



Case Study
SV Schweiz

Service Management

“Together with Matrix42 we did pioneer work on this project.”

Nadine Zahner, Team Lead Administration at SV Schweiz

Brief Overview: SV Schweiz

SV Group, an innovative catering and hotel management group, maintains offices in Switzerland, Germany, and Austria. The Group operates company restaurants and cafeterias and works in the fields of hotel management as well as hospital, home, event, and public catering. 5,500 of the Group's employees are based in Switzerland, where the Group operates around 320 establishments.

The challenge

SV Schweiz's HR department required an automated solution for handling all administrative HR processes. Jobs needed to be processed more quickly, and process transparency had to be improved.

The solution

Since the company's IT department was already using a Matrix42 solution, the HR Services department decided to use this same system and adapt it for HR processes in a targeted way. 40 HR processes were set in the Service Management system. These now allow the department to process around 2,000 jobs a month – at high speed and with greater transparency than before.



Read more about the Case Study „SV Schweiz“:
www.matrix42.com/en/hvc-overview





SV Schweiz

The company uses Matrix42 Service Management for administrative HR processes. The HR Services department processes around 2,000 HR tickets each month using the Matrix42 Service Management solution. This covers all administrative HR processes, from drafting contracts through to processing employee departures.

The SV Group, an innovative catering and hotel management group, maintains offices in Switzerland, Germany, and Austria. The Group operates company restaurants and cafeterias and works in the fields of hotel management as well as hospital, home, event, and public catering. 5,500 of the Group's employees are based in Switzerland, where the Group operates around 320 establishments. The Group is innovative, both in terms of its core business as well as its HR department. SV Schweiz handles all of its administrative HR processes using Matrix42, so that its eight-member HR Services team based at the SV headquarters in Dübendorf, Switzerland, can process 2,000+ jobs each month in a more standardized and transparent way.

IT meets HR: A special project

In the past, SV establishments would e-mail their jobs to the relevant HR Assistants, who then processed these in a decentralized manner. As a result, the processing was not standardized, and was difficult to manage. To resolve this issue, SV Schweiz decided to optimize the involved processes and the way in which they were handled. The two employees leading the project – Silke Wesling, HR Services Manager, and Nadine Zahner, Team Lead Administration – both have IT expertise, and aimed to implement a solution that would be optimal for HR. “We began by taking a close look at the processes – both the internal ones as well as the ones for all of the establishments – so that we could streamline them,” explains Silke Wesling. After this preliminary work had been completed, the company decided in favor of using a Matrix42 solution. SV Schweiz's IT department was already in the midst of rolling out Service Management for IT applications. “It made sense for us to begin by checking if we could use that same solution to cover our needs, as well. It would have been very helpful to have been able to see a specific example of how the system was used by another company for HR purposes, since, after all, HR needs are very different from IT ones. Using Matrix42 Service Management for HR was uncharted territory, though. That is why we decided to take on the challenge of restructuring our processes as well as the HR Services organization with the help of the key features and adaptability of the Matrix42 solution,” says Wesling. Moreover, Nadine Zahner had already gained some experience with the Matrix42 ITSM tool.

“We perfectly tailored the Matrix42 solution to our HR processes, and now benefit from a faster processing speed and improved transparency.”

Silke Wesling, HR Services Manager at SV Schweiz

40 HR processes

The implementation began in the summer of 2016, and the company began operating with the system on February 1st, 2017. The HR Services department has its own server on which it operates the solution. Meanwhile, the IT department provided the infrastructure and handles maintenance and updates. Apart from these tasks, the HR Services carried out the entire project on its own – with the support of Matrix42, of course. Christopher Sunico, Senior Consultant at Matrix42, supervised the project development on-site and praises the results: “This project sets an excellent precedent. It has brought the SV Schweiz HR department ahead of other companies’ HR.” The entire HR administration lifecycle has been mapped in the system through workflows, spanning a total of 40 processes – from creating and amending contracts, to processing insurance services, through to departures. Nadia Bischof, CEO of Matrix42 Helvetia AG, says: “For this project, the HR managers directly translated business workflows from the HR department into IT processes. The results were a great success, one that I am very pleased with.”

Work distribution and ongoing optimization

Over the course of the implementation, Nadine Zahner took care of user interface design, while Silke Wesling began by optimizing the processes that were to be implemented, then documented these, then finally passed these on to Matrix42 for implementation. Fine-tuning was carried out on a continual basis. Two HR Assistants tested the processes following the implementation. After a six-week pilot run at selected SV Schweiz establishments, further optimizations were carried out. Shortly before rollout, all users were introduced to the system through training sessions, which ensured that operation could begin smoothly.

More standardized, more transparent, more concentrated

Alongside the Matrix42 solution, the SV establishments also received a single point of contact, which the Restaurant Managers can now use whenever they need support via the phone or information from HR Services. The HR Services department processes around 2,000 tickets a month using the new system. “We have reached our goals. We are more standardized and more transparent, and our team can process all jobs in a targeted way, without being constantly interrupted by a flood of e-mails and phone calls,” explains Wesling. “We were highly motivated to implement the project, and to do so in a very proactive and creative way, without putting a strain on operations. Chris Sunico made a significant contribution towards ensuring the success of this project with his professional and constantly flexible support.”



Locations

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About Matrix42

Matrix42 helps organizations digitize the workspace environment of their employees. The software for digital workspace experience manages devices, applications, processes and services simple, secure and compliant. The innovative software supports the integration of physical, virtual, mobile and cloud-based workspace environments seamlessly into existing infrastructures.

Matrix42 AG is headquartered in Frankfurt am Main, Germany, and distributes and implements software solutions with regional and global partners.



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