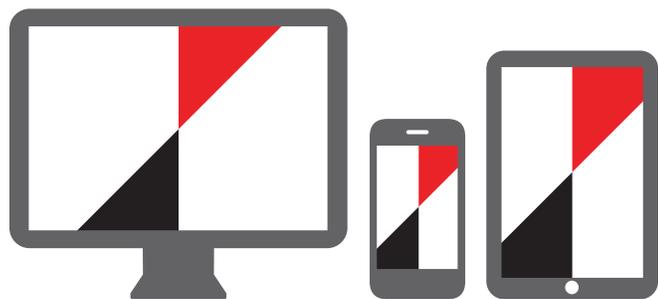


HR and Service Management: The Crossroad to Success

How intelligent service automation and looking beyond IT can generate efficiencies and productivity gains for both IT and HR



“It is essential to take a service-centric approach. Business units ultimately do not care about infrastructure technology. They want the same convenient and easy to use application interfaces they have come to expect from their personal consumer devices ...”

Enterprise Management Associated White Paper, Best Practices:
Maximising Efficiency through Service Automation

HR and IT departments are being asked to evolve. They must move from being just a support function to becoming business enablers. They must also maintain the highest levels of service provision because in both areas, small mistakes can have an enormous impact. Breaking down departmental silos, doing more with less, and leveraging technology to enhance services are also common to both.

The HR team has some very specific responsibilities within the organisation: staff retention, recruitment, productivity, training and compliance, health and safety, discrimination and diversity, discipline, outsourcing, pay roll and employee queries. These are the day-to-day challenges that the HR professional deals with, and in the majority of cases the key to success is having centralised and accessible data.

On a more strategic long term level Global Human Capital Trends 2015 by Deloitte University Press focuses on leading, engaging, reinventing and reimagining HR to deliver greater business impact and drive innovation. For example, 'workforce on demand' requires better processes and tools to source, evaluate and reward talent. And HR should invest in leveraging data to make people decisions.



“The increasing power of computers and software to automate and replace knowledge workers is challenging organisations to rethink the design of work and the skills their employees need to succeed.”

Global Human Capital Trends 2015 by Deloitte University Press

While HR navigates this new world of work, IT must become more business relevant and innovative whilst doing more with less. Overarching is the drive to become a truly service-aware, business-aligned enterprise-facing organisation. Priorities include consolidating IT and non IT service management, improving user experience and integrating incident and change management.

Having a vision is one thing, realising it another! Smaller organisations will struggle if they do not have the service management infrastructure in place, and the processes and automation that go with it. To reach the 'promised land' requires a service management platform on which to build an agile and integrated organisation. Without it, the company will struggle to manage the complexity.

The challenges facing larger organisations are different but no less considerable. In many cases departments and technologies will operate in silos. For example, HR may have sophisticated HR software but often these are not integrated into the wider business. In many organisations, each department is an island communicating with each other via email, which is challenging when it comes to effectively monitoring outcomes.



Departmental and technology silos are barriers to internal synergy and the enemies of productivity. If departments don't communicate with each other they miss the opportunity to streamline resources. By sharing plans and associated budgets organisations can develop solutions that are less expensive and more effective. Introducing standalone solutions increases complexity and undermines the drive to rationalise and improve productivity.

The answer is to leverage a unified service management solution to enable automation and mature processes. And it means looking beyond IT and communicating with other departments to find common ground for innovation; the sweet spot where common interest lies. In this way IT organisations can be more pro-active and better meet the needs of the business.

A combination of unified service management and looking beyond IT can empower not only IT and HR but other business units such as Finance and Operations to simplify and automate their workflows, secure access and deal with threats to business continuity. Along the way it also captures vital business intelligence and enables more efficient management of the system and the costs related to it.

For example, all of the processes and departments that a new-hire needs – laptop from IT, workspace from operations, and payroll from finance – can be automated, rather than coordinated by email between departments. And the system lets you capture complaints and requests in one place, provide a central knowledge-base for employees and enables efficient evidence tracking.

The HR function is a challenging one. It needs to manage the formal and highly regulated processes around hiring, looking after employees and saying goodbye to staff. It is also challenged to enable better talent management within an organisation. Unified service management provides a means of rationalising and automating day-to-day duties so that it can concentrate on these new priorities.

And the same is true for the IT department. Service management automation is the key to efficiently servicing its customers. And it also provides the platform and the tools for monitoring what is going on, rationalising complexity and making a coherent case for investment that can transform the way in which different departments come together to pursue common goals and business success.

About HEAT Software...

HEAT Software is a truly powerful combination of industry leaders: FrontRange, the industry's sole provider of Hybrid Service Management (HSM) and Endpoint Management; and Lumension, the industry's leading Endpoint Security provider. Only HEAT Software commands the intersection of HSM and Unified Endpoint Management (UEM), empowering IT, HR, Facilities, Customer Service and other enterprise functions to simplify and automate their business processes, manage and secure endpoints and proactively detect and protect against threats to business continuity. HEAT is the only company in the world that manages services and endpoints securely across the same platform, on premise or in the cloud, via desktop or mobile applications. HEAT's customers consistently achieve increased operational efficiency and greater system sustainability through optimised business processes, and efficiently managed and secured endpoints.

Tap into the world's most powerful fusion of truly flexible, scalable, secure HSM and UEM solutions.

Forged by HEAT.

Integral Consulting Services

Headquartered in Gaithersburg, Maryland, with offices in Charlottesville, Virginia, and Aberdeen, Maryland, Integral is a SBA-certified economically disadvantaged woman-owned small business, providing HEAT Service Management solutions that meet and exceed expectations as a Services and Innovation partner to HEAT Software.

Integral provides a variety of IT and identity intelligence solutions to help make the world safer and more secure by defending against terrorism and protecting against cyberattacks with more than 12 years of experience with delivery of real-time solutions and support in enterprise service management, identity intelligence, multimodal biometrics, information assurance and cybersecurity, human and open-source intelligence analysis, application development, and program management.

Integral has institutionalized its processes to apply proven experience and lessons learned to successfully implement projects on schedule and budget and with the highest quality, regularly exceeding customer expectations and is an ISO 9001:2008, an ISO 20000, and a CMMI Level 3 certified company.

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