

HR HELPDESK – USE CASE

AUTOMOBILE INDUSTRY

Products in Use

- Oracle HR Helpdesk
- Oracle Knowledge Management
- PROMATIS Procedure Model IQPM™
- PROMATIS Best Practice Solutions
- Horus Business Modeler

The Customer

The family-owned company based in Germany is one of the international innovation and market leaders in the field of drive and automation technology with approx. 20,000 employees. In view of the digital age, the necessity was identified to also advance in terms of HR processes. By implementing modern technologies and digital solutions, the company strives to increase efficiency and improve the employee experience. This enables faster and more effective communication as well as optimized management of human resources. The digital transformation in HR processes demonstrates their commitment to a future-oriented work environment where innovation and efficiency are in harmony.

The Challenge

Implementing an efficient global employee service presented the company with a significant challenge. The key to the solution of this challenge was to accurately and automatically route specific issues to the appropriate HR experts. Given the company's diverse workforce and global footprint, it was critical to target the appropriate resources and process them quickly and accurately. Investments in advanced technologies and digital systems illustrate the commitment to its employees' well-being and satisfaction. This initiative highlights the company's innovative spirit and its commitment to providing a world-class employee experience on a global scale.

The Solution

Oracle HR Helpdesk presents an innovative solution for efficient processing of employee requests. For the company that aims at actively driving the modernization of its human resources processes, Oracle HR Helpdesk is the optimal choice. The easy-to-understand user interface allows for uncomplicated navigation, whereas the integrated knowledge database provides quick answers to frequently asked questions about the learning offering. The introduction of Oracle HR Helpdesk not only demonstrates its commitment to advanced technologies, but also proves its clear prioritization of excellent employee service and efficient HR operations while respecting the high security aspects of handling confidential data in HR management.