



HRSM JumpStart

You've chosen ServiceNow as your platform of choice for HR Service Management (HRSM). Now you want to make sure you can implement it quickly and cost-effectively while taking full advantage of the benefits. But what are your next steps?

A slow or piecemeal approach could increase the risk that users do not adopt the technology into their workflows and the organization misses out on the productivity gains. So Engage ESM designed HRSM JumpStart to give you a quick and low-risk approach to implementation.

With HRSM JumpStart, you get full access to the experience, expertise and knowledge we have built up in the field from implementing our existing HR Service Management framework. The difference is that you get all of this straight out-of-the-box and at a fixed cost. That way you can build predictable pricing into your budget and be sure of a rapid return on investment from ServiceNow for HRSM.

What to expect

- ✓ HR Enquiry Management, including knowledge base, SLM and survey
- ✓ Offer a consumer style HR Service Catalog
- ✓ Setup of an HR specific knowledge base and SLA(s)
- ✓ Email integration across Enquiry Management
- ✓ Remote training for up to 15 nominated Subject Matter Experts
- ✓ Project management for go-live and post deployment support

Benefits

- ✓ Access to our tried-and-tested HR Service Management framework
- ✓ Best practice HR Service Management for faster enquiry resolution
- ✓ Focus on employee self-reliance to reduce overall service delivery costs and drive employee satisfaction
- ✓ Faster time-to-value meaning ROI in six to seven weeks

HRSM Framework

- ESR** **Employee Self Reliance**
End user experience, HR service portal, social HR and HR feed
- ENQ** **Enquiry Management**
General enquiries/issues, knowledge, SLM and survey
- WFM** **Workforce Management**
Change of circumstance and job data change
- REC** **Recruitment**
Requisition, on-boarding, vetting including JML
- EXM** **Exit Management**
Voluntary, involuntary and death-in-service
- LAM** **Leave and Absence Management**
Planned, unplanned and long service
- GDS** **Grievance and Disciplinary**
Planned, unplanned and long service
- DOC** **Document and Records Management**
Physical, electronic, creation and archiving

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