

# INRY Digitized HR Services for a Leading Public Healthcare Provider in Florida using ServiceNow HRSD

## The Opportunity

A leading public healthcare provider offers exceptional healthcare services while prioritizing the well-being of its patients. As one of the largest public healthcare systems in the United States, the organization over 30 locations with a large team of over 1,800 skilled physicians and 8,000 dedicated employees. The customer aimed to enhance the employee experience by streamlining HR processes and improving service delivery.

## Key challenges:

- Manual and paper-heavy process for any HR-related tasks
- Lack of a tracking mechanism across HR cases
- Manual and cumbersome process for managing bonuses

The customer sought ServiceNow's powerful HRSD platform to address these challenges. INRY, a ServiceNow Healthcare Partner of the Year (2022), was the perfect fit for the customer. INRY's HRSD SMART Success delivered ServiceNow HRSD with minimal configuration, allowing the customer to quickly realize the value of the solution.



## The Approach

The ServiceNow implementation was supported by skilled techno-functional resources backed by a robust governance and organizational change management framework. Through INRY's PASS methodology, we helped the customer achieve the following within 12 weeks of project commencement.

- **HR Case Management:** With the digitized platform in place, the healthcare provider's employees could easily request services and experience quick self-service resolutions, saving valuable time and resources

Founded in  
**1938**

Over  
**8000**  
Employees

Headquartered  
in  
**Florida**

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

- **HR Knowledge Management:** INRY implemented an intuitive knowledge base with useful information, articles, and FAQs, empowering the workforce to better understand the workspace and work culture, leading to improved employee engagement
- **HR Service Portal (Employee Center Pro):** The healthcare provider's employees now have access to a comprehensive one-stop solution for their HR needs, promoting ease of use and a positive employee experience
- **Integration (HCM & SSO):** The integration of HCM and Single Sign-On (SSO) ensured a seamless flow of important documents and authorized access to accounts and documents, enhancing data security and compliance
- **Automated Bonus Management Workflows:** Enabled 8500 employees to request, track and receive their bonuses seamlessly

## The Results

By digitizing HR services and implementing advanced workflows through ServiceNow, the customer gained the flexibility and adaptability

needed to respond swiftly to changing business needs.

- **One-stop shop for all HR Services:** The rich UI of the EC Pro (employee center) portal enhanced the employees' user experience. All HR Services and knowledge articles are now at the fingertips of the employees. The redressal of cases has also been seamless
- **Automated Bonus Management Workflows:** The transition from manual processing via emails and excel sheets led to a significant reduction in processing time and ensured accurate verification of eligibility criteria
- **Improved Employee Experience:** Self-service options and automated workflows empowered employees, providing quick access to HR information, services, and support
- **Increased Overall Efficiency:** Automated HR services processes reduced manual tasks and improved response time, resulting in higher productivity and time savings
- **Strategic Decision-Making:** Automated HR analytics with valuable insights enable data-driven decision-making, workforce planning, and talent management strategies

