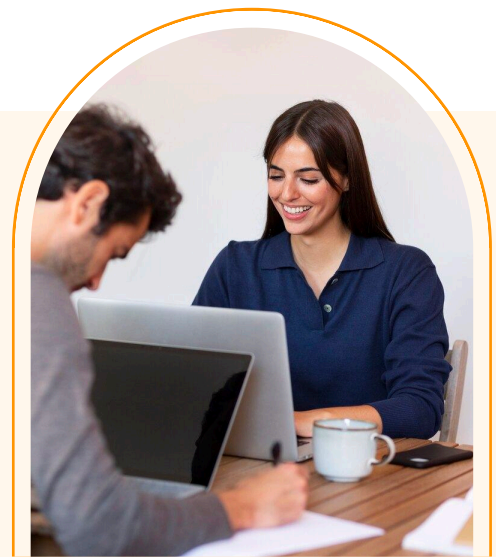


CASE STUDY

# HR Service Delivery Implementation



## Company

A globally recognized organization specializing in digital solutions, mobile app development, and IT consulting, catering to industries such as finance, healthcare, and e-commerce.

## Solution

We implemented the ServiceNow HR Service Delivery (HRSD) solution, which centralized HR processes and introduced an employee self-service portal. The platform automated routine HR tasks, provided employees with instant access to HR-related information and services.

## Challenge

The company faced challenges in managing HR services efficiently due to manual processes and a lack of centralized systems. Employees experienced delays in resolving HR queries leading to reduced employee satisfaction and increased workload for the HR team.

## Result

The ServiceNow HRSD solution reduced query resolution time by 50% and increased employee satisfaction by 70%. The automated workflows and self-service portal minimized manual intervention, and enabling the HR team to improve overall efficiency and focus on strategic priorities.



*"The implementation of ServiceNow HRSD has completely streamlined our HR processes. Employees now have instant access to the resources they need, and our HR team can focus on more strategic initiatives."*

— Director of HR

50%

Reduced Query Resolution Time

70%

Increased Employee Satisfaction

**ServiceNow HR Service Delivery (HRSD)**

Technology Applied