Integrated Platform for Delivering SCG Corporate Administration Services

Final Presentation for SCG
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Mook, 25

- 3 months as an HR officer at SCG
- Responsible and personable, but a bit forgetful and intimidated by her manager
- Tends to stress eat

Image by tirachardz on Freepik

An unfortunate Monday commuting to work...

Mook's bag was stolen.

Her bag contains her employee ID card and her notebook where she keeps track of her weekly tasks.

Image by Freepik

What happens next?

Mook cannot tap in and out of the office without her ID card and needs to wait for her coworker to let her in.

Mook searches for the link to the form to deactivate her old ID card and receive a new one.

She stress eats at her desk while trying to remember her employee ID number to fill out the form.

Image by pressfoto on Freepik

Tuesday

Mook's manager comes to see her since she has no entry and exit time.

She continues to stress eat cookies while organizing a meeting at the supplier's factory. She sends them a LINE message once she is done.

She forgets to process an employee's personal time off (PTO) request since her notebook was stolen.

Image by jcomp on Freepik

Thursday

Mook still cannot access her office.

The team who requested the meeting did not see her message.

Mook receives a complaint due to her late processing of the employee's PTO request.

Her manager thinks that Mook does not care about her work.

Image by katemangostar on Freepik

What if SCG had our eCA portal?

What happens instead?

Mook submits her new ID request and gets an estimate time of receiving her new ID by the start of the next work day.

She completes her work, including the employee's PTO request, because they are listed in the eCA portal.

She still eats a cupcake since she's stressed about her stolen bag.

Image by Freepik

Tuesday

Mook picks up her new ID card in the morning and taps into work as usual.

She organizes the factory meeting and confirms their completion on the eCA portal within the expected time.

She receives a 5-star feedback.

Image by Lifestylememory on Freepik

Wednesday

Mook is back to working as usual.

Her manager can see that she is a diligent worker with a good service delivery record.

She does not stress eat since she can see on her statistics dashboard that she is doing well.

Image by tirachardz on Freepik

Our eCA portal increases efficiency and improves workplace environment

Increasing Efficiency

For Management

- Data gathering and analysis for **continuous improvement**
- **Identify** choke points in service delivery
- Optimize workflow with **minimal coding**
- **Adjust** expected completion time for service tasks

For Requesters

- **Faster** service completion time
- Intuitive and **user friendly**

For Providers

- **Decreased workload** from redundant tasks
- **Single platform** to complete various tasks

At least 25% faster

Estimated average efficiency increase for service request completion from eliminating redundant manual tasks and communication.

Improving Workplace Environment

For Management

- Increase **visibility**
- **Track and assess** employees' performance
- **Secure and supervised** platform for employee communication
- **Lessen issues** stemming from organizational **silos**

For Requesters

- **Reliable** expected service completion estimate

For Providers

- **Aware** of personal performance
- Keep **track of tasks** to do and completed

Less stress, greater productivity

Increased visibility leading to a better performance based office culture.

Deliverables and Overview

- Defining roles
- Demonstration of our latest prototype with performance dashboard
- Low-code solution
- Transition process to the eCA portal
- Business opportunities

Roles on the eCA Portal

Requester

Make service requests
View requests

Provider

Complete tasks
View tasks
View personal statistics

Management

Assign tasks
View department statistics

Administration

View all department statistics
Create new service

SCG can determine who has what role. Management and administration roles can vary based on their position in the organization.

What does the eCA portal look like?

Prototype Demonstration

Requesters

- Create new request
- View previous requests

Providers

- Provider request process
- Performance dashboard

Low-code Solution

Critical Advantages

- SCG management can internally **add new services** at any time **without** extensive **coding** or service **fees**
- Can **continuously** adjust existing service workflows to **optimize** processes
- Can **adjust** expected completion time of tasks to **reflect current performance**
- Makes the eCA portal easily **scalable**

State diagram
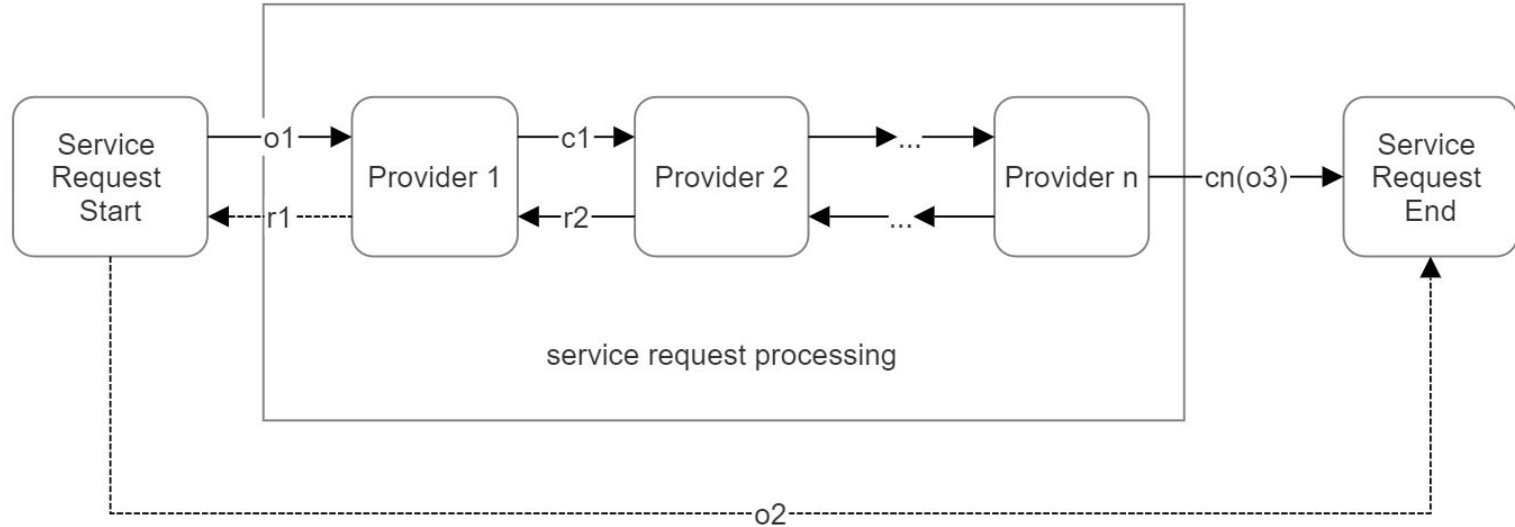
Identify, Analyse, and Improve

Single platform for management to optimize service delivery performance

How can SCG shift towards using the eCA portal?

Transition Process Guideline

Three main phases for an efficient and a user-friendly transition

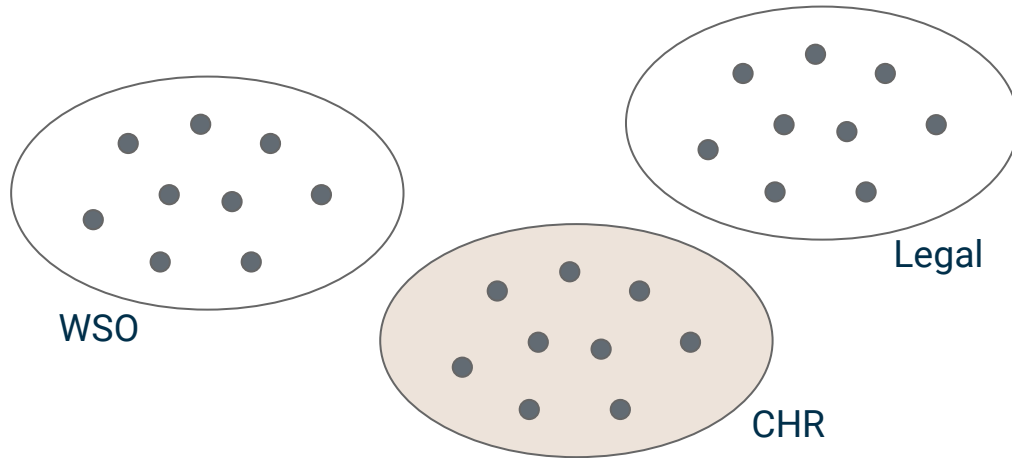|		
Phase 1 Internal HR Portal	**Phase 2** Portal for HR Service Requests	**Phase 3** Integration of Other Department Services

Phase 1: Internal HR Portal

WSO

CHR
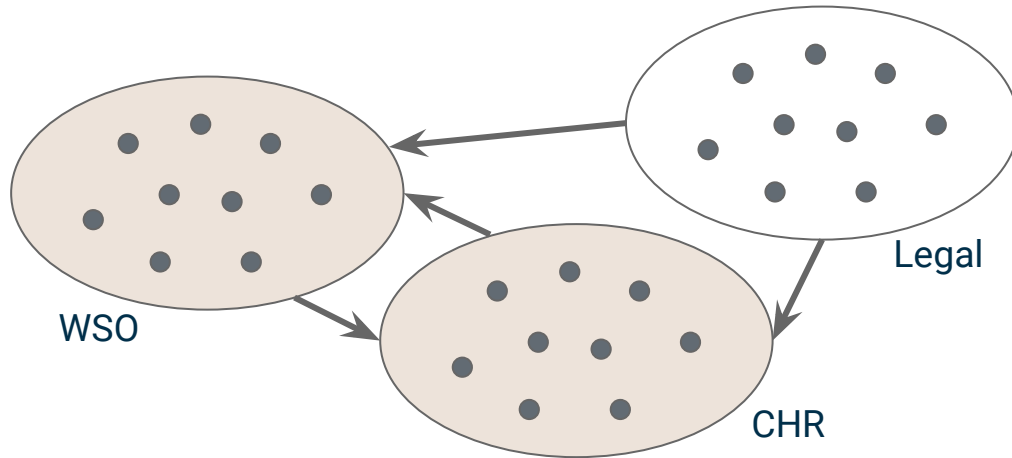
Legal

Phase 2: Portal for all HR Service Requests
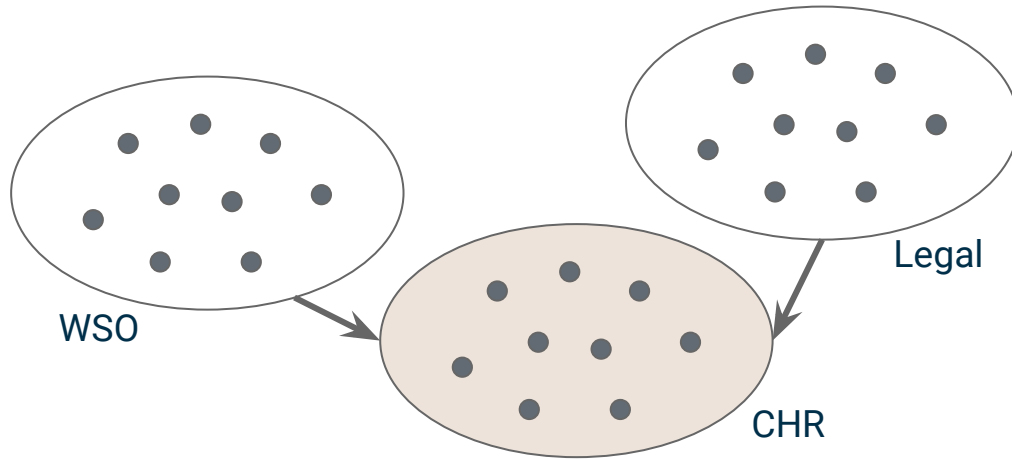
Phase 3: Integration of Other Departments

Business Opportunities

High Marketability

- **Increases productivity** and **improves workplace environment**
- **Scalable** to other stakeholders such as SCG subsidiaries and contractors
- **Adaptable** to different industries due to generalized service workflow structure

- **Great for startups** looking to scale and increase services as well as **mature organizations** looking to improve current performance
- Helps companies **overcome** issues stemming from organizational **silos**
- **User-friendly transition** to online platform
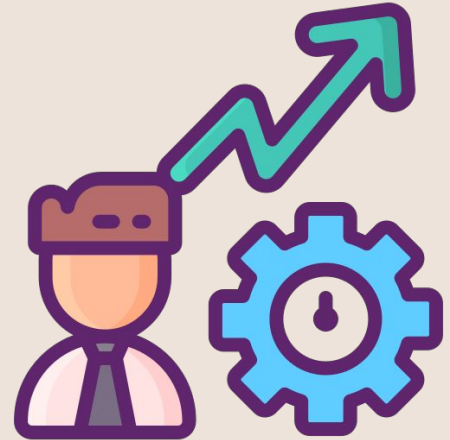
Integrated eCA Portal:

Increasing administrative efficiency

Image: Flat Icons flaticon.com