



Transforming Dispute Management System With ServiceNow AI and Automation Solution

85%

Reduction in the Hiring cycle

99.99%

Achieved data consistency

70%

Document processing time reduced

Client Overview:

Our client who has a major global footprint in the professional service sector faced inefficiencies in its recruitment and onboarding processes. The company relied on manual workflows, spreadsheets, and disparate tools for hiring and onboarding new employees. HR teams struggled with slow approvals, decentralized candidate data, and inconsistent onboarding experiences.

To modernize its HR operations, the company sought LMTEQ for an integrated solution that would streamline recruitment, automate processes, and enhance talent management while ensuring a seamless employee journey from hiring to onboarding. LMTEQ ServiceNow team closely worked with the client to understand the requirements and the current infrastructure and proposed ServiceNow HRSD with a custom ATS solution built on top of the HRSD module.

Objective:

The primary goal for the team was to digitally transform recruitment and onboarding by implementing the proposed solution to ensure a seamless and efficient hiring process. The solution aimed to:

- Optimize hiring workflows, ensuring faster approvals and structured recruitment processes.
- Centralize candidate data, eliminating reliance on spreadsheets and manual tracking.
- Enhance talent management, allowing proactive hiring and workforce planning.
- Improve onboarding efficiency, creating a seamless transition for new hires.
- Leverage AI-driven insights, enabling data-driven hiring decisions and forecasting.

Challenges:

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Solutions:

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Conclusion:

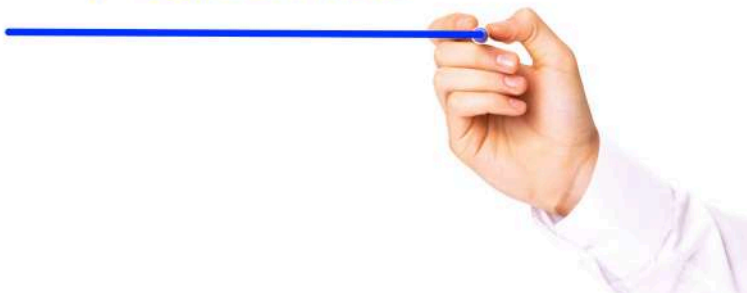
The implementation of ServiceNow HRSD with the LMTEQ's custom ATS solution resulted in significant improvements.

The company experienced a 30% reduction in hiring cycles, with automated workflows cutting down approval delays and reducing hiring bottlenecks. Centralized data management eliminated spreadsheet dependencies, providing a single source of truth for all applicant information. Vendor coordination became more structured, improving hiring timelines and reducing communication gaps. By leveraging AI-driven insights, HR teams could make data-backed hiring decisions, optimize budget allocations, and enhance workforce planning.

New hires experienced a standardized and automated onboarding process, reducing onboarding times by 50% and ensuring a seamless transition into the organization. Predictive intelligence enabled smarter workforce forecasting, aligning hiring strategies with business objectives. The introduction of role-based dashboards provided real-time performance tracking, improving HR's ability to monitor, analyze, and optimize hiring efforts efficiently.



Results



Results:

By implementing ServiceNow HRSD with a custom ATS, LMTEQ transformed the company's recruitment and onboarding processes, creating a seamless, data-driven hiring experience. This integration provided HR teams with real-time visibility, improved efficiency, and ensured a structured, AI-powered approach to talent acquisition and onboarding. The result was a future-ready hiring process, enabling the company to attract, hire, and onboard top talent efficiently and strategically.