

Industry: **Premier Health System**

Company size: **23,000**

Company revenue: **\$25.9B**

Human Resources Service Delivery (HRSD) and Employee Experience

- Transparency to self-service and call center volumes, response times, traffic
- Employee customized Self Service portal experience
 - 83 services defined
- Informed Case Management with supporting Knowledge articles
 - 402 Knowledge articles published
- Full view into employee's full case history with HR
- Increase in self-resolution contributed to decrease in agent handled cases, freeing HR staff to focus on complex case handling

Time needed to address employee escalations: **83% decrease**

16.7% of employees used portal in first week

40% decrease in HR call volume 1 year post deployment (**17% decrease** during open enrollment)

40% cases entered via **self service**

Talk to Bridgeview today at the number below or request information [here](#).