

Case Study: ServiceNow (HR-SD Implementation)

European Beverage Company

A beverage company in Europe wanted to enhance its HR Process for its 25000 employees. A decision to implement HR SD ServiceNow to improve the efficiency of HR was in place in no time.

Before the configuration of ServiceNow, the company used an in-house HR tool to manage all of its 25000 employees. The user used to send an email to HR, and personnel would manually enter the request into the tool and process it.



AT A GLANCE

BENEFITS

- MLE helped save time and cost for the beverage company
- Cycle time reduced from 5-7 days to 2 days
- TAT was improved drastically
- Human intervention was reduced, therefore, improving the accuracy from 62% to 95%



**MLE HAS CERTIFIED
CONSULTANTS WHO ARE
INCREDIBLE,
CONSCIENTIOUS AND ARE
VERY CAPABLE, HONEST
AND SOLUTION-ORIENTED.
- CLIENT FEEDBACK**



HIGHLIGHTS AND SOLUTION

PHASE 1

- Analysis of the current as-is process and created service architecture.
- MLE gave them suggestions after multiple consultations and revamped the entire process.
- Architected ServiceNow solution for the client based on an in-house HR tool.
- Initially, the company rolled out the new HR SD solution to 5000 employees and then to the entire company.
- Users were now calling HR people and were raising the requests into ServiceNow directly.

PHASE 2

- Company then rolled out an employee service centre / HR portal
- Users could now log into the HR portal and see all the services in terms of lifecycle events.
- Example Payroll requests, Salary, other benefits, and many more HR-related requests.
- The company later rolled it out for 25000 employees.

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