Case Study

Transforming a Global HR Service Delivery and Enterprise Onboarding Experience for a Fortune 100 Company

Client

A Fortune 100 company that invents technologies and provides solutions to address global safety, security, and energy challenges. With approximately 110,000 employees worldwide, including more than 19,000 engineers and scientists, it has an unrelenting focus on quality, delivery, value, and technology.

Challenges

The client's non-standardized global onboarding process impacted their capacity, visibility of employee activities, and the support offered to new hires and end customers.

The user experience was impacted by the existing onboarding procedures involving several manual stages that were tiresome for workers & new hires, resulting in operational overhead.

The client desired a solution with a uniform onboarding procedure that adhered to global regulations.

LTIMindtree Solution

The conglomerate collaborated with LTIMindtree to adopt ServiceNow HR Service Delivery (HRSD), a cutting-edge onboarding architecture, to tackle the ongoing issues.

Enabled sophisticated encryption technologies, third-party software integrations, and the ability to deliver data smoothly to downstream processors.

Intutive platform to manage all the cases that applicants and HR representatives needed to finish as part of the onboarding procedure.

Delivered a highly secure solution, ensuring the privacy and security of the client's data by assigning relevant personas.

LTIMindtree

Business Benefits

80% increase in process adoption due to the ServiceNow HRSD platform

75% decrease in manual onboarding processes

Offered exceptional and consistent experience to employees accessing the global portal that provides all necessary HR services

Let's get to the future, faster. Together.

LTIMindtree

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700+ clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by more than 85,000 talented and entrepreneurial professionals across 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit **www.ltimindtree.com.**