

Our complex workforce demands an innovative service delivery model

**28K+**

Size of the workforce supported in FY17



**400+**

People who perform HR and Payroll activities across Rutgers in FY17



**155K+**

Inquiries UHR responded to in 2017



**873K**

Direct Deposit / checks issued by Payroll in FY18



**1 : 257.6**

Ratio of employees served to HR FTE in FY17



## Employee Service Center Project Vision:

Create a center that provides HR and Payroll services in a consistent and efficient way to simplify the customer experience

### What are we doing?

Rutgers is creating a customer-focused service center that provides select services to all employees in an efficient, simplified, and friendly manner

- To help drive the university strategic initiatives, **Human Resources (HR) and Payroll** are partnering to evaluate which services would be best suited for a service center environment
- The **service center** will provide **tiered support** that addresses questions at all levels of complexity

### How are we doing it?

For this initiative to be successful, it will take a cross-functional team to be involved before, during, and after implementation

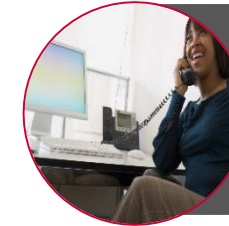
- We are **involving key stakeholders early and often** to ensure their ideas, preferences, and challenges are considered
- We are **leveraging technology** to become more proactive and innovative in how we provide key services
- We are **setting clear, objective criteria** that enable us to make the best decisions for the university community

### When are we doing it?

In **May 2018**, the Employee Service Center project kicked off with the goal to plan and design a fully-functional service center scheduled for implementation by **mid-2019**



### Why are we doing it?



**Improve Customer Experience.** Ensure HR and Payroll customers have a positive experience that enables them to focus on their work rather than the processes that support them



**Focus Employees on Value-Add Work.** Give HR and Payroll professionals more time to focus on the activities that foster a best-in-class organization by enabling them to focus on value-add work



**Simplify and Automate the Process.** Redefine processes to streamline execution and reduce the amount of time customers spend seeking resolutions to HR and Payroll questions



**Unify the Rutgers Experience.** Redefine ways of working to deliver a "One Rutgers" experience to all of our customers