Zebra Technologies, a global leader in enterprise asset intelligence, sought to enhance its HR service delivery by partnering with INRY, a Cprime company . Although Zebra had already implemented the ServiceNow HRSD Standard, which included HR Case Management, HR Knowledge Management, and several custom HR services, they faced challenges with inefficiencies and fragmented workflows. By leveraging INRY's expertise in ServiceNow HR Service Delivery, Zebra was able to optimize these critical processes, implement out-of-the-box (OOTB) HR services, and deliver an enhanced, streamlined experience for both HR agents and employees.

System Inefficiencies and Bottlenecks from Customization

Zebra Technologies had implemented ServiceNow HRSD Standard as a means to manage HR Case Management and HR Knowledge Management. However, their previous implementation involved several custom HR services that were not fully meeting expectations. These customizations contributed to fragmented workflows, lack of automation, and an overall inefficiency in managing HR processes. HR agents faced

difficulties in handling cases effectively, resulting in longer response times and a less-than-optimal employee experience.

Furthermore, the lack of a unified, streamlined platform led to inconsistent service delivery, making it challenging for HR to meet the growing demands of Zebra's workforce. To overcome these challenges, Zebra needed a solution that would not only optimize their existing ServiceNow HRSD implementation but also leverage INRY's expertise to create a modern, efficient HR service delivery model that could scale with their future needs.

INRY's Expertise in ServiceNow HR Service Delivery

INRY, as a ServiceNow Elite Partner, brought its extensive knowledge of HR service delivery to optimize Zebra's existing implementation of ServiceNow. The approach focused on enhancing key areas of HR operations, including HR Case Management, HR Knowledge Management, and the implementation of ServiceNow's OOTB HR services.

HR Case Management

While Zebra had already implemented ServiceNow HRSD Standard, several custom business rules were in place to control case visibility, which led to inefficiencies and maintenance challenges. INRY transitioned these to ServiceNow's out-of-the-box (OOTB) COE security rules, ensuring a more scalable and best-practice-driven approach to manage case visibility.

Beyond this, INRY optimized workflows to replace inefficient customizations, leveraging OOTB HRSD capabilities for better case categorization and routing. The result was a more intuitive, automated system that allowed HR agents to prioritize and resolve cases faster.

By automating workflows and utilizing ServiceNow HRSD's case management features, Zebra's HR team significantly reduced manual efforts, enabling agents to focus on more strategic tasks. These enhancements not only boosted HR agent productivity but also improved employee satisfaction by offering quicker responses to HR-related inquiries.

HR Knowledge Management

Before partnering with INRY, Zebra's HR Knowledge Management system was underutilized, and employees often struggled to find the information they needed. INRY worked closely with Zebra to streamline their knowledge base, improving both the organization of content and the ease with which HR agents and employees could access critical information.

INRY ensured that the knowledge management system was aligned with best practices, enabling self-service capabilities for employees, and reducing the volume of HR cases. Employees can now easily access up-to-date HR information, which has helped them resolve basic issues independently and reduce unnecessary case submissions. Meanwhile, HR agents benefit from having accurate and comprehensive knowledge at their fingertips, improving response times and reducing resolution efforts.

Implementing Out-of-the-Box (OOTB) HR Services

The custom HR services Zebra had previously implemented were contributing to inefficiencies and complicating their workflows. INRY revamped these services with ServiceNow's OOTB capabilities, ensuring Zebra's HR processes were standardized and streamlined. The OOTB HR services leverage industry-leading best practices, offering an efficient, scalable, and consistent approach to HR service delivery.

By replacing custom solutions with ServiceNow HRSD's OOTB offerings, Zebra was able to simplify and standardize its HR workflows, improving efficiency and reducing complexities. This shift also enhanced the overall scalability of the solution, allowing Zebra to easily accommodate future growth and changes in HR service delivery needs.

Enabling HR Agent Workspace

A central component of the enhancement was the introduction of HR Agent Workspace, a new capability for Zebra's HR team. Previously, agents worked from the native UI, which limited efficiency and ease of access. INRY enabled the HR Agent Workspace, providing a modern, intuitive workspace where HR agents can manage cases, access relevant information, and collaborate seamlessly.

The workspace consolidates essential data into a single location, empowering HR agents to make more informed decisions quickly and efficiently. Additionally, AI-powered features help agents prioritize tasks and resolve cases faster. With this new capability, Zebra's HR team can provide superior service while reducing manual effort and improving overall productivity.

Introducing a New Employee Center Portal

Zebra also launched a brand-new Employee Center Portal, transforming how employees engage with HR services. Previously, all HR cases were submitted via email, often containing generic and incomplete information, requiring additional back-and-forth communication. With the new portal, employees can now self-help using knowledge articles and submit inquiries through record producers, ensuring that HR agents receive the necessary details upfront. This streamlines case creation and ensures that the correct HR service or team handles the request from the start.

The portal is designed to be intuitive, easy to navigate, and accessible from any device, ensuring a seamless

experience for employees. Employees can now track the progress of their requests, reducing uncertainty and enhancing transparency.

Additionally, AI Search functionality allows employees to search for HR information in natural language, making it easier to find answers to common questions without needing to contact HR. By reducing the volume of basic inquiries, HR agents can focus on more complex cases, ultimately improving overall service efficiency.

Exclusive HR Agent Workspace Training Sessions

To ensure the success of the optimized system, INRY provided exclusive training sessions for Zebra's HR agents. These sessions focused on how to navigate the updated HR Agent Workspace, use the new HR Case Management and Knowledge Management features, and effectively manage OOTB HR services. With hands-on training, Zebra's HR agents were fully equipped to maximize the potential of their new ServiceNow HRSD solution.

The Results: Enhanced Efficiency and Employee Experience

As a result of the partnership with INRY, Zebra Technologies has seen a marked improvement in the efficiency and effectiveness of its HR service delivery. The optimized HR Case Management and HR Knowledge Management systems have streamlined workflows, reduced manual effort, and improved response times. Employees can easily find the information they need via the Employee Center Portal, which has enhanced their experience and satisfaction.

The implementation of ServiceNow HRSD's OOTB HR services, combined with a fresh, AI-powered HR Agent Workspace, has equipped Zebra's HR team with the tools needed to provide high-quality support in a fraction of the time. Zebra's HR agents are now more productive, enabling them to focus on delivering high-impact services rather than dealing with manual, redundant tasks.

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