

The background of the slide is a photograph of five business professionals in an office setting. A man in a pink striped shirt stands on the left, leaning over a woman in a grey blazer. Another woman in a black dress stands behind a woman in a black blazer who is holding a tablet. A man in a light blue shirt sits at a table on the right, looking at the tablet. The table has coffee cups and glasses. A large blue and purple gradient circle is overlaid on the bottom left of the image.

**AI enabled HR Case
Management for a global
documentation company**

AI enabled HR Case Management
for a global documentation company

Client background

- **Client name or descriptor (in unnamed):**
American global corporation that sells print and digital document products and services.
- **Industry:** Information Technology
- **Geography or areas of operations:**
160+ Countries
- **Geography:** 17 countries
- **Any other relevant detail such as total annual revenue:** \$ 10.2 Bn

Challenge

The client possessed disparate tools from Jira to Excel for HR service delivery. Also, they did not have standardized tools and processes across different geographies. This led to a higher maintenance and license cost. Also, Manual efforts impacted the agents' productivity.

Solution

Wipro implemented an automated global HR service in ServiceNow across US and Europe with common framework to easily manage their cases and knowledge base:

- Proposed ServiceNow HR Service Delivery application and enabled:
 - Employee Service Center (HR portal)
 - Case management
 - Knowledge Management
- Multi-Country rollout Knowledge articles created from scratch and planned for migration into production.
- Simple transition to HR Managers to manage HR configurations.



Business Impact



Centralized HR case management enabled reduction in case resolution team



Accelerated time to market enabling agents start building their knowledge base articles in ServiceNow before go-live.



Enabled Legacy tools decommission – Reduction in manual effort for agents and overall cost including application maintenance and license cost

Quote

“Wipro combined the AI & automation capabilities of ServiceNow with our process consulting expertise to deliver a digital transformation solution which helped the enterprise provide best-in-class experience to its employees with improved accuracy & efficiency. Wipro is an Elite partner of ServiceNow with one of the highest number of certified ServiceNow HRSD implementation consultants”

Chenna Ganesan,
Practice Head,
Wipro Limited



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