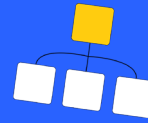


Digitize your Shared Service Centers with an intelligent, collaborative and flexible solution.

Do your HR teams spend more than 80% of their time answering employee questions and on administrative tasks?

Do you need your HR Team to spend more time on strategic projects, like talent development and retention?

Do you want to reduce costs while improving employee satisfaction?



A complete HR Service Delivery solution designed for both HR and the employee.

For all your shared service centers, whether local, regional or global, Neocase HR offers a comprehensive and innovative set of modules:

Employee Portal, Case Management and Knowledge Base modules

Manage employees, managers, HRBPs and HR agent's requests, to **reduce costs and improve quality**, SLAs and employee satisfaction.

Employee Document Management

Centralize employee documentation **collected or generated** by the shared service center or the HRIS in compliance with local regulation (GDPR with retention, purge, mandatory documents, expiry management).

Connect module


Synchronize our solution with your HRIS and other external applications.

Business Process Management

Enable your shared service centers to **structure and automate HR administrative tasks** (employment certificate, remote requests, hiring, employment contracts with electronic signature). The BPM module includes a **no-code process and form builder**, dashboards, and reports to monitor and analyze process performance.

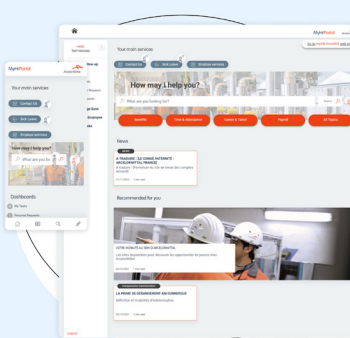
Analytics module

Steer your decisions and apply your HR and business strategy based on **your HR data**.

Customer Story 

“ArcelorMittal's HR processes have entered the 21st century with Neocase.”

Corinne Barreau
SSC Director in France - ArcelorMittal



Associated services:
Personalization, Training and Support.

Key features

- Collaborative case management with SLA management and automated routing.
- Personalized and role-based Knowledge Base powered with Azure OpenAI (GPT).
- Multi Channel Access: employee portal, chatbot, emails, text messages, mobile app.
- No-code process automation builder.
- Electronic management of employee documents.
- Automatic document processing using AI with MS Azure Cognitive Services.
- Real time dashboards and analytics.

Learn more about our solutions:





Increase employee satisfaction by over 50%



Lower operational costs by up to 50%



Optimize service delivery productivity by up to 40%

Boost employee autonomy by offering a multi-channel HR service solution to employees, managers and HR agents

Simplify and improve your employee experience offer with a **single access point to all your HR services**; anywhere, anytime, using any device (laptop, tablet, or phone) or solution (Intranet, Mobile App, MS Teams or Neocase Portal).

Engage your employees and free up your HR team with the personalized Knowledge Base and its **AI-boosted intelligent search** with MS Azure OpenAI (GPT), guided request creation, HR process forms, task management and more.

The Chatbot and live agent empower your employees with increased autonomy. The email and mobile channels enable your employees to access the shared service center from anywhere; **no need for computer access**.

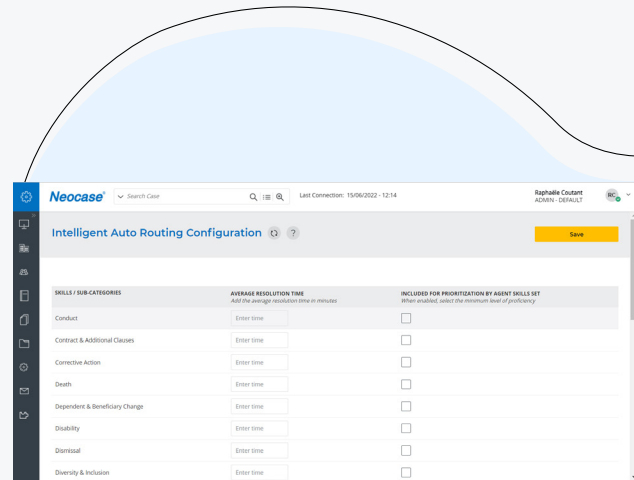


Fast and easy management of your shared service center

Organize your teams and your HR agents by geographical zones and technical skills. Neocase's flexibility and 27 native languages offer a solution **adaptable to any type of organization**.

Automate **request classification with Azure OpenAI (GPT)**, administrative tasks and employee documentation while improving your HR team's well-being at work.

Intelligent auto-routing distributes requests and tasks depending on availability, responsibility, skills, workload, and more.



Make data-driven decisions with confidence

Monitor in real-time the performance of your HR teams, **employee engagement, and satisfaction**, and identify improvement keys with a set of reports, KPIs, and dashboards.



ABOUT

Neocase offers innovative cloud-based HR Service Delivery solutions tailored to SMEs and large enterprises, whether or not they use a shared services center.

With 15 years of experience, Neocase currently manages HR services for over 150 large global companies, covering more than 6 million employees worldwide.

Neocase HR enables Human Resources departments to digitize their service offerings through collaborative case management, simple and flexible process automation (no code), and documentation management compliant with GDPR. Pre-configured and personalized processes, such as the employee journey (including onboarding), facilitate a simple and fast implementation of the solution. With Neocase, HR can ensure operational excellence that enhances the employee experience, generates satisfaction, and reduces costs and the risk of errors.