A Fortune 500 leader with an employee strength of 60,000+ in life sciences and diagnostics, partnered with us to streamline HR operations, enhance accessibility, and establish a reputation for driving innovation in bioprocessing, genomics, and clinical diagnostics. With operations spanning the globe and a workforce supporting research, manufacturing, and healthcare outcomes, the company required a modern HR solution that could unify experiences across its diverse organizational landscape. The goal was clear: streamline HR operations, improve accessibility, and create a scalable digital foundation for future HR capabilities.

The Challenge: Disconnected Tools and Inconsistent Experiences

Operating across multiple business units, the Customer's HR teams were using a fragmented set of tools. Freshworks, Cherwell, and traditional email systems for managing employee inquiries and services. This disjointed approach created several pain points.

The Customer's HR teams encountered several operational challenges due to their fragmented toolset. Employees experienced inconsistent service depending on which business unit or system

managed their request, leading to confusion and dissatisfaction. HR agents faced inefficiencies and delays as they navigated between multiple platforms to resolve inquiries. Additionally, leadership struggled with a lack of centralized visibility into overall service performance and workforce needs, making it difficult to drive informed decisions and continuous improvement.

A unified, scalable HR platform was essential not just to resolve these operational issues, but to align HR capabilities with the Customer's culture of continuous innovation.

Enabling HR Transformation Through Targeted Implementation

The Customer selected Cprime|INRY, a ServiceNow Elite Partner, to guide their HR transformation. With over a decade of experience in delivering ServiceNow-led digital solutions, we brought a structured and value-driven approach to the engagement.

We proposed a Minimum Viable Product (MVP) deployment of ServiceNow HR Service Delivery Pro, focusing on delivering core capabilities quickly to address immediate pain points, while establishing a strong foundation for future expansion.

Key HRSD Pro MVP capabilities included:

- HR Case Management: Standardized and automated workflows for employee inquiries with SLA tracking and clear case visibility

- Workday Integration: One-way data sync to ensure up-to-date HR profiles within ServiceNow

- Employee Center Pro: A clean, intuitive portal for employee self-service designed for simplicity and multilingual support

- HR Knowledge Management: Structured knowledge base with curated content and article lifecycle management

- Agent Workspace: A unified interface for HR agents to efficiently manage tasks, communicate with employees, and resolve cases faster

- HR Services Configuration: Defined 15 HR services, including regionalized onboarding, offboarding, and job change services with static translations in 11 languages

- Dashboards & Reporting: Real-time data visibility enabled leadership to monitor trends and take data-driven action

Outcomes: Tangible Business Value and Enhanced Experiences

The implementation delivered immediate and meaningful impact across the Customer's HR function. The implementation brought measurable improvements across the Customer's HR operations. Standardized workflows and optimized routing accelerated service delivery, significantly reducing response and resolution times. Regionalization of key services and support for multiple languages ensured a localized, yet cohesive, experience for the global

workforce. With real-time dashboards, HR leaders gained valuable insights into service performance and employee needs, enabling smarter, data-driven decisions. The introduction of a streamlined agent workspace and case summarization tools boosted Agent productivity, allowing them to manage inquiries more efficiently. Meanwhile, employees benefited from a unified Employee Center Pro, which simplified access to HR services, knowledge articles, and requests, greatly enhancing the overall user experience.

A Partnership Built for the Long Term

Throughout the project lifecycle from planning to go-live and beyond, we provided continuous support via our CloudCover90 program. Quarterly value reviews, architecture guidance, platform optimization, and user enablement sessions ensured sustained platform adoption and ROI realization. By delivering a fast, effective MVP implementation and outlining a clear roadmap for long-term innovation, Cprime | INRY positioned the Customer to scale its HR capabilities and continuously evolve the employee experience.

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