

# HR Service Excellence

Powerful HR services as the key to success



Create a strong, successful HR service team with our strategic leverage, which not only increases your customers' satisfaction, but also strengthens the role of your HR business partner. We provide your team with guidance and prevent the service centre trap being sprung.

## How we work

---

Following our first service excellence check, together with you we devise customised visions and objectives, define clear roles and optimise your HR processes. In addition, we also focus strongly on optimising your HR IT landscape and global HR strategy and organisation, both within and without HR services.

In just six months you will be cleared for launch with our service starter. Many fundamentals are defined in advance and ready for immediate use, thanks to our proven HR Campus best practices.

## Customer example

---

A major corporation had already developed an HR services team, but with no clear focus on processes and roles within the department. In conjunction with us, it defined new goals for HR services, redesigned the service experience and fully digitalised all processes.

This transformation had tangible benefits for employees: The service experience was much improved as a result of the self-service overhaul and clearly defined HR roles and responsibilities. An intuitive main channel also facilitated query and request management. HR services are now more professional, efficient and transparent.

As a result of introducing a process of continuous improvement at the end of the project, the department is able to work at the optimum level long-term and respond flexibly to new trends and developments.

## Highlights

---

- Rapid implementation
- Long-term success
- Increase customer satisfaction, strengthen HR, cut costs
- Advice on equal terms

## How can we assist you?

---

Karin Schär looks forward to hearing from you and will be happy to answer your questions.