



POWERED BY NGA HUMAN RESOURCES

# NGA Case Management Central — Integrate HR Cases & Tickets with Employee Central



**NGA Case Management Central is a Cloud-based, mobile-enabled application built to extend the current capabilities of SuccessFactors Employee Central, providing a unified employee inbox that seamlessly integrates with any HR case management solution.**

Organizations have demonstrated that moving core HR services to SuccessFactors Employee Central delivers a multitude of benefits to their HR practices. They recognize the flexibility and capabilities that modern, globally focused organizations are looking for —one global system of record, complete workforce data, seamless integration, and continuous innovation. To optimize and simplify the deployment and integration of Employee Central, NGA has developed a set of innovative HR Cloud Accelerators.

Running on the state-of-the-art SAP Cloud Platform, Case Management Central integrates, in a single tile, core HR functionality with HR case management tools, enabling end-to-end visibility of your HR tickets and case history, as well as collaboration to accelerate case resolution.

Employees and managers are able to enjoy a simple, unified experience since Case Management Central extends self-service, drives efficiency in shared services, and allows for employee vital data views in Employee Central.

**NGA Case Management Central** also features secure connectivity, removing the need to share HR data via e-mail.

This provides more efficient ticket routing and direct employee-to-agent collaboration, as well as accessibility from any device. As an organization, you should consider using Case Management Central if you:

- Lack integration between core HR and service delivery.
- Have a geographically distributed workforce and shared services.
- Handle a high volume of HR/IT-related queries/issues.
- Need to respect service-level agreements for employee tickets.
- Desire a unified employee user experience.
- Are considering mobile enablement for end-to-end HR services.

## How NGA Case Management Central adds value:

- Improved employee experience and engagement
- Effective information request management
- Reduced number of queries
- Instant employee view of ticket status
- Structured communication between employee and HR Service Center
- Reasonable HR Service Center costs
- Need for fewer HR service agents
- Accelerated adoption of Employee Central and other Cloud applications
- SuccessFactors Employee Central as the unique portal for all HR-related activities



**For more information visit**

[www.ngahr.com/xtendhr](http://www.ngahr.com/xtendhr)  
[www.sapappcenter.com](http://www.sapappcenter.com)

**Case Management Central – a SuccessFactors Employee Central Extension:**

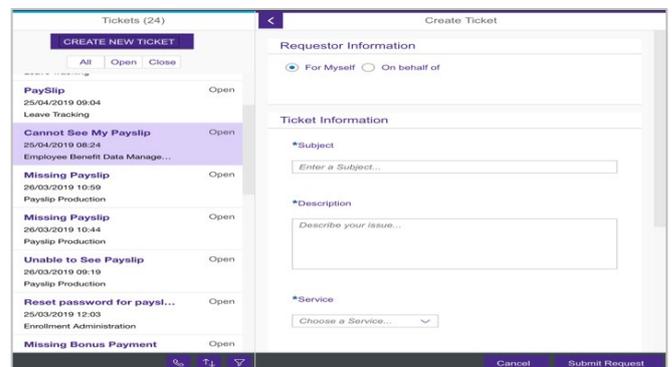
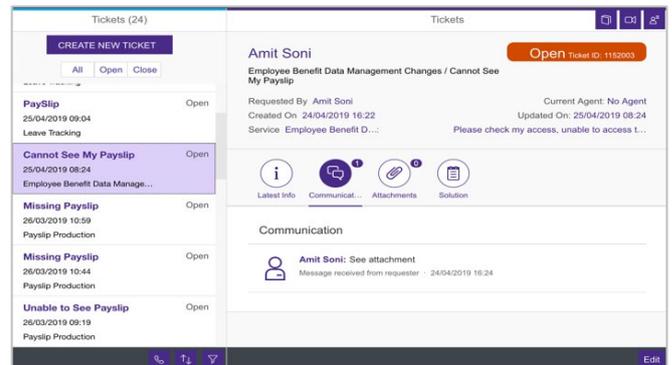
A quick-win solution for many organizations that have deployed SuccessFactors Employee Central.

**Case Management Central enables:**

- **Innovation and delivery:** Deploy new features by simply extending your existing Cloud Employee Central solution
- **A full overview of 'My HR Tickets':** NGA's Case Management Connector adds a "My HR Tickets" tile to Employee Central, which features a unified employee inbox, providing end-to-end visibility of employee-related HR tickets and cases
- **Faster creation and tracking of your tickets with Cloud self-service:** Employees, managers and HR partners can easily create and track tickets. You no longer need to communicate via e-mail, phone or a paper-based process, since documents can now be logged and attached to the ticket. Stakeholders are empowered by an easy-to-use self-service tool that reduces the workload of the HR Service Center

**Why NGA Human Resources**

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



NGA Human Resources is a global leader in HR and payroll solutions. We combine deep expertise with an innovative approach, enabling you to deliver the next generation of workforce services that engage employees, reduce complexity and provide insights. Our goal is to help you work smarter in managing the employee lifecycle in a globally connected, agile organization.

What sets NGA HR apart are our scalable HR and payroll solutions across all industries and company sizes, and our wide geographic coverage with flexible delivery options, supported by future-proof technology platforms and applications. We have a distinguished track record of advising companies around the globe.

Our mission is simple: we want to be the trusted partner of HR decision makers by continuously innovating workforce services. We partner with you to realize solutions that meet the needs of your people, supporting your workforce strategy wherever you do business and empowering you with strategic, actionable insights that drive growth.

[www.ngahr.com](http://www.ngahr.com)

