

KEY FEATURES

- ✓ Advanced Case Management
- ✓ Integrated Knowledge Management
- ✓ Self-Service Portal
- ✓ Asset Management
- ✓ Reporting & Analytics
- ✓ Google™-like Search
- ✓ Comprehensive Audit Trails
- ✓ Integrated Workflow Engine
- ✓ Multi-Channel Support
- ✓ Fully Configurable
- ✓ SaaS-based for Rapid Deployment
- ✓ Integrates Easily with any HRMS



DOVETAIL SUPPORT SUITE

THE SAAS-BASED HR CASE MANAGEMENT AND HELP DESK SOLUTION

Dovetail Support Suite transforms your HR organization from a cost center to a strategic business partner by streamlining key HR processes, reducing costs and improving the employee service experience. It positions your HR team to measure and continuously improve performance while providing faster, more consistent and more accurate information to employees.



KEY BENEFITS

- ✓ Reduces the cost of supplying HR support by 20 – 50 % annually.
- ✓ Grants employees true 24x7 access to HR through a self-service portal.
- ✓ Empowers first-responders to furnish accurate and consistent answers to employees, freeing specialists to work on more strategic initiatives.
- ✓ Enables HR departments to automate and streamline key business processes and communications.
- ✓ Captures and reports the collective experience of employees and key performance metrics encouraging continuous improvement.
- ✓ Creates consistent and compliant employee relations practices.
- ✓ Mitigates legal risk by delivering a complete audit trail of employee interactions with HR.

“Since implementing Dovetail Support Suite, first-responders are able to handle employee requests more effectively without having to escalate them. We’re seeing more collaboration and our processes are a lot more seamless.”

*Kevin Mendonsa,
Director of Global HR
Technology and
Systems, Motorola*

KEY FEATURES

Case Management

Improve efficiency and HR service delivery

- Record every employee interaction in one place
- Encourage consistency and regulatory compliance
- Provide HR reps and managers a history of employees' communication with HR – accessible from any location

Knowledge Management

Tap the minds of experienced HR experts and reuse existing knowledge

- Leverage the collective experience and interactions of employees and HR staff
- Improve first-call resolution rates and the employee service experience
- Increase the efficiency of your HR department by never having to solve the same problem twice

Employee Self-Service

Empower employees to answer their own questions

- Reduce costs and service a higher number of employee requests
- Free HR talent to work on more strategic initiatives by eliminating 30-60% of inquiries
- Grant employees 24x7 access to HR regardless of work shift or location

Asset Management

Keep track of and run reports on assets, license renewals and certifications

- Link employees with assets, such as company vehicles, credit cards, mobile phones and ID badges
- Prevent costly replacement of unrecovered assets and decrease security risks
- Ensure complete and up-to-date records on certifications, license renewals and proof of licensure

Reporting and Analytics

Measure and continuously improve your HR service delivery performance

- Visualize critical data for time-sensitive decision-making
- Configure reports and dashboards based on key HR metrics selected by your team
- Run on-demand or scheduled reports and publish in a variety of formats (Word, Excel, PDF, XML, RTF)

Integrated Workflow Engine

Automate key processes to ensure SLA and policy compliance

- Reduce administrative tasks and improve consistency with automation
- Alert stakeholders when an incomplete task is about to violate SLA or policy
- Configure notification mechanisms based on user preference and work hours

“All of my (work) dreams have come true! I had to respond to a Depart of Ed request for information on an employee today and I was able to print the case to PDF and had the finished file out in minutes.”

*David Lindberg,
Director of Human
Resources, St. Francis
ISD 15*

About Dovetail Software

Dovetail Software delivers SaaS HR case management and service delivery solutions that manage and track employee interactions with HR—including employee grievances and general policy questions, payroll and benefits, recruiting-related questions and compliance issues. Dovetail customers cite cost reduction of supplying support, increased productivity, access to complete records of employee interactions with HR, and visibility into analytics that help them improve their processes as key product benefits.

