

Elevating Employee Experience for Caregivers: How a Leading Healthcare Organization is Making a Difference

The Mission

The customer has been the only not-for-profit healthcare provider in Idaho for more than 120 years. They provide healthcare to the people of Idaho through a system of six hospitals and two hundred clinics, labs, and medical centers. The healthcare provider is committed to delivering exceptional health outcomes, focusing on quality, accessibility, and affordability.

Like most healthcare providers in recent years, the customer recognized the importance of cultivating and retaining its talent to meet increased market demand. Elevating the employee experience for caregivers and support staff across its many facilities was recognized as a critical enabler of success. This broad-based focus on employee experience included investment in more timely, accurate, and efficient HR services. This, in turn, improved the employees' satisfaction with their employer.

The Opportunity

The Employee Service Center portal is an excellent way for the customer to retain and grow the best talent in the healthcare industry. The portal provides employees access to various HR services, including help with payroll, benefits, and time off, making it easier for employees to



manage their work responsibilities.

The customer recognized that the ServiceNow HRSD solution can provide the rich portal functionality needed to give associates access to HR services and a wide range of functions. This would include a knowledge base with details on policies, procedures, and answers to frequently asked questions.

The portal also provides case management for requests not addressed through self-service, with automated routing to appropriate HR, finance, or administrative resources based on the request type. In addition to supporting HR Services requests from within the ServiceNow portal, the solution also integrates workflow and document management applications like

Founded in
1902

120
Years of
Operations

\$ 2.5B
Est. Annual
Revenue

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Cherwell and OnBase.

The customer realized that choosing the right partner was as crucial to their success as the right technology. INRY was recognized by the customer as an ideal fit, thanks to the organization's deep experience in healthcare and the team's leadership and expertise in the ServiceNow HRSD community.

The Rewards

INRY was able to work with the organization's functional and technical stakeholders to deploy the ServiceNow HRSD solution (including a comprehensive Employee Service Center Portal) in just 12 weeks. The SMART Success delivery approach allowed for quick and successful deployment.

INRY's SMART Success helps organizations realize a quick return on their ServiceNow investment. By enabling customers to get up and running quickly, with minimal configuration, SMART Success reduces the risk and cost associated with adoption and enablement. The SMART Success approach creates quick wins, building momentum for long-term enablement and adoption.

The organization's Employee Service Center Portal and the ServiceNow HRSD solution have delivered tangible improvements for healthcare workers and

back-office support staff. Employees now have one place to request support for various HR IT-related issues, which has reduced the number of ad hoc requests going to HR. It also helped free up critical HR resources for strategic workforce planning, a vital activity in an era of increased healthcare workforce complexity.

By embarking on a partnership with ServiceNow and INRY, customers showcase the power of innovative technology and experienced delivery services to positively impact their patients and their business.



Fastest Growing Company



Certified Secure



**SOC 2
TYPE II
CERTIFIED**