



## The Challenge

Human Resources (HR) is supported by numerous data management tools and point solutions for automating tasks, yet end user interaction and process management are generally neglected. Interaction often remains reliant on phone and email channels, and few HR activities follow a defined process. Like every other department in the business, HR is under pressure to “do more with less”, which means becoming more efficient and more effective.

## The Solution

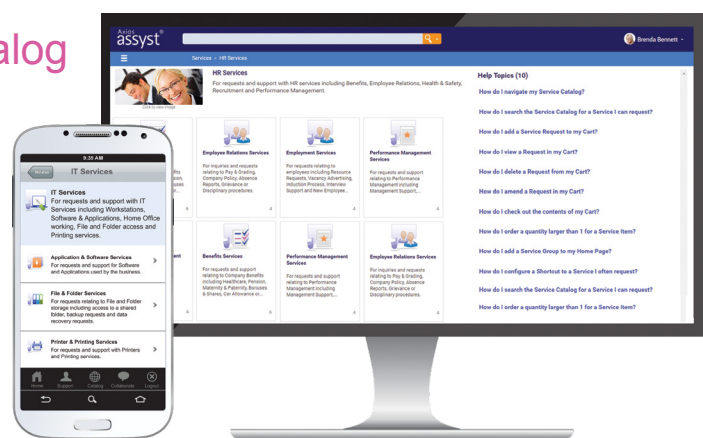
The HR department needs to take a more managed approach to how it interacts with service customers. A digital HR portal (delivered as part of a comprehensive enterprise service portal) provides a more efficient interface with service customers – a “store-front” for HR. Behind the scenes, process automation and operational reporting help drive improved efficiency and better, faster and cheaper HR services for the business.

- **Digital portal** - Present HR services as part of an enterprise-wide service catalog, making it easy for staff to access and interact.
- **Self-service** – Directing user access to HR information reduces inbound calls and emails. Staff can check and amend their personal data, further reducing the administrative burden on the HR department.
- **Service Automation** - Automate execution processes to reduce the day-to-day operations burden, releasing time and resources for strategic activity like recruitment, engagement, training and retention.
- **Insight & Analytics** - Wizard-based reporting engine and performance dashboards give you a real-time view of demands and operational performance, and highlight areas for improvement.
- **Integration** - Integration with existing HR and IT systems to share data and leverage existing technology investments.

## Adoption Example: HR Service Catalog

Make HR services visible and accessible to the end user community through an enterprise service portal:

- Staff information changes
- Vacation requests & sick leave
- Payroll issues
- Access to benefits information
- On-boarding and off-boarding
- Recruitment and training requests
- Complaints handling and escalation



## Business Benefits

 <p>Ensure that supply meets demand in terms of volume, timelines, priority, cost and quality.</p>	 <p>Provide insight into business demands and internal HR resource utilization.</p>	 <p>Create a more mature, agile HR function that is more capable of meeting future demands.</p>	 <p>Establish a global strategic approach that caters for a growing mobile workforce.</p>	 <p>Improve visibility of the HR service portfolio and increase the business value that HR provides.</p>	 <p>Demonstrate performance and efficiency to the business.</p>	 <p>Improve the business perception of both HR and IT.</p>
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