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Modernizing HR Service Delivery for the Digital Workforce



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Summary

Today's workforce is becoming more global, mobile, social and flexible. Concurrently, workforce expectations for consumer-grade experiences are rising. Meeting the expectations of this modern workforce requires HR and IT leaders to take a fresh look at HR service delivery technologies and models.

Overview

Key Challenges

- Increasingly global workforces with more flexible work arrangements create service complexity that HR departments struggle to satisfy in an effective and efficient manner.
- Traditional HR service delivery models that rely solely on asynchronous communication can result in miscommunications between workers and HR, and can extend resolution time frames.
- For most organizations, meeting both current and emerging HR service expectations requires navigating a daunting array of internal process and technical challenges.

Recommendations

For HR and IT leaders:

- Adopt or enhance a specialized HR knowledge-base/portal approach with robust search that provides personalized results and processes, mobile access and robust analytics.
- Adopt or enhance an integrated case management tool that provides multichannel synchronous and asynchronous communication options, mobile ticketing and robust analytics.

Introduction

The emergence of HR service delivery models was originally driven by the desire to reduce service delivery costs and improve operational efficiency. The strategy was to empower workers to resolve their own basic inquiries so that high-value HR professionals would spend less time answering routine questions and more time on strategic HR initiatives.