



HR Service Management

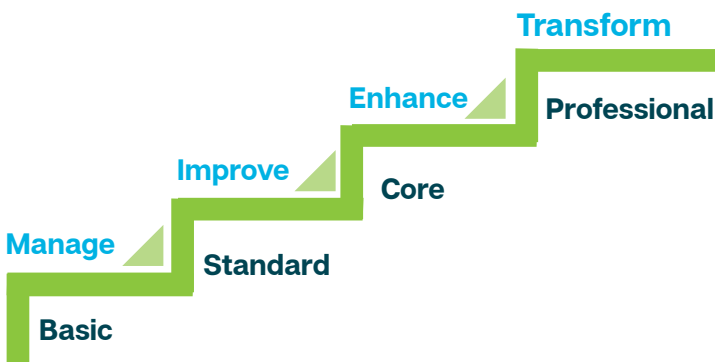
HR departments are changing from what once was an administrative function to being more service orientated and strategic.

HR Service Management (HRSM) from Engage ESM is complementary to existing HR Management and Information Systems, providing organizations with the ability to centrally manage, measure, track and report on both employee and external interactions with HR.

Engage ESM designed the HRSM framework to apply Service Management principles for HR to deliver more effective services that improve both the employer and employee experience. ServiceNow enables a shared services model that reduces operational costs associated with organizational silos with a single system of engagement.

HRSM JumpStart

Aligned to ServiceNow's licensing subscriptions, HRSM JumpStart provides a flexible solution which is tailored to your requirements. Engage ESM delivers core features in five to seven weeks across 4 different Service Offerings that will enable you to achieve faster ROI from your ServiceNow HRSM implementation.



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

With thought leadership, best practices, project management and training for subject matter experts, JumpStart supports the HRSM maturity ladder:

- ✓ **Manage** interactions through HR Data, Case and Knowledge
- ✓ **Improve** the HR service with satisfaction surveys and inbound email
- ✓ **Enhance** the employee experience with an intuitive portal
- ✓ **Transform** HR processes with a catalogue of services

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