



The **Complete**
Service Management Platform

ESM

HR

Service Management

Streamline and automate your processes and workflows in 4me

Employees today work in a digital and hybrid world. When it comes to services from their Human Resources Department, they expect to access the services they need with the touch of a button. Managers want their teams to be happy and productive and avoid wasting time due to inefficient processes. 4me enables organizations to streamline and automate HR service delivery to provide the service employees want and deserve.

One complete enterprise service management platform

By making it easier for employees to obtain support when they are stuck with a question or need assistance from another department, organizations can improve productivity and job satisfaction. 4me's enterprise service management (ESM) platform enables employees to get help for every service the enterprise makes available to them in one place. You can set up complex workflows across multiple internal departments and external service providers. You can collaborate seamlessly with all disciplines to service the same customers while offering one entry point to the customer to report any issue or request any service.

HR service delivery – what can 4me do for you?

Built to support ESM workflows beyond IT, 4me enables the digital transformation of business processes such as HR. With 4me, HR processes that traditionally require too much time and effort can be easily and efficiently automated. 4me provides one user-friendly

Key Benefits

- Time and cost savings
- Faster and efficient service delivery
- Seamless cross-enterprise collaboration
- Less employee frustration
- More productive working environment
- Efficient use of resources
- Reduced risk
- Improved accountability/transparency

"Which departments use 4me? Better ask who is not using it. First, we connected IT and Operations, and then we had to push for the next departments. But soon after, the other department heads asked why they were not connected: Marketing, Facilities, HR, Finance, Logistics. They now all have one entrance: the 4me portal."

Sanne Oosterhoff, Group Operations Director, Hans Anders

portal in which all employees and future employees can interact, in their own language, with an organization's HR department. This covers employee requests, payroll inquiries, benefits administration, vacancy management, onboarding, time tracking, performance reviews, reservations, or other similar services. Authorized HR employees can independently create templates. Thanks to 4me's intuitive and straightforward structure, no training or special skills are required to use it.

One secure platform for all HR services

Within 4me, a support domain account with an HR focus can be created within each customer environment. Strong privacy and end-to-end encrypted data ensure the highest security for sensitive data.

The unique 4me account structure also allows individual steps within an onboarding workflow, for example, to be processed securely by other accounts such as IT, Facility Management, and Security.

Faster and more efficient service delivery

HR service management in 4me allows you to accelerate service delivery and make it more efficient. When employees get the services they need faster, they get back to work more quickly, making them happier and more productive.

Flexible licensing – fast and easy to implement

4me is built in such a way that you have a complete service management platform at your disposal, while you only pay for what you use. Any extra service can be added in no time.

Improve your employee productivity and experience with 4me

Streamline and automate HR service delivery and provide the service your employees want and deserve. They will get the service they need, when they need it, whether it's via the web, the 4me app, or virtual agent. The combination of efficient processes and workflows and an easy-to-use Self Service portal enables better and more productive employee service experiences.

HR and talent management with 4me

Vacancy management

Job advertisements can be listed in the 4me Self Service portal in your own corporate design. With one click, an applicant can apply directly for a job.

Onboarding / offboarding

Automated workflows in 4me ensure that all activities and approvals are processed correctly and promptly (automatic escalation and SLA monitoring). The unique 4me account structure allows individual steps within an on/offboarding workflow to be processed securely by other accounts (e.g. IT, FM, Security, etc).

Digital personnel file

4me allows employee data to be stored securely. This includes file attachments and URL references. (e.g. on SharePoint).

Time tracking

Time tracking in 4me allows all employees to document their presence and absence as well as freely definable activities in the calendar.

Resource management

Automated workflows in 4me ensure that all activities and approvals are processed correctly and promptly (automatic escalation and SLA monitoring). The unique 4me account structure allows individual steps within an on/offboarding workflow to be processed securely by other accounts (e.g. IT, FM, Security, etc).

Time off

Employees can enter planned absences themselves. Vacations, training courses and other absences are also managed via the graphic employee calendar, enabling team members to take substitution rules into account when planning their absence.

Payroll

The 4me workflows ensure that the necessary activities for payroll accounting are carried out on time. 4me helps ensure a timely payroll.

Performance review

An assessment can be documented for each employee using predefined questions and scores. The assessor is supported in the assessment by a questionnaire from 4me. For example, they can conduct an employee interview or assessment with their tablet. The assessment can also be carried out directly within 4me via 4me Connect as part of a secure video conference.

Feedback management

The employee can answer surveys about the company or his manager. The survey results can be processed anonymously.

Reservations for equipment or company cars

The 4me reservation module allows reservations for any device, object or room. Each approval can follow predefined workflows and approval processes.

Talent services

Skill pools allow knowledge and skills to be easily documented. Tasks can be assigned to employees in resource management based on their skills.

Other useful 4me features for HR and talent management

Self-registration

Allows unknown people to self-register at the customer HR portal to create a case (information request, application, etc).

Individual, segregated 4me account for HR

Allows HR to ensure GDPR and data privacy. Specific services may be defined to interface with IT, Facility Management, etc.

Strong privacy

Only authorized persons can read and edit cases. All data is transmitted and stored in a highly encrypted manner. Not even the 4me administrator can read the data without additional authorization.

Integrations

4me offers many standard integrations for frequently used systems. The open 4me API also provides a fast and inexpensive way to create secure access and interfaces to other systems. <https://4me.com/integrations>

Mobile devices / 4me app

All 4me functions are available on the PC, tablet, or free 4me app. Applicants can conveniently communicate with HR via the app and even take part in video job interviews with one click.

No IT skills required

4me is so intuitive and straightforward that no training or special skills are required to use it. Authorized HR employees can independently create templates (e.g. for applications and workflows) without prior knowledge.

Employee self service

The 4me workflows ensure that the necessary activities for payroll accounting are carried out on time. 4me helps ensure a timely payroll.

Approval processes

4me allows for role-based and individual approval in workflows. Any number of approval steps can be defined in a workflow. Approvals can also be made (IOS or Android) via the 4me app.

Tasks monitoring and reminders

4me automatically monitors tasks and sends reminders when tasks are due. These include reminders of resignations, contract extensions, or payroll dates.

Collaboration with employees and applicants

Specialists can use 4me Connect to call other people using the call icon in the toolbar to do so. When the green indicator is visible, the caller knows that the other person is available in 4me.

Metrics and analytics

More than 360 standard reports provide immediate information about upcoming tasks, talent searches, evaluations, and many common KPIs. In the dashboard, you can branch from a chart to an associated process.

Multi-language and culture support

4me supports more than 80 languages. The intelligent auto-translate function makes it possible to communicate directly with employees who speak another language without speaking their language.

GDPR compliance

4me is GDPR certified. Among other things, 4me has ISO 27001 and 27018 certificates. All data is encrypted end to end. For details, see <https://4me.com/security>

Robotics

4me makes it possible to integrate so-called robotics quickly and easily with other systems.

- Management of lockers for hardware/ notebook handover
- Integration of the leasing partner for company cars
- Connection of copiers
- Connection of coffee machines
- Automatic dispatch of documents

Intelligent QR codes

Using intelligent, freely definable QR codes generated directly in 4me, employees and applicants can obtain information or start workflows via their mobile phone. This makes it super easy to apply for equipment, rent a company car, or make reservations, for example.

