Case Study

NTT Data

NTT Data Eliminates Silos, Increases Efficiency, and Reduces Resolution Time With Case IQ

"You can buy any tool and tell people they have to use it but there will always be people that don't. If it's cumbersome and complicated, it's going to make for a negative employee experience and we didn't want that."

Sheri Bowman
Senior Director of Employee Relations

NTT DATA

Case IQ™

Project Overview

NTT Data Eliminates Silos, Increases Efficiency, and Reduces Resolution Time With Case IQ

Strong Reporting Also Helps Target Training and Prevents Future Issues

The Challenge

- The spreadsheet-based system used by the employee relations team at NTT Data was time-consuming, inaccurate and had limited capabilities.
- One team member was responsible for tracking and assigning all cases, slowing down response and resolution times.
- Employee issues weren't addressed in a timely manner, putting the company at risk of lawsuits, fines, and other negative consequences.
- The team had no way to organize or analyze their incident data to find areas of risk.

The Solution

NTT Data needed a streamlined, efficient and effective system for tracking, investigating, and reporting on performance management issues, violations of company policies, and other employment-related issues. They needed:

- A system that could also be used to manage ethics and compliance investigations and to adjudicate background screening
- A user-friendly system with the ability to integrate with their existing HR system
- An automated process for assigning cases, with notifications
- An integrated ethics hotline
- Compliance with global rules for data privacy
- An easy reporting function to keep executives abreast of trends in issue types and severity

Where their spreadsheet-based system fell short:

- Time-consuming, manual methods and inaccurate data
- Slow response times, leading to risk of lawsuits and fines
- No ability to analyze incident data to spot areas of risk

Requirements for the new system included:

- Automated process for assigning cases
- Notifications of new cases for timely action
- Easy reporting system to keep executives abreast of trends

NTT Data Needed a Global Case Management Solution that Was Secure, Efficient, and User-Friendly

Headquartered in Tokyo, with business operations in more than 50 countries and regions, NTT Data provides IT services globally to a wide range of industries, from banking to government and healthcare to manufacturing. The 30-year-old company is one of the largest IT services organizations in the world, with $14.6 billion in revenue, 120,000 employees and a US headquarters in Plano, Texas.

Requirements for a New Case Management Solution

NTT Data was looking for a case management solution that could provide:

- An automated process for assigning cases to team members
- Notifications of new case assignments for timely follow-up
- An easy reporting function to keep executives abreast of trends in issue types and severity
- Compliance with global rules for data privacy
- An integrated ethics hotline
- A user-friendly interface that required minimal training
- The ability to integrate with their existing hr system
- Access for everyone to track their own cases
- A secure method of isolating cases and case types so that only authorized users could access certain information

> "We could not easily run reports to look for trends or to look at what might be happening in certain organizations or certain countries,"
>
> –Sheri Bowman
> Senior Director of
> Employee Relations

Case IQ

A Rapidly Expanding Workforce Created the Need for Improved Data Collection

"When NTT data acquired Dell Services, our employee population more than doubled and we were expanding our employee relations team, so we needed a more robust way to gather and record data," says Sheri Bowman, Senior Director of Employee Relations.

"We also wanted to be able to generate reports to analyze the data." The spreadsheet-based system they were using was time-consuming and had limited capabilities.

"We could not easily run reports to look for trends or to look at what might be happening in certain organizations or certain countries," says Bowman.

"It was a manual process and it just wasn't accurate or effective." With one person tracking all of the company's employee relations cases in a spreadsheet and assigning them, the process was slow and arduous. Issues weren't being addressed as quickly as they should have been, and this increased the company's risk.

"You want things to be handled in real time when you are dealing with employee issues, and not have a lag in response time because somebody has to go through emails and assign cases and manually track them on a spreadsheet," says Bowman.

The Solution Had to be User-Friendly

NTT Data needed a streamlined, efficient and effective system for tracking, investigating, and reporting on employee relations cases. These included performance management issues, violations of company policies, and other employment-related issues. The system would also be used to manage ethics and compliance investigations and to adjudicate background screening.

"We wanted something that our team members would be willing to use in addition to it being a requirement for them to use it," says Bowman. "You can buy any tool and tell people they have to use it but there will always be people that don't. If it's cumbersome and complicated, it's going to make for a negative employee experience and we didn't want that."

Bowman wanted a solution that could be tailored to fit their internal environment and their internal way of talking about issues and cases.

The Result

NTT Data's employee relations, compliance and legal teams use Case IQ to track, manage, and report on their cases. While the three departments have segregated sections in Case IQ, the legal team has secure access to employee relations information so that they can access the data related to cases they are working on.

"In the past, you'd have to search a spreadsheet to determine if we had a prior case and to whom it was assigned, reach out to the person who had the case and they would have to pull the information from hard copy files and send it to legal. And that was not always foolproof," says Bowman.

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> Senior Director of
> Employee Relations

Case IQ

Saving Time with Proactive Case Management

"Now they can go in and search for something before they even need to come and ask us."

In addition to increased efficiency and effectiveness, Case IQ saves time for the employee relations team. "I think it saves about 40 per cent of their time when it comes to entering a case in the tool or gathering information for a case," says Bowman. "It's making us more efficient and effective overall."

Case IQ's powerful case management solution helped NTT Data eliminate silos, increase efficiency, and reduce resolution time. They've also used Case IQ's data analysis and reporting to target training and prevent future issues.

Great case management tool

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–Sheri Bowman
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Employee Relations

Investigate and Prevent Workplace Misconduct with Case IQ

Case IQ helps you investigate, prevent and protect your company from fraud, harassment and compliance lapses to lower risk for your organization.

Find out more about how Case IQ can help your team conduct more effective investigations and prevent ethics and compliance lapses.

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