ACCELERATE HR RESPONSES WITH REUSE STUDIO

⚠ CHALLENGE
Slow Response Times To Human Resources Queries

Many organizations lack visibility into each employee's activities, work history, special needs and interests. Attempting to collect relevant information while manually screening incoming human resources requests creates logjams that delay assignment to the appropriate HR team member and impede prompt service delivery to the employee. Creating automated menus to more efficiently route queries involves significant time and cost, requiring IT assistance to design and implement decision tree systems for each project.

CHALLENGES
- Poor visibility into employee activities, interests
- Manual request screening slows HR responsiveness
- Creating self-service tools requires IT help, multiplies cost with each project

🎯 SOLUTION
Access Employee Information, HR Tools With Reuse Studio

Reuse Studio establishes a searchable catalog of the programs, projects, and assets created within an organization. Visibility into employee histories and preferences allows proactive outreach and efficient career tracking across business units and geographies, while changes can be made centrally and replicated everywhere. Easily search and select routing assets such as self-service menus from across applications and reuse them to help employees quickly access information and services.

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Common HR opportunities for reuse range from generating employee-facing forms to routing requests, verifying addresses and benefit information, producing outgoing emails, and tracking participation in elective activities (such as wellness programs) for proactive outreach.

OUTCOME
Build HR Tools In Half The Time

Organizations immediately improve visibility into employee information across applications with Reuse Studio, facilitating proactive outreach and making it easy to maintain HR connections as individuals change roles, relocate, or take on temporary assignments. Adaptive reuse of self-directed menus for service-request ticketing helps employees access the help they need quickly and frees up HR team members for other tasks. Create HR tools in half the time and empower the HR team for low- or no-code redeployment of those assets on future projects. This saves additional time and expense on each new project while generating significant ROI metrics.

TICKET ROUTING REUSED

Stratosphere used Reuse Studio to help an enterprise-level organization already leveraging Pega infrastructure to make its employee information visible across applications. This enabled decision-makers to track reassignments associated with its COVID-19 response and to make changes centrally that replicated everywhere. Reuse Studio enabled reuse of employee-facing, self-guided ticket routing tools that were developed 50% faster than similar solutions built from scratch.

Find Out What Reuse Studio Can Do For Your Organization

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