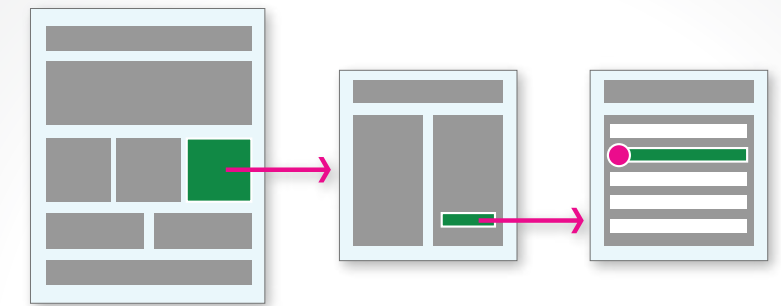


Guiding Employee Mobility with Clarity & Confidence Streamlining the Relocation Process with the EIM Application

A Case Study on 45% Faster Processing, Increased Satisfaction, and Streamlined Operations



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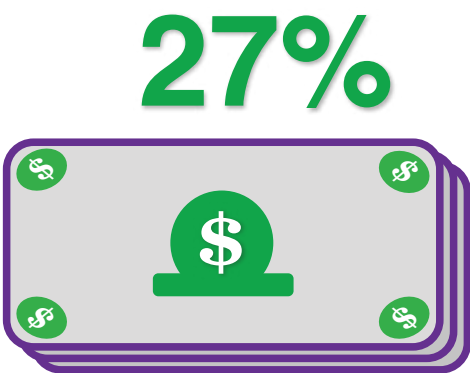
Outcomes: What were they?

The EIM project successfully transformed a previously inefficient process into a streamlined, transparent, and efficient experience for all stakeholders.

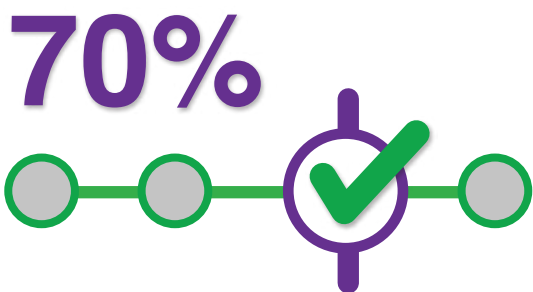
Key results include:



Employee satisfaction:
83% of employees reported a smoother, more transparent re-location process.



Cost savings:
Administrative costs related to move requests were reduced by an estimated 27%.



Managerial efficiency:
70% of managers found it easier to track and manage relocation requests.



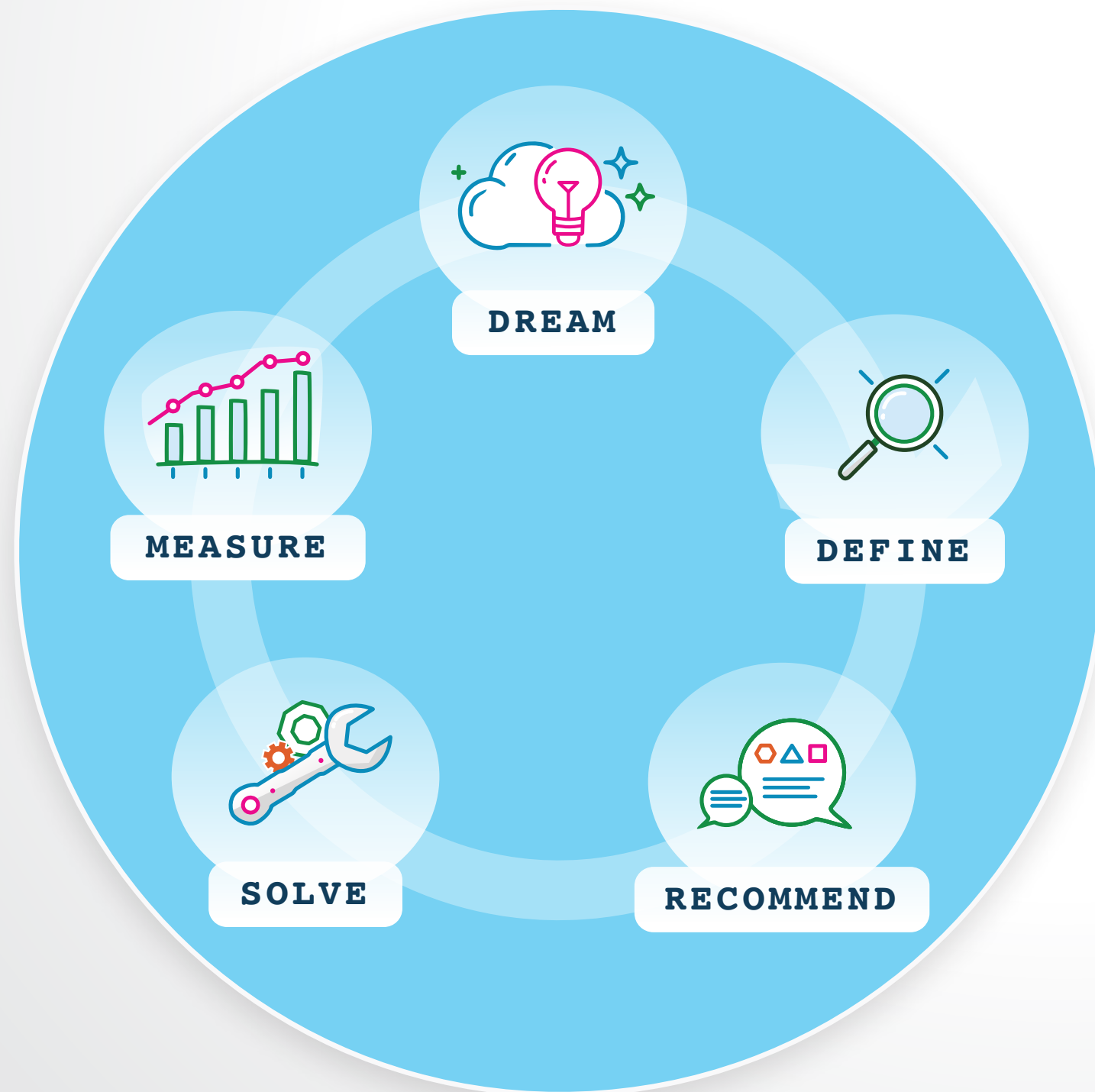
Positive momentum:
Increased adoption and improved collaboration between employees, managers, and HR teams.



Processing time reduction:
The time to complete an EIM request decreased by 45%.

The Challenge

The Employee Initiated Move (EIM) process was inefficient and frustrating for employees, managers, and HR staff. Feedback revealed delays, lack of visibility, and cumbersome paperwork, prompting the need for a streamlined solution.



The Approach

By leveraging the DDRSM (Dream, Define, Recommend, Solve, Measure) method within a structured SDLC framework, the EIM app was developed to enhance employee experience, improve managerial oversight, and support HR and back-office operations. The approach focused on reducing administrative burdens, ensuring transparency, and creating an efficient workflow for all stakeholders.

Dream:

Identifying the Need

The initiative began with a fundamental question:

How can the EIM process be improved to make it seamless, transparent, and efficient for all stakeholders?



Dream: Identifying the Need

Feedback from employees highlighted delays, lack of visibility, and cumbersome paperwork. Managers expressed difficulty in tracking requests and ensuring compliance, while HR and administrative teams faced inefficiencies due to inconsistent and time consuming workflows.

Dream: Identifying the Need

A preliminary user research phase was conducted to validate these pain points and confirm the necessity of a new solution.

Define: Understanding the Problem

The Employee Initiated Move (EIM) process faced several inefficiencies, prompting a structured research initiative to identify pain points across employees, managers, and HR staff. The **research** provided valuable insights that shaped the **objectives** and **design** of the EIM app.



- Structured research was conducted with **47 employees** who had undergone or were planning a move.

Key insights from their experiences included:

- Lack of real-time status updates.
- Unclear process steps and requirements.
- Difficulty accessing necessary documentation.

- **6 managers** responsible for overseeing employee moves were interviewed.

Their main concerns included:

- Limited visibility into pending relocation requests.
- Inefficient approval processes with redundant paperwork.
- Challenges in aligning move requests with business needs.

- **12 HR representatives** from legal, finance, payroll, facilities, and staffing were engaged.

Their feedback highlighted:

- Complexity in tracking and coordinating requests across multiple departments.
- Compliance risks due to inconsistent workflows.
- Administrative overhead in handling approvals and documentation.(representing legal, finance, payroll, facilities, and staffing), insights were gathered into the inefficiencies and gaps in the existing process. Key findings included:
- Lack of real-time status updates for employees.
- Redundant paperwork and inconsistent approval workflows.
- Managers lacked clear visibility into their subordinates' relocation requests.
- HR and operational teams had difficulty tracking and coordinating approvals across departments.

Not everything was perfect

Logistical Challenges & Research Execution

Conducting the research was met with hurdles such as recruiting the right participants, scheduling sessions across multiple time zones, and ensuring diverse representation.

These challenges were overcome by leveraging existing company networks, streamlining scheduling with automated tools, and conducting both virtual and in-person sessions for flexibility.



Key Research Findings



- Employees required greater transparency and accessibility in the process.
- Managers needed structured workflows to improve efficiency.
- HR staff required automation to reduce administrative burdens and enhance compliance.

Objectives Based on Research Findings



- 1 Improve transparency and accessibility for employees.
- 2 Provide structured workflows for managers to approve and track requests.
- 3 Enhance HR efficiency by automating compliance checks and approval processes.
- 4 Reduce overall processing time and costs associated with relocation management.
- 5 Improve transparency and accessibility for employees.
- 6 Provide structured workflows for managers to approve and track requests.
- 7 Enhance HR efficiency by automating compliance checks and approval processes.
- 8 Reduce overall processing time and costs associated with relocation management.

Recommend: Designing the Solution

Armed with data, analytics, and user feedback, recommendations were made for a centralized EIM app with the following core features:

- **Self-service employee portal**
Employees can initiate, track, and manage move requests.
- **Manager dashboard**
Provides visibility into pending requests, approval workflows, and cost insights.
- **HR and back-office integration**
Seamlessly connects legal, finance, payroll, and facilities teams to ensure compliance and operational efficiency.
- **Automated cost estimation**
Employees can review the financial implications of a move before submission.
- **Role-based access and approvals**
Ensures secure and structured decision-making across stakeholders.

Solve:

Developing and Implementing the EIM App

The app was built following the **DDRSM methodology** within an SDLC framework, ensuring flexibility while maintaining structured progression.

Key phases of development:

- **Prototyping & Validation:** Initial wireframes and mock-ups were tested with a select group of employees and HR representatives.
- **Iterative Development:** Regular feedback loops ensured improvements were continuously integrated.
- **Integration with Enterprise Systems:** The app was connected to existing HR, payroll, and finance platforms to enable smooth data exchange.
- **Pilot Testing:** A phased rollout allowed for real-world testing, leading to refinements before full deployment.



Measure: Evaluating Success

**To assess the impact of the EIM app,
I established key performance metrics:**

- Reduce processing time
- Increase employee satisfaction
- Quantify managerial efficiency
- Measure cost savings

Smarter Moves, Better Experiences

The EIM app successfully transformed a previously cumbersome process into a streamlined, transparent, and efficient experience for employees, managers, and HR. By integrating DDRSM principles into the development approach, I ensured the solution was data-driven, user-centered, and adaptable to organizational needs. Moving forward, continued enhancements based on user feedback will further refine the app's capabilities, ensuring ongoing value and efficiency.

