

ESTABLISHING a Service Desk for Human Resources Teams



A Practical Guide for Human Resources Leaders

WHITE PAPER

samanage

**“Our employees
are our greatest
asset.”**

Every company says it, but do they back it up with actions? Employees are happier, more productive, and can better serve customers when their internal service needs are met.

Leading organizations are working to establish a service desk for the whole company, and often Human Resources (HR) teams are the first to raise their hands. It’s probably because Human Resources provides a wide variety of services that impact every employee at the organization.

But, more often than not, we see HR teams relying on a combination of spreadsheets, phone calls, and emails to support employee requests. This approach is very manual and time consuming for your team, and it creates a less than optimal employee service experience.



It's Time to Redefine Your Employees' Service Experiences



Give employees a single destination to submit requests and track the status.

- Centralize service requests into a single location that is available 24/7 for all employees
- Proactively give employees a status of their HR requests
- Streamline the branding, design, and experience for your employees



Increase employee productivity and satisfaction with fast, seamless services from HR.

- Create automated, custom services that your employees want and need, such as onboarding and offboarding
- Measure and report on progress, while capturing new insights and opportunities for improvement
- Automate manual and repetitive tasks through workflows, routing, and automatic approvals



Improve the employee experience by predicting problems and preventing unnecessary issues.

- Close the communication gap between departments, management, and employees
- Understand where your employees might need additional training by identifying the most frequently asked questions
- Align staffing requirements by predicting higher volume times, such as open enrollment

Pop Quiz: What Services Could You Automate?

Outlined below is sampling of typical service requests a given employee might make. Which of these could you offer as a service to help your employees get the services they want and need, anytime and anywhere?

New Hire Processes / Offboarding

- New Employee Onboarding
- Contractor Onboarding
- Background Check
- Termination: Involuntary
- Termination: Voluntary
- Termination: Non-employee

Employee Development

- Employee Performance Review Schedule
- Employee Promotion
- Title Change
- Employee Salary Adjustment
- Department Transfer
- Manager Change
- Training Request: On-site
- Training Request: Off-site

Life Status Change

- Name Change After Life Event
- Beneficiary Name Change
- Add or Remove Name from Insurance
- Benefits Termination
- Pension Details
- 401(k) Contribution
- Payroll Deposit Account Change

Time Off & Leave

- Vacation Request
- Voting Time Off
- Jury Duty Time Off
- Notification of Maternity or Paternity Leave
- FMLA or Medical Leave





Understanding the ROI of Implementing an HR Service Desk

Establishing a service desk for HR and People teams can have a measurable impact to your organization.



Benefits to your team members

HR and People teams are often small and must wear many hats. What if you could...

- Reduce request response times by more than 50% by eliminating email
- Reduce cases by as much as 25% through self-service resources
- Save 10% time savings by streamlining service fulfillment processes



Benefits to your employees

If our goal is to make employees more successful, let's improve their service experiences by...

- Improving end user efficiency by up to 50% by giving them the resources they need anytime, anywhere
- Reducing average time-to-resolution by 45% so employees can get back to work quicker
- Increasing employee productivity by up to 5% by automating every HR process

Redefining Employee Service Experiences with Samanage

By providing employees with a single destination for all HR related services, Samanage helps you focus on the bigger picture of what's important in your

organization. Like the consumer experiences they've become accustomed to outside of work, it also gives your employees a modern experience that increases service quality while automating service operations.

- Use technology to provide visibility and seamless interactions for employees
- Consolidate all HR related services within one service platform for all of your employees
- Optimize how HR cases are routed to fulfill the request quicker
- Proactively pinpoint areas that need attention and remove process bottlenecks



Our HR team now initiates the new employee process, saving them a lot of time because they would have to do it in six or seven systems. Now, they can create an incident which delegates everything, including tasking things that they need to do.

— theBLOC



Case Study: ACHC

Accreditation Commission for Health Care (ACHC) is an internationally recognized accrediting body which accredits nine different healthcare industries including home health, hospice, DMEPOS, and pharmacy.



PROBLEM

Prior to Samanage, ACHC was averaging over 4 weeks to onboard a new employee. They were handcuffed to an outdated process that relied on multiple people, from multiple departments, to all be on a 40-step email chain to complete processes. It was extremely inefficient, tasks routinely fell through the cracks and new employees would come on board without the resources they need to start working.



SOLUTION

Since implementing Samanage, ACHC is able to commit to a 10 business day turnaround on all onboarding requests. They have increased communication and collaboration across all departments involved in onboarding, and no longer have to worry about employees starting without the resources they need.



BENEFITS

- Reduced fulfillment time
- Reduced risk
- Improved employee experience

Learn how other organizations have used Samanage to provide employee services from Human Resources teams:

GREAT OAKS

Cutting Support and Maintenance Costs Out of the Box with Samanage



PLURALSIGHT

Employee Service Plays Key Role in Scaling Business



theBLOC

Streamlining Processes and Unifying Departments through ITSM

Establishing a service desk for HR and People teams can have a significant impact on your employees and how your team serves their needs. By taking stock of the services you offer and requests your employees make everyday, you can begin your journey to becoming a service-oriented team that takes care of your employees' needs and moves the entire organization forward.



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Samanage, the Service Success Company, is the most reviewed and highest rated IT service desk solution. We are redefining employee service experiences by empowering organizations to maximize the potential from their most important asset – their people. Samanage’s cloud-based employee service management platform is smart, easy to use, and inspires companies ranging from startups to global market leaders to simplify complex tasks and automate services across their entire organization. With more than 2,000 customers around the world in a variety of vertical markets, our software can be tailored to meet specific service needs.