



## Case and Support Management Solution for HR

### CASE STUDY: SUPPORTING HR BUSINESS PROCESS OUTSOURCING SERVICES

# Overview

**EDS delivers HR Outsourcing Services to help enterprises manage their critical HR knowledge and information, enhancing decision-making, controlling program costs and driving efficiency in operations.**

EDS delivers a broad portfolio of industry-focused services to commercial and government clients worldwide including a comprehensive set of Business Process Outsourcing (BPO) services and support for managing Human Resources.

Most of EDS's clients are very large companies and governments that need services from a company of EDS's scale. EDS's largest clients include Rolls-Royce plc, General Motors, Bank of America, Arcandor, Kraft, United States Navy, the UK Ministry of Defence and the Royal Dutch

#### Organizational Profile

EDS, an HP company, is a leading global technology services company delivering business solutions to its clients. EDS founded the information technology outsourcing industry more than 40 years ago. Today, EDS delivers a broad portfolio of information technology and business process outsourcing services to clients in the manufacturing, financial services, healthcare, communications, energy, transportation, and consumer and retail industries and to governments around the world. With \$28.7 billion in 2007 revenue, EDS is ranked 95th on the FORTUNE 500.

#### Business Process Outsourcing services for HR Departments

HR departments of large European companies are constantly challenged by their expanding roles and responsibilities. Whether it is tracking Benefits and Disability, Employee Education and Training, or Recruitment and Staffing, there is a massive amount of information connected to each employee, and this information has a variety of uses. With aging, poorly-integrated systems have made it difficult to find or share information, create reports, or complete audits.

The ability to consolidate employee information and eliminate redundancy of data entry and storage is critical to reducing the amount of time necessary to perform key functions within organizations.

#### The Challenge: Delivering Cost Efficient BPO Services

HR departments expect from EDS to provide a cost effective service to key functions within their HR operations that delivers real time information to both managers and employees and eases the burden on managing complex information systems.

With the need to meet tight deadlines on outsourcing contracts and to improve operational efficiency, EDS aimed to reduce its customer support costs by automating data entry processes, information management and communication between their BPO teams located in several offices across Europe. Additionally, ensure compliance with customer Support Level Agreements that have strict case resolution time conditions.

#### The Solution: Case and Customer Support Management

EDS requested Cyscom to implement its Case Management solution with required customization to support its customer SLA conditions as well as EDS's BPO standard practices.



The delivery criteria included:

- ◆ Web application that would assign, manage, route and resolve customer employee support cases across its diverse communication channels, including ERP systems, Emails, Phone and Web site.
- ◆ Route and track support cases according to issue, case type, customer and employee
- ◆ Notify customer service reps when a customer support case has been assigned to them, and enable them to view the complete customer record.
- ◆ Escalate more complex cases to managers or HR experts for quicker resolution.
- ◆ View escalated support cases as part of reports and statistics, giving customer support representatives the ability to analyze this data with a simple click
- ◆ Keep service representatives up to date by notifying them whenever changes are made to their cases by notifying them when someone changes the priority or status on a case
- ◆ Manage content, data and document records, with audit trails, data storage and back-ups for archiving

Wolfgang Woods, EDS EMEA practice leader for Microsoft based IT solutions emphasized that ‘we needed to adapt to rapid changes in customer requirements and deliver it along with our managed IT services. To do this we looked for a technology company that could deploy its application on our Microsoft hosted environment at EDS –Germany data centers and customize the application to meet the BPO teams requirements .We chose Cyscom as our platform and application provider due to their proven track record and superior technologies and we went live within 6 weeks from the time we agreed on the initial delivery requirements.’

### Key Achievements and Benefits

- ◆ Customized, installed and produced a working version in 3 weeks from an initial set of requirements – went live in 6 weeks.
- ◆ Improved workflow and collaboration on EDS BPO teams across 5 European geographies and offices
- ◆ Manages the employee support case assignment, escalation and resolution for over 15,000 employees
- ◆ Reduced the support costs by automating case resolution processes on an average monthly volume of 20,000 transactions
- ◆ Integrated and consolidated employee data from a variety of disparate sources including ERP systems, databases and employee record files
- ◆ Manages, maintains and archives hundreds of thousands of accurate employee records, data and documents for EU Fortune 500 companies

As Wolfgang Woods, concludes, "...the solution is providing significant reduction in the costs for resolving issues while improving our customer experience for EDS managed services”.

With the Cyscom Case Management solution, customers such as EDS benefit from an innovative solution that focuses on improving online customer support and service, attracting new customers and keeping existing ones, while lowering customer care costs—all of which result in better top and bottom lines.



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