CREDIT REPORTING AGENCY

As part of a new global people strategy rollout, this credit reporting agency wanted to deliver an exceptional digital employee experience, taking their people on a frictionless digital journey from hire to retire.

OBJECTIVES

- Empower employees to be better enabled, delivering a fundamental shift in the way employees engage with HR systems and their data
- Provide increased flexibility and autonomy by utilizing both mobile and desktop-enabled interfaces
- Deliver a refreshing, sophisticated and intuitive platform with processes that match up to the current digital environment that people expect at work today
- Surface hidden systems and valuable content by personalizing the experience for each employee and bringing all HR services into one place
- Address employee feedback collected in the People Survey on enablement; removing barriers, improving technology, delivering simpler processes and personalizing employee engagement with systems and processes
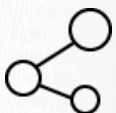
SOLUTION

- Applaud's Employee Experience Platform (EXP) was implemented to bring all HR services including absence, pay, performance management and employment details into one single entry point providing a personalized consumer-grade experience for every user
- Processes were simplified and automated flowing seamlessly across systems and departments
- Manager tools were enhanced to give a comprehensive team view and tasks bringing teams closer together

30 MINS
Saved per manager per month

20%
Improvement in HR efficiency

£2.5m + £25m
Productivity savings + savings not moving HCM to cloud

COMPANY PROFILE

FINANCIAL SERVICES
Industry

21,700
Employees

ORACLE EBS
Core HCM

EUROPE
headquartered

LUCY ADAMS
CEO, Disruptive HR

"We can't talk about employee experience without talking about HR technology; it's absolutely integral. When we speak to HR teams across the world, they consistently say that outdated systems and clunky time-sapping technologies get in the way of them being able to do their best work."