

# BMC HR Case Management (Service Management)

Empower the workforce and automate HR processes with intuitive self-service and best practice content

## PRODUCT DESCRIPTION

Built on the BMC Remedy platform, HR Case Management enables Human Resources departments to deliver amazing service to employees with a global shared service delivery model based on HR best practice templates and workflows. With 350+ prebuilt HR templates and intuitive self-service apps, HR Case Management allows the whole workforce to be more productive.

## BUSINESS CHALLENGE

HR leaders are striving to standardize and automate processes, reduce calls through intuitive self-service, and engage the workforce with digital technology. Organizations across the globe are moving to a shared services delivery model to support this vision, realize long-term operational cost savings, and create an engaging workplace experience.

## BMC SOLUTION

HR Case Management is a complete solution for the next-generation HR service desk. This purpose-built workflow solution for HR professionals simplifies process automation with hundreds of pre-built templates and forms. It provides a mobile app for employee self-service and aligns with the tiered shared service delivery model for managing and escalating cases. Available as a SaaS or on-premises solution, the powerful HR Case Management data security model protects privacy and ensures users can only see data authorized for their role.

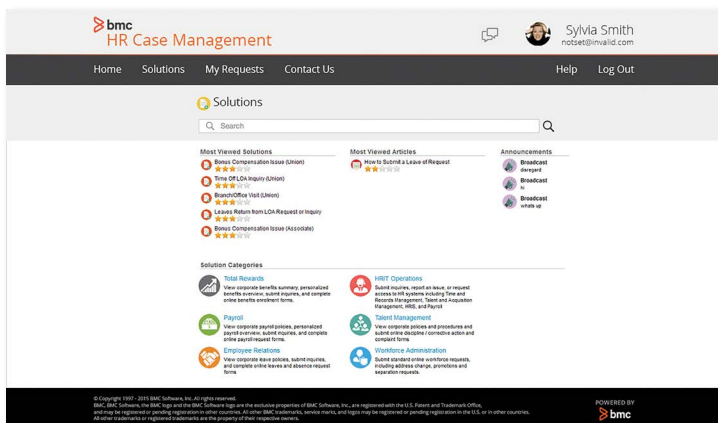
## KEY FEATURES

HR Case Management streamlines business processes and service delivery.

- **Rapid deployment** – content-rich SaaS solution can be rolled out in days
- **Digital workplace** – empower employees with an app store, self-service access to knowledge and policies, and genius bar capabilities
- **Rich content** – 350+ best practice templates, 60+ eForms, and 30+ reports and KPIs simplify HR processes
- **Drag-and-drop business process designer** – staff can build new processes in minutes

## KEY BENEFITS

- **Decrease tier 1 calls** by pushing 50%-80% of queries to self-service
- **Mitigate risk** with audit trails and automated processes
- **Supports a tiered shared service delivery model** across all HR functions
- **Protect sensitive data** with a flexible data privacy and visibility model



Workers can open and track cases or request services from HR with the intuitive, self-service mobile app

## PRODUCT DETAILS

**Service delivery automation:** Create workflows from scratch using the drag-and-drop designer or leverage prebuilt workflows to automate common HR transactions and claims. Detailed audit trails support compliance and legal requirements.

**Best practices for HR processes:** Quickly incorporate best practices into common HR transactions by taking advantage of eForms, 30+ standard reports, KPIs, and prebuilt templates. Examples include grievance forms, internal transfer reassignments, health reimbursements, exit interview questionnaires, and employee information updates.

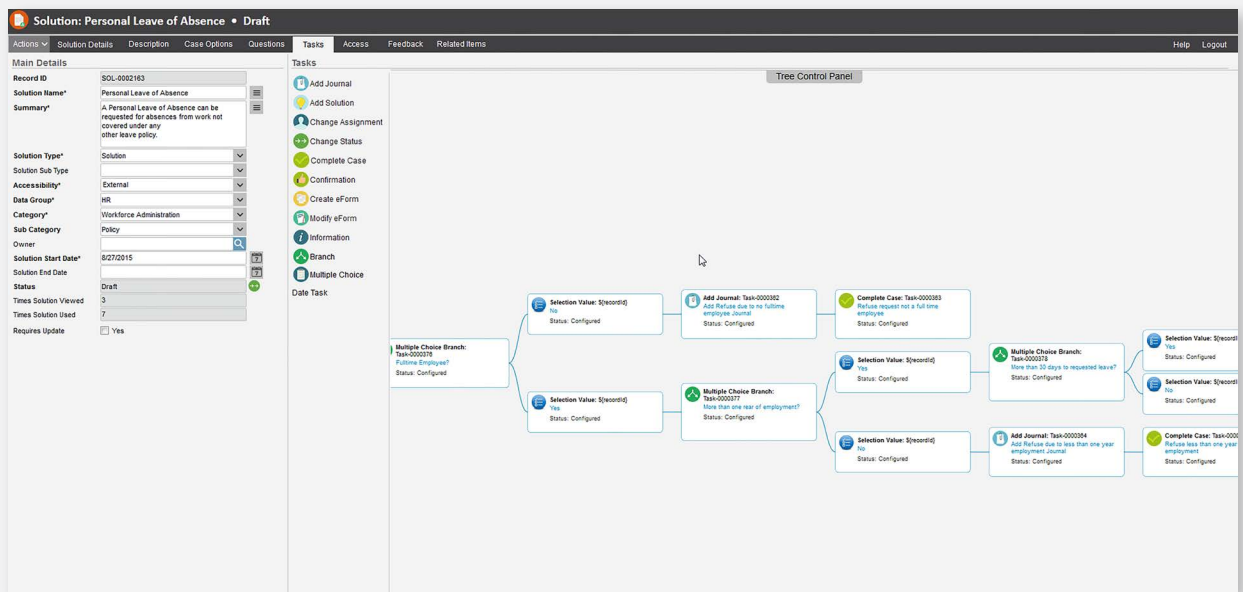
**Tiered shared service delivery model:** The embedded framework for a tiered delivery model helps organizations operationalize and automate shared service centers. Escalation management ensures that cases are handled by the right people in the right timeframe across Payroll, Employee Relations, Talent Management, Workforce Administration, HRIT, and Employee Benefits functions.


**Mobile self-service:** The mobile self-service app, available for Apple® iOS and Android® devices, gives employees a convenient and intuitive way to open and track HR cases, search for common policies and knowledge articles, book appointments at HR clinics, and access many other HR services.

**Data privacy and security:** HR Case Management supports multi-tenancy and complex logical data separation to ensure workers can only view information permitted by their role and authority. The purpose-built HR data privacy model mitigates legal, financial, and compliance risks and protects sensitive employee information.

### FOR MORE INFORMATION

To learn more about BMC HR Case Management, please [contact sales@rightstar.com](mailto:sales@rightstar.com)



 Includes pre-configured workflows for HR processes as diverse as Total Rewards, Talent Management, Workforce Automation, HRIT Operations, Payroll and Employee Relations.

BMC is a global leader in software solutions that help IT transform traditional businesses into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management set of IT solutions is designed to make digital business fast, seamless, and optimized. From mainframe to mobile to cloud and beyond, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide intuitive user experiences with optimized performance, cost, compliance, and productivity. BMC solutions serve more than 15,000 customers worldwide including 82 percent of the Fortune 500®.

**BMC – Bring IT to Life**



BMC, BMC Software, the BMC logo, and the BMC Software logo, and all other BMC Software product and service names are owned by BMC Software, Inc. and are registered or pending registration in the US Patent and Trademark Office or in the trademark offices of other countries. All other trademarks belong to their respective companies. © Copyright 2015 BMC Software, Inc.

