REZOLVE.ai
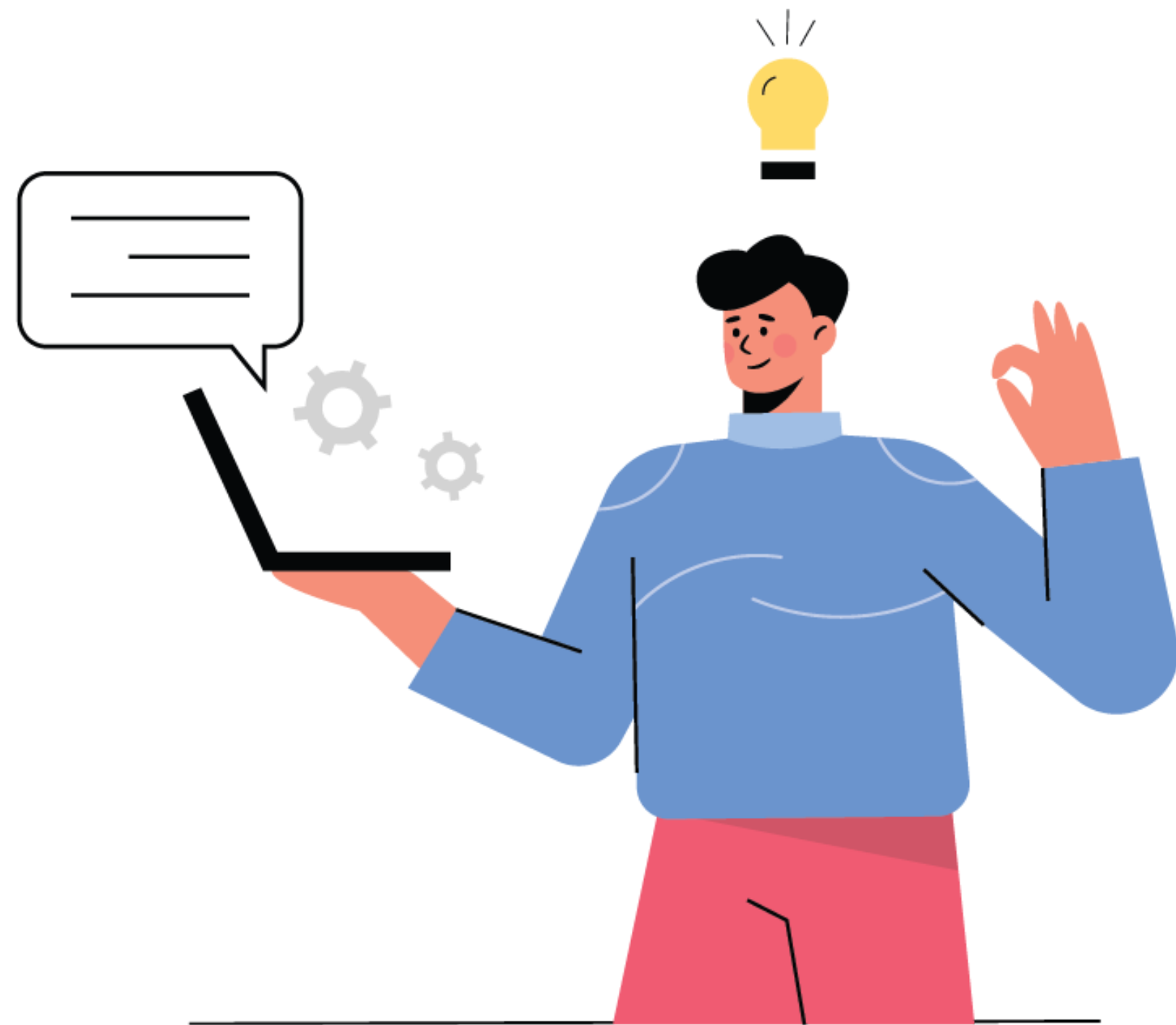
Value Proposition

Exceptional HR Value With Rezolve.ai

Power Up Your Employee Support

Bring Employee Service Desk

Within Microsoft Teams

Introduction

This eBook examines the various components of value generated for subscribers of the Rezolve.ai platform for Human Resources. The document will highlight the existing problems in the industry and how to resolve them to bring a change.

It will also compare and contrast the value offered by alternative approaches and why the accruing value is significantly higher with the Rezolve.ai platform. This eBook leverages a combination of Public Data about product pricing, industry benchmarks and proprietary information to analyze the HR value proposition for the users.

> Employee Productivity is the goal. Employee Engagement and support are few ways to achieve this goal.

Gallup's study says that disengaged employees have dragged down productivity between $450 billion and $550 billion in the US. (Source: Forbes)

Challenges in Human Resources

With traditional service desks, the HR department has been struggling with several redundant, mundane tasks that cost a lot of money and time, impacting business productivity and profitability. Some significant issues can be:

- According to separate surveys by McKinsey and IDC, an average employee in an organization wastes 25-30% of their time looking for the correct information as HR operations for many mid-sized companies do not have service desks. They handle all the information flow through calls, emails which leads them to be exhausted and frustrated with repetitive, time-consuming tasks.

- Sensitive information like financial transactions and confidential details about the business is not supposed to be sent online over emails as data breaches are very common.

- According to various studies, the average adoption of a self-service portal in the employee service space is approximately 15%. This effectively translates to 85% of the support still being initiated over email and phone.

- As a result of the information being fragmented into silos and trying to consolidate, manipulate and interpret data can take a long time which would eventually force the department to end up with HR data gaps and insufficient reporting.

HR operations for mid-sized companies do not generally have a service desk dedicated to HR Support. A drop in employee engagement can result from this. It is more common for mid-sized companies to have dissatisfied employees, resulting in employee turnover, an additional ROI killer.

A report by Wasp Barcode states that around 54% of mid-sized business owners pointed out that hiring and retaining existing employees was their greatest challenge, above growing revenues. Small business owners need to understand what challenges they are likely to face when dealing with HR issues as their enterprises and employee development.

Most HR departments have the major issue: the inability to distinguish between issues requiring personal attention and those that can be resolved automatically. Undoubtedly, various employee issues can affect how they work, collaborate, and communicate with teammates, managers, and clients. Although HR isn't directly responsible for resolving every issue, when an employee faces sensitive issues such as sexual harassment or payroll queries, it is essential to add a personal involvement of HR.

This is what the HR department is supposed to be for. For Humans!

But mostly, the HR department spends its time on repetitive and tasks that can be easily and quickly automated- like maintaining attendance and updating leave policies instead of focusing on these issues.

This needs immediate change.

HR managers should focus on solving high impact issues. Reports of the Workforce say that a large number of employees do not trust HR to handle high-impact issues like sexual harassment claims properly. HR needs to create a culture of open communication to feel comfortable bringing up complaints to create a safer working environment.

Supporting an employee during these personal crises shows that companies care about their well-being and can help enhance employee performance after the crisis has passed. That's where the real value of HR Service Management (HRSM) comes in.

How is Rezolve.ai Reshaping Human Resources?

Rezolve.ai acknowledges these issues/challenges in human resources and promises to provide autonomous Level 1 support with an excellent, robust system. It provides high auto resolution rates that improve over time with a fast time to value to deliver superior automation savings. These compare very favorably with alternative approaches.

1) Easy access to HR help:

The inbuilt automated chat feature within MS Teams answers employees' questions with accurate, precise information, so they do not waste their time on intranet sites and policy documents. It brings a complete collection of Service Desk in a single place to get all the expert help immediately.

2) Auto-resolve within 15 seconds:

With Rezolve.ai within MS Teams, most repetitive type issues are handled with immense satisfaction within 10-15 seconds. In Rezolve.ai conducted research, the Rezolve.ai Platform improves employee productivity across the organization by 1-4%. This translates into millions of dollars worth of time that can now be spent on more productive activities.

3) Live chat and human-AI:

If AI alone cannot help and does not have an auto-resolution built-in for a particular issue, human experts can take on that issue. To facilitate this, we offer 'Live Chat' or 'Expert Connect' that ensures a smooth hand-off to a human expert to quickly resolve any HR-related queries. It gives correct information to the right person at the right time

4) No multiple channels: There's no need to interact with 15 systems and go through multiple channels for a minute task. The employee can apply for leave, read company policies, know the latest updates, take approvals within seconds.

5) Process Automation: Rezolve.ai can make time taking and complex processes like Employee Onboarding a piece of cake. Now HR managers can onboard employees right within Microsoft Teams.

6) Micro Learning- Rezolve.ai has a Micro-learning platform (Morsel.ai) to train employees in a fun interactive way. For example, If you wish are to train your new employees in work policies, you can have employees complete the training within MS Teams. Rezolve.ai helps you feed training resources into your knowledge base, allowing your employees to train themselves effectively.

Facets of Value

The below graphic shows the four main components of value added by Rezolve.ai in Human Resources:
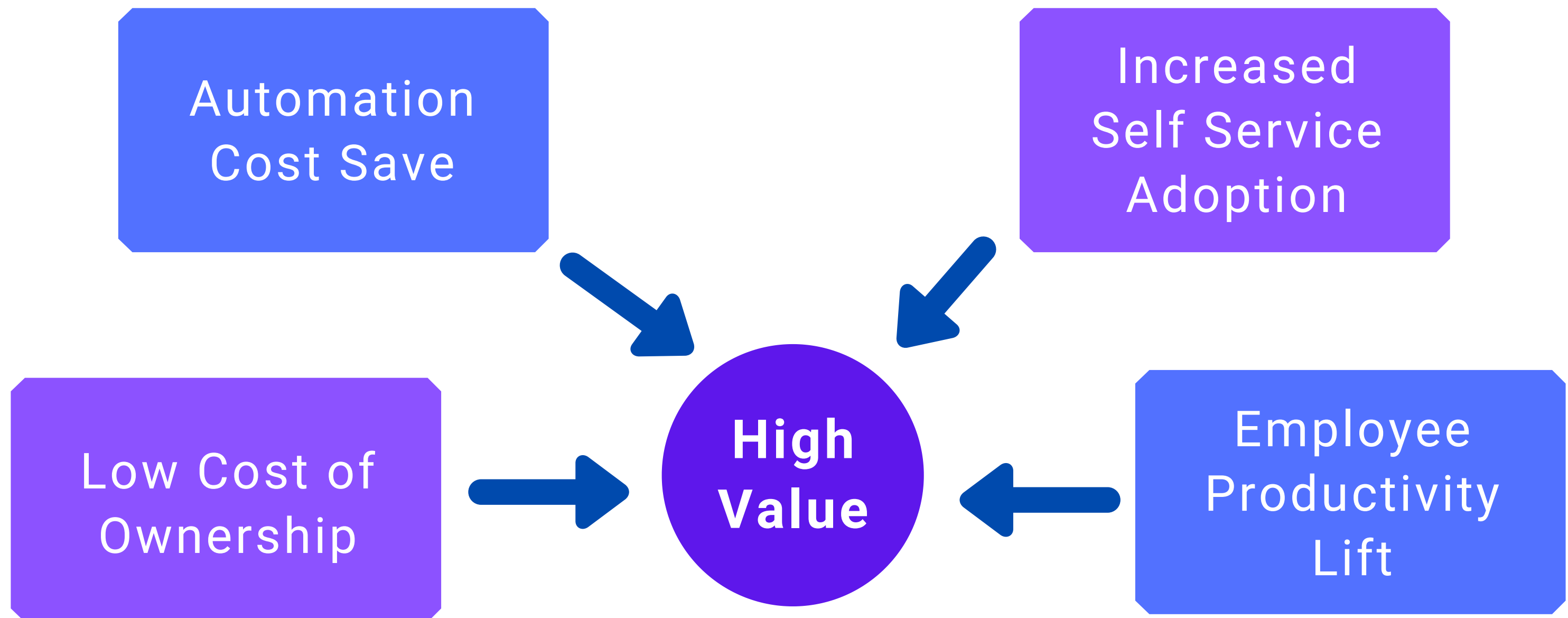
Maximizing the individual potential of each of these dimensions and collectively leveraging all the levers allows a platform to provide the highest possible value to the subscriber.

We'll be discussing each one of them in detail later in the eBook.

Low Total Cost of Ownership (TCO)

REZOLVE.Ai

Total Cost of Ownership is the first of the six dimensions of values. For a technology platform like Rezolve.ai, the TCO comprises the following sub-items-

Category	Rezolve.ai	Other SaaS platforms	Traditional Service Desk
Initial Cost of Implementation	Very low typically 0-1X Annual subscription	Upto 4x annual subscription cost	Very high implementation cost by Large IT Service Providers. 4X-10X Annual Subscription cost
Monthly Subscriptions/ Annual Licenses	$2-4.5 per employee per month depending upon Tier No additional costs for new functional areas	Varies from $1-$8 per employee per month. Various hidden fee and costs for upgrades of features/additional departments	$29-$125 per agent per month Additional costs for - Approver licenses - Chatbots - Advanced Automations - Additional departments
Subsequent Implementation and enhancements	Basic support included in subscriptions Pod driven model with global delivery for additional automations with low blended average costs	Typically, high priced professional services teams with costs ranging up to $300 an hour	Partner led enhancement model – with high cost of partner services 1-2X annually of the subscription amount is spend on partner expenses

Rezolve.ai platform delivers a low TCO by providing transparent subscription pricing while minimizing the need for expensive service engagements.

Cost Savings with Intelligent Automation

Automation Cost Saves are the primary purpose of a platform like Rezolve.ai The value in this dimension comprises.

Target Autoresolution Rates

Time of Value

Increase in Autoresolution Overtime
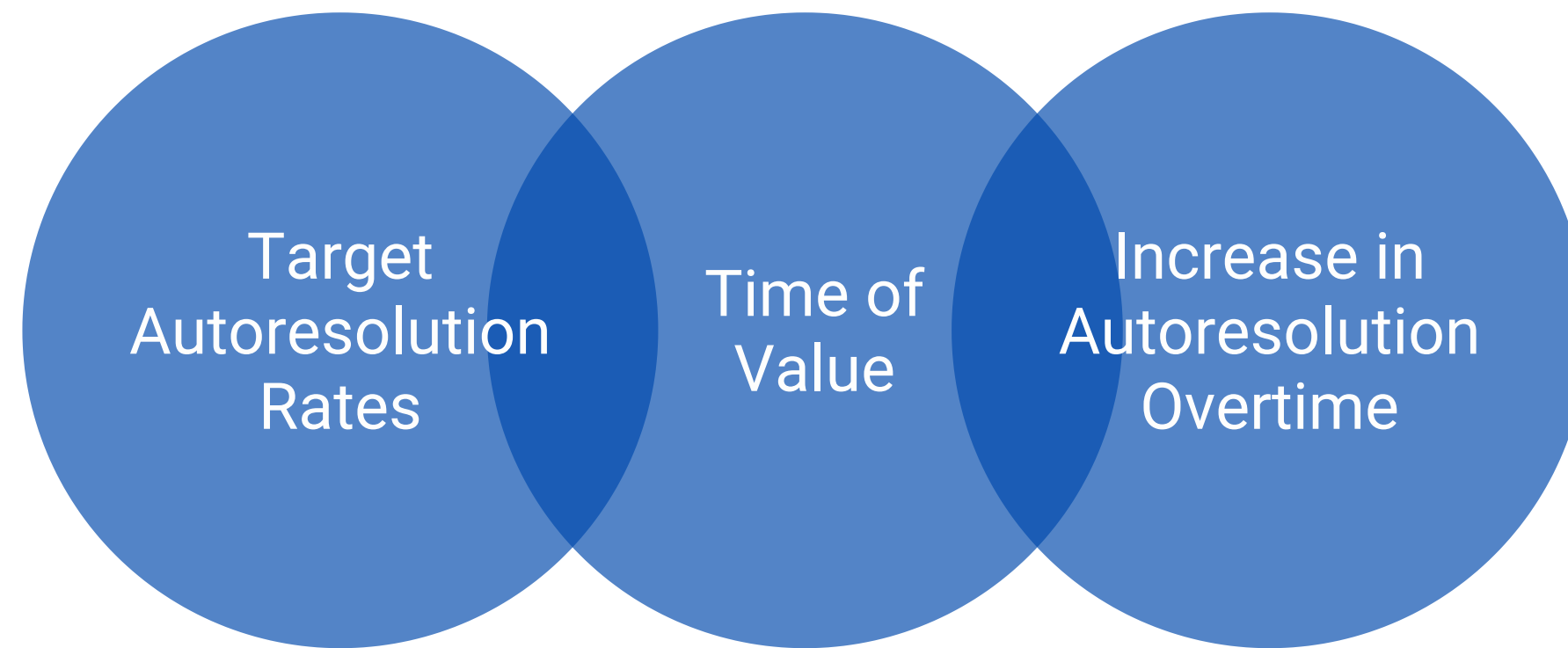
Rezolve.ai platform combines one of the highest auto resolution rates in the industry with amazingly fast time to value enabled by out of box skills.

Studies show that onboarding manually can cost more than 102,000 USD annually. Here comes the need to automate the employee onboarding process. You can cut your onboarding costs by 80% (which is 22,000 USD annually) by just automating this one process in HR. Now imagine where the business can use that saved cost.

Compared to Rezolve.ai the traditional Service Desk/Ticketing platforms do not offer the potential for savings as they do not have prebuilt auto resolution skills.

Improved Self-Service Adoption

Employee Self-Service is an essential aspect of better employee support. It refers to the ability of a service desk to help employees access their documents and information via an online portal.

This gives the employees the authority and responsibility for their tasks, thus reducing the time and labor spent by the HR department on such redundant tasks.

Some key features of Rezolve.ai in self-service adoption are:

- Time and attendance management

- Online HR documents

- Payroll

- Benefits enrollment

- Micro-learning

- Employee training

Area	Rezolve.ai	Traditional Service Desk
Auto Resolution Rate	Target 45%	None. Can be custom built using expensive services.
Time to Value	A few days to few weeks – enabled by 100s of prebuilt skills	None. Can be custom built using expensive services.
Increased in Auto resolution over time	At no additional cost	Custom implementations at significant cost

Higher Employee Satisfaction

Why do employees give lower satisfaction ratings to their service desk? Speed of response, ease of access, multiple touch points etc. work as contributing factors to lower ESAT scores. Rezolve.ai enables a new service delivery model that focuses on – instant response and access, high first- time resolutions, seamless hands-off to human agents etc. – thereby creating what we call a "10 second service desk".

Significant Employee Productivity Lift

According to separate surveys by McKinsey and IDC – an average employee in an organization wastes 25-30% of their time looking for the right information.

Rezolve.ai platform provides employee support in seconds. It answers their questions with accurate precise information, so they do not waste their time on intranet sites and policy documents. It brings full information of the service desk in a single place so they can get all the expert help immediately. It even provides them Micro-learning to upskill them when needed.

In Rezolve.ai conducted research, the Rezolve.ai platform improves employee productivity across the organization by up to 4.5%. This translates into millions of dollars worth of time that can now be spent on more productive activities.

End-User Value

The end-users for the employee service desk are employees. Most traditional service desk solutions do not put employees at the center of their universe. They put tickets and associated processes at the center. Rezolve.ai is focused on creating value directly for the end-user. Given below are some of the values that are generated for the end-users.

Fast and easy employee service in Microsoft Teams

- Microsoft Teams App for L1 Employee Service
- Automated answers to employee questions right in Teams
- Employees can create tickets by chatting right inside Teams
- Check status of tickets inside Microsoft Teams
- Initiate live chat with IT service Desk agents right inside Teams
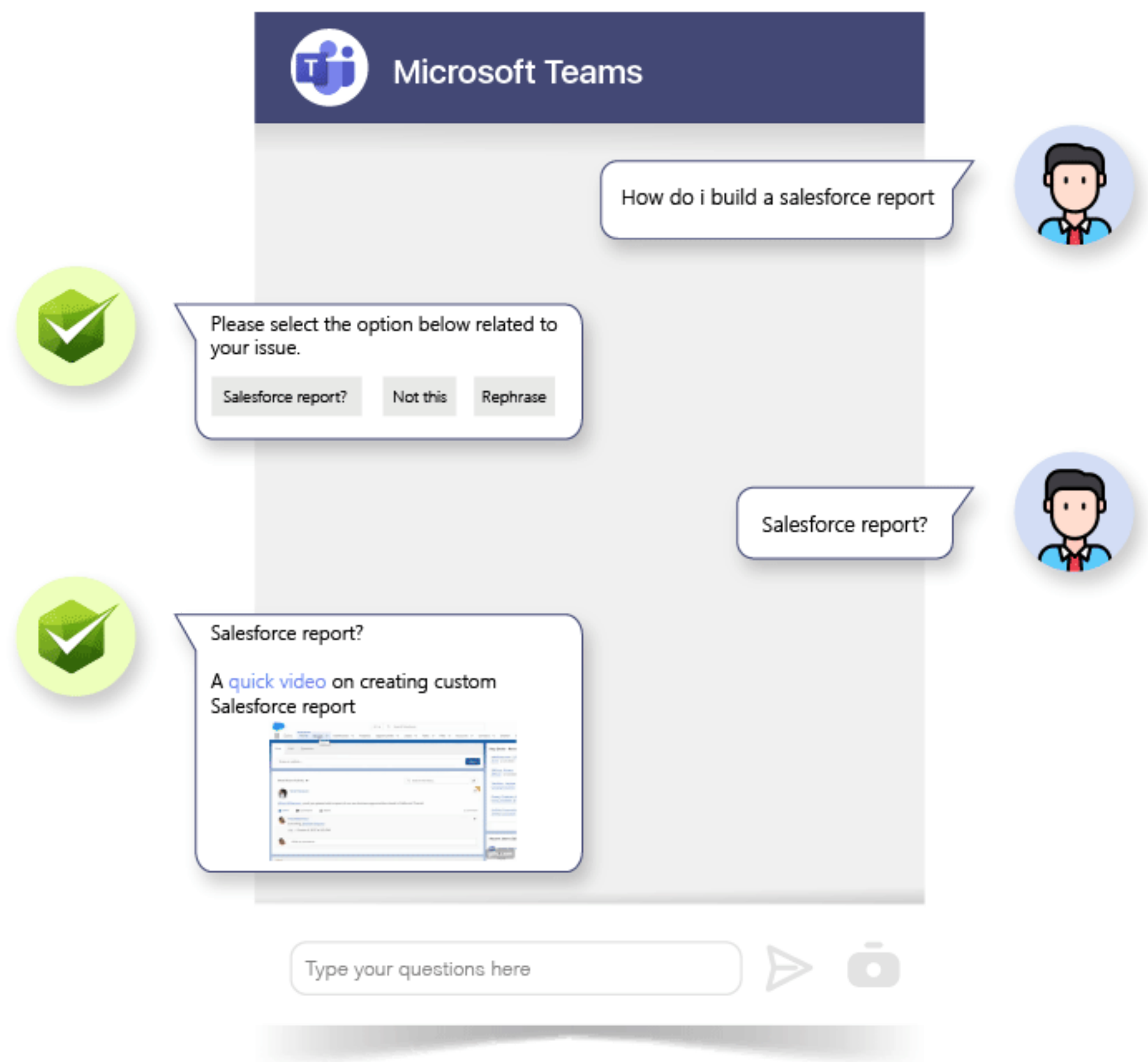
Strategic Offering of Rezolve.ai

Technology is changing rapidly – thanks to AI. Some companies can evolve, and some platforms can evolve. Many cannot. The cost of rewriting the code and architecture can sometimes be prohibitive and disruptive. In 2021 and beyond, you need a company that is aligned with the AI-based architecture. Rezolve.ai has an architecture, which is AI-based ground up – therefore giving it an immense edge.
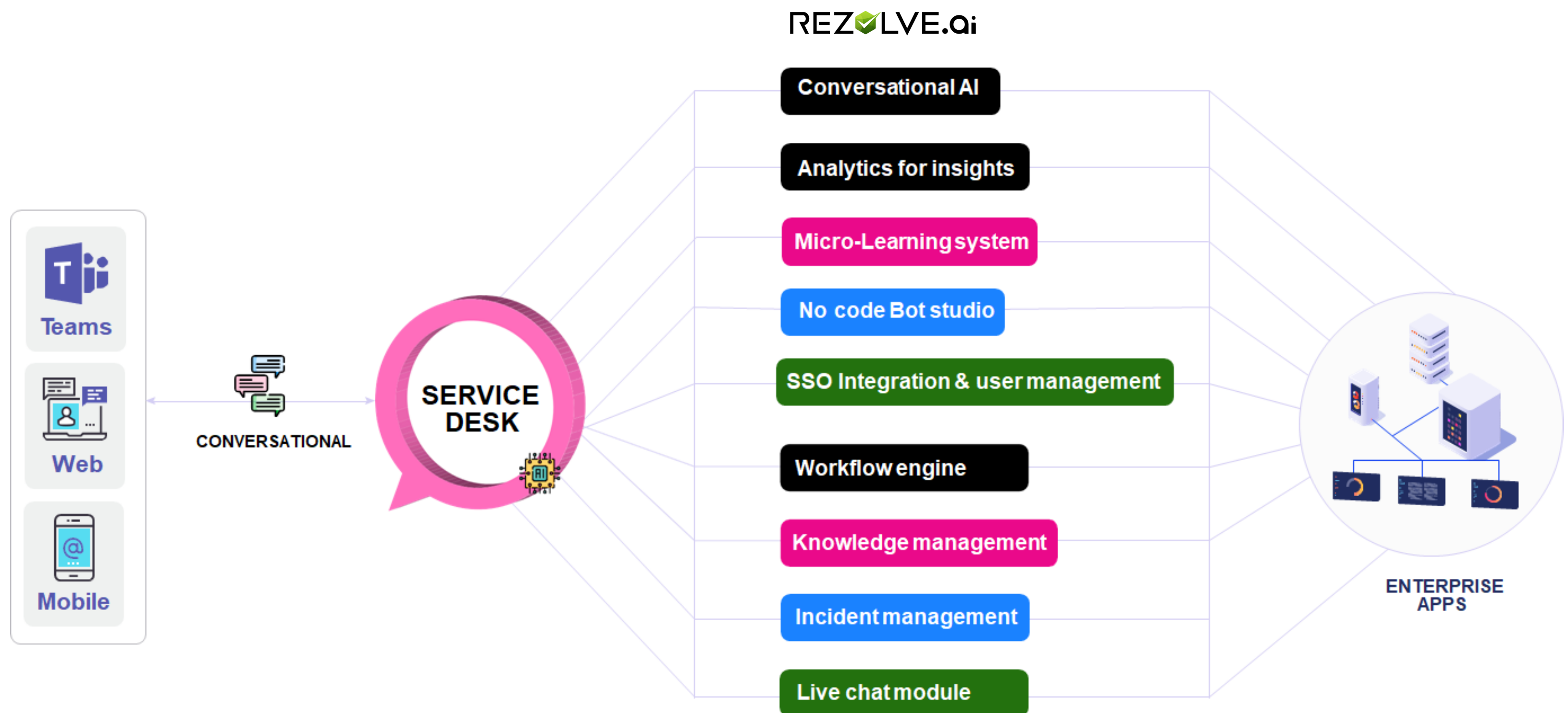
Results

Rezolve.ai helps certainly helps bring elements of satisfaction to the HR process through its excellent automated support. MS Teams being so commonly used has made Rezolve.ai's services accessible to a vast number of users. Rezolve.ai has several assets and videos on Youtube to guide the users through the process of HR automation Rezolve.ai making it stand out in its exceptional services to the Human Resources industry, specifically.

Rezolve.ai customers find themselves with an unparalleled value advantage over competing products and traditional helpdesk platforms. This results in

- The low total cost of ownership
- Auto resolution savings of 25-30% in Service Desk
- High self-service adoption of 70-80 through enablement in teams
- An overall increase of 1-4% in employee productivity
- Future option for deeper and wider digitization powered by Rezolve.ai community, partners and additional out-of-box automation

When it comes to increasing your business ROI and reducing errors while performing HR processes, many Microsoft Teams' functionality depends on Rezolve.ai – the AI-based employee service desk integrated with Teams. The platform allows your employees to obtain wholesome support, automate several processes, and collaborate with their peers efficiently, ensuring a smooth HR automation transformation and enhancing employee retention.

BRING EMPLOYEE HELP DESK TO MS TEAMS

REZOLVE.ai

Co-Sell Ready
Microsoft | Microsoft Azure

Aragon Research
2021 HOT VENDOR

TRUSTED BY

Patelco CREDIT UNION | Statewide FEDERAL CREDIT UNION | INVESTORS COMMUNITY BANK *we walk in your shoes*

Bunim/Murray Productions *We are Banijay* | ZOVIO | BART ba | NYC Buildings

★★★★★

86%+ satisfaction Rating

Rated **4.7** on Capterra