiceNow HRSD

## The Introduction

A leading healthcare organization is committed to providing top-notch medical services and provides a full range of patient, inpatient, outpatient, home and behavioral health, and primary care physician services. Their mission is to deliver exceptional healthcare experiences, promoting health and enhancing the lives of individuals and families they serve.

## The Objective

The healthcare organization was seeking opportunities to enhance employee relations and HR operations. They aimed to implement a solution that would cultivate a positive work environment, promote employee engagement, and effectively tackle various challenges. They partnered with INRY to enable HR transformation with ServiceNow HR Service Delivery implementation and streamline HR operations, automate tasks, centralize data, and customize options while improving efficiency and decision-making. Resolving these obstacles is crucial to enhance their employer brand employee experience and achieve organizational success.

## The Implementation

INRY, renowned for its ServiceNow HR service delivery knowledge, emerged as the ideal collaborator to address these business hurdles. Over a period of 6 months, INRY's dedicated team configured 56 services, of which 46 were focused on HR operations and 10 on Employee Relations. This included seamless integration of Employee Center Pro and OnBase, enabling the customer to achieve enhanced efficiency and improved data accessibility.

### Key Service Configurations:

- ❑ **PCR - Profile Change Request:** INRY facilitated a seamless process for managing employee profile changes, allowing healthcare to handle such requests efficiently while ensuring data accuracy.



- ❑ **Remote Work Assignment:** In response to the evolving work landscape, INRY implemented a robust solution for managing remote work assignments, streamlining the process, and supporting a flexible work environment.
- ❑ **Employee Grievance:** Resolving employee grievances is crucial for a harmonious workplace. INRY's service configuration enabled the healthcare giant to handle Employee grievances effectively and promptly, fostering a positive work culture.

## The Results

With the implementation of INRY's solutions, the healthcare organization successfully addressed its business challenges, significantly improving both employee relations and HR operations. They fostered better employee engagement and productivity and efficiently managed employee profile changes through the seamless PCR process with data accuracy and streamlined operations.

Additionally, INRY's implementation of the Remote Work Assignment solution automated a previously manual process that took weeks to implement. The healthcare organization will now be able to witness a flexible work environment within a few days, adapting quickly to the changing work landscape. INRY was also successful at handling employee grievances through service configuration.

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