How would you feel if you could make a profound impact on the quality of your colleagues’ daily work experiences? It’s never been easier for you to elevate the everyday experiences of cross-departmental teams in ways that bring positive change to the whole enterprise.

**A Streamlined Approach to HR Service Management**

Cherwell HR Service Management (HRSM) capabilities are fully integrated with the Cherwell CORE no-code automation platform and our IT Service Management solution—so you can use the tools already in place to help your company’s HR team make the move to advanced service delivery. With Cherwell HRSM, you can help them:

- Streamline HR workflows with automated, intuitive tools that increase productivity.
- Gain in-depth, actionable insights using built-in analytics and reporting.
- Elevate HR service delivery while lowering operational costs.
- Increase employee satisfaction and productivity with on-demand self-service assistance.
- Free up more time to focus on strategic development goals.
- Improve time to value with rapid innovation throughout the business.

**HR wins**

with optimized operations that increase productivity and insights, lower costs, and improve daily work experiences for all employees.

**IT wins**

by leveraging a single system of record for streamlined cross-functional service delivery.

**Employees win**

with increased productivity by leveraging IT’s consumer-like self-service portal for HR requests too.

**The Enterprise wins**

when the business unites around a collaborative solution, so everyone is working better, smarter, and faster.

Make work flow and everyone wins.
HR Managers Win With Smart Operations and In-Depth Insights

For all of the differences between IT and HR, these two teams share important similarities—both act as service centers that provision employees and respond to their requests. With Cherwell, HR can leverage and extend IT’s powerful tools to streamline administration, gain valuable insights to improve HR services, and offer employees a single, consolidated system for services.

Cherwell HRSM is purpose-built to automate and simplify the myriad of HR tasks associated with employee on-boarding, off-boarding, and role changes—and to integrate these tasks with employee provisioning from other teams, like IT, facilities, and security. When a new employee comes on board, HR can use intuitive workflows and checklists, built on best practices from The Society for Human Resource Management, to manage its many complex procedures. With just a few clicks, HR can also activate, in real-time, the new employee’s email account, network access, phone, ID badge, and more.

**Employee Administration** automates and simplifies complicated employee on-boarding and transition processes with intuitive dashboards that prompt staff through role-based workflows, thus ensuring streamlined service delivery and a consistent employee experience. Real-time integration with other teams helps efficiently provision employees—drastically improving operational efficiency across the enterprise—and employees receive everything they need to move forward in the shortest possible time.

**The HR Knowledge Base** powers the employee self-service portal, supporting smart HR operations with an always-current source of information and analytics. The Knowledge Base can teach HR a lot about employees, providing information about how, when, and why employees are making HR-related decisions. The Knowledge Base also filters employees requests for personalized retrieval—by employee status, location, and role—so they receive only the information relevant to them. This helps keep employees on the fast track, while making redundant problem solving a thing of the past.

**HR Case Management** resolves most employee inquiries with an automated self-service portal for consistent, on-demand response to a wide range of employee requests. When a request can’t be resolved without human interaction, it’s routed to the right HR person to support task ownership and accountability. Alerts notify when an incomplete task is about to violate an SLA, frequently repeated processes are standardized, and transactions are documented for a complete log of employee-to-HR communications.

**Employee Self-Service** portals deliver on-demand service to employees, allowing them to resolve a majority of requests themselves. Analysis from portal usage can be used to gather valuable employee insights to improve HR services. Deep insight can be gained from both solicited feedback (like survey results) and unsolicited feedback like the relative importance employees place on various programs, identification of hot topics for which no content is available, and what programs are most important to which segments of the workforce.
With this kind of employee service integration, cross-checking and timeline coordination becomes possible, making it easier for everyone. Plus, analytic tools monitor the traffic on the HR self-service portal and translate it into valuable insights about employee needs and interests that will improve overall HR programs and services.

And don’t worry, Cherwell HRSM doesn’t require, or even encourage, replacement of choice solutions that HR may already rely on like Workday, UltiPro, and Kronos. Instead, it fills the gaps between departments, so communications and activities that were previously independent are now united and information flows freely.

**IT Wins With a Compelling Vision for Positive Change Across The Enterprise**

You have a unique opportunity to become a leader for process improvement and cost savings across the enterprise, thereby dramatically improving the visibility of your contributions and overall value to the business. By collaborating with your HR colleagues, you can leverage a system you already trust to deliver more services, with an even greater return on investment. And remember, with Cherwell, there’s no need to purchase additional licenses for requesters, approvers, portal users, or report viewers.

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**WVUMedicine**

25%

**Fewer Costs**

WVUM, West Virginia’s largest healthcare provider, reduced costs by 25% when they switched to Cherwell HR Case Management for service delivery to faculty and staff.

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More than 50% of Cherwell customers rely on Cherwell Service Management to support non-IT processes.

The advantages don’t just stop there. By using a single, next-gen system of record for streamlined cross-functional service delivery, silos are broken down and possibilities open up. Information flows freely. Employees have access to the right information, at the right time, on the right device. You’ve consolidated systems and interfaces, eliminating portal sprawl. Complex, cross-functional workflows are fully integrated and seamless, and delivered without the usual “gotchas and glitches” of legacy integrations. And now executive leaders can clearly see IT’s crucial role in ensuring that the business moves fast enough to exploit new market opportunities as they arise, and before competitors can muscle in.
Employees Win With Collaborative Tools That Boost Productivity

If Cherwell HRSM helps drive better and more productive daily work experiences for the HR team, it has at least as dramatic effect for employees across the enterprise. The kind of synergy that Cherwell HRSM can bring to the business is profound.

Collaboration and the free flow of information ups everyone’s game, stimulating better and more productive daily employee experiences. It enables more and better communications between teams and makes sense of complicated schedules. By consolidating services from IT and HR into a single, consumer-like self-service portal, users can quickly request services or report problems in one place—from their desktops or mobile devices—so the process is faster, simpler, and easier.

The Enterprise Wins Because Everyone Wins—Making Time for Innovation

When the enterprise unites around a shared portal, everyone wins; everyone is working better and smarter and faster. You have dramatically reduced the time and effort required from employees to find what they need to do their jobs. Diverse lines of business are in sync and working together toward common business objectives. Rapid service response means efficient business operations, saving time and money. And with efficiency comes more time, which fosters a spirit for innovation—and that unquestionably is a win-win for bottom line improvements.

Forrester has recognized Cherwell for its enterprise service management (ESM) leadership with a next-gen solution that allows IT to drive new levels of digital workflow automation across departments.

Cherwell HR Service Management is available as part of the Cherwell Service Management Enterprise solution suite, which includes the Cherwell CORE platform and the IT Service Management, Project and Portfolio Management, Information Security Management, and Facilities Service Management solutions in a single license.

Interested in learning even more? If your HR team can benefit from streamlining and automating routine workflows, take a look at this two-minute demo overview or review the documentation to find out more.

Cherwell has consistently ranked as an industry leader in ITSM and ESM software. The Colorado based company is rated as a top employer state and nationwide, with its customer-first approach. Find out more about Cherwell products and services at Cherwell.com.