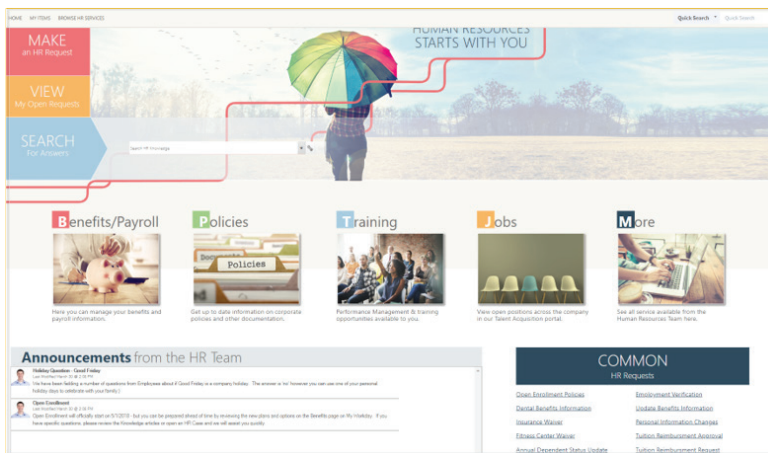


HR Service Management Solution

cherwell

Customer Challenge

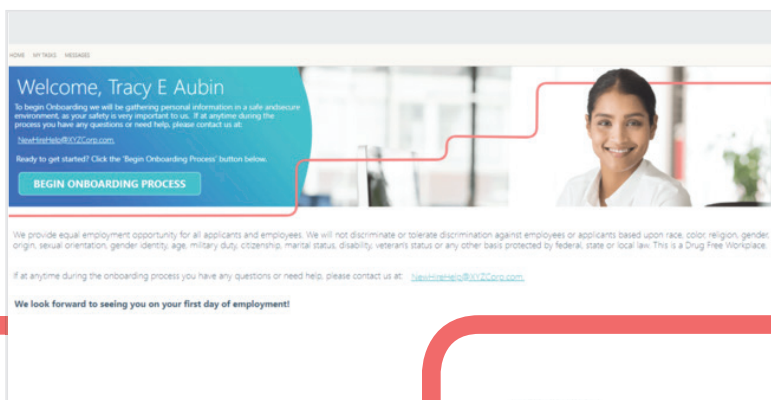
Employees, like all digital consumers today, expect HR to deliver services on-demand. Unfortunately, manual responses to repetitive requests and complex, cross-departmental tasks, such as employee on-boarding, lead to long wait times and frustrated employees.



Cherwell HRSM Empowers HR Transformation

Cherwell's HR Service Management solution integrates a multitude of HRIS systems with a single, purpose-built HRSM platform.

Through a single pane of glass, our HRSM solution is designed to simplify and automate the HR service delivery function leading to quick and efficient resolutions, and more satisfied and productive employees.



Features

- Consumer-like employee self-service portal
- Purpose-built HR knowledge base filtered by persona
- HR specific forms for data collection and task completion
- Powerful dashboards and reporting
- Integrated with applications like Microsoft Active Directory for Single-Sign-On
- Shared services capabilities and pre-built automated workflows like employee on-boarding
- 13 preconfigured HR processes that adhere to Society of Human Resource Management (SHRM) best practices
- Unified interface for access to HR information and resources with integration into third party HRIS systems like Workday and UltiPro

Benefits

- Drive high levels of employee satisfaction
- Improve HR service delivery
- Allows HR to focus more on strategic activities such as organizational development and employee culture
- Improve time to value for users, agents/technicians and management

With Cherwell's HR Service Management Solution, You Can:



Elevate and modernize HR service delivery

Customers expect quick delivery of services regardless of the provider. And, HR management requires visibility into the lifecycle of requests. Cherwell HR Service Management allows users to request service or report HR-related issues using the self-service portal, automatically assigns requests to the appropriate HR personnel, documents all transactions in an audit trail, and delivers real-time information via dashboards directly to HR management.



Standardize onboarding and offboarding processes

Onboarding, transfers, and role changes require complex, yet critical processes that can make or break the first day on the job. HR, IT, and other fulfillment teams must collaborate to make day one productive. Benefits and payroll activation, equipment procurement and installation, and system access are just a few of the necessities for onboarding success. Likewise, all offboarding activities, such as device deactivation and benefit termination, can be coordinated for the benefit of the employee and employer or organization.



Extend your HRSM solution with Workday Integration

Do you have an existing Workday solution or would you like to build a joint Cherwell/Workday solution? Jitterbit, our Integration-as-a-Service solution provider, will spec out the integration, build it on Jitterbit's world-class cloud integration platform, and maintain the integration as versions of software are updated - on both the Cherwell and the Workday side.



Increase ROI by leveraging an enterprise-wide system

Using Cherwell Service Management across multiple departments instantly increases your ROI. By offering a common portal that aggregates multiple service catalogs, employees have a single system of engagement, and service providers have a single system of record that facilitates coordination for cross-functional services. Plus, licensing costs, time-to-value, training requirements, and administrative overhead are significantly reduced, while gains in productivity and operational efficiency are experienced throughout the enterprise.



Reduce HR administrative burden

By offering a self-service portal to employees and automating key elements of the service request and fulfillment process, HR teams can significantly reduce the amount of time spent triaging, routing, and completing service requests. In addition, HR announcements, alerts, employee forms, and knowledge articles can be made available from within the portal, further lowering administrative costs.

