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How digital services are transforming HR



Drivers for HR digitalization

HR teams and Chief HR Officers (CHROs) are tasked with optimizing the work experience for all employees, regardless of where they work. There's immense pressure to reduce costs, increase value, and streamline services. Many HR leaders are therefore pushing for increased digitalization to deal with these challenges.

What are the biggest drivers for CHROs and their teams to establish digital services? Here's what surveyed professionals think:

72%

Say recruiting in a competitive climate is a key priority

75%

Know they will use AI in the next 12 months¹

81%

Use HR technology—or plan to—to attract staff²

65%

Need to focus on retention and promote work-life balance

96%

Have to increase skills training over the next year

HR teams know that they must protect their most important resource: people. Choosing the right transformation partner with the right technology expertise is crucial.

Crossfuzze has a successful history of supporting businesses with large-scale HR transformation projects, and we have one of the highest customer satisfaction (CSAT) scores on the market at 4.88 out of 5.

We understand that HR is a unique function with its own requirements. That's why our team is comprised of both certified technical experts and HR business process consultants. In collaboration, we'll ensure that your business, technology, and HR strategies are all aligned.

As an accredited ServiceNow specialist, we can help implement a HR Service Delivery (HRSD) project that's tailored to your specific HR vision. Read on to see how we can create better employee and HR agent experiences, together.

Helping HR deliver more value

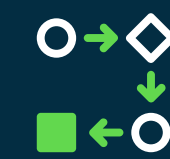
Against a backdrop of high staff turnover, talent shortages, growing workloads, and hybrid working, HR leaders must create the right conditions for more efficient ways of working.

Crossfuze has helped many HR teams do this using ServiceNow HRSD. Consolidating multiple services on one single system of experience lets you quickly reduce costs, save time, and improve service quality.

For example:

- Offering more self-service functionality can reduce case volume by 25%
- Automating manual tasks can reduce the time agents spend on cases by 50%
- Streamlined processes increase service delivery, reducing SLA breaches by 10%

Does this sound familiar?



Resource pressures mean that teams need to do more with less



Legacy systems and manual tasks result in inefficient ways of working



Disjointed processes and siloed departments create poor employee experiences

Crossfuze can help you overcome these common barriers to HR value

Modernize your systems and transform work

Integrating your HR process onto a digital platform can transform the work experience—both for stressed HR teams and other employees. There is no reason to settle for slow, manual processes when you can modernize workflows for everyone across your business and cut down on repetitive tasks with automation.

ServiceNow's platform acts as a workflow layer, connecting your existing systems together and making the experience of using them better. Then, you'll be able to:

- Minimize back-end, cross-departmental complexity
- Retain and protect talent
- Improve employee engagement
- Streamline onboarding, offboarding, and role transitions
- Empower managers with resources and tools

Partner with the experts

With ServiceNow, you can transform how work flows through your organization, break down silos, and empower employees with intuitive workspaces and automated processes.

Understanding how to make the most of a ServiceNow investment can improve your results. That is why we offer tailor-made support. We collaborate with you to assess your team's needs and deploy solutions in ways that help you meet your specific outcomes.

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I'm very happy to be working with Crossfuzze. Their ability to guide us and adapt to our needs have been instrumental in getting us the results we need."

—ServiceNow Platform Owner

Give your teams the tools they need to succeed

People and money are the scarcest resources in HR. Investing in a strong infrastructure to support your teams and make your budget go further is key.

A unified platform solution like ServiceNow HRSD can help your hard-working HR staff to deliver the modern, connected experiences that employees demand. HRSD makes it easier for people to collaborate across functions, and lowers the costs associated with managing multiple HR systems.

With HRSD

Your HR teams can:	Your employees can:
<ul style="list-style-type: none">• Gain better visibility over schedules, workloads, and skills to support staff productivity and a healthy work-life balance• Use AI tools to take care of service requests quickly and error-free• Spend more time on value-adding initiatives by automating simple tasks• Rest assured that processes, documentation, and communications are maintained on a secure platform• Understand how to improve their performance over time based on actionable insights	<ul style="list-style-type: none">• Enjoy a consistent, streamlined workplace experience from onboarding to offboarding and everything in between• Resolve queries and complete tasks quickly using self-service and automated workflows• Access services from different departments via a single portal• Keep all HR-related processes organized in one intuitive space• Use a native mobile app for quick and easy access to information, support, and the self-service portal

The power of expert support

The key to making the most of the capabilities that HRSD offers is specialized support. Crossfuze has worked with countless businesses to deploy effective HR solutions.

With our support, you have access to:

- A qualified team with both business consulting and technical expertise and a deep understanding of HRSD
- Best-practice guidance to help avoid common pitfalls, plus tried-and-tested techniques to optimize HR processes across your organization
- Specialist insights on how you can improve the working experience, both for HR agents and other employees
- Comprehensive support to help balance costs with HR outcomes

Why Crossfuze?

30+

consultants in our HR practice community

20

HRSD-certified implementation specialists

4.88/5

average CSAT score for HRSD implementation

15

suite certifications across our HR professionals



Find out more about some of the successes Crossfuzze have achieved for enterprises across the globe.

Global life sciences client: reducing HR case volumes and increasing self-service adoption



Challenge:

A leading life sciences client was juggling over 15,000 employees across 40 countries. HR teams were struggling with large case volumes, and a lack of self-service options was contributing to their burden. Poor consistency was harming the employee experience as well.



Engagement:

Together with ServiceNow, we implemented HRSD and provided hand-in-glove consultation. We set up three new delivery centers across the globe to unite the client's dispersed teams. We designed new, modern self-service channels to reduce the burden on HR—and we consolidated entry points to access services so that employee journeys feel more consistent.



Results:

18

HR services designed

100%

of HR components implemented

40+

countries serviced

11

months implement



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Legal services client: deploying a single solution for IT services and HR requests



Challenge:

A legal services client that represents 30 of the top 40 banks across the globe was dealing with a lot of service requests from staff. With 25 offices around the world, they needed an easier way to help staff access services quickly. HR agents were also dealing with too many manual tasks—making it even harder for them to provide timely services.



Engagement:

We worked closely with ServiceNow to design a solution that consolidated IT and HR services. Together, we deployed a platform that provided a single entry point for employees to submit their requests. To relieve the burden on HR teams, we also introduced automation and intuitive user interfaces for all HR processes.



Results:

25+

countries

3

year roadmap

1

end-to-end transformation partner

5/5

customer satisfaction score



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Financial and legal services client: consolidating systems used for HR requests



Challenge:

Our client, an independent provider of both financial and legal services, was dealing with inconsistent employee experiences. HR agents were struggling with counterintuitive, legacy technology. They needed to stick to a strict budget as well.



Engagement:

Together, we deployed HRSD to ensure that all employees have a single entry point for business service requests. We also improved the user experience for HR teams by giving them access to a platform with a more intuitive user interface.



Results:

3

weeks early to go-live date

9%

under budget

5/5

customer satisfaction score

Start today

You can empower your employees to collaborate when, where, and how they need to—helping them to feel connected and work more productively.

It all starts with the right partners.

To learn more, visit us at Crossfuze.com/HRSD



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