

Alameda Health System (AHS), a cornerstone of East Bay's healthcare community, is more than a care provider it's a mission-driven institution deeply rooted in public service. With a legacy of providing compassionate and equitable healthcare, AHS operates with a commitment to 'Caring, Healing, Teaching, Serving All.' However, even the most patient-focused organizations must look inward to ensure the same level of care is extended to their internal teams. With more than 4,500 employees and a diverse range of departments, AHS realized that there was room for improvement in HR process efficiency. The organization sought a digital transformation that would simplify HR interactions, enhance service delivery, and empower HR staff to focus on high-value strategic work.

## Addressing HR Challenges in a Growing Healthcare System

In the healthcare industry, operational efficiency is a necessity. Every delay in onboarding a provider, resolving an HR case, or delivering support services can directly affect patient care and staff satisfaction. AHS was managing critical HR functions through a patchwork of manual processes and disconnected systems, leading to inconsistent employee experiences



slower resolution times and increased administrative burden on HR teams. These inefficiencies introduced compliance risks, created unnecessary bottlenecks, and hindered the organization's ability to respond proactively to employee needs. With staff turnover, onboarding, and employee engagement becoming top priorities, AHS recognized that a digital HR overhaul was essential to sustaining operational excellence and improving workforce morale.

## Enabling a proactive cure with HRSD Pro

To address these challenges, Alameda Health System partnered with Cprime|INRY to deploy HR Service Delivery (HRSD) Pro. Our approach offered an agile, modular delivery framework to rapidly roll out functionality while adapting to AHS's evolving needs.

The implementation started with foundational setup configuring user access, branding, and core system settings. This was followed by the rollout of HR Case and Knowledge Management, giving HR teams standardized workflows and access to searchable knowledge bases, enhancing speed and accuracy in issue resolution. Integration with Workday ensured that critical employee data including departments, job profiles, and locations remained synchronized and accurate across platforms. Service request forms, auto-routing logic, and role-based access policies were then introduced to digitize and secure employee relations workflows. A key milestone was the deployment of Employee Center Pro, a single digital entry point where employees could access services, knowledge articles, and case status updates. To support leadership, we implemented Manager Hub delivering real-time dashboards and team insights. Conversational AI, through ServiceNow's Virtual Agent, enabled employees to get help instantly for routine queries, while dashboards and analytics provided HR with the data needed to identify trends, track performance, and drive continuous improvement.

The impact of the HRSD Pro implementation was both immediate and scalable.

AHS reported reduced onboarding timelines, allowing clinical and administrative staff to be brought in faster and with greater transparency. Automation of case workflows led to a measurable drop in manual effort, freeing HR teams to focus on employee engagement, compliance, and policy evolution. The unified employee portal simplified service access for staff across locations and roles, enhancing satisfaction and minimizing confusion around HR policies or requests. With a unified platform, managers gained access to dashboards that highlighted pending approvals, team activities, and upcoming employee events all in one place. Additionally, the scalable architecture laid the groundwork for AHS to expand HR services further and integrate with other enterprise functions. This transformation wasn't just about implementing new tools; it was about redefining how HR supports the mission of healthcare delivery from the inside out.

## People First, Platform Powered

Alameda Health System's partnership with Cprime | INRY and investment in ServiceNow HRSD Pro has reimaged HR as a strategic enabler of organizational success. By adopting a digital-first mindset, AHS has created a more efficient, intuitive, and responsive environment for its employees where

HR serves not only as a function, but as a partner in the journey toward improved care. This initiative has empowered HR teams, elevated employee satisfaction, and positioned AHS to meet future workforce challenges head-on. As the healthcare landscape continues to evolve, AHS now has the tools, insights, and confidence to evolve with it, delivering exceptional experiences to its workforce with the same dedication it brings to its patients.



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