



# Akamai Finds HR Acuity's Purpose-Built Employee Relations Software is Light Years Ahead of Traditional Ticketing Systems

**COMPANY**

Akamai Technologies

**HEADQUARTERS**

Cambridge, Massachusetts

**INDUSTRY**

Internet

**NUMBER OF EMPLOYEES**

~8,000

**WEBSITE**

[www.akamai.com](http://www.akamai.com)

Stephanie Miller, JD, MBA is the Head of Employee Relations for Akamai Technologies, the world's most trusted solution to power and protect digital experiences through security, content delivery and edge compute products and services. Stephanie and her team lead Akamai's Employee Relations function for the company's 8,000+ employees in 33 countries throughout the world.

We recently caught up with Stephanie to discuss her experience with HR Acuity and how our platform helps her and her team.

**HRACUITY**<sup>®</sup>

# You can't make a ticketing system work for employee relations case management

Before joining Akamai, I had experience using ServiceNow (SNOW) as an ER leader in several companies. SNOW is a ticketing system, and it really can't be leveraged as a true case management system. We didn't have the nuances in configuration to achieve tight documentation. We had concerns about privacy issues and sensitive information falling into the wrong hands. SNOW is neither built for ER nor developed by people with vast knowledge of ER; instead, it is, at best, a system that could be fairly easily configured to manage HR transactional matters. Therefore, the more users of a transactional nature leverage the system, the less likely the system will be able to address the nuanced needs of ER case management. Hence, SNOW is a system of compromises.

**On a good day, SNOW only gives you about 50% of what you need, not want, when compared to HR Acuity.** And while SNOW claims that they can build HR Acuity's processes, there is way too much custom development needed to get it to where it could work for us. For example, with SNOW, there isn't any automatic case assignment based on the ER team's workloads. We didn't have any timestamping as part of our audit trail because users in other departments didn't need it, and it wasn't important for their use cases, but it's definitely needed in ER case management.

The reporting we needed was so manual that we had to implement a special team to unravel what had been done, reconfigure data and then still spend an inordinate amount of time to manually pull together data points to tell the story.

Honestly, there is nothing in SNOW that I wish I had in HR Acuity. I can't think of one thing.

## Introduction to HR Acuity

I was first introduced to HR Acuity through the employee relations community, and I served on the advisory board for HR Acuity's second Benchmarking study in 2015. From the moment I connected with Deb Muller, HR Acuity's founder and CEO, and other ER professionals affiliated with HR Acuity, I knew that HR Acuity had something great to offer. ER is hard work, so the ability to leverage the community that HR Acuity has built to network and share information and best practices is incredibly beneficial. The community helps me navigate the ins and outs of all parties involved in an employee investigation and outcomes with positive and negative impacts.

When I was introduced to the HR Acuity platform in 2018 through a demo, I was completely blown away by its capabilities. I realized right then that it was head and shoulders above any other solution because it was supported by an organization that lives and breathes ER – it's an ER solution that's built by ER professionals for ER professionals, so it's definitely best in show.

When I joined Akamai in 2021, I almost fell over with absolute joy when I learned that Akamai had been using HR Acuity since January 2019.



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# HR Acuity is a game-changer for ER teams

I really love HR Acuity's platform. First, there is an enormous resource library available, with resources at your fingertips for information about the system, how to document an investigation, etc. There are also many templates that we can customize to provide consistent documentation across the organization as well as communicate with involved parties.

And the reporting and analytics? We're able to self-administer, right out of the box, with no need for IT help. The reporting and analytics are very user-friendly. We can literally customize what we want, how often we need the information and to whom it should be sent. We've used the analytics capabilities to see why people are leaving during the Great Resignation, and it's given us helpful insights. For example, we've learned that when people leave, it's for more money only 12% of the time. This helps us with ensuring accountability among our people leaders and their role in resignations.

Our organization listens to employees about what they want, including flexibility in where they want to work. Only 10% of our employees are required to be in the office, so we use HR Acuity to apply the same management principles to in-person and remote workers, across all departments. The platform truly helps us identify 'hot spots' or specific areas that we need to address.

The other great thing about HR Acuity is its customer service. HR Acuity reps don't use scripts that don't apply to the situation, and they get back to me within two hours with thorough, personalized responses that address my specific needs.

HR Acuity has everything we need to handle employee issues consistently, confidently and compliantly.

## HRACUITY

### About HR Acuity

While you can't prevent every employee relations issue, you can change how you respond. HR Acuity is the only technology platform specifically built for employee relations and investigations management. HR Acuity's SaaS technology empowers you with built-in intelligence, templates and reporting so you can conduct fair investigations according to best practices; uncover trends and patterns through forward-looking data and analytics; and provide trusted, consistent experiences for your people.

Protect Your Reputation and Build a Better Workplace With HR Acuity.