

HR HELPDESK – USE CASE

MECHANICAL ENGINEERING

Products in Use

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

The Customer

The company is a leading global mechanical engineering company that focuses on the automation and digitalization of manufacturing processes. In view of the rapid technological progress, the company strives to increase efficiency in human resources work by implementing state-of-the-art technologies. Digital solutions enable faster and more effective communication and optimized resource management. This step reflects the company's commitment to a future-oriented working environment where technology and efficiency go hand in hand. By driving digital transformation in HR processes, the company is positioning itself as a pioneer in the industry, thus acknowledging the importance of innovation and progress.

The Challenge

The implementation of an efficient employee service across the country presented the company with a significant challenge. The key was a precise and automated query routing to the appropriate HR specialists on specific topics. With a diverse workforce and a network of locations across Germany, it was critical to accurately allocate the right resources. The company therefore invested in sophisticated technologies and digital systems to ensure that inquiries are handled quickly and accurately. This strategic move is a testament to the company's commitment to employee satisfaction and well-being, as well as its appreciation of addressing individual concerns with the highest level of professionalism and expertise.

The Solution

Oracle HR Helpdesk is a request platform that enables the efficient management of HR requests. With its user-friendly interface and intelligent automation features, it revolutionizes employee service. For the company, Oracle HR Helpdesk proves to be the ideal choice, as the platform enables a speedy and precise handling of all HR-related requests. The intuitive user interface facilitates navigation and the integrated knowledge database supports qualitative answers. In addition, data analysis provides valuable insights into HR trends and needs. With the introduction of Oracle HR Helpdesk, the company demonstrates modern technologies, first-class employee service and efficient HR processes.