



Easy Help Desk®

Dramatically Increase The Efficiency of Your SAP HCM & Payroll Shared Service Centers

Easy Help Desk delivers processes, documents and reports that simplify SAP Payroll shared service center activities, increase efficiency and lower support costs. By empowering the first tier of agents to answer more questions on their own, more skilled agents are free to work on more complex issues.

At SpinifexIT, our passion is HCM. We produce innovative software solutions for SAP & SuccessFactors that improve user productivity, produce more meaningful reports and documents and increase the effectiveness of shared service centers without costly custom development.



Visit our website at
www.SpinifexIT.com
for more information



Easy Help Desk[©]

Time-saving processes that reduce SAP HCM & Payroll shared service center efforts by more than 80%

Powerful Integration

What makes Easy Help Desk unique is its tight integration with SpinifexIT's most innovative solutions. Easy Help Desk integrates features from Easy Reporter, Easy Documents and Easy Clone to offer shared services agents the tools they need to resolve more cases in less time.



Faster Issue Resolution

Easy Help Desk reduces the time spent researching employee HCM and Payroll queries by automatically identifying SAP master data changes and events like retroactivity that impact pay results while highlighting explanations for the changes.



Comprehensive Reports & Documents

Shared services staff can choose from a suite of pre-delivered reports and documents that can be easily run and e-mailed to employees to speed up the resolution of an HCM or Payroll query.



Improved Business Processes

Easy Help Desk provides a real-time view into payroll results from one or more pay periods in a single dashboard. The result is an easy-to-use platform that provides a consistent way for teams to research and resolve issues.



Request a free demonstration
info@spinifexit.com



Easy Help Desk[©]

Time-saving processes that reduce SAP HCM & Payroll shared service center efforts by more than 80%

Easy Help Desk radically simplifies SAP HCM and Payroll shared service processes by allowing users to quickly research and resolve employee payroll queries from a single screen inside of SAP. Easy Help Desk empowers the first tier of payroll support to answer more questions, allowing more skilled support personnel to spend time resolving your most difficult challenges.



Answer payroll & HCM questions in less time



Analyze payroll results from a single screen



Automatically identify causes of variances



E-mail documents to employees in seconds



Pre-delivered, time-saving reports



Supports many payroll country versions

A Real-Life Case Study

A customer recently performed a side-by-side study in which the same 900+ shared service center tasks were performed using both traditional methods and Easy Help Desk. The results showed a nearly 80% reduction in the number of level one agents needed to resolve the requests when compared to traditional methods.

Without EHD
9.2 resources



With EHD
2.5 resources



Request a free demonstration
info@spinifexit.com