



智享会

HR Excellence  
Center

# *myHR* 革命 - 技术推动人力资源变革

分享嘉宾：于珊娜,资深经理, 人力资源共享服务

Visiting us at  [www.hrecchina.org](http://www.hrecchina.org)





## ★ 人力资源智享会微信公众账号

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\*行业资讯一手掌握



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***Welcome*** 欢迎

# myHR 革命

## - 技术推动人力资源变革

于珊珊, 资深经理, 人力资源共享服务



# IHG 简介



With more than 4,900 hotels in nearly 100 countries, IHG is one of the world's leading hotel companies. It brings true hospitality to the world by connecting its portfolio of leading hotel brands, its leading-edge systems and its ways of reaching guests, with the passion and dedication of its colleagues around the world and by creating, Great Hotels Guests Love®.

This year, we've been awarded some of the industry's highest accolades. IHG was once again recognised as a great place to work. We received **Top Employers UK 2015** certification, and were named on the **Top 100 Places to Work in Atlanta** for the fifth time, as well as **China's Most Attractive Employer** lists.

By bringing our brands to life for our guests, day-in, day-out, our people are at the heart of everything we do.




## Half Year revenue \$m

2015	915
2014	908
2013	936

 Total hotels globally  
**4,942**

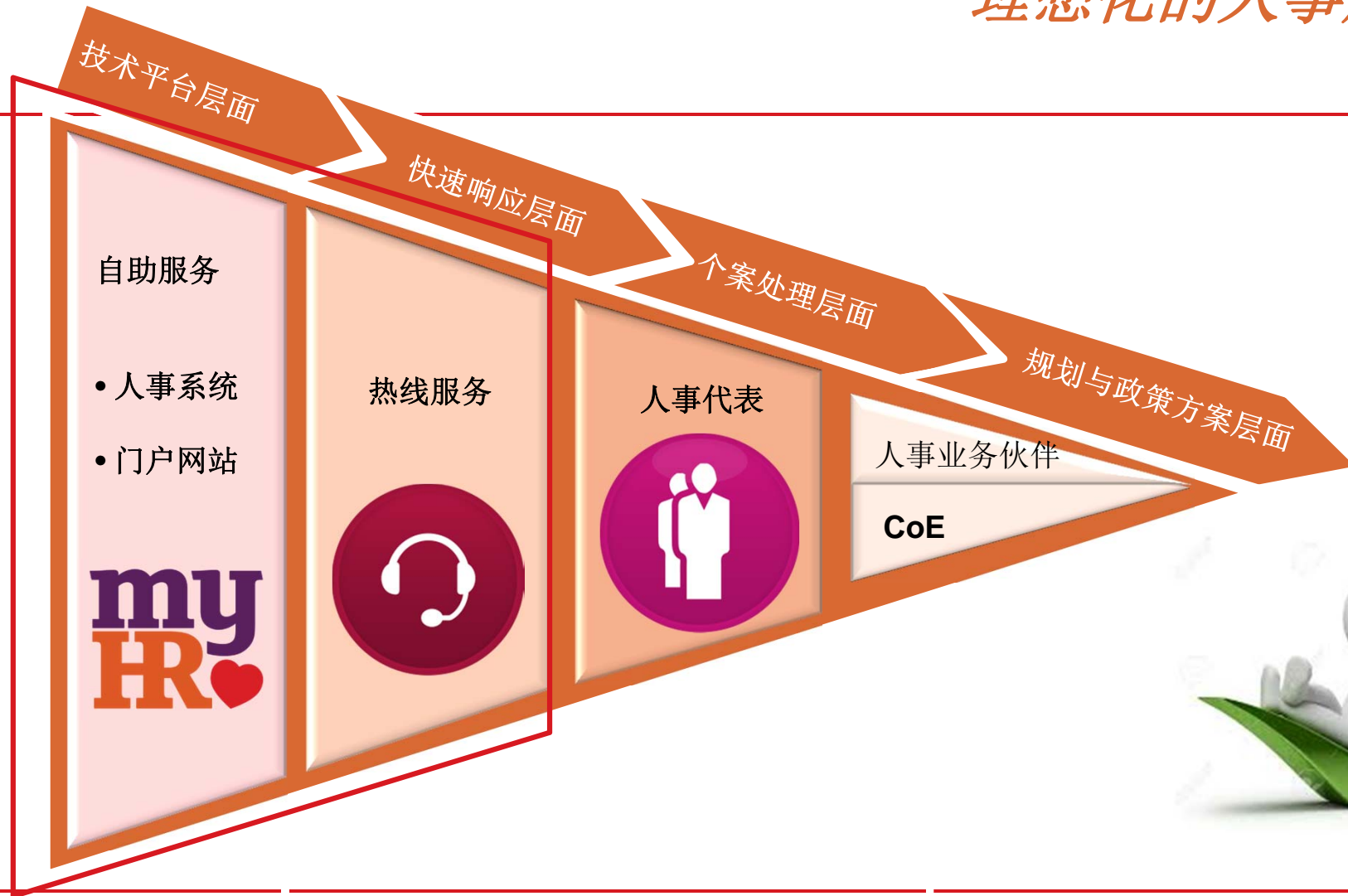
 Signings in the Half Year  
**231**

 Total hotels in pipeline  
**1,293**

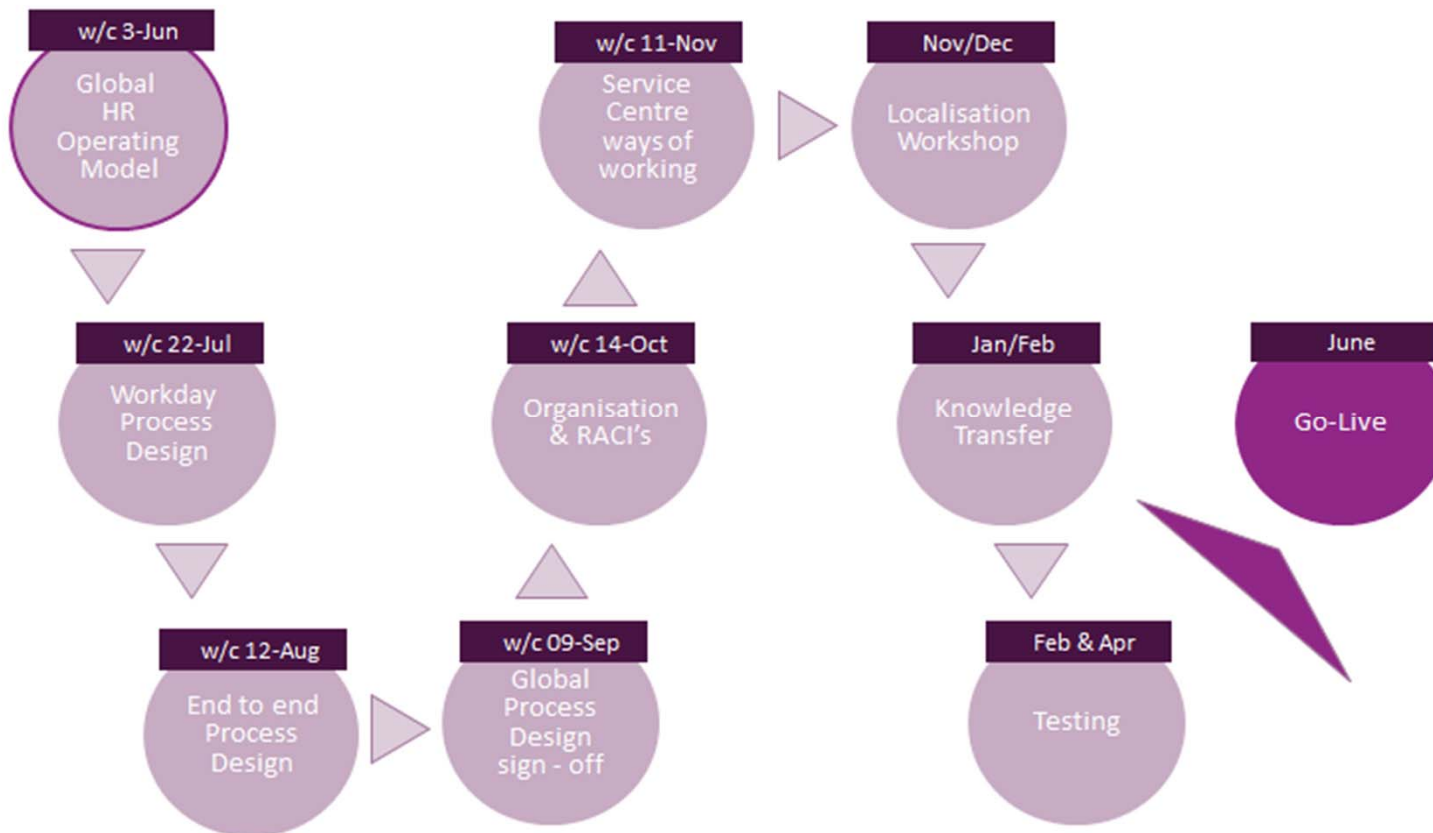
 Openings in the Half Year  
**128**

# *myHR* 源于人事业务的挑战

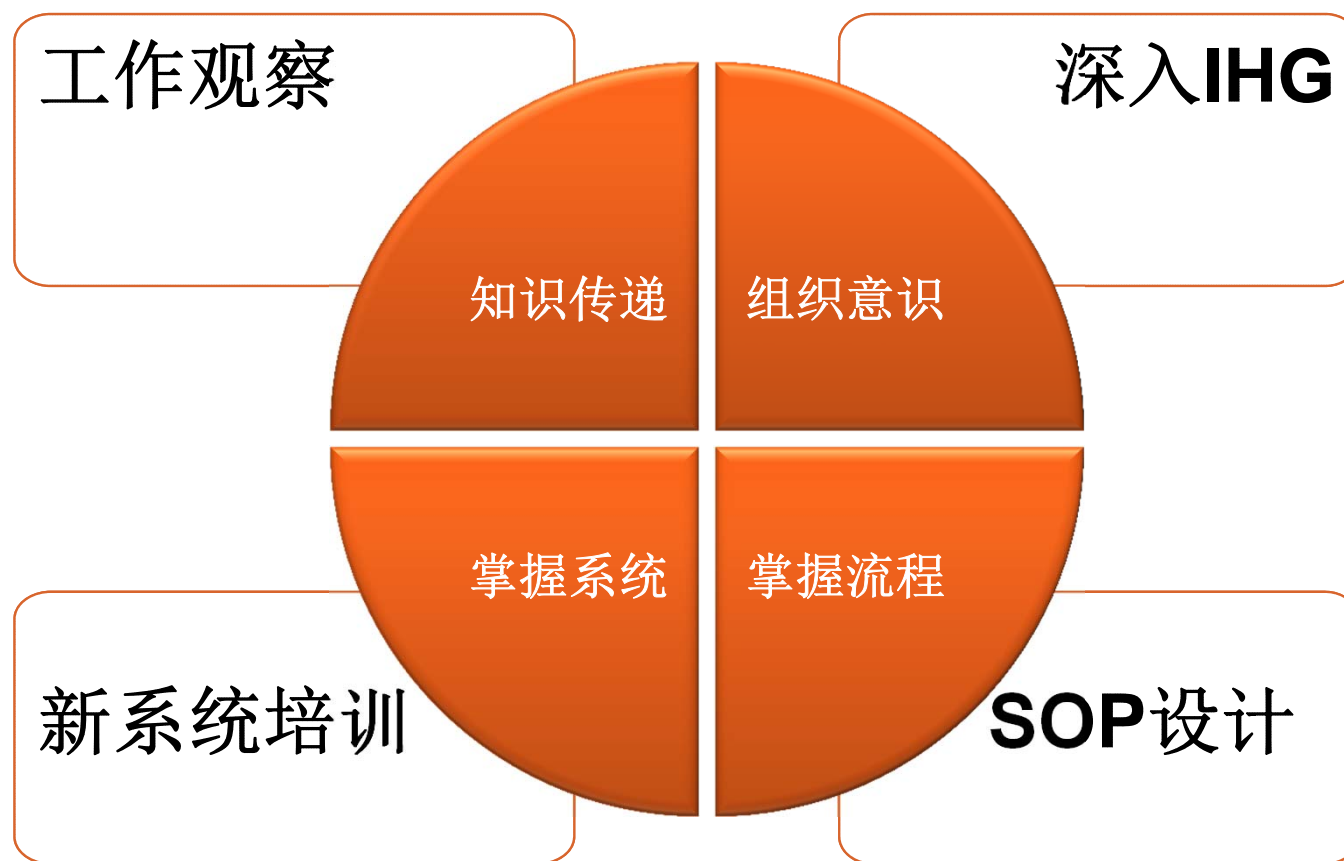
# 理想化的人事服务模型



# myHR是个很复杂的项目



# 热线服务的筹备



# *myHR* 改变工作方式

# myHR之前

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my  
HR. 

## 变革 - 员工篇

- 一站式员工自助服务
- 个人信息的自我管理
- 入职流程的无缝衔接
- 全员可见的最新组织架构
- 可在移动设备上使用的卓越用户体验
- 统一，高效的人事共享服务



## 变革 - 经理篇

- 经理的自助服务
- 有效提高了的人事服务水平和流程自动化
- 更好的人力资源数据分析功能
- 更多的人力资源掌握
- 无纸化办公



# 变革 - 人力资源篇

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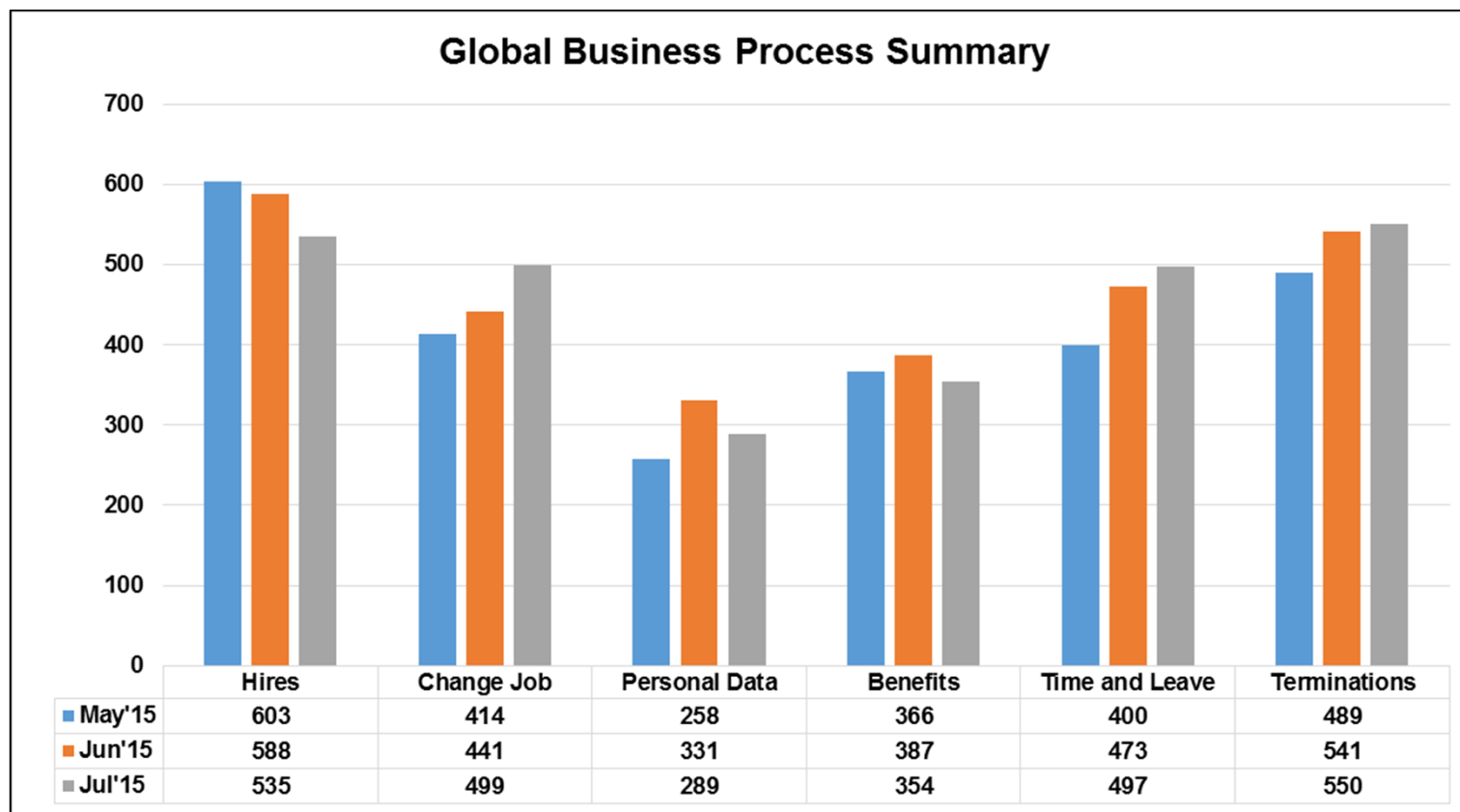


# 让数据说话

## Workday 使用数据

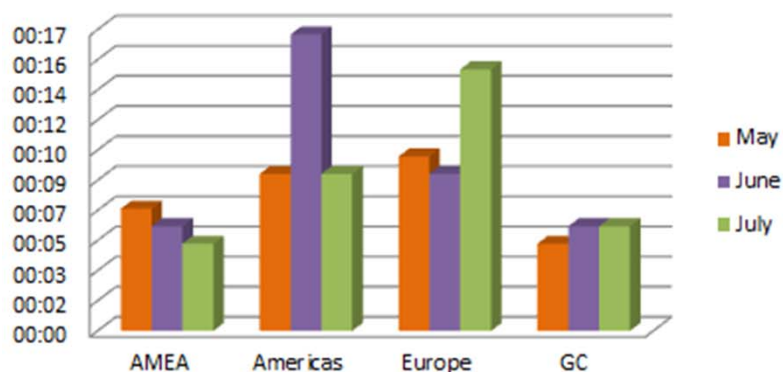
Company Statistics	This Month	Last Month	% Change M/M
Active employees	20446	20601	-0.8%
Contingent workers	157864	154148	+2.4%
Workday users	178219	174586	+2.1%
Unique users that logged on	18328	17266	+6.2%
Logon sessions	177689	152107	+16.8%

# 系统变动记录的数据

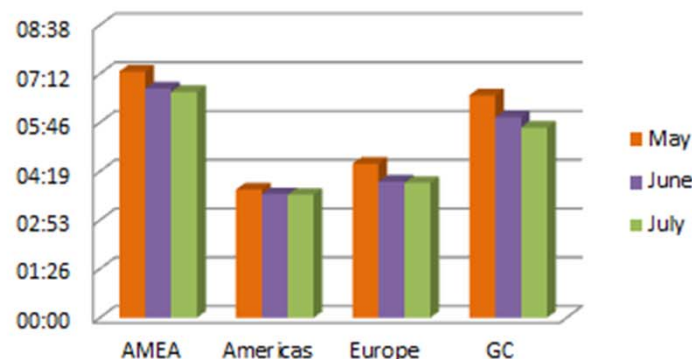


# 热线电话的数据

### Average Time to Answer (secs)



### Average Length of Call (mins)

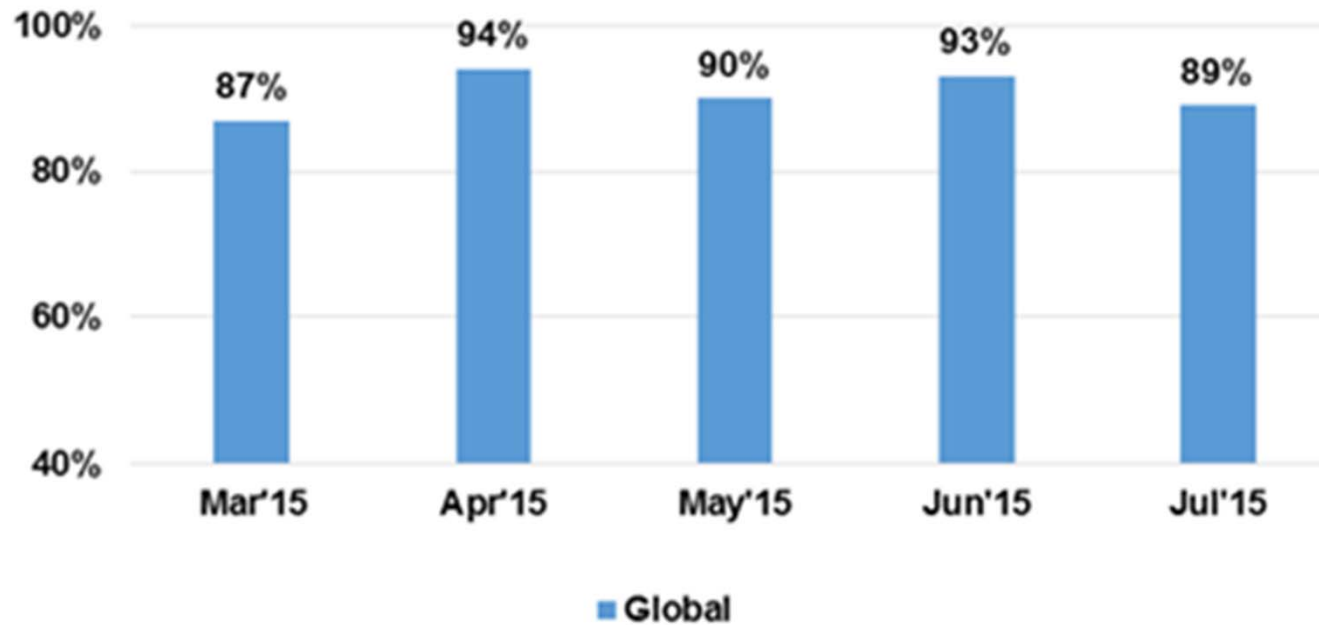


Service level Name	# of calls	# Missing the SLA	Service level target	Service level Achieved
Average Speed to Answer	1589	0	30 secs	100%
Abandonment Rate	1589	7	3%	0.44%
First Call Resolution	1749	10	85%	99.4%
Customer Satisfaction Rate	162	14	90%	89.6%

# myHR 满意度调查

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## Satisfaction Scores



## 技术推动工作流程效率的提高

myHR 使IHG 能够衡量流程的效率而后制定更高的标准，进一步为提供更高效的服务。



但是, *myHR* 也有令人头痛的地方

# 挑战

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- 直线经理不能够按时完成系统操作
- 新入职员工忽视入职的操作
- 与热线服务中心的语言障碍



# myHR 的深入人心还需要时间



谢谢!

