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Edge for HR Service Management
Fact Sheet

Digitalize Your HR Services

The way we work world is advancing at an exponential rate thanks to digitalization. These improvements have helped IT organizations to improve customer experience, efficiency, and transparency. With Efecte's Edge for HR Service Management (HRSM) solution, any organization can see these same advancements within their HR department.

Edge for HRSM is a cloud-based application that helps HR departments digitalize a wide range of areas including case, delivery and knowledge management. Consisting of a web-based service management tool and a self-service portal, HR support teams can transform the way of working towards a centralized approach; working as teams processing a prioritized work queue, creating an unseen transparency for team leaders and members. Employees are provided a modern, visual, self-service portal eliminating the need for unnecessary emails and phone calls.

Case Management
Providing employees an easily accessible and secure location to report HR issues, questions, and grievances can prove difficult. In many cases individuals are not sure who to contact or are afraid their case will be ignored. Edge for HRSM provides as single location to report and follow the progress of a wide range of cases. Any report made will be automatically categorized and sent to the HR service management tool, ensuring the security of the information and the case is reviewed in a timely manner.

Service Delivery Management
Centralizing HR services is an easy way to improve overall employee satisfaction. The self-service portal included in the Edge for HRSM solution comes preconfigured with a number of common HR services. These include single offerings (requesting business cards) multi-request offerings (requesting reimbursements for trip expenses) and multi-step guided offerings (on-

boarding). The service can be automated, grouped, available or react differently based on the user making the request, through role-based access management, reducing user confusion regarding service availability.

Knowledge Management
Providing employees with up-to-date information is an important step in the knowledge management process. Edge for HRSM takes knowledge management one step further by allowing the creation of knowledge base articles. These articles allow HR personnel to easily search for solutions to know or common issues. Provided within Edge for HRSM is the ability to record helpful and valuable responses for future use. If an issue requires more specialized or higher-level attention, it can be escalated to a higher-level individual with only a few clicks.

Policy Management
Policy management can prove to be one of HR's most time-consuming tasks. The ability to quickly review company, vendor and individual policy levels is invaluable. Edge for HRSM allows managers to quickly and clearly search, filter and review not only the data surrounding these areas, but also their connections. The included visual analyzer tool allows managers to visually see all of the links between user or vendor information and requests current policy levels. Edge for HRSM takes policy management one step further by providing employees with up-to-date, categorized policy information through the self-service portal.


Vendor Management
As companies outsource various areas of their business to focus on their core operations, an efficient vendor management tool proves invaluable. Edge for HRSM allows organizations to take vendor management to a new level. Included standard are dashboards to easily track service-level agreements (SLA's), key performance indicators (KPI's), budgeting tools and more. With the information provided managers are able to quickly review basic vendor information and make informed decision.

Features and Functions

Providing employees with appropriate tools and information allows for drastic increases in overall efficiency. Included standard in the Edge for HRSM solution are the following features and functions allowing for simplification, automation and streamlining of HR service management.

Single Offerings

Users can easily make single services or cases for any provisioned services or issue via the self-service portal. Service offerings can be easily customizable to require information, approvals or provide information about the service. Offerings can be restricted to one item or allow for multiple items through a single request. Edge for HRSM comes with common services and cases pre-configured. these offerings can be partially, or fully automated to increase productivity.
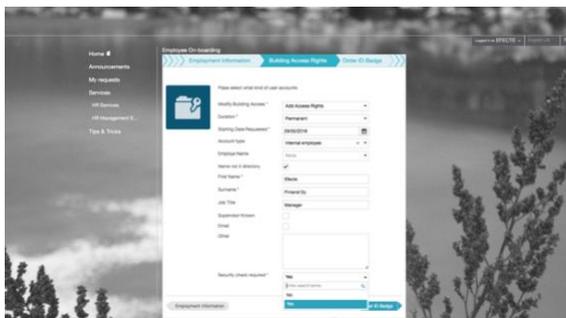
Guided Offerings

Guided offerings are listed, and unlisted service grouped into a step-by-step process. These offerings help to simplify complex multi-step processes by guaranteeing users complete the needed steps and provide all needed information. We have included guided offerings for on-boarding, off-boarding and internal job change standard.

Communication Channels

Quick and clear communication is essential in improving service experience. Edge for HRSM allows multiple communication channels to provide users with information and updates. The channels include status updates, request fields, embedded email and a live chat feature to provide instant communication.

Role-based Access Management

Edge for HRSM includes preconfigured roles for a variety of positions. Roles are essential to ensuring users and service providers are able to see only the relevant offerings and information. Provided within the service management tool are dashboards and views, allowing users to quickly and clearly view, track and visualize a range of relevant information.

Personal Views

The self-service and service management solutions can be tailored to include only the applicable information through the use of role-based access management. The service management includes dashboards designed to improve employee efficiency by combining graphs and filtered lists.

Workflows

Automation is beneficial in improving employee and management experience. Our HRSM solution includes, workflows, which are programs automating part or an entire task. Workflows can be easily created and modified using our node-based, drag-and-drop interface.

Visual Analyzer

Creating and understanding connections between users, services, vendors and more can prove invaluable to improving efficiency. The service management tool includes our visual analyzer, which allows managers to instantly see relationships between any item or user included in the database.
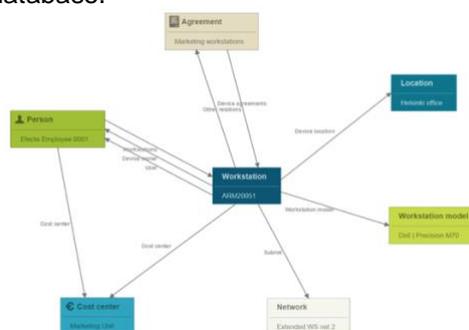
Provide HR an Edge

Simplifying services, operations and reporting can prove instrumental in improving organizational efficiency. Edge for HRSM provides employees a single location to review a range of information and make request, reducing time wasted searching for the correct site or information. These requests will automatically be sent to the service management tool and can be partially or entirely automated. Edge for HRSM is a ready to use solution capable of improving all areas of HR service management and give your entire organization an edge.