

Who are we?

We facilitate outcome led, technology-enabled change using smart and efficient approaches, creating positive noise, and generating energy, delivering some of the largest and most successful IT transformations globally.

We strive to put the 'Yay' in every day.

HR Service Delivery – the whyayeway

Our team has significant experience in delivering technology enabled HR transformation and realising benefits for HR teams and employees. Whether you are looking to deliver improvements in how your HR team operates, or you are looking transform the experience of your employees, we have a range of package options that deliver defined outcomes. Alongside our proven expertise in delivering ServiceNow, we bring deep HR process, service delivery, change and organization design capability, ensuring the technology is truly leveraged, adopted and delivers sustainable change.

Challenges



Attracting & keeping talent in a competitive market



Keeping connection with a remote/hybrid workforce



Releasing time to ensure HR can play the strategic role



Improving operational efficiencies



Re-inventing processes to make remote working work

Our plug and operate transformation approach



- ✓ Suite of best practice, end to end processes
- ✓ Standard business case templates with pre defined benefit areas
- ✓ Pre defined organisation models, based on leading shared service thinking
- ✓ Based on out of the box functionality, our agile approach to design & implementation
- ✓ Standard suite of HR service performance metrics



Dierdre Hardy
'The Bubbly One'
HR Specialist

"Many HR functions are still struggling to achieve a true strategic business partnering model. Getting the basics in place and working effectively is often a good way to demonstrate credibility and effectiveness. Implementing efficient, easy to access HR process is a great way to deliver some quick wins and enable that more strategic debate."



Paul Jones
'The Tinkerer'
ServiceNow HR Product Specialist

"Helping HR functions to better understand their employees' journeys and experiences is the foundation of delivering a good HR platform. Once we understand what the journey looks like, we can then deliver a ServiceNow solution that is configured to best meet their needs and exceed their expectations where we can."



Pre-defined delivery packages, delivering real outcomes

Packages

Outcomes

Standard

1. HR Case Management
2. Service Level Management
3. Knowledge Management
4. Reporting
5. Integration to HCM
6. Employee Center
7. Service Catalogue
8. Now Mobile



- Reduced manual steps and process hand-offs
- Increased speed in addressing and resolving cases
- More awareness and understanding through knowledge management capability, thus reducing incoming queries/traffic
- Information availability to inform key decision making improved
- Reduced time to access service options through Catalogue availability
- User access to services increased through mobile service availability

Total: 8 weeks

Standard + Professional

1. Virtual Agent
2. Employee Center Pro
3. Integration to Microsoft Teams



Incremental outcomes

- More effective collaborative working, remotely and cross border
- Reduced service traffic and time to resolve through availability of Virtual Agent

Total: 10 weeks

Standard, Professional + Enterprise

1. Enterprise Onboarding & Transitions
2. Performance Analytics



Incremental outcomes

- Seamless end to end employee experience across core processes
- True data insights, providing predictive information and increased oversight of people related considerations
- Increased tracking capability, highlighting issues and process bottlenecks
- Pre configured packages, supporting more agile knowledge share and upskilling

Total: 14 weeks

*Advanced Workday integration available (additional 1 week)

Find out more at www.whyayeltd.com