

Elevating HR Efficiency and Employee Experience with ServiceNow and INRY CloudCover

The customer, a prominent player in the chemicals, plastics, and petroleum industry, embarked on a journey to transform its HR operations. With a global workforce, the customer recognized the need for a robust and scalable HR solution to enhance employee experience and streamline HR processes. To achieve this, they partnered with INRY, a ServiceNow Elite Partner for implementing the ServiceNow HR Service Delivery (HRSD) solution. This partnership aimed to revolutionize their HR operations through a comprehensive implementation, supported by ongoing CloudCover services.

Laying the Foundation with ServiceNow

The initial implementation phase focused on laying a solid foundation for the customer's HR transformation. INRY deployed several key applications to elevate the employee self-service experience and increase efficiency within the HR department.

- **ServiceNow HR Service Delivery (HRSD):** The cornerstone of the implementation, HRSD automates and streamlines HR processes, reducing reliance on manual processes and paperwork, allowing HR professionals to focus on more strategic activities



- **Employee Center Portal:** A centralized self-service portal empowers employees to access HR resources, submit requests, and track progress. This significantly improves the employee experience by providing quick and easy access to essential HR services and information
- **HR Case Management:** The HR case management system ensures that all employee inquiries and issues are tracked, managed, and resolved in a timely manner, enhancing overall HR service delivery
- **Analytics and Reporting:** The platform generates comprehensive reports on key

50%

Increase in platform adoption due to new HR services and multilingual support

70%

Reduction in data outliers causing discrepancies by integrating with SAP

40%

Decrease in resolution time with configurable HR Agent Workspace

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HR metrics, such as employee performance, recruitment, and employee satisfaction. These insights provide HR leaders with valuable data to make informed decisions and drive continuous improvement

Expanding Capabilities and Enhancements

Building on the initial success, the customer further enhanced their HR services to improve the Employee Experience and continue integrating HR processes with IT systems.

- **Additional HR Services:** More HR services were added to the platform, providing employees with a broader range of self-service options and ensuring that all HR needs are met efficiently
- **Integration with SAP:** Seamless data flow between HR and other business functions was achieved by integrating SAP, thereby improving data accuracy and consistency, and reducing errors
- **Configurable HR Agent Workspace:** The new configurable HR Agent Workspace enhances agent productivity by providing a tailored single-glass pane view to manage HR tasks efficiently
- **Employee Relations:** The employee relations module handles sensitive employee matters with confidentiality and care, ensuring that all employee

relations cases are managed securely and efficiently

- **Internationalization:** Implementation of multilingual support, including English, Portuguese, and Spanish translations, ensured that employees across different geographic locations can access HR services in their preferred language
- **Employment Verification and eSignature:** The addition of an employment verification letter with eSignature capability streamlined the verification process, making it faster and more secure
- **HR Forms with eSignature:** The introduction of HR forms with eSignature capabilities further reduces paperwork and improves process efficiency
- **Onboarding Tasks for New Hires:** Enhancements for onboarding ensuring a smooth and efficient onboarding process for new employees

Sustained and Continuous Optimization HR Transformation

The customer's journey with INRY and ServiceNow illustrates the transformative impact of a well-executed HR strategy, supported by continuous optimization. INRY's deployment of ServiceNow HRSD provided a solid foundation to enhance employee self-service and increase HR efficiency. With ongoing support from

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INRY's CloudCover services, the customer achieved improved employee satisfaction and significant operational gains. This long-term partnership ensures the HR platform remains adaptable to evolving business needs, providing a robust and future-proof solution for continued success.

Story Highlights

- **HR Process Automation:** Additional HR services were implemented in the ServiceNow HRSD application for employees, thereby automating manual HR processes
- **Enhanced Data Integrity:** Integration with SAP reduced data discrepancies leading to more accurate and synchronized HR and business operations
- **Increased Agent Productivity:** The configurable HR Agent Workspace improved agent productivity, furthermore, resulting in efficient handling of HR tasks and inquiries
- **Ongoing Optimization:** INRY's CloudCover provided continuous improvement, streamlining workflows and adapting the HR platform to meet evolving business needs



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