



Beyond IT: Applying Service Management to HR and Facilities for a Seamless Hybrid Workplace

Enhance productivity, collaboration and user experience whether your team is remote, hybrid or onsite.

Introduction

For most organizations, the workplace looks vastly different than it did 2 years ago. The workplace today has made a permanent shift to the Everywhere Workplace. The Everywhere Workplace is a blend of hybrid, remote and in-office work that juxtaposes limitless possibility and unprecedented logistical headaches – including significant security challenges.

Whether your team members are down the hall or spread out around the world, processes must be in place to ensure productivity, collaboration and safety. Depending on your circumstances, these could include:

- Remote productivity monitoring
- Employee health screening
- Regulatory compliance
- Management of shared spaces

...and that's just the tip of the iceberg. Any plan must consider the sharp rise in ransomware and phishing attacks that have plagued businesses throughout the pandemic, with threats growing in frequency and sophistication daily. According to a recent survey by Ivanti, 74% of respondents said their organization had been the victim of a phishing scheme in the past year. And well over half – 58% – have been hit with a ransomware attack.

The question facing business leaders as they

navigate the Everywhere Workplace and its mix of endpoints, locations and user needs: How can we make this employee-friendly, collaborative, efficient and productive all at once – and ensure security on top of everything?

The answer: It's time to extend service management solutions across the enterprise. Many businesses have embraced IT Service Management (ITSM) to streamline ticketing and self-service. With the right platform, the same core principles can be applied to other key areas that are vulnerable to confusion and service gaps in the shift to the Everywhere Workplace.

Two key areas: Human Resources and Facilities. Both of these teams are at the center of business continuity and employee experience. These are the people working behind the scenes to manage many aspects of the employee experience, whether the employees are in the office, hybrid, or remote.

This is a tall order, and the right tools are needed to make it work.

Gartner predicts that by 2023,

75%

of HR service management inquiries will be initiated through conversational platforms

Gartner predicts that by 2023,

60%

of organizations with more than 2,500 employees will have invested in an integrated HR service management solution

HR Service Management: Modern employees demand modern HR service delivery

In today's digital workplace, employees expect human resources (HR) to deliver real-time and on-demand services, but that's easier said than done. HR Service Management (HRSM) solutions provide holistic platforms that organizations can use to manage their physical and/or virtual HR operations. Optimally, these solutions also contextualize the content for each employee so they can see the information that's most applicable to them at any given time.

HRSM is foundational to business operations. Gartner predicts that by 2023, 60% of organizations with more than 25,000 employees will have invested in an integrated HR service management solution. However, many HR teams rely on disparate systems and outdated technology like email, spreadsheets, intranet sites and a patchwork of applications, making it very difficult to deliver a consistent and streamlined experience across the company.

An effective HRSM solution should accommodate the digital business landscape and Everywhere Workplace with modern capabilities and real-time service. It should also unify the employee experience across the enterprise and throughout their entire tenure. That starts before an employee is hired, all the way through their onboarding; training; life events such as marriage and parental leave; promotions; relocations; payroll mishaps; offboarding and becoming an alumnus.

An automated HR Service Management tool offers a number of benefits.

Here's a snapshot of what's possible:

- 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



**Ready for an effective Return to Work strategy?
Here's where you can leverage an automated tool:**

Employee Administration

Employee Administration automates and simplifies complicated employee onboarding and transition processes with intuitive dashboards that prompt HR staff through role-based workflows, thus ensuring streamlined service delivery and a consistent employee experience. Real-time integration with other fulfillment teams, such as IT and Facilities, 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.

HR Case Management

HR Case Management resolves most employee inquiries with an automated self-service portal for a consistent, on-demand response. When a request can't be resolved without human interaction, it's routed to the right HR contact to support task ownership and accountability. One-click Limited Access quickly secures highly sensitive cases and service-specific checklists help keep track of all paperwork and case classifications. 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 Administration

Automate on/off-boarding or transition processes and integrate with other department workflows to make employee transitions easy and efficient. Also extend these capabilities to other use cases such as Crisis mgmt, Remote Work, Return to office and more.



HR Case Management

Increase HR staff productivity by resolving the majority of direct employee inquiries through dynamic case forms, batch case creation, mass case mgmt. and the corresponding tasks & routing workflow automation.



Employee Self-Service

Provide employees with easy, omni-channel access to information on their employment, benefits and company culture, and other needs they might have.



HR Knowledge Base

Power the employee self-service portal with up-to-date information and analytics. Ensure employees receive only the information that is most relevant and pertinent to them by status, geography, location, and role.

Employee Self-Service

Employee Self-Service portals deliver on-demand service to employees, allowing them to resolve most requests themselves. Analysis from portal usage can be used to gather valuable employee insights to improve HR services and employee experiences. Insights 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 which programs are most important to which segments of the workforce.

HR Knowledge Base

HR Knowledge Base powers the employee self-service portal, supporting smart HR operations with an always current source of information and analytics. The HR Knowledge Base also filters employees' requests for personalized retrieval – by employee status, geography, 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.



Facilities Service Management: Navigating complex and changing needs in the Everywhere Workplace

Facilities teams are facing unprecedented fluctuation and uncertainty. The emergency protocols followed throughout the pandemic are shifting to a long-term solution that accommodates the Everywhere Workplace. Health and safety will remain a key focus for the long term, as well as navigating employee preferences for work location and structure.

In today's climate, facilities managers need a modern approach to service management more than ever before. Not only does business continuity rely on facilities, but so does the organization's return to work strategy. Facilities managers spend their days outfitting employees across the company with the tools and services they need to function at their best, not to mention administering workplace policies, building regulations and government statutes. The scope of a facilities team is incredibly wide, and with such an intense balancing act, they cannot afford inefficient use of time. Why? Because when it comes to business, time lost is money lost.

An effective Facilities Service Management Solution integrates people, place and process and improves the quality of life of employees while facilitating productivity of the entire organization. Technology is a key element of facilities service management. By 2023, the percentage of employees in shared seating will double to over 40%.

And by 2025, 50% of corporate office space will be designed for collaboration or socialization. Hybrid work is here to stay and organizations need facilities solutions to facilitate this successfully.

An automated tool for facilities can deliver critical business continuity. Here's how:

- Automate workflows with pre-configured tools tailored to facilities' everyday needs
- Streamline the request process with an omni-channel self-service portal
- Increase productivity and drive down overhead with work order management and recurring maintenance tools
- Analyze project costs, operational performance, and more with robust reporting tools
- Optimize operations from anywhere, anytime via a mobile app or web browser (or, for technophobes, with print outs and e-mail that are tracked in the system).

40%

expected shared
seating rate in 2023,
doubling from 2022

50%

expected office space
utilized for collaboration
or socialization in 2025

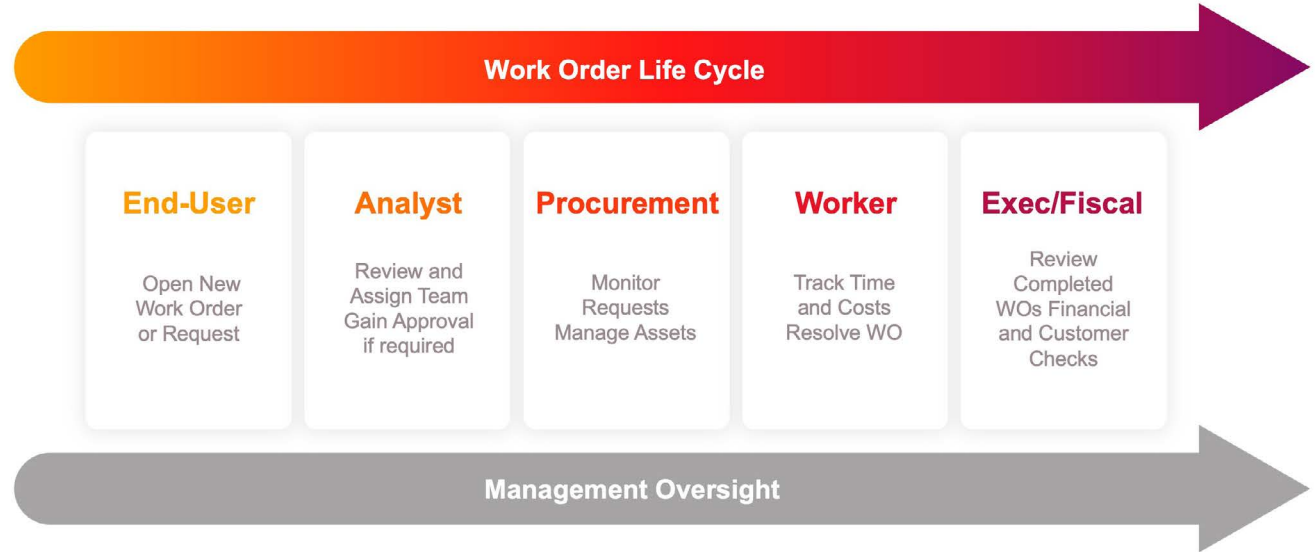
To make the most of your automated tool for facilities service management, focus on:

Work Order Management

Work Order Management supports the full lifecycle of work orders from end user request to dispatch and team and worker assignments. Preventative and recurring maintenance can easily be scheduled from the work order and all sub-work orders and tasks will be associated for you to easily track regular work happening at your facility. Employees' requests can be logged and managed by site — even by floor area. Facilities techs can also log time, cost and receipts associated with complete work. Role-based dashboards provide real-time visibility to managers and technicians regarding work order volume and status, as well as site and location status. Locations are hierarchy-based so if you have maintenance going on in your building, you can see the floors, rooms, spaces, and cubicles within that building, helping you get a full view of work going on within your facilities.

Facilities Knowledge Base

The Facilities Knowledge Base powers the employee self-service portal, guiding employees to answers to common questions, policies and protocols without having to engage facilities team members for help. This helps keep employees on the fast track, while making redundant problem solving a thing of the past. Technicians can contribute knowledge articles and utilize actionable metrics to identify knowledge gaps and information needing revision.



Employee Self-Service

Employee Self-Service portals deliver on-demand service to employees, allowing them to resolve most requests themselves. Analysis from portal usage can be used to gather valuable employee insights to improve HR services and employee experiences. Deep insights 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 which programs are most important to which segments of the workforce.

Facilities Asset Management

Manage facilities assets across the full asset lifecycle, from request through procurement and to disposal. Facilities Asset Management provides visibility into all possible consumables associated to a facilities asset and their locations in one place. Get transparency into assets while in a work order for more efficient work order submissions, get notification for assets that are reaching end of useful life for proactive replacement, and keep track of disposals to better optimize asset care and maintenance.

Ivanti Neurons:

A streamlined approach to HR Service Management and Facilities Service Management

Ivanti Neurons is a game-changing platform that simplifies and automates IT service management—but it's no longer just for IT services. Now, you can extend service and management to other, critical parts of the business.

With Ivanti Neurons for HR and Ivanti Neurons for Facilities, you'll transform business operations, enhance user experience, and promote efficiency, collaboration and productivity.

[Click here](#) for more information on Ivanti Neurons for HR.

[Click here](#) for more information on Ivanti Neurons for Facilities.

The Ivanti logo consists of the word "ivanti" in a bold, lowercase, sans-serif font. The letter "i" is red, while the remaining letters "vanti" are black. A small registered trademark symbol (®) is located at the top right of the letter "i".

ivanti

A vertical bar on the left side of the contact information, with a red-to-orange gradient.

ivanti.com

1 800 982 2130

sales@ivanti.com