Customer Profile

Nissan Drives Added Value and Saves with Infor Enwisen HR Service Delivery

Facts at a glance.

Solution: HCM
Products: Infor™ Enwisen HR Service Delivery
Industry: Automotive/OEM
Country: USA

"After extensive research, including lots of analysis and lots of demos, we chose Infor Enwisen HR Service Delivery because it met our technology requirements, and it was a great value. We needed an integrated, HR-centric solution providing an employee portal available 24/7 to all employees, with single sign-on capabilities."

—Dwain Stevens, Senior Manager HR Shared Services, Nissan NA

About the company.

Nissan builds cars and trucks for a worldwide market within a vast network of divisions that include manufacturing, logistics, technical, financial, design, data, and trading centers. With headquarters in Franklin, TN, Nissan is focusing on its goal to make vehicles that are efficient, beautiful, and inspiring. To learn more, visit www.nissanusa.com.

Challenges.

- Provide the most effective and efficient HR services to all employees.
- Transform HR services in the least disruptive way possible for employees, the HR department, and the business.
- Provide proper communication to employees, encouraging them to help themselves obtain HR services quickly and efficiently.

Benefits.

- Achieved or exceeded world-class status on KPI measures that include the speed that HR answers calls, the call abandonment rate, and resolution on the first contact.
- Jumped from bottom quartile of HR expenditures (most expenses) to top quartile of HR expenditures (least expenses) compared to industry peers.
- Achieved ability to constantly standardize, streamline, and automate processes, as well as consolidate policies.
- Gained ability to save time, effort, and cost for employees, who access information without waiting and without lost or delayed paper forms; for HR staff, who can focus on more value-add tasks and less on administrative ones; and for the COE, who can focus on developing better benefits.
- Avoided outsourcing and trained 24 new staff instead of the vendor-recommended 70 to successfully handle six times more calls.
- Implemented an HR-specific solution with all targeted capabilities.

"HR Service Delivery has been a win for everyone: employees, HR, and the business. Employees help themselves to get information more quickly, HR performs less administrative work and more value-add tasks, and the business is more efficient and effective, saving time and money."

—Dwain Stevens, Senior Manager HR Shared Services, Nissan NA

641 Avenue of the Americas New York, NY 10011 800-260-2640 infor.com

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