



Integrated HR Service Management with SMAX

Give your employees a unified and consistent HR-related service and support experience with HR Service Management (HRSM). Integrated in SMAX, HRSM streamlines and automates HR support and service workflows for all HR-related cases, articles, and tasks and makes complex activities, such as onboarding, transitions and offboarding simpler and faster; better for employees, better for HR.

HR Service Management at a Glance:

- Intuitive, familiar service portal for self-resolution
- Smart virtual agent and end-user chat to find information or interact with HR
- AI-driven case management for more accurate and faster resolution
- Automatic case routing to the correct HR team and agent
- Out-of-the-box HR workflows
- Contextual HR knowledge base
- Automatic employee lifecycle management

HR Challenges in the Digital Workplace World

While there are many differences between IT and HR, there is one main similarity and that is both these teams process work that needs to be done via tasks and workflows, much of which can be automated.

Employees are accustomed to requesting support from IT, and thanks to modern IT Service Management (ITSM) practices, they can receive support and requested services fast, easy, and automatically. Employees are used to self-service, and in many cases, they can find the information or solution to their issues via the automated knowledge base.

These same employees need to contact the HR department for related support and requests—typically executed via emails, phone, or in-person. However most companies use dedicated HR management systems that hold employee data only and do not offer capabilities needed to provide service and support. As a result, HR teams spend time responding to these manual, repetitive requests filling the shared email inboxes and spreadsheets. This takes time away from more important work and can inhibit them from reaching service levels. Work satisfaction decreases among both sides; employees and HR.

HR departments can benefit from applying ITSM principles and capabilities to improve their performance, service, and outcomes. This practice is best leveraged when it is integrated with your core service management solution.

Integrating HR Service Management with ITSM

OpenText™ Service Management Automation Suite (SMAX), a leading solution for ITSM, ESM (Enterprise Service Management), and ITAM (IT Asset Management), offers an out-of-the-box HRSM solution with the following key capabilities:

- **A single employee experience—** Employees use a single SMAX portal to find all HR and IT related information or request support and service.

Benefits of Integrated HR Service Management

- Keep employees informed, engaged and productive.
- Increase HR agents' efficiency.
- Empower employees to self-resolve issues and lower ticket volume.
- Make agents productive and HR team compliant.

- **Case Management**—Employees can easily submit their HR requests, which will be automatically routed to the right HR support agent. The employees can check on their request status via the self-service portal.
- **Knowledge Base**—Employees can access a dedicated base of HR-related articles and answers to frequently asked questions.
- **Employee Workflows**—The HR team uses out-of-the-box automated workflows for employee onboarding, offboarding and lifecycle services, and many other standard HR services, such as benefits, inclusion and diversity, leave and absence, payroll, privacy, security, and travel.

HR Service Management Capabilities

INTUITIVE SERVICE PORTAL

SMAX service portal can be used as the stand-alone HRSM portal or a single enterprise service management portal. AI-based self-service increases user satisfaction and keeps support operations consistent. Via the portal, employees get access to a smart virtual agent, end-user chat with the HR service desk, targeted HR knowledge base and personalized Hot News. Users can submit and track their requests or request support or service on someone's behalf. Eligible users can approve or deny requests.

AI-DRIVEN CASE MANAGEMENT

SMAX delivers powerful request management, commonly referred to in HR service management as case management. SMAX-based case management standardizes service fulfillment and increases HR efficiency and collaboration.

HR support and service request workflows, which come out of the box, are entirely codeless, and HR process owners can easily modify them. HR agents can use the live support capability, which automatically provides suggested solutions in real-time. Automated, smart routing will associate the case with the right HR team and agent. All HR submitted cases are segmented from all other data to preserve employee privacy. After closing the case, SMAX can send satisfaction surveys to employees. The HR support agents can use SLA monitoring with service level targets.

CONTEXTUAL HR KNOWLEDGE BASE

Employees and HR agents can access the HR-contextual knowledge base and, in many cases, find the information or the solution to their issue via articles and Hot News, meaning they open fewer cases and quickly get back to work. The HR support team can create articles manually or import them from SharePoint or Confluence.

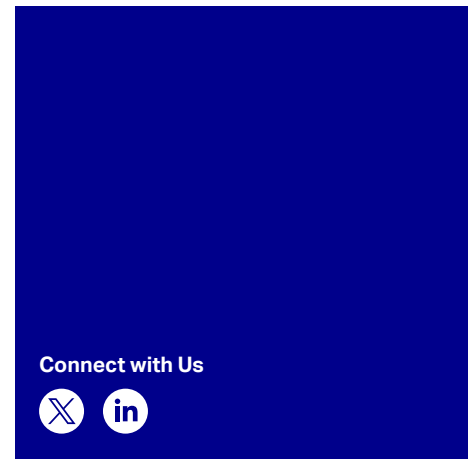
OUT-OF-THE-BOX HR WORKFLOWS

SMAX offers out-of-the-box HR processes, workflows and tasks. Automated HR support and service processes accelerate fulfillment and improve service delivery and efficiency. Employees can access 35 offerings in the service catalog under eight service definitions: privacy, inclusion and diversity, benefits, security, travel, leave and absence management, payroll, and employee lifecycle services.

HR teams can easily onboard new hires and integrate their tasks with IT-provided employee provisioning. Employees can report lost or stolen badges, check their leave eligibility, request salary confirmation statements, manage their personal updates and much more—all in a couple of clicks from the service catalog.

Integrated HR Service Management

HR service management is included with all SMAX editions. SMAX HRSM **increases employee productivity and satisfaction** with easy access to HR services and consistent



support. It **increases HR agents' efficiency and collaboration** with smart case management and standardized request fulfillment. SMAX HRSM **empowers employees to self-resolve** and frees up HR agents' time to assist where needed. It **improves business agility** with streamlined HR processes and faster request fulfillment.

To experience how your organization can take the value of IT Service Management into HR, access our [free trial here](#).

Learn more at
www.microsoft.com/smax
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