

Northern Arizona Health is a leading healthcare organization serving over 700,000 people across a vast region in Arizona. They operate in six locations and are known for their commitment to providing high-quality care. They are also recognized for their dedication to their community and their commitment to offering a positive work environment for their employees.

## Embracing Automation for Efficiency: A Collaborative Journey

Northern Arizona Health has a Shared Services team that was equipped with mature HR processes. However, these processes were stuck in a monotonous cycle of manual spreadsheets and emails, which restricted its ability to scale up and hampered its efficiency. Recognizing the limitations of their existing system, Northern Arizona Health realized the need for an advanced platform that could modernize its HR processes. They decided to embark upon a transformative journey with the assistance of INRY, a ServiceNow Elite Partner.

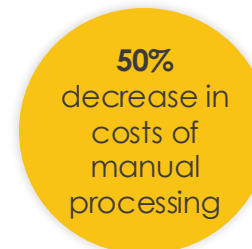
## The Foundation: INRY's ServiceNow Implementation and Initial CloudCover Support

INRY, leveraging its ServiceNow expertise, implemented a comprehensive solution tailored to Northern Arizona Health's unique needs. The



transformation began with a meticulous assessment of Northern Arizona Health's existing HR processes, identifying pain points and areas for improvement. The following solutions were implemented to address these challenges:

- **Streamlined HR Operations:** ServiceNow HR Service Delivery (HRSD) and Enterprise Document Management (EDM) modules within ServiceNow were configured to optimize HR workflows. This



configuration included the automation of routine tasks, reducing manual intervention, and minimizing the chances of errors

- **Employee Service Center:** A centralized portal was established, empowering employees to access HR resources, submit requests, and track progress. This self-service model not only improved accessibility but also enhanced Employee Experience by providing quick resolutions to their queries
- **Automated Workflows:** Critical HR functionalities such as Case Management, Knowledge Management, and Service Configuration were implemented to automate tasks and streamline workflows. These automated workflows significantly reduced the time taken to process HR requests
- **Lawson Integration:** Seamless data flow was ensured by integrating Northern Arizona Health's existing Lawson system with ServiceNow, eliminating manual data entry. This integration ensured data accuracy and consistency across systems for personnel data
- **Knowledge Base Development:** A knowledge base was created, enabling employee self-service and reducing reliance on HR for basic inquiries. This knowledge base included FAQ,

policy documents, and procedural guides, making information readily available to employees

## INRY CloudCover: Ensuring Smooth Adoption and Beyond

INRY's CloudCover support played a crucial role in the roll-out and adoption of Northern Arizona Health's ServiceNow HRSD solution. CloudCover's 90-day Post go live support, synonymous with Managed Services ensured Northern Arizona Health's HR team effectively adopted the new platform and achieved their desired outcomes. This support included training sessions, user manuals, and dedicated assistance to address any issues that arose during the initial phase.

INRY's CloudCover service is an exceptional support system that empowers organizations like Northern Arizona Health from day one. With a 90-day initial support period, CloudCover is specifically designed to maximize client value from ServiceNow. It offers a wide range of benefits such as ServiceNow Enablement and Adoption, expert guidance, continuous improvement, and capacity expansion.

## Northern Arizona Health Recognizes the Value: A Long-Term Partnership Takes Shape

Northern Arizona Health's experience with CloudCover's initial support was highly positive. They recognized the

significant benefits of ongoing guidance and extended their CloudCover engagement beyond the initial 90 days. This commitment to a long-term partnership has been instrumental in Northern Arizona Health's HR transformation journey, culminating in renewals of annual support contracts from 2021 onwards till mid of 2025. The cost savings realized by partnering with INRY to implement and enhance HRSD are incalculable.

## CloudCover: Enabling Continuous Optimization

Through CloudCover, INRY provides ongoing support and enablement to Northern Arizona Health. The continuous optimization efforts included:

- **Workflow Specialization:** Recognizing the limitations of the initial single service type, INRY's CloudCover team created 12 specialized HR services with dedicated workflows tailored to specific HR actions such as department changes, position changes, bonuses, and more. This empowered managers to submit targeted requests and ensured complete and accurate information. As a result, platform adoption reached 90% and is still rising
- **Simplified Workflows:** Complexity was reduced

by streamlining workflows, making them easier to maintain and future proof by leveraging ServiceNow's latest features. This automation has reduced HR platform maintenance operations by 80%

- **Continuous Improvement:** CloudCover facilitates ongoing process optimization, ensuring Northern Arizona Health's HR department remained efficient over time. Regular reviews and updates to the system ensured that it continues to meet evolving business needs

## Key Performance Improvements

- **Reduction in Manual Processing Time:** The automation of HR workflows led to a significant reduction in the time required to process HR requests. Previously, HR tasks that took up to three days to complete are now processed within 24 hours, marking a 70% improvement in processing time
- **Increase in Employee Satisfaction:** The introduction of the Employee Service Center and automated workflows resulted in higher employee satisfaction. The annual employee satisfaction survey indicated a 60% increase in satisfaction rates, reflecting the positive impact of the new system
- **Reduction in HR Operational Costs:** The efficiency gains and automation led to a substantial reduction in

operational costs. Northern Arizona Health reported a 50% decrease in costs associated with manual processing, allowing them to reallocate resources to more strategic initiatives

## A Testament to Partnership: A Long-Term Success Story

Northern Arizona Health's journey from spreadsheets to a robust HR platform exemplifies the power of a long-term, collaborative partnership. INRY's ServiceNow expertise, combined with CloudCover's ongoing support, empowered Northern Arizona Health to transform its HR operations. Now, Northern Arizona Health boasts a modern, efficient, and employee-centric HR landscape that is well-positioned for continued success.

Northern Arizona Health's success story is a testament to the transformative power of technology and the importance of a strong partnership. With INRY's guidance and support, Northern Arizona Health has successfully navigated the transition from manual processes to a modern, efficient HR platform, paving the way for continued growth and success.



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