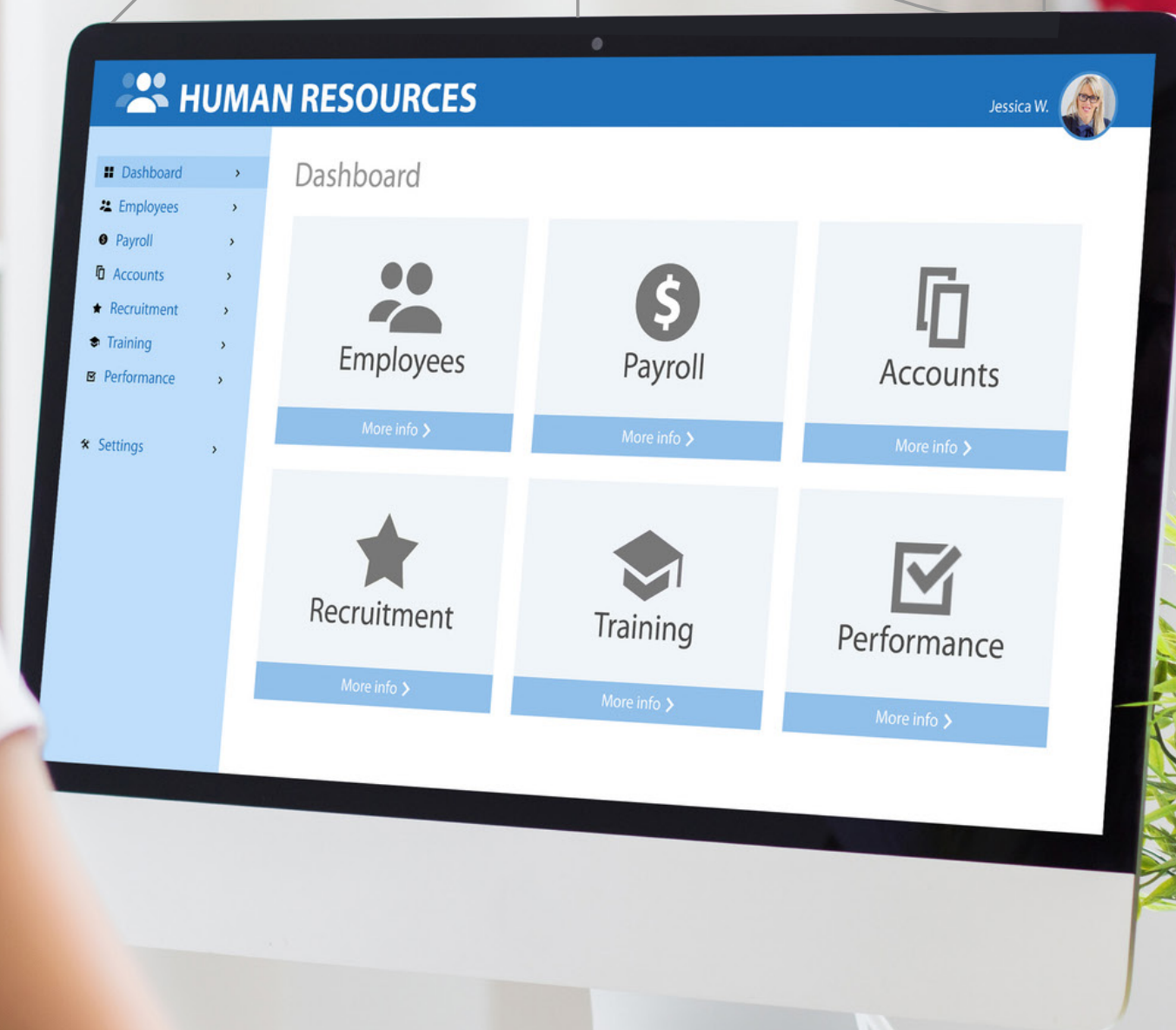


zensar

Boosting HR Efficiency and User Experience With ServiceNow-enabled Service Catalog Redesign

 **Case Study**



An  **RPG** Company

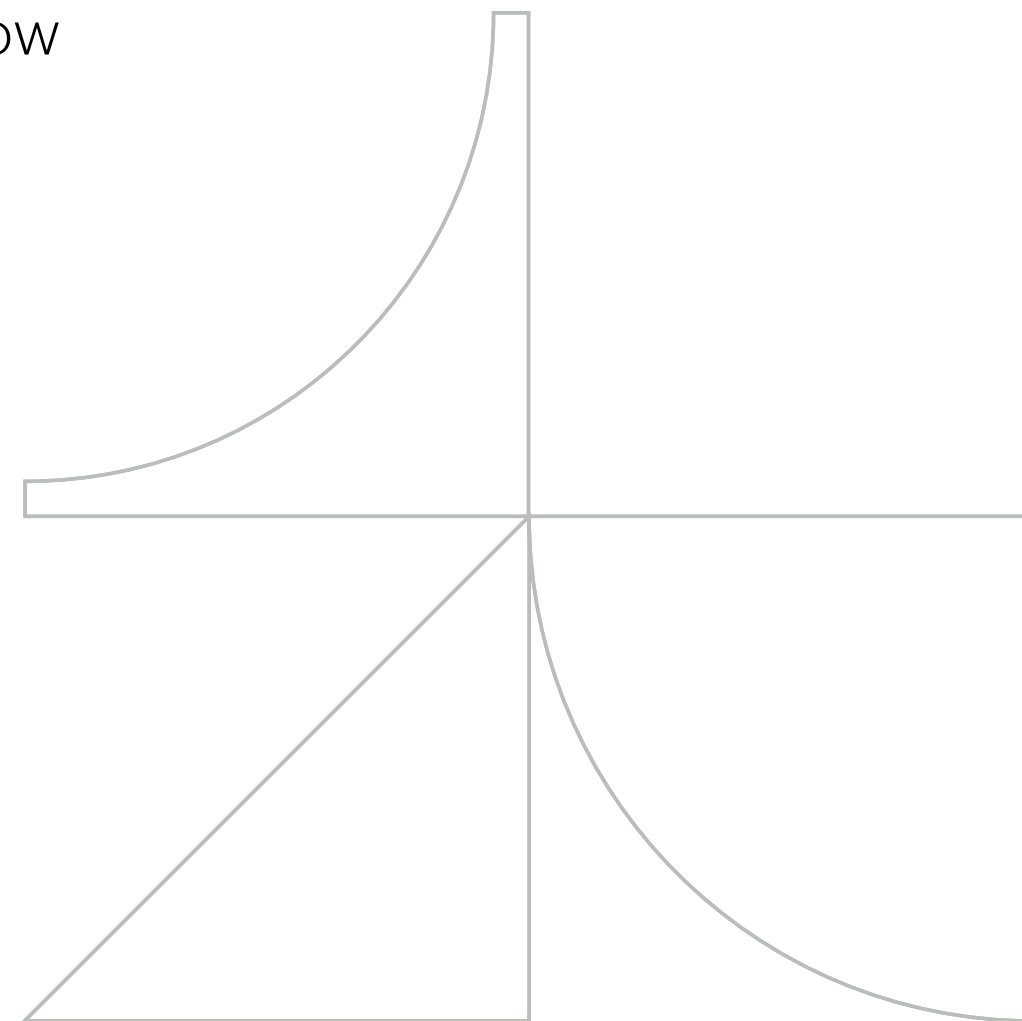


Overview

Automating systems for improved efficiency

The client is a highly respected trade body representing hundreds of hospitality institutions across the UK with operations in ~100,000 venues in a sector that employs 3.5 million people. It faced several challenges due to inefficient and time-consuming manual processes, which increased the workload on the HR department and caused operational inconsistencies. We tailored a strategy to streamline processes, which the client implemented to manage its tech environment supporting ~10,000 users across 80 locations and 10 regions, leveraging these resources:

- 525 approver users
- 120 support staff
- ServiceNow ITSM module
- Custom applications built on ServiceNow



Challenges

Time-consuming processes, poor categorization, and wasted resources

For starters, the environment didn't leverage automation. This meant poor ITIL practices due to manual ITSM processes as well as an inefficient workflow design requiring time-consuming manual intervention. And then there was difficulty managing multiple locations with low utilization of ServiceNow and poor reporting and dashboard options.

There were also issues with catalog management, including scattered catalogs for each category of hardware, software, access, and data; inefficient tracking or reporting features in the catalogs; and named approvals for most of the service catalog items.

The fallout: time wasted in searching for services, repeating tasks, or seeking clarifications; lack of self-service options, forcing employees to rely on HR for even basic tasks, increasing its workload; longer onboarding period for new hires due to information not easily accessible; and inconsistent application of HR policies across different departments or employee groups.

To top it all, there were missed legal requirements regarding employee benefits/training and difficulties in gathering data and insights for strategic HR decisions and plans.



Solution

Redesign to optimize processes

Zensar and ServiceNow tailored a strategy to redesign the existing service catalogs and create new ones for various departments, covering software, hardware, infrastructure, HR, and data governance; streamline ITSM processes and align them for approval of requested items; provide a consolidated view of HR activities; enable auto-generation of reports related to employees; and create an application for HR social reports cost-effectively.

We put the strategy in motion with a three-pronged approach:



Optimized catalogs:

We conducted workshops to understand the existing service catalog design; reduced the number of catalogs from 80 to 7; and fine-tuned the existing catalog items, making them more user-friendly.



Streamlined practices and processes:

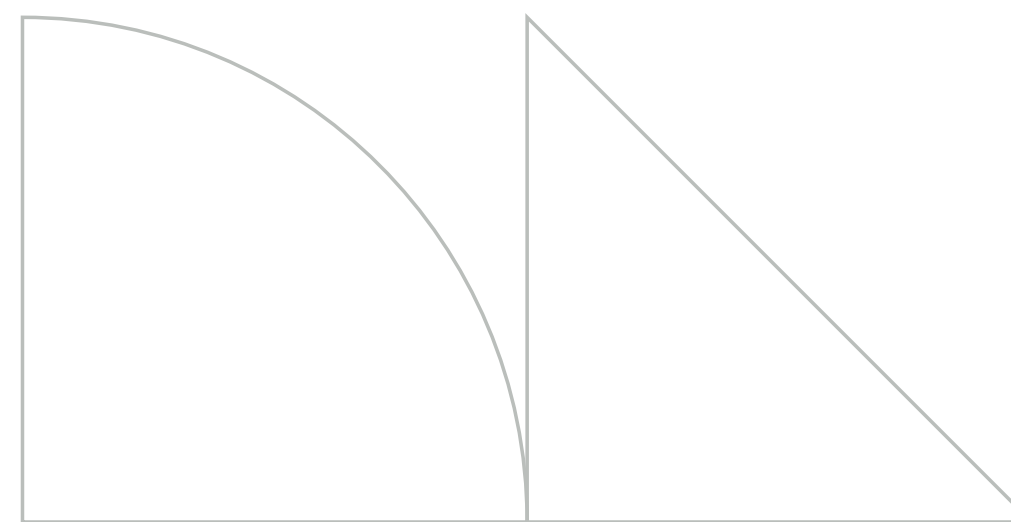
We relocated siloed applications to ServiceNow, in a phased manner; designed and formalized the approval process; deployed reusable scripts,

flows, and variable sets; implemented ServiceNow standards and best practices; and optimized processes for form calculations and cross-form validations.



Improved report generation:

We built and deployed the custom app HR Social Report, without additional license costs; deployed a one-stop solution for all monthly HR reports and dashboards, across Belmond locations; and enabled auto-generation of reports for every location, every month.



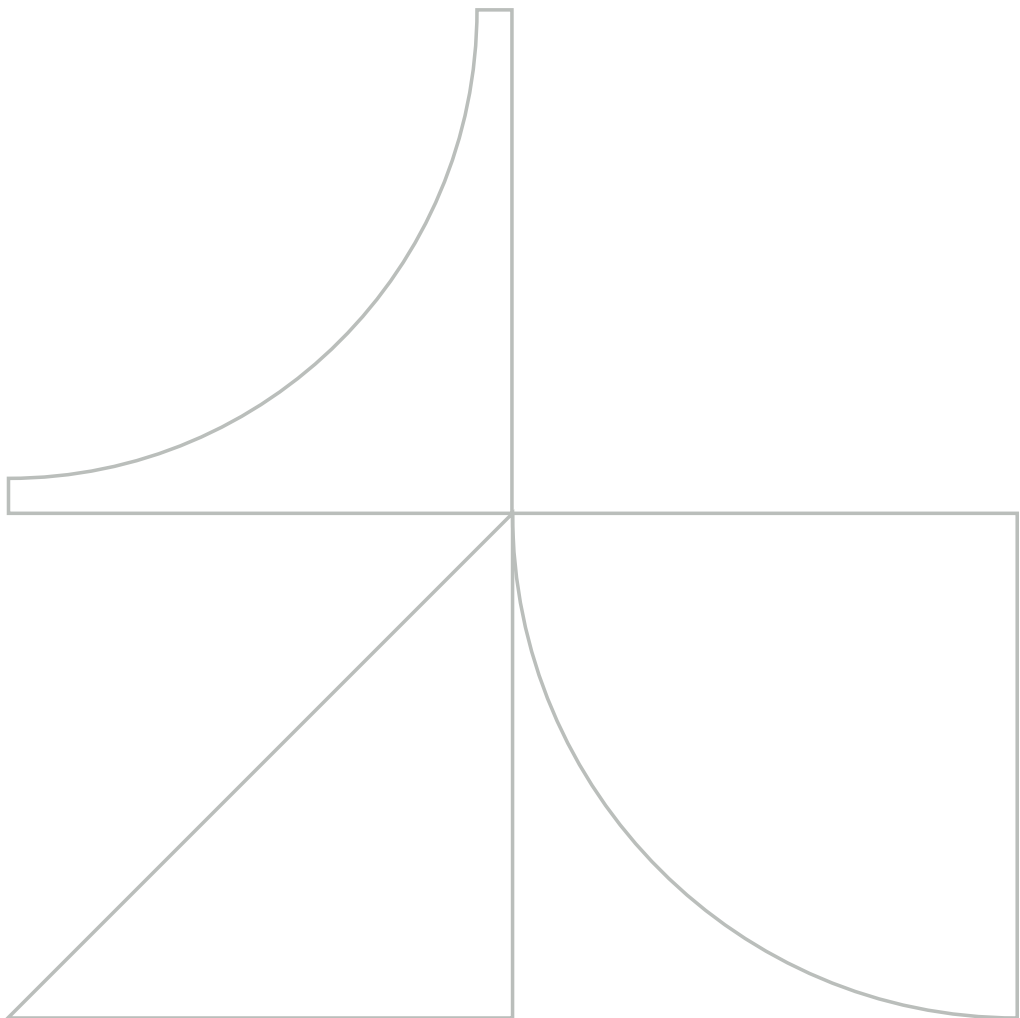


Impact

Increased HR efficiency and reduced manual intervention

The solution enabled a single pane of glass for all HR activities, simplified the service catalogs and the approval mechanism, and ensured better classification of service catalogs. It also enabled better tracking of service requests and reduced manual intervention for tickets with auto-approvals, based on policy alignment. To sum it up, here’s the success story in numbers:

100	80	80	20
percent compliance management	percent increase in HR management efficiency	percent increase in service portal usage	percent increase in utilization of ServiceNow
80	5X		
percent reports auto-generated	users trained and using ServiceNow		





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Part of the \$4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

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