LBi HR HelpDesk

LBi Software
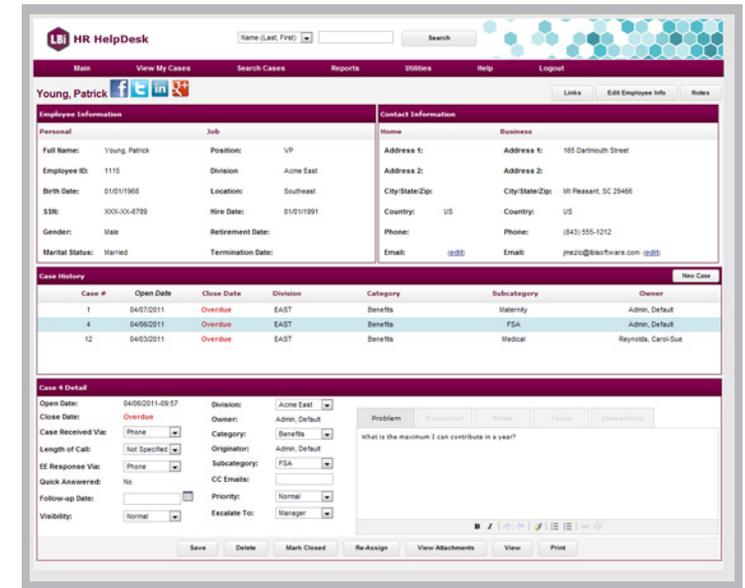
ENGINEERED FOR PRECISION

A COMPREHENSIVE SOLUTION IN RESPONSE TO SPECIFIC CLIENT NEEDS

LBi HR HelpDesk – A Comprehensive Solution in Response to Specific Client Needs

Introduction

Administering employee benefits and giving employees timely, accurate answers to their HR questions and concerns have become extremely complex, time-consuming and expensive undertakings for HR management and staff in large organizations.

This case study succinctly describes how one large North American life insurance company found a solution to those challenges through an HR case management solution that was designed and implemented after direct observation and assessment of the client's business needs.

The Challenge

Employees of the life insurance company[1] were dissatisfied with the response times they were getting from the firm's manual and automated HR call center systems. Management, meanwhile, was unhappy with the time and resources they were spending to provide accurate responses and to manage the flow of cases.

To more specifically define the company's needs, LBi Software surveyed employees on all levels and across all units. The survey found that the company's HR call center operations:

- Took too long to provide answers to employees

- Could not apply information learned from previous research and cases to new requests and similar inquiries

- Were unable to statistically track topics or employees' primary concerns

- Failed to provide an audit trail of individual calls

- Had no efficient or easy way to update documents, manuals and policies based on information learned from employee cases and queries

The survey results aligned with what LBi had heard from the insurance company's HR managers during discussions of their most pressing concerns and most challenging issues.

One key business need was having a solution that would integrate with the organization's enterprise resource planning (ERP) to better expedite the resolution of HR queries and cut associated costs.

[1] For competitive reasons, the client company asked LBi Software not to divulge its name.
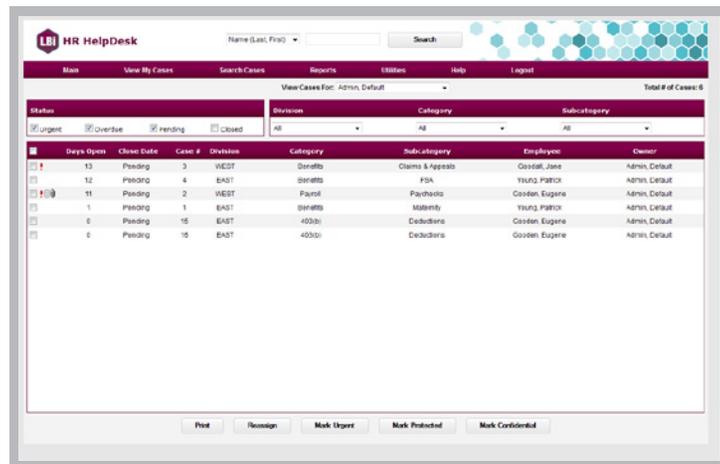
The Solution

With the information provided by these high-level managers and executives, and the results of the employee survey, LBi began crafting the design concept for a comprehensive solution to the insurance company's HR case management problems.

The insurance company approved the design and implementation of an HR case management solution that at the time was called CaseManager. It was among the first deployments of what is today known as the Enterprise edition of LBi HR HelpDesk.

Just as today, the system designed for the insurance company was a complete browser-based application to manage and track calls from employees to customer service representatives (CSRs). For escalated cases (cases that a CSR could not readily resolve), the system could route calls to HCM specialists. The solution could provide responses to employee calls pertaining to HR, payroll, recruitment, talent management and benefits.

To provide further business support, LBi HR HelpDesk gave the client powerful reporting and analytics related to its human capital management. These analytics included a complete historical view of every interaction between an employee and HR. This historical data helped reduce personnel disputes and potentially expensive legal actions while also giving the company valuable insights into its employees' attitudes and concerns.

LBi HR HelpDesk offers a comprehensive solution that streamlines case management for employee call centers.

Employees were able to request assistance through the system's employee portal, by entering the data directly. They could also access the system by phone, via email or through a printed document submitted to the company. Regardless of how the employee submitted the request, CSRs and associated staff could easily track any case – including all related communications and data. They could review the case history and also enter new cases based on the current inquiry.

If the CSR were not able to quickly resolve the case, the system automatically forwarded it to the appropriate specialist. In addition, CSRs and specialists were able to view all relevant cases with the click of a mouse.

Full-featured reporting provided authorized personnel summaries, detailed reports or both. These revealed in which areas HR's knowledge base might be lacking resources or information.

The Benefits

In developing LBi HR HelpDesk, LBi listened and responded to the wants and needs of a customer and then implemented an ideal solution that perfectly meshed with that client, a major North American life insurance company. By reducing overall problem-resolution times and increasing the number of successful calls, LBi HR HelpDesk improved the performance of CSRs while increasing employee satisfaction and retention.

From the start, LBi HR HelpDesk reduced calls over time by identifying policies, procedures and guidelines that needed to be presented more clearly. It provided a measurable return on investment by reducing time and effort expended by both callers and responders. Finally, it provided data that proved essential to streamlining and updating the insurance company's HR policies and documentation.

As a fully Web-enabled, secure application, LBi HR HelpDesk also included employee self-service features that made it especially useful in the multi-office environment in which the insurance company operated. Representatives were located at multiple sites around the world.

*LBi HR HelpDesk improved the **performance** of CSRs while **increasing** employee satisfaction and retention.*

The Benefits (continued)

Specific benefits to the insurance company were:

- HR managers could create a growing knowledge base of common problems and resolutions.
- HR staff could track how employees were using the knowledge base.
- Call center management gained critical trend analyses that produced valuable metrics, such as the reasons for calls, resolution times, CSR effectiveness, training issues and more.
- All metrics were available in an at-a-glance dashboard.
- By integrating the system's metrics with a series of reporting tools, the insurance company reduced calls over time by identifying policies, procedures and guidelines that needed to be presented more clearly to employees.
- HR managers and company leadership took proactive measures to address potential issues with employee documentation or CSR training. By reducing the volume of calls, LBi HR HelpDesk will provide a valuable return on investment.

The system was developed in Java and utilized BIRT (Business Intelligence Reporting Tools) in its reporting component. All reports are also available in graphical formats.[2]

LBi HR HelpDesk Employee Access Portal
Employees can enter their own questions and check case status

About LBi Software

LBi Software provides precisely engineered, customer-focused human resources technology solutions developed from more than 30 years of experience in HR technology and HR processes. Our flagship solution, LBi HR HelpDesk, is an innovative case manager and call-tracking workflow solution that creates a rich and powerful knowledge base on the fly, with a unique, tiered pricing structure that appeals to companies of any size.. Our organic belief in – and solid reputation for applying – a true client-vendor partnership on every project ensures a highly configurable solution for businesses with as few as 50 employees or more than 50,000, always designed to put the power in the hands of the employee.
In addition, every LBi project is supported by our rich experience and expertise in Mobile Development, Business Intelligence, Data Warehousing, and Reporting and Analytics.

LBi Software is headquartered in Woodbury, N.Y., and is online at LBiSoftware.com.

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[2] The database for LBi HR HelpDesk can be Oracle, SQL Server, DB2 or MySQL.

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