**ivanti** neurons

Ivanti Neurons for HR

Modern Employees Demand Modern HR Service Delivery

In today's digital workplace, employees expect human resources (HR) to deliver real-time and on-demand services, but that's easier said than done. HR is at the heart of every organization and as a result is responsible for making the organization hum as well as influencing the experience of each and every employee. However, many HR teams rely on disparate systems and outdated technology like email, spreadsheets, intranet sites and a patchwork of applications, making it very difficult to deliver a consistent and streamlined experience across the company.

A Streamlined Approach to HR Service Management

Ivanti Neurons for HR capabilities are integrated with the Ivanti Neurons platform and Ivanti Neurons for ITSM—so you can use the tools already in place to help your company's HR team make the move to advanced service delivery. With Ivanti Neurons for HR capabilities, you can help them:

- Streamline HR workflows with automated, intuitive tools that increase productivity.
- Gain in-depth, actionable insights using built-in analytics and reporting.
- Elevate HR service delivery while lowering operational costs.
- Increase employee satisfaction and productivity with on-demand self-service assistance.
- Free up more time to focus on strategic development goals.
- Improve time to value with rapid innovation throughout the business.
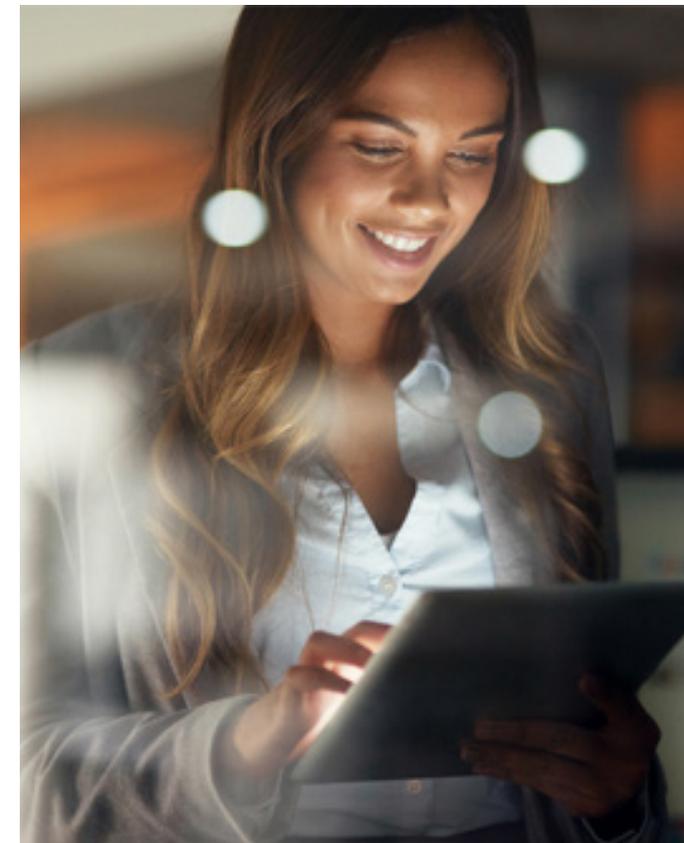
WVU Medicine

25% Fewer Costs

WVUM, West Virginia's largest healthcare provider, reduced costs by 25% when they switched to Cherwell HR Case Management for service delivery to faculty and staff.

Key Features & Capabilities

Employee Administration

Employee Administration automates and simplifies complicated employee onboarding and transition processes with intuitive dashboards that prompt HR staff through role-based workflows, thus ensuring streamlined service delivery and a consistent employee experience. Real-time integration with other fulfillment teams, such as IT and Facilities, helps efficiently provision employees—drastically improving operational efficiency across the enterprise—and employees receive everything they need to move forward in the shortest possible time.
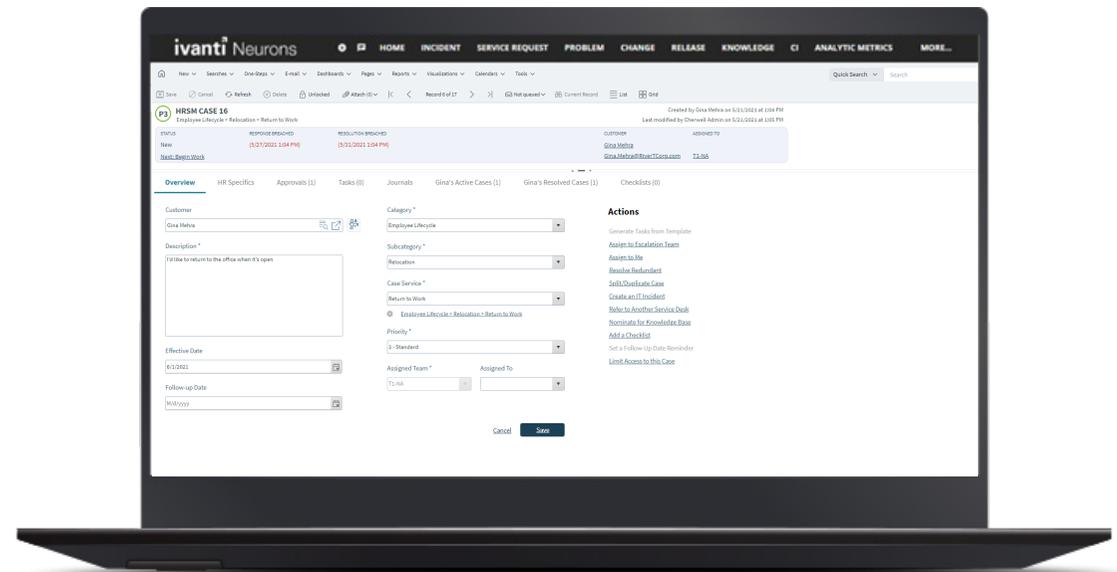
HR Case Management

HR Case Management resolves most employee inquiries with an automated self-service portal for consistent, on-demand response. When a request can't be resolved without human interaction, it's routed to the right HR contact to support task ownership and accountability . One-click Limited Access quickly secures highly sensitive cases and service-specific checklists help keep track of all paperwork and case classifications. Alerts notify when an incomplete task is about to violate an SLA, frequently repeated processes are standardized, and transactions are documented for a complete log of employee-to-HR communications.

HR Knowledge Base

The HR Knowledge Base powers the employee self-service portal, supporting smart HR operations with an always-current source of information and analytics. The Knowledge Base also filters employees' requests for personalized retrieval—by employee status, location and role—so they receive only the information relevant to them. This helps keep employees on the fast track, while making redundant problem solving a thing of the past.

Employee Self-Service

Employee Self-Service portals deliver on-demand service to employees, allowing them to resolve most requests themselves. Analysis from portal usage can be used to gather valuable employee insights to improve HR services and employee experiences. Deep insights can be gained from both solicited feedback (like survey results) and unsolicited feedback like the relative importance employees place on various programs, identification of hot topics for which no content is available, and what programs are most important to which segments of the workforce.

Return to Work

Return to Work features support the organization's return to work, whether that's a remote, in-person or online model. Employee Readiness Surveys can gauge how primed employees are for a specific work model. Requests to Return can support employees that are ready and willing. Health Information can help you protect the health and safety of all employees. And Remote Employee Status can help you keep track of which employees are working remote.

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