Design for the Future: HR Service Delivery with Technology Deployment

Presented by:

Stacey Swanson, Senior Manager

Nikki Broderick, Manager

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Who Are We?

SALO Solutions Consulting is dedicated to helping clients reach their potential. Our team of experts and industry leaders work with clients building business cases for new systems, supporting clients through the confusing vendor selection process, supporting internal change management needs and even managing the overall system implementation.
Technology Enablers

• Alexa
• Dynamic Workflows
• Service Now
• Mobile Apps
• Geofencing
• Biometric Time Capture
• Outlook integrations
• LinkedIn
• Indeed
• Engagement Pulse embedded
Agenda

- HR Service Delivery Models
- Technology Enablers
- Implementation Best Practices
- Questions?
HR Service Operating Model

OLD HR Service Delivery
- Less Administration
- More Strategic Workforce Management
- More Best Practices and Advice to Business Leaders

NEW HR Service Delivery

Change Management will include:
- Redefine HR Role
- Build Functional Capabilities
- Streamline Processes

Transition

Policy Planning
- 10%
Business Partnering
- 25%
Administration
- 65%

Policy Planning
- 25%
Business Partnering
- 50%
Admin
- 25%
Process Improvements
- 25%
## HR Service Delivery Methods

<table>
<thead>
<tr>
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<th>Self Service</th>
<th>Contact Center</th>
<th>Caseworkers</th>
<th>Process Owners</th>
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</thead>
<tbody>
<tr>
<td><strong>Enablers:</strong></td>
<td>Governance, SLAs, Metrics, Policies, Procedures, Compliance, and Vendor Management</td>
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<tr>
<td><strong>Technology Enablers:</strong></td>
<td>HR Portal, Knowledge Management Tools, Reporting and Analytics, and Integration between technologies and vendors</td>
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| **Employees, Managers, Executives, and HR** | • Self Service  
• Seamless access and systems integration  
• Outbound document and content management | • Case Management  
• Integrated Telephone Services | • E-filing  
• HR Tools  
• HRIS Solutions  
• Outbound document management | • Content Management  
• Knowledge Management |

- **Self Service:** Single point of access to all HR information and transactions  
  - Personalized HR experience
- **Contact Center:** Single point of contact for HR Operations  
  - HR query support
- **Caseworkers:** Local and remote functional specialists  
  - Local and remote operational specialists  
  - Complex HR queries  
  - Back office process execution
- **Process Owners:** Functional SMEs  
  - Operational Excellence Service Centers
HR provides many functions to the organization, such as payroll processing, employee benefits and career advice. These services must be delivered to large workforces and the ways these are delivered are based on what's known as the HR service delivery model. A tiered model for HR Service Delivery drives efficiency, cost savings and enables strategic HR.

<table>
<thead>
<tr>
<th>Tier 0</th>
<th>Tier 1</th>
<th>Tier 2</th>
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<tbody>
<tr>
<td><strong>Direct Access</strong></td>
<td><strong>Employee Resource Center</strong></td>
<td><strong>Expertise Center</strong></td>
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<tr>
<td>Self managed via HR Sub-Portal</td>
<td>Central contact for complicated issues to backup Tier 0</td>
<td>HR Specialists manage sensitive and legal issues</td>
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<tr>
<td>- First point of contact</td>
<td>- Direct live support</td>
<td>- HR is strategic</td>
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<tr>
<td>- Eliminate paper</td>
<td>- Knowledge Base</td>
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<td>- Speed processes</td>
<td>- Consistent answers</td>
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<td>- Improve accuracy</td>
<td>- Enhanced knowledge</td>
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**Target Support Volume**

- Tier 0: 80%
- Tier 1: 15%
- Tier 2: 5%

*Adapted from Gartner Group*
Discussion: Implementation

What changes have you seen as a result of technology implementation?

People

Process

Technology
Top Reasons Why Implementations Fail

- Unrealistic expectations and timelines
- Underestimating resource needs
- Failure to manage organizational change
- Inadequate project management and testing
- Not aligning to business objectives
- No executive sponsorship
Best Practices

Have you considered...

Geographic Considerations
- Locations
- Languages
- Time Zone Differences
- Shift Work

Workforce Makeup
- Number of Employees
- Shift Work
- Union Contracts
- Skillset

Work Environment
- Office, Retail, Manufacturing, Other
- Access to Computers/Kiosks

Governance
- Organizational Readiness
- Budget

Technology Requirements
- IT Access
- Company E-mail Address
- Single Sign On (SSO)

Organizational Differences
- Standardization Achieved
- Local Compliance Factors
- Reporting
Services We Provide

Business Strategy Development
Create and execute a functional strategy that provides the framework for optimizing people, process and technology

System Selection & Implementation
Support the selection process and implementation of applications that optimize people, process and technology

Acquisition Integration
Realize expected value by creating and executing an integration playbook that includes your strategic vision, governance, best practices and optimized processes

Process Optimization
Streamlining and automating processes like:
• Recruiting Lifecycle
• Employee Onboarding
• Employee Performance

Service Delivery Model
Design and implement a service delivery model that will improve efficiency and effectiveness of providing service to your organization
Questions?
contact:  Nikki Broderick
nikkibroderick@salollc.com

Stacey Swanson
staceyswanson@salollc.com

blog: http://salollc.com/news-blog/

phone number: 612/230.7256