

A Retail Store Chain's HRIS team saves a ton of time and effort through better quality of requests

Highlights

- Customized forms on ServiceNow with mandatory fields immediately improved the data quality of requests leading to reduced time spent on following up
- Retail Store Chain unified portal allows employees to track the status of their requests and immediately resulted in total emails dropping from 300 per day to just 100
- Automated workflows transformed the way new cases were routed between HRIS team members and helped the team avoid duplicated efforts
- Consistent data collection helped reduce the team's dependence on email, improve their quality of work, and help them manage tasks more efficiently

Serving over 37,000 employees, the HR information system team at stores managed requests through a single shared email inbox and faced challenges due to the poor quality of data in the requests they received. As a result, they spent significant time following up with the requestors for additional information.

The implementation of ServiceNow helped the HRIS



team to replace the unstructured shared mailbox with tailored request forms to collect data, and automated workflows to manage, prioritize, and fulfil their requests faster and more efficiently.

50% of our time was being used for updating data into systems. We now have a single system that guides us through a standardized process.

- Store Helpdesk Manager



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