

FLYER

YOUR SOLUTION FOR HR SERVICE MANAGEMENT

HR departments face growing pressure to increase their efficiency. Apart from purely operational tasks relating to payroll accounting, contracts of employment, vacation and references etc., more and more strategic tasks have to be accomplished. In the battle for the best employees, HR has to work hard to improve the employer's attractiveness, recruitment and talent management. A business environment that is changing at an ever-greater pace means big efforts are required in change management and to enhance leadership and management skills. If HR wants to keep on performing operational and strategic tasks to the satisfaction of its customers, it has to organize itself like a professional service division and increase the efficiency of its internal processes.

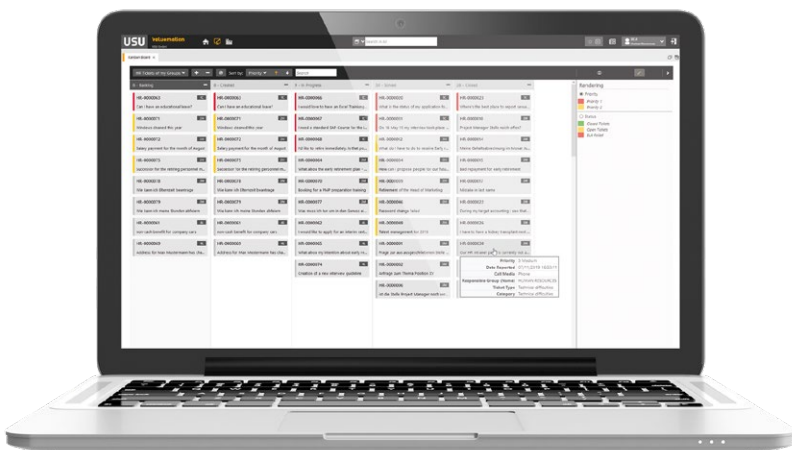
BENEFITS

Valuation enables you to

Increase employee satisfaction by improving the quality of service in HR

Continuously optimize the assignment of work thanks to transparency on the amount of work and capacity utilization in the HR organization

Free up resources to deal with strategically important HR processes by increasing efficiency in operational HR processes



All HR service requests and their status at a glance

KEY FACTS

Valuation enables you to

Configure your HR services and the underlying handling processes

Provide your customers with services via a state-of-the-art self-service application

Distribute and handle service requests in your HR team in accordance with their priority and the workload

Answer many questions from the workforce automatically using a knowledge base

Objectives

— Valuation enables you to organize all operational tasks at your HR department. You define the services that are available and deliver them to employees and managers on demand in a self-service application. Depending on the type of request and its priority, new service requests are assigned to members of staff and the customer is shown their current status. You store important information in a knowledge base and so automatically provide answers to the questions most frequently asked by your workforce.

Self-service Offerings for Employees and Personnel Officers

— Employees and personnel officers can order HR services directly using a self-service application on their PC or smartphone. The user interface is similar to an Internet shop and so can be used intuitively by any user without the need for training. Users can see their current service requests and the status of them at a glance. If required, they can also contact the HR department directly, e.g. using a chat function.

You can proactively store frequently requested information from human resources, such as vacation regulations, training programs or company car policies, in a knowledge base. If an employee enters a question in the self-service application, the appropriate answer is displayed automatically. A chatbot provides support for more complex questions that require checking back with the employee. As a result, you cut the number of direct queries by employees to your HR department.

Handling Service Requests in the HR Team

— New requests, such as “new employee joining” or “issue reference,” are assigned to the persons responsible in the HR team, depending on their subject and priority. Personal to-do lists and automatic reminders help staff deal with them in time. Automatic escalations ensure that no request is overlooked, even if a member of staff is on vacation or absent through illness. Dashboard views keep the persons responsible up-to-date about the current processing status of the request at all times. As a result, they can detect bottlenecks and take remedial action. Extensive analysis functions make the number and scope of the HR services transparent and help you optimize service processes.

Configuration and Automation of HR Processes

— Valuation lets you configure any desired HR service processes. You can define the process steps required for that, as well as the persons responsible for handling, examining and approving them. It's possible to map simple processes entailing just a few steps, as well as complex processes (such as relocation of a department) in which staff from different departments (like HR, IT and Facility Management) and from external service providers (such as removal companies etc.) may be engaged. HR processes can also be completely automated so that, for example, employees themselves can change their address or account details directly in the personnel master data without involving a member of the HR staff. A wide range of frequently employed HR processes are already available in Valuation standard.

Integration with Third-party Systems

— Valuation can be integrated with any third-party systems. That means, for example, that you can read personnel master data from SAP or automatically make entries in personnel files.