



HR Service Delivery Solution with the Power of IA



Key figures

60 000

Employee users in France

170

HR agents

22

Company users in France

Key informations

Banking

Sector

100%

hiring process digitalized

Since 2014

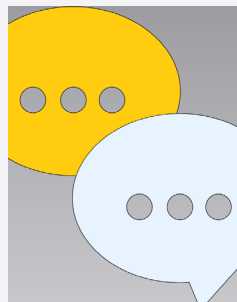
Neocase Customer

Needs

- **Ensure the reliability of HR request management** and certain processes that were previously handled through email exchanges (resulting in information and data loss or slow processing).
- **Track and secure exchanges.**
- **Promote employee autonomy** by providing them with access to an HR knowledge base that can answer their questions about HR policies, thus reducing the number of inquiries to HR managers.
- **Improve productivity** through digitalization and automation.
- **Standardize responses** provided to employees.

Results

- **Improvement in the quality and speed of request processing**, while providing employees with a personalized experience.
- **Employee empowerment:** 50% of employee requests are answered through portal content.
- **Digitalization of 20 business processes** (hiring, mobility, trial period renewal, fixed-term contract extension, etc.) and in **self-service** (consultation and modification of personal data, certificate downloads, claims, etc.).
- **100% of hiring processes digitalized**, from automatic data retrieval in the recruitment tool to payroll system registration, including automatic employment contract generation and electronic signature.



"With Neocase, we are a digital employer always committed to improving the employee experience." Marie-Christine Henoche, HR Shared Service Center Manager, BNP Paribas

«All the features offered by the portal, both to employees and HR teams, are widely used and have proven their effectiveness over time», Marie-Christine Henoche, HR SSC Manager, BNP Paribas

"With Neocase and DocuSign, 65% of employment contracts are signed within the day." Magali Perrin, Product Owner, BNP Paribas

Key Benefits

- Improvement of the candidate and employee experience
- Reliability and centralization of administrative data
- Integrations with HRAccess, Avature, the DMS, and the organizational repository
- Time savings by avoiding duplicate data entry
- Continuous improvement of HR processes
- Standardization and simplification of procedures

Perspectives and future deployments

- **Integration of Azure OpenAI into the Knowledge Base:**
 - **Facilitate employee searches**
 - Interpret their questions more accurately

