



POWERED BY NGA HUMAN RESOURCES

NGA HR Request Central — Monitor your HR Tickets with NGA



NGA's HR Request Central gives employee's direct visibility into the status of their HR requests and workflows. For organizations that have deployed SAP HCM On-Premise and Employee Central side by side, it promises an optimized employee experience and increased overall HR efficiency with minimal investment.

Employee experience continues to be a hot topic in the HR industry. A positive employee experience is the direct result of strong engagement between the individual and their organization, often enabled by HR processes that are transparent at all times and from any device.

Employees often expect interactions with their companies to mirror those they have as a consumer. Consider, for example, that when a customer orders a product online, he or she can track the entire process from order to package pickup to final delivery. The objective is to keep the end user engaged and informed, and to increase process transparency. Likewise, organizations with an HR service center, processing all HR administrative transactions, have a critical need to ensure transparency of the workflow process to all stakeholders. This allows for managing requests and improving the employee experience overall.

With **NGA's HR Request Central**, employees have visibility into the status of their HR requests, thus eliminating the need for direct interaction with an HR service center.

HR Request Central helps companies more quickly and efficiently deploy and integrate Cloud HR. The suite includes tools for simplifying the implementation, configuration and integration of SuccessFactors Employee Central, the next generation core HR system. You should consider using HR Request Central if:

- Your employees and managers **lack visibility** into the status of their HR Requests.
- Your HR Service Center **handles a high volume of calls** related to transaction status inquiries.
- Your hybrid system landscape **depends on multiple approvals** for a single HR process.
- Your organization is **planning to move to the Cloud**, but wants to improve the user experience today.

How NGA HR Request Central adds value:

- Up to 60% less call volume in HR Service Center
- More time for strategic tasks
- Reduced HR Service Center costs
- Instant mobile access to key data
- Improved employee experience
- Efficient HR changes
- Lower TCO



Available on the
SAP App Center

For more information visit

www.ngahr.com/xtendhr

www.sapappcenter.com

HR Request Central –an Employee Central Extension

A quick-win solution for organizations that have deployed SAP HCM On-Premise and/or Employee Central, HR Request Central leverages your current investment and maximizes service delivery to your workforce, with the following key features:

- Allow integrations with a multitude of applications as well as standalone systems
- Designed for desktop, mobile and tablet
- Supporting all HR processes, employees, managers and HR Service Center staff
- Up to 60% less employee interaction needed with an HR Service Center
- Compatible with SAP HCM and SuccessFactors

Designed for desktop, mobile and tablet

Today's users expect business applications to be available across all devices, so they can access information anywhere, anytime. The user-friendly HR Request Central interface allows for a clear view of request status in only a few clicks. Users can immediately see all the approvals, interactions and issues logged into the system.

To ensure efficient work flow, employees and managers are able to monitor HR transactions and take action accordingly.

Supporting all HR processes, employees, managers and HR partners

With the monitoring capabilities offered by HR Request Central, all necessary parties can easily track requests:

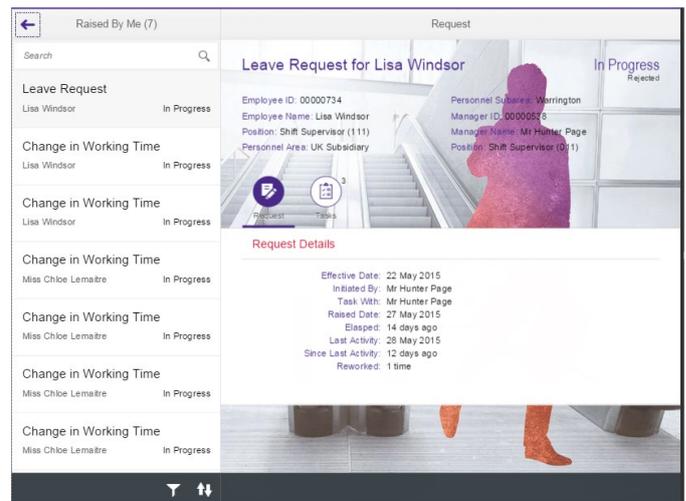
- Raised about the employee, e.g. status of employee performance (Performance)
- Raised by the employee, e.g. status of request for salary increase (Compensation)
- Actioned by the employee, e.g. status of leave request (Time & Attendance)
- For a team manager, e.g. whether to approve or reject candidate application (Recruitment)
- For an HR partner, e.g. whether to accept address change in the employee file (Workforce Admin)

Up to 60% less employee interaction with the HR Service Center

With the availability of online insights, your HR staff is relieved of considerable administrative tasks, giving them additional time to focus on more strategic HR tasks. This is a key enabler of cost savings.

Compatible with SAP HCM and SuccessFactors

HR Request Central leverages Fiori technology, making it deployable both in the Cloud and On-Premise. The application runs on a state-of-the-art SAP CloudPlatform at SAP data centers.



By leveraging Fiori technology, HR Request Central can be used in a hybrid environment to enhance employee experience with HR processes hosted in either SAP HCM and/or SuccessFactors.

Why NGA Human Resources

With more than 40 years of HR process experience and a proven partnership with SAP, NGAHR supports organizations in getting the most from their Cloud journey by bundling industry best-practices and driving efficiency.

Alight unlocks enterprise growth for the world's most influential companies with future ready human capital and business solutions. We combine industry leading data and insights with unmatched depth and operational expertise to improve the employee experience and optimize cloud-enabled business processes. Our 15,000 colleagues proudly serve thousands of clients and their more than 30 million employees and family members throughout 180 countries. Learn how Alight helps organizations of all sizes, including over 70% of the Fortune 100, achieve next level transformation at alight.com.

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