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A New Way to Connect: DXC HR Automation

Manish Gurnani
Global Head, HR Shared Services



Agenda

1. **About the Presenter**
2. **Project Overview**
3. **HRConnect – not just HR Help desk tool**
4. **Why ServiceNow**
5. **Challenges**
6. **ServiceNow Implementation**
7. **Recommendations and Lessons Learned**
8. **HRConnect Roadmap**
9. **Q & A**

About the Presenter



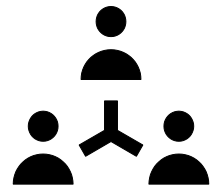
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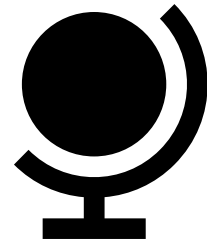
20+ years of experience in the Finance and HR outsourcing space and is currently the Director of HR Shared Services at DXC Technology. Manish carries passion for constantly improving the employee experience for 150+K employees in more than 70 countries using the latest tools, technologies and simplified processes. Recently bitten by AI, NLP and RPA bug in HR service delivery.

Project Overview

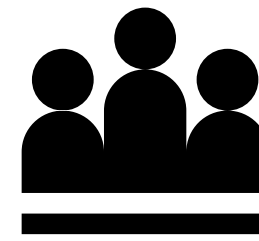
DXC Technology taps into global talent, powerful next-generation IT solutions and extensive partner relationships to help clients transform digitally and seize opportunities.



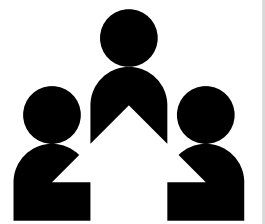
150,000
employees



Presence in
more than
70 countries



Over
6,000 clients

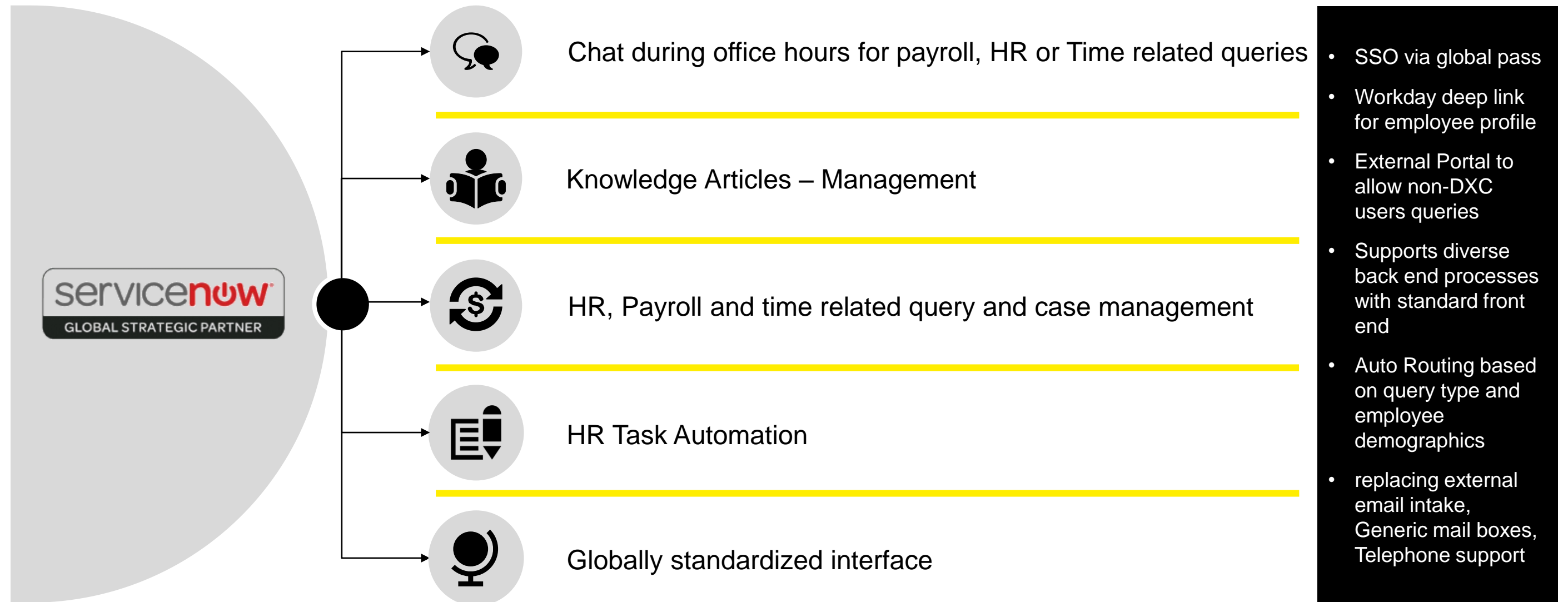


125,000+
HR cases opened
each year

Our goal:

Having recently merged two legacy organizations, DXC needed to implement a new way for existing employees, prospects, and alumni to connect with the organization for HR-related inquiries, without increasing costs.

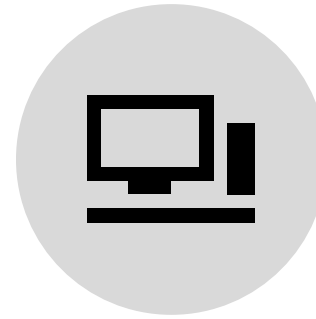
HRConnect – not just HR Help desk tool



Why ServiceNow



ServiceNow is a preferred platform at DXC



ServiceNow can be implemented on an accelerated timeframe to meet deadlines to move away from the existing Salesforce platform



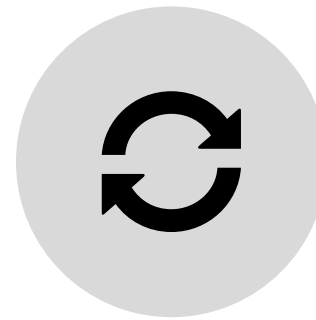
Our ServiceNow practice, DXC Fruition, can provide the same expert guidance and services that we deliver to our external customers



ServiceNow presented a significant cost savings and ROI compared to existing systems



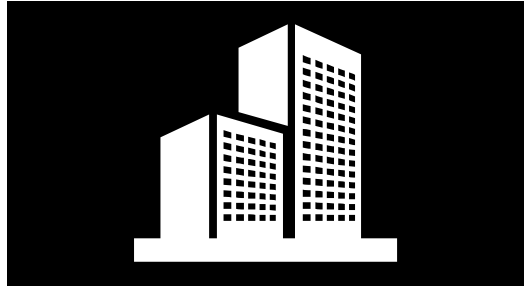
Internal evaluation concluded that ServiceNow provided the functionality needed at a competitive cost



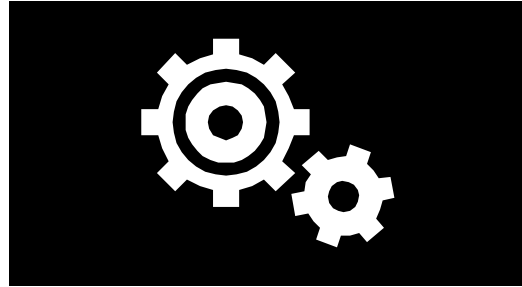
Existing processes could easily be re-created using ServiceNow automation

Service excellence..... not just Service management.

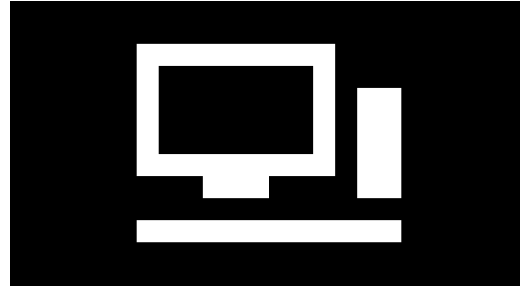
Challenges



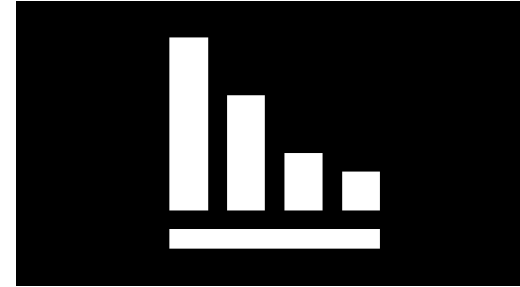
As a new organization, multiple versions of the same process existed



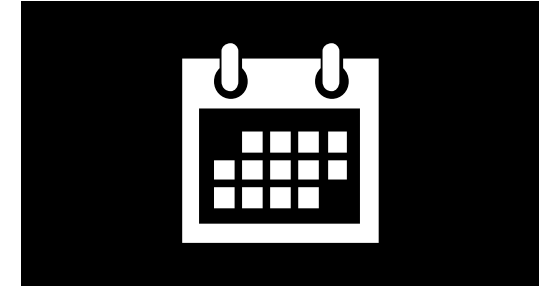
In some cases, processes were being re-designed while also implementing the tool



Duplicate systems existed in both legacy organizations



Timelines were aggressive and immovable due to expiring contract for existing tools

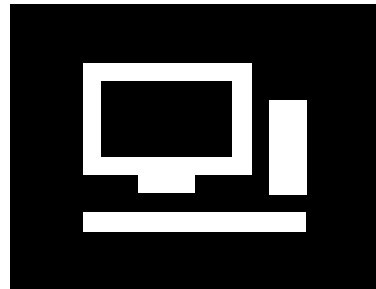


First go-live timeline was 13 weeks

ServiceNow Implementation

- **New instances created on Jakarta specifically for HR**
- **Data center location was chosen in the UK to minimize data privacy issues**
- **Implementation Scope**
 - Portal for employees to interact with HR for DXC globally
 - External Customer Service Portal to accommodate potential, former employees and vendors
 - Case Management and reporting
 - Enhanced Security Model (GDPR, Employee Relations...etc.)
 - Catalog of HR services provided to DXC employees to submit requests and inquires for HR, Payroll, Time & Expense
 - Chat – live interaction with HR agents
 - Knowledge – Single source of knowledge for agent reference and employee self-service
- **Completed in record time i.e. first phase in 17 weeks and second phase in 14 weeks**

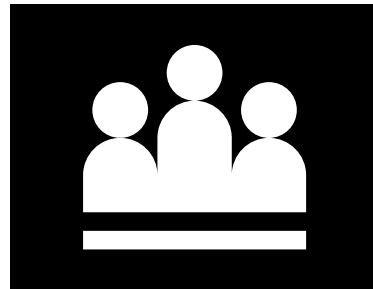
Recommendations and Lessons Learned



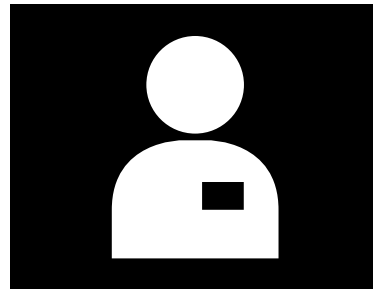
Crawl – Walk – Run: Define a MVP baseline and mature over time



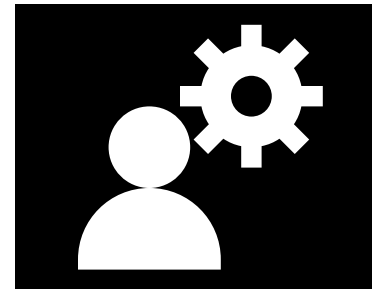
Iterate quickly and have a bias towards decision and action



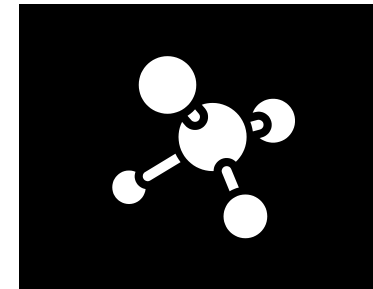
Identify a small, manageable number of key stakeholders in each area and establish a framework for communication and decision-making



Don't let perfect be the enemy of good enough



Leverage out-of-box functionality wherever possible














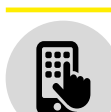
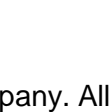


Begin work on knowledge content immediately as an additional workstream to ensure time exists for review and updates



Employees and HR users quickly acclimated to ServiceNow and feedback has been positive

HRConnect Roadmap

-  Chat supervisor whisper functionality
-  Custom reports – Case Management, Knowledge, Chat
-  Skills matrix – routing
-  Workday dependencies – HR Profile fields, Manager identification for Case and Knowledge
-  Scripted messages for agent efficiency in Chat
-  GDPR
-  Lifecycle Events – Onboarding, Mobility
-  L & D forms
-  Benefits Payment Processing
-  Chat and Case Management enhancements (scripted statements, emails, routing to optimize resource utilization)
-  Service Request Portal
-  Advanced SLA measurement
-  Advanced and custom reporting for HR capabilities
-  Talent Management and SABA
-  Mobile Access

Q & A



Thank you.

About DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information,, visit www.dxc.com.