

A Financial Services Company's Transition Roadmap from HR Service Delivery Standard to Enterprise

A top financial services provider delivers personalized financial plans, expert investment management, comprehensive insurance, and wealth management. With a team of experienced professionals, they provide exceptional support every step of the way, ensuring that individuals, families, and businesses are successful and safe with their finances. Recognizing the importance of an elevated employee experience for their team, the customer partnered with INRY, a ServiceNow Elite Partner, to strengthen their HR Service Delivery (HRSD).

Consequently, they strategically opted to upgrade from the HR Service Delivery Standard to Enterprise version of the application, leveraging the foundation laid by INRY's previous implementation of HRSD Standard. The upgraded version's implementation streamlines HR service delivery by establishing a dynamic, personalized, unified Employee Center Portal, centralizing employee information across the Enterprise, resulting in increased employee satisfaction through empowering self-service experiences, improved efficiency, and reduced processing time. In addition, managers and leadership gained realtime visibility to make data-driven choices, ultimately enhancing the overall employee and agent experience.



Elevating Overall Employee Experience with HRSD Enterprise

INRY was integral in assisting the customer with the implementation of the ServiceNow HRSD Enterprise solution. Leveraging their expertise in ServiceNow implementations, INRY successfully navigated the customer through the implementation process, ensuring a smooth transition from HRSD Standard. As a result, employees access the one-stop-shop

Reduction in
HR Case
volume by
41%

Increase in
self-service
rate at
76%

Positive
Employee
NPS score
increased
by **32%**

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Employee Center portal (EC Pro) for all their self-service needs. The Employee Center is equipped with features configured to enhance service delivery efficiency, promote collaboration, and boost overall team productivity. With the migration of the customer to HRSD Enterprise, INRY showcases their expertise in configuring HR Case Management, HR Knowledge Management, HR Services, HR Agent Workspace, and crafting insightful Dashboards and Reports to provide a holistic solution for HR service Delivery. INRY has configured both existing Out-of-the-Box (OOTB) functionalities and introduced new features to meet the customer's unique needs. As a result,

- HR Case Management for managing case work is streamlined, ensuring prompt resolution of employee inquiries reducing HR Case volume by 47.9%
- HR Knowledge Management as a hub for resources and comprehensive documentation, providing employees with quick access to essential information
- The intuitive HR Agent Workspace offers simplified navigation when working on cases and efficient task management for HR teams
- Informative Dashboards and Reports provide

valuable insights into HR operations, further improving HR departmental efficiencies and decision-making

A Single Source of Truth Through a Seamless Integration

As part of the transition from HRSD Standard to HRSD Enterprise, INRY integrated the customer's HRSD instance with Workday to enable access to core HCM (Human Capital Management) data. This integration ensured a smooth flow of information between ServiceNow HRSD and Workday, facilitating efficient HR operations. The integration and synchronization of employee data between platforms streamline processes and enhance data accuracy, enabling the customer to make informed decisions and provide better support for employees throughout their tenure.

Additionally, the implementation of the Manager Hub ensured a cohesive and comprehensive platform complete for managers to govern team dynamics. Managers can access the Manager Hub directly from their HRSD dashboard, providing a central hub for all their HR-related tasks and team management activities. Leveraging ServiceNow's capabilities, INRY provided the customer with a holistic HR management platform tailored to their needs that streamlined HR processes, fostered collaboration, and empowered managers and leadership to make

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data-driven decisions for better team performance.

Migrating to HRSD Enterprise Enhances Work Relationships

In order to streamline the process for managing corporate employee relations, the implementation involved enabling the Employee Relations (ER) application within the HRSD Enterprise platform. The Employee Relations application is tailored to fit to the unique needs of any organization. Through this implementation, the customer now has a centralized platform to effectively manage and track employee-related issues, ensuring that each case is handled in compliance with organizational policies and regulations. It enabled the customer to address employee concerns in a sensitive manner, promote a positive work culture, and mitigate potential risks with their workforce. With INRY's support, the customer's HR service delivery has reached new levels of efficiency and effectiveness, setting a benchmark for excellence.

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empowered managers and leadership to make data-driven decisions for better team performance.

Monitor Performance to Identify Areas for Improvement

INRY's solution helped the customer transition to a goal-driven culture. Performance Analytics enabled the customer to measure HR process efficiency through responsive dashboards, providing actionable insights for improving service delivery and processes.

INRY, as their trusted ServiceNow partner, collaborated at all stages of the implementation to provide strategic recommendations, implement the customer's requirements, and set the stage for ongoing future enhancement, all within a 10-week timeline.

This migration aimed to improve employee experience and performance through better service delivery. INRY provided training on ServiceNow's HRSD Enterprise, enhancing HR productivity and overall employee satisfaction.



Fastest Growing Company



Certified Secure



**SOC 2
TYPE II
CERTIFIED**