

# A North Carolina County Improves Lifecycle Management with ServiceNow HRSD

## The Mission

One of the most populous counties of North Carolina and was facing significant challenges in HR operations. They wanted to achieve quicker and more consistent HR Case Resolutions, oversee an end-to-end knowledge lifecycle management system, and establish an employee-facing portal to drive consumer-grade platforms and interface with third-party portals. The County needed a powerful HR service delivery platform to prioritize HR Services with higher potential case volumes, capture as much information upfront to reduce back and forth between HR agents and requestors and automate routing and approval of services.

## The Opportunity

INRY, the trusted top 10 service partner, partnered with North Carolina County to help them leverage ServiceNow HRSD. Through the INRY SMART Success service offering, INRY helped the County transform manual and inefficient HR processes, improve self-service capabilities, accelerate inconsistent service delivery, overcome compliance challenges, and scale analytics to achieve better insights.

## The Approach

- Streamlined and Automated Processes: INRY



quickly identified areas for process improvement in HR processes, such as eliminating manual tasks and reducing administrative burdens. By configuring workflows and HR case management, the County achieved greater efficiency and enhanced employee experiences

- Empowering Employee Self-Service: Implemented an intuitive and user-friendly employee portal and enabled the County's employees to access HR services, such as leave requests, benefits information, and personal data updates, through a

Headquart  
ered in  
North  
Carolina

Over  
**200**  
Employees

Founded in  
**1963**

Revenue  
**\$49.8M**

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self-service portal.

- **Consistent Service Delivery:** Standardized HR service delivery across departments and locations, configured service catalogues, service level agreements (SLAs), and automated routing of HR cases. This ensured consistent service quality and the timely resolution of employee inquiries and requests
- **Compliance and Policy Management:** Centralized and automated HR policy management, implemented a policy repository, streamlined policy updates, and enabled effective communication of policy changes
- **Robust Analytics and Reporting:** Configured HR metrics, dashboards, and reports within ServiceNow HRSD and empowered HR leaders to gain valuable insights, identify trends, and measure the effectiveness of HR initiatives
- **Positive Impact:** Streamlined and automated processes to achieve significant time and cost savings for the County, freeing up HR resources for strategic initiatives. Employee satisfaction soared as self-service capabilities empowered employees to manage their HR needs conveniently. Consistent service delivery and compliance management improved operational

efficiency while drastically reducing compliance risks. The robust analytics and reporting capabilities will help the County with data-driven decision-making and strategic HR planning

## The Results

The County experienced a remarkable transformation in HR service delivery. INRY was instrumental in streamlining processes, empowering employee self-service, ensuring consistent service delivery, managing compliance, and enabling data - driven decision-making. The successful implementation empowered the County to provide efficient and effective HR services, ultimately enhancing employee experiences and driving organizational success.



Fastest Growing Company



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**SOC 2  
TYPE II  
CERTIFIED**