



Transitioning HR Case Management Systems

THE CHALLENGE

HR team used JIRA as a case management tool, which was not designed for HR workflows, leading to several inefficiencies:

- **Inefficient ticket** routing resulted in slow HR case resolution times, averaging over five days.
- **Lack of automation** required manual case assignment and tracking, increasing administrative burden.
- **Limited analytics and reporting** prevented HR leadership from identifying recurring employee issues or areas for process improvement.
- **Employee frustration with HR** response times led to increased dissatisfaction and unnecessary escalations.

As the organization rapidly scaled, onboarding 4,500+ new hires, the growing case volume overwhelmed the HR team, making JIRA unsustainable for long-term growth.

STREAMLINING HR OPERATIONS FOR EFFICIENCY, CONSISTENCY, AND GROWTH

IMPACT

- **50% Decrease** in HR case resolution time from 5+ days to under 2.5 days.
- **30% Reduction** in repetitive HR inquiries due to the self-service portal.
- **20% Improvement** in SLA compliance, ensuring HR met response time commitments.
- **Enhanced HR reporting and analytics**, providing leadership with workforce insights to proactively address trends.

OBJECTIVE

To enhance HR case management efficiency by implementing a scalable, automated system that reduces resolution times, improves self-service capabilities, and provides data-driven insights. This transition aimed to alleviate administrative burdens, improve employee experience, and equip HR leadership with the tools to proactively address workforce trends.

SOLUTION

To improve efficiency and employee experience, I led the transition from JIRA to ServiceNow, a dedicated HR case management platform, through a structured, data-driven approach.

Assessing Needs & Securing Buy-In

- Audited JIRA cases to identify key inefficiencies.
- Gathered HR and employee feedback on pain points.
- Created a cost-benefit analysis showing ServiceNow's impact:
 - 50% faster case resolution
 - Reduced HR workload through self-service
 - Enhanced reporting and compliance tracking
- Presented data-driven insights to secure executive approval.

Developing & Implementing ServiceNow Transition Plan

- Collaborated with IT and HRIS for smooth data migration.
- Designed automated workflows for efficient case routing.
- Developed a self-service HR knowledge base to reduce ticket volume.
- Introduced SLA tracking to improve response time adherence.

Training & Change Management

- Created easy-to-follow training guides for HR and employees.
- Hosted live demos to ensure HRBPs could navigate the new system.
- Established a feedback loop for continuous improvement.

RESULTS

- HR became more efficient, allowing the team to focus on strategic initiatives instead of administrative case management.
- Employee experience improved, with faster response times and self-service options reducing frustration.
- HR leaders gained better visibility into workforce trends, enabling proactive rather than reactive case management.

**HR SERVICE DELIVERY
ELEVATED.
CASE RESOLUTION
SIMPLIFIED.
EMPLOYEE
EXPERIENCE
TRANSFORMED.**