workday®

Transforming HR Service Delivery to Enhance the Employee Experience

Technology decision-making is pivotal to helping human resources departments run smarter.

As companies move from survival mode to strategic mode in the aftermath of the pandemic, they're seeing the competition for talent intensify. Employees are looking for more from employers; they want to stay engaged and feel valued. And companies see employee experience as a way to differentiate and win talent.

The challenge?

Employee experience must fulfill many needs:

Empowering employees to solve their problems and minimize cases

Providing security for sensitive cases where only the authorized people in HR have access to confidential data

Creating a highly contextualized and personalized experience that is meaningful to the employee

Enabling self-service for better experience and faster resolution

Ensuring data integrity by keeping HR data in the system of record

Providing a common data, security, and workflow platform to reduce the support burden on IT and provide more agility to the business

Workday Help provides the contextual answers you won't find in conventional IT ticketing tools and can help solve these challenges and more.

How do we get tickets under control?

Improving the employee experience is a top priority for the C-suite and, according to research company Gartner, a key performance objective for both the HR and IT groups. This makes sense. While HR is the main interaction point and the "face" for people-related issues, a strong partnership with IT decision-makers creates a foundation to truly transform the employee experience. The decisions they make not only enhance security and data protection but also retain and engage talent, and enable employees to be more productive, engaged, and resilient. This creates business value.

Yet despite HR service delivery's pivotal role in the employee experience, many models have yet to catch up. The seismic shift toward work-from-home patterns has been unsettling for employees, and overloaded HR teams are managing cases at unprecedented rates.

Out of necessity, HR teams are adopting service delivery systems with varying levels of maturity to streamline and triage their cases. Solutions range from sticky notes and spreadsheet tracking to lifting and shifting IT service management (ITSM) "ticketing" systems into the HR space. ITSM tools are becoming increasingly prevalent, largely because organizations already use them and there's a high level of familiarity within IT teams.

However, if the only tool you have is a hammer, it is tempting to treat everything as if it were a nail. ITSM tools were designed for high-volume commoditized products and services, not for a personalized employee experience. In fact, it's fair to say they do little to elevate the employee experience at all:

- Cases are managed but not avoided. Built solely for ticket resolution, ITSM solutions do not empower employees to answer their own questions self-sufficiently, which offers little benefit in terms of productivity gains.

- The data is not contextualized. Case managers do not have the holistic employee view they need to deliver personalized answers faster.

- The tools are not consolidated. Introducing another application to the organization's tech stack generates a litany of customization challenges and data management risks.

What to use instead? There is an opportunity here for HR to partner and discuss the right approach with their IT team. ITSM is a logical choice for IT as they are trying to consolidate tools. Yet tools such as Workday provide the same benefits and so much more, making it a logical choice for the business.

Workday Help is created with the worker and HR case solver in mind. Its dual knowledge and case management functionality makes employee experience a focus while applying robust security to HR cases.

Knowledge at the point of transaction, powered by self-service.

ITSM tools process tickets as a standalone function, thus separating cases from the organization's native knowledge base. From an HR perspective, there are hours and minutes involved in closing that gap.

Systems out of the system of record also have data integrity and synchronization issues. This is confusing for case solvers who are trying to action their case workload and don't know which numbers are correct or what data to trust. This causes significant frustration and duplicate work. Ultimately, it takes longer to deliver the information that employees need, and the experience suffers.

When HR case management volumes are high, strategic case avoidance is the answer. Currently, this is an uphill battle where 72 percent of employees say they "can't find the information they need within their company's information systems." The hours an employee spends looking for answers are hours redirected from value-added activities for the organization and, of course, employees get frustrated when they can't find the information they need. For HR, the absence of knowledge self-sufficiency generates tickets.

Knowledge management underpins Workday Help. Subject matter experts are empowered to publish relevant articles, policies, and information that employees can access via natural language searches and a digital assistant—without having to navigate away from the originally accessed screen. The right people receive the right content in the right context. Searches become personalized predictions and nudges through the use of machine learning (ML).

Employees can still submit cases seamlessly and immediately through Workday Help. However, the system is self-service first, with case submissions as a last resort.

The result:

- Employees get answers quickly and accurately—across any device, anywhere

- Improved organizational productivity

- Elimination of duplicated effort—the same problem never needs to be solved twice

- Reduced or eliminated IT support requirements

- Case volumes slashed by at least 50 percent

- Reduced case solver-to-employee ratio, scaling HR resources by increasing the time spent on strategic work

Workday Help eliminated

98%
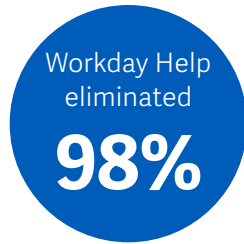
of manual request reviews for 1 user, with the time to update knowledge capital dropping from 1 week to minutes.

Improve time to value with contextual relevance.

Best-in-class employee experiences provide a hyper-personalized experience for each employee based on their needs and circumstances in that moment. That is only possible when all the information exists in a single version of the truth. When case solvers have access to contextual data about the employee and the case, they can deliver tailored answers quickly with high time to value. This is because they understand individual needs and can customize the services delivered to the employee based on that holistic view.

Third-party ticketing systems have no contextual relevance—at least not without a high level of customization from the IT team. In fact, they introduce friction since users would have to leave the knowledge management environment of Workday to generate a case.

Workday Help puts all relevant information at the case solver's fingertips, and they can access it from anywhere without having to pivot to another system. The benefit is shorter time to solve cases and an improved quality of response. This reduces frustration levels and allows employees and HR more time to focus on productive, revenue-generating activities.

Security for confidential cases.

By definition, HR service delivery places confidential information across all HR systems, databases, and people. This includes information related to an employee's personal issues, medical history, grievance complaints, and disciplinary action. This information is highly sensitive to the organization. The more data you expose to other applications or platforms, the greater the security risk.

This raises a number of questions:

- How does the organization manage the risks associated with using an ITSM system when somebody outside the HR department—in IT, for example—will have to access the confidential information and potentially extract it?

- Who can access a case and its associated information? Is there a risk that data is misplaced or accessed by an unauthorized person, and how do you mitigate this risk?

- Can the case management system be re-architected so that it aligns with conversations outside the ticketing platform—for example, in point of entry platforms such as Microsoft Teams or Slack? Is there a way to build an end-to-end audit log of every action performed against a case, as well as the user or users that performed it?

- How deep do your audit trails go? Can you record events and set access permissions at the "view" level, ensuring robust compliance with national privacy frameworks?

These are tough questions for IT decision-makers to answer. As such, it makes a lot of sense to consolidate around an existing platform that has done the hard work for you.

Workday is uniquely built so that all the data resides in one place. At no point is the data moved away from its original source. This means that all aspects of data governance—including security, confidentiality, and compliance with international data protection principles and local legislation, such as GDPR and CCPA—are built around one version of the truth.

The protections are automatically inherent through Workday extensions such as Workday Help. You can limit access to confidential case information to certain teams or individuals, and the unique view-level auditing in Workday Help means that organizations can instantly return an auditable data trail on who viewed what, and who did what and when they did it—across the entirety of the data lifecycle.

For IT decision-makers, there's a significant return on investment in adopting a configuration such as Workday Help instead of a customization via a third-party ITSM tool. Since changes are quickly enabled through the IT department or business function, they happen faster and more cost-effectively. HR teams benefit by avoiding cases based on access to self-service knowledge, or answering them very quickly because they have all the contextual data and know who the employee is. You're up and running straight out of the box.

Optimize employee experience with a single platform.

When it comes to employee experience management, HR and IT have a unique opportunity to partner and leverage their existing platform to reduce costs, move faster, and provide a better experience for employees—one that matches or betters the technology in their personal life.

Capitalizing on Workday solutions that already exist also means better productivity for IT because there are fewer integrations for the same security model and process changes are configurations, not customizations. The business can handle the changes many times and not involve IT.

The result? The offices of the CIO and CHRO become power partners in delivering the employee experience, and employees feel supported like never before.

Learn more.

To explore how the Workday People Experience solution can work for you, visit workday.com/people-experience.