



## An HR operations case study

# CLEVVA Digital Co-workers navigate staff through internal procedures

A multi-national company with offices across Africa is looking for a way to ensure line managers apply their human resource (HR) policies and procedures consistently when dealing with staffing issues in different countries.

The team of Human Resource Business Partners (HRBPs) isn't large enough to be in every country and at every desk when an HR decision with legal implications is being made.

## The challenge

Country differences, policy misinterpretations, insufficient documentation and staff-decision risk

- The policies and procedures differ. Policy and procedural documentation had to be country-relevant, but maintaining multiple versions of these documents was very challenging.
- Line managers did not accurately document the processes followed and specific actions taken. The lack of documentation was then used against the Company in legal proceedings.
- Even with access to relevant support documentation, staff tended to interpret the policy and procedural rules incorrectly. This resulted in costly payouts if they took the Company to court.
- In spite of training, line managers were unable to retain the relevant HR knowledge when it mattered. As a result, HRBPs still had to be involved in every case.

## The requirement

- + Ensure line managers consistently apply the right policy and procedural rules to any HR case, irrespective of their HR knowledge or experience
- + Enable the HR team to update their solution whenever policy and procedure rules change
- + Automatically record every decision made and action taken, with time, date and location stamps
- Reduce training time
- Reduce the risk of line managers making mistakes



AUTOMATE.  
INTELLIGENTLY.

## The solution

A CLEVVA Digital Co-worker that diagnoses the staff member's specific situation and navigates them to the right outcomes, including the relevant operational actions to be taken when executing the decision.

Without having the knowledge themselves, every line manager can now access real-time HR advice via their cell phone or the intranet, ensuring that all relevant policies and procedures are applied.

## The results

- VA No matter what their situation, staff are guided to the appropriate decisions and actions according to the policy and procedure rules applicable in their country.
- VA Line managers don't require in-depth HR training to be compliant. The CLEVVA Digital Co-worker ensures they get it right when it matters most.
- VA As rules change, the HR team easily updates the CLEVVA Digital Co-worker's logic – and staff don't require refresher training.
- VA Every time a line manager uses the CLEVVA Digital Co-worker, a detailed record of advice proves they considered the relevant factors, made the appropriate decisions and took the correct actions.
- VA The HR team can offer real-time advisory support to all staff without needing to expand their team.



## The benefits

Capturing critical policy and procedural logic into a CLEVVA Digital Co-Worker ensures all staff consistently and effectively apply Company rules when making decisions or taking actions, irrespective of their level of knowledge or experience. Plus they have a record to prove it.

As a result, staff-decision risk is effectively removed.