

INRY Accelerated a Leading Plastic Manufacturer's HR Operations Productivity and Reshaped Employee Experience

A plastic manufacturing giant operating in around 50 countries with a global workforce of over 31,000 talented individuals sought collaboration to look at their HR organization holistically and deliver a connected employee experience.

The Opportunity

The customer aimed to transform internal processes, accelerate productivity, and leverage technology to drive operational excellence. INRY, renowned for its deep expertise in ServiceNow HR Service Delivery, emerged as the ideal collaborator to align with the customer's vision.

The Implementation

INRY implemented ServiceNow HRSD to enhance the customer's HR operations by focusing on the following key aspects:

- **Transform HR Processes:** INRY assessed the existing HR processes, identified inefficiencies, and redesigned the processes to optimize them for better efficiency and effectiveness
- **Automating Workflows:** INRY identified repetitive tasks and manual interventions in the areas of resignation, retirement, involuntary separation, transfers and leave management to automate



the workflows

- **Enhancing Data Management:** INRY implemented robust data management practices to ensure accurate and secure handling of employee data. They established data governance protocols, implemented data quality checks, and integrated HR data sources to provide a unified view of employee information
- **Reshaped Portal Experience:** INRY configured an intuitive ServiceNow HR Service portal that gives employees direct access to HR services and key information. Employees could quickly submit HR requests, access HR policies and

Founded in
1976

Over
10000
Employees

Est. Annual
Revenue
\$31.2
Billion

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documents, view their personal information, and track the status of their requests—all in one place.

manufacturer now operates with heightened productivity, efficiency, and a reshaped employee experience.

The Results

Within a short span of 12 weeks of implementing ServiceNow HRSD, INRY helped the customer boost productivity, enhance employee engagement, access best practice reports and dashboards to make data-driven decisions, and identify areas for further enhancement. System integrations improved the digital experience, ensuring adaptability, scalability, and readiness for future market expansions.

The customer gained the agility and confidence to swiftly respond to evolving needs, efficiently manage their workforce, and excel in HR operations. The employee-centric approach fostered a culture of empowerment, engagement, and productivity.

As a result of this collaboration, the plastic manufacturer experienced remarkable outcomes. Non-HR request time was reduced by an impressive 65.4%, enabling HR teams to focus on strategic initiatives. Cross-functional teams witnessed a significant efficiency boost of 19.6%, enhancing collaboration and accelerating business outcomes. This success story stands as a testament to the profound impact of INRY's collaboration. The plastic



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**SOC 2
TYPE II
CERTIFIED**