



# Human Resources

## BridgeView Partners

July 2019



**PROJECT:** Human Resources

**COMPANY SIZE:** 3000+ Physicians & Researchers, 11000+ Nurses

**COMPANY INDUSTRY:** Healthcare

**CUSTOMER SINCE:** 2015

## CLIENT

A renowned multispecialty academic medical center that integrates clinical and hospital care with research and education. More than 3,000 full-time salaried physicians and researchers and 11,000 nurses represent 120 medical specialties and subspecialties that provided over 5 million outpatient visits annually throughout the health system.

## BACKGROUND

The client was seeking to mature its HR Case Management process, establish a source of truth for managing employee case history and improve the employee experience. Challenges included:

- No visibility to services delivered at what volumes and response times
- Lack of transparency to full history of person's interaction with HR
- Lack of consistent Case Management responses
- Email based worked flows
- Inadequate self-service options

To address these issues, BVP provided strategic program leadership, organizational change, and technical expertise to implement ServiceNow Human Resources Case, Knowledge Management & Self-Service.

## THE SOLUTION

- BridgeView Partners partnered with the HR Shared Services organization to:
  - Align the HR leadership with the vision, goals, expected outcomes and success metrics for the enhanced HR Case and Knowledge Management solution
  - Establish base Case Management and HR Knowledge Management processes
  - Establish Employee Service Center self-service portal
  - Establish consolidated HR Knowledgebase
  - Establish workflows for a set of manual request types
  - Establish an end user focus group for user experience feedback

## THE OUTCOME

- 100 % transparency to employee's full case history with HR
- 83 services defined
- 402 Knowledge articles published
- Informed Case Management with supporting Knowledge articles
- Employee customized Self Service portal experience
- Transparency to self-service and call center volumes, response times, traffic

## BENEFITS

- 83% decrease in the time needed to address employee escalations, reducing from days to minutes.
- 16.7% of employees used portal in the first week of open enrollment, reducing call center call volumes
- HR Case Specialists focused on supporting complex cases, reducing routine inquiries

*“BVP guided us from a completely manual process to an efficient, minimally customized solution. They focused us on our data quality and set us up for a highly successful go live. Our Self-service portal has been well received, so much so that we realized a 40% year-to-year reduction in call volume at our HR Solution Center.”*