5 PRACTICAL STEPS to Transform Your HR Processes

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Is your HR function bogged down by manual administrative and repetitive work, leaving little time to be a strategic business partner or deliver value-adding services that employees expect? The impact could be more negative than you think; employee experience has a direct correlation on business performance, employer brand, motivation, retention rates and more.

How much of your HR team's time is spent on administrative tasks rather than activities that improve employee experience and business performance?

1. **MAP YOUREMPLOYEE JOURNEYS:** Review key hire-to-retire processes, from recruitment and onboarding to employee changes and offboarding. Identify duplication, unnecessary hand-offs and friction points.

2. **MEASURE TIME SPENT ON HR ACTIVITIES:** Assess how much time HR teams spend on employee queries, data entry, document processing, reporting and routine administration. Identify where manual effort is concentrated.

3. **REVIEW YOUR HR SERVICE DELIVERY MODEL:** Examine how employees access HR support, how queries are resolved and where self-service or shared services could improve consistency and responsiveness.

4. **IDENTIFY TECHNOLOGY & AUTOMATION OPPORTUNITIES:** Review existing HR systems and workflows to identify repetitive tasks that could be standardised, integrated or automated. Consider where AI could support employee queries, knowledge management and recruitment.

5. **PRIORITISE IMPROVEMENTS AND TRACK OUTCOMES:** Establish baseline measures and rank opportunities by potential time savings, employee experience, service quality and implementation effort. Build a practical roadmap with measurable objectives.

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KNOW YOUR NUMBERS...

- Time spent on administration
- Employee query resolution
- HR process cycle times
- Employee experience
- HR service efficiency

READY TO RETHINK YOUR HR?

Digitised Employee Journeys

Harnessing the potential of digital technologies, enhanced by AI as relevant, helps eliminate disparate records and enables data-driven workforce decisions.

Efficiency and Productivity

Automating repetitive and labour-intensive tasks enables HR professionals to focus on talent, culture, leadership, and organisational effectiveness.

Positive Employee Experience

Empowering colleagues through HR self-service functionality facilitates processes, accelerates responses, and reduces frustration levels.

Compliance Ensurance

Integrating policy terms into HR processes and workflows ensures equitable and accurate implementation of rules, simplifies and accelerates request fulfilment, and contributes to employer satisfaction.

Every HR function faces different challenges. Proservartner helps you turn your findings into a prioritised improvement roadmap, aligned to your people strategy, existing technology and business goals.

Trusted across industries - clients include:

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COTY, Richemont, Nikon, Swarovski, Puma, adidas, Fujifilm, Bridgestone, avis budget group, Euromaster

REAL ESTATE & CONSTRUCTION

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SmithNephew, stryker, Takeda, AstraZeneca

FINANCIAL SERVICES & INSURANCE

STARR, fiserv., Zurich, Pantheon

TECHNOLOGY, MEDIA & ENTERTAINMENT

OAG, Ashling, zalando, Schibsted, WNS, informa

CHEMICALS, UTILITIES, INFRA & LOGISTICS

Cadent, EDF, aggreko

Ready to start? Let's talk.

Rakesh Sangani, CEO & Founder - rakesh.sangani@proservartner.co.uk - +44 754 514 3587

www.proservartner.co.uk