



# EFFECTE HR SERVICE MANAGEMENT

## *Digitize your HR Services*

Improve employee experience and increase their satisfaction with an intuitive one-stop-shop for HR-related services. Free your HR team from routine tasks and save your team from phone calls and shared inboxes that need to be processed manually. Automate, record, and digitally channel HR cases and service requests from the self-service portal to different queues.

Help people managers stay up-to-date with instant data. Governance, demand, cost and resource management will become transparent with our easy-to-use service management solution that works with leading HR tools.



**Improve your  
employee  
experience**



**Utilize your  
resources better**



**Manage  
performance  
based on data**



# THE HRSM SOLUTION FOR MODERN ORGANIZATIONS

Efecte's HRSM solution provides advanced analytics surrounding your HR processes, creating a data-driven organization. Allow your HR professionals to position themselves as fact-based, strategic partners. Efecte HRSM provides users and managers with centralized and simplified tools to digitize processes, streamline reporting, improve experiences, resource utilization, and overall performance.

## Improve your employee experience

Centralizing HR services is an easy way to improve employee satisfaction. The self-service portal included in Efecte HRSM comes preconfigured with common HR services include single offerings (requesting training), multi-request offerings (requesting reimbursements for a trip) and multi-step guided offerings (on-boarding). Any service can be automated, grouped or react differently based on the user making the request.

The self-service portal serves as an easily accessible and secure location to report HR cases, ask questions and report grievances. In many of these cases, individuals are not sure who to contact or might feel their case will be ignored. Efecte HRSM provides employees with a single location to create these reports and follow their progress. Any request or case made will be automatically categorized and sent to the service management tool, ensuring security and a quick review.

Efecte HRSM makes it easy for organizations to provide employees with up-to-date information. Organizations can include and categorize any corporate information within the self-service portal through the use of knowledge base articles. These articles can include company policies, employment information or any other relevant topics. In the Service Management Tool, these articles can be used to provide HR service personnel with solutions to know or common cases or questions.

## Utilize your resources better

Efecte HRSM provides users with an intuitive and easy to use self-service portal and a powerful service management tool, to simplify and streamline a wide range of services. Our self-service portal comes with common HR-related cases and requests pre-configured. Organizations can limit these services to certain users. The out-of-the-box services can be modified, entirely new services can be added, to meet your exact needs.

The requests, cases and knowledge base articles are managed and stored within our powerful service management tool. The service management tool includes pre-configured dashboards, views, and roles to simplify the adoption process and improve efficiency. Organizations can expand or modify the standard roles and permissions as needed. Within our service management tool, any user can create a custom list, graph or calendar view, to review data in real-time. These different views can be grouped into individual or role dashboards to further improve efficiencies.

HR departments can transform the way they work by using teams. When service personnel are grouped to prioritize work, queues are reduced, and transparency is improved. Standard or repetitive actions can be automated with our included drag-and-drop workflow engine. Efecte HRSM also includes pre-configured workflows to automate and simplify many of the out-of-the-box services.

## Manage performance based on data

One key advantage of increasing digitization is the increased amount of data collected surrounding all areas. Efecte HRSM addresses this topic in two key ways, collection and response. Our solution allows organizations to easily modify or create requests to collect the needed information. Certain fields can be set as mandatory, ensuring all of the needed information is provided.

Many industries and organization understand the importance of collecting data. However, simply collecting data does not add any value to the organization if they are not able to process, review and draw conclusions. Efecte HRSM allows managers to quickly search, filter and review the data surrounding services and their interconnections. We have included standard dashboards which track service-level agreements (SLA's), service completion, budgeting and more. Efecte HRSM allows notifications to automatically be sent to managers if the defined rates are exceeded. Organizations can also choose to redirect or escalate these cases or requests.

Efecte HRSM extends these reporting and tracking features to vendors and partners through advanced policy management. Organizations can review partner and vendor service levels, service completion and more. This information provides managers increased insight into their entire operation; allowing them to make decisions about partners and vendors.

### Efecte: Manage any Service

All of Efecte's solutions are built using the universal Efecte platform, allowing for a wide variety of corporate processes and services to be centralized in one location. Currently, we offer many complementary pre-configured solutions Identity Governance and Administration (IGA) and HR Service Management (HRSM). We have also developed custom solutions for a wide variety of other business cases including financial, asset and business specific cases. If you currently have another IT or business system, Efecte ITSM can quickly and easily be integrated internally or by our Efecte Integration Service (EIS).

To read more about these key features and all of the capabilities of the Efecte platform, we ask you to please download the "Efecte Platform Solution Description".