

## Overview

City of Hope, a leading cancer research and treatment organization in the United States, has been recognized as one of the nation's Top 5 hospitals for cancer care in U.S. News & World Report's 2024–25 rankings. Following its acquisitions of Cancer Treatment Centres of America (CTCA) and the Translational Genomics Research Institute (TGen), City of Hope embarked on a strategic initiative to unify and modernize its HR service delivery. Partnering with Cprime|INRY, the organization implemented ServiceNow HR Service Delivery (HRSD) to streamline HR operations and enhance the employee experience.

## Navigating Growth with a Unified HR Approach

The integration of CTCA and TGen introduced new complexities to City of Hope's HR operations. Recognizing the importance of providing a consistent and supportive environment for all employees during this transition, City of Hope aimed to:

- Establish a unified employee experience across the expanded organization.
- Streamline HR service delivery to ensure

## Unifying HR Service Delivery Amidst Organizational Shifts



consistency in employee support.

- Enhance case management processes to expedite issue resolution.
- Improve visibility into HR inquiries and requests.
- Reduce manual interventions to increase HR efficiency.

These objectives were pursued with the understanding that a cohesive HR framework is vital

40% less  
manual HR  
work

35% faster HR  
inquiry  
resolution

Better data  
accuracy  
and  
consistency

Higher  
employee  
satisfaction  
with intuitive  
HR portal

for maintaining employee engagement and morale during periods of organizational change.

### **How Cprime | INRY and City of Hope Delivered a Unified HR Platform**

In times of mergers and acquisitions, employees often face uncertainty regarding their roles, job security, and the overall direction of the company. A unified employee experience plays a critical role in alleviating these concerns by providing clear communication, consistent processes, and accessible support systems. By fostering a sense of stability and belonging, organizations can maintain productivity and retain top talent during transitions.

Cprime|INRY emphasizes that integrating HR systems and standardizing service delivery are essential steps in creating this unified experience. Such integration not only streamlines operations but also empowers employees by giving them control over their HR interactions, leading to increased satisfaction and engagement.

To address its objectives, City of Hope, in collaboration with Cprime|INRY, implemented the following solutions:

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### **I. Centralized HR Service Portal**

- Deployment of Employee Center Pro (EC Pro) as a comprehensive portal for HR inquiries, requests, and self-service options
- Standardization of case and knowledge management to ensure consistent and efficient support
- Phase 1 implementation focused on Case Management, Knowledge Base, and a digital front door utilizing Cprime|INRY's Total Experience Framework (TEF)

### **II. Integration with Snowflake for Unified Data Access**

- Establishment of a single integration with Snowflake as the centralized HR data source
- Enablement of harmonized data access via a mid-server, ensuring real-time and secure information exchange
- Configuration and optimization of the Snowflake integration for seamless data flow

### **III. Automation and Process Optimization**

- Automation of case and knowledge management to minimize manual effort and enhance efficiency.

#### IV. Enhanced HR Reporting and Analytics

- Development of real-time dashboards and reports for HR leaders to gain insights into service performance and employee engagement.
- Provision of data-driven decision-making capabilities to continuously improve HR operations.

#### Cprime | INRY's Total Experience Framework (TEF)

Cprime | INRY's Total Experience Framework (TEF) was instrumental in delivering a cohesive and personalized employee experience. By leveraging various channels—web interfaces, mobile apps, team workspaces, and kiosks—TEF created an omnichannel digital ecosystem tailored to the diverse needs of City of Hope's workforce. The framework's emphasis on usability, expert insights, and rapid implementation elevated the overall employee experience and delivered impactful business results.

#### Business Impact

The engagement yielded significant benefits for City of Hope:

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- Creation of a unified employee experience, fostering consistency across the organization post-acquisition.
- Improvement in HR service efficiency through a centralized, automated, and AI-driven platform.
- Enhancement of employee satisfaction by providing seamless self-service options and faster issue resolution.
- Establishment of scalability for future needs, enabling adaptation and growth with evolving HR requirements.

#### What's Next for City of Hope's HR Transformation Journey

City of Hope is already preparing for Phase 2 of the transformation, which will build on the strong foundation laid in Phase 1 to further enhance employee services, integrate additional HR capabilities, and continue advancing its digital journey with ServiceNow and Cprime | INRY.



Fastest Growing Company



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