

Improving the workflow of Randstad's HR with an employee self-service solution



Client Success Story



Industry

Human Resources

Client

Randstad

Challenges

Randstad is an HR industry leader providing solutions for flexible work and HR services. To improve the competitive edge on the market, the company was focused on retaining customers and improving their satisfaction by enhancing the efficiency of the HR department and delivering self-service capabilities.

- Too many employee requests to be handled by the HR department
- Time-consuming process of authorization of employee requests
- Low employee satisfaction with HR support
- Limited access to SAP HR for employees due to high cost of SAP licenses
- No real-time access for employees to their personal and administration data

Solution

Fast (low-code) delivery of an employee self-service portal to empower employees and unclog workflow bottlenecks. Available on desktop & mobile, fully integrated with the SAP.

- Employee self-service portal integrated with the HR SAP
- Enterprise absence management
- Pre-employee introduction – pre-onboarding support
- e-Documents: internal HR requests and applications
- e-Portfolio – an electronic personal data archive, e-Payslips
- Employee time registration

Benefits

- 80% fewer HR queries
- 96% reduction of paper-form documents in the employment process
- 75% shorter preparation time for pay slips and PIT documentation