

Revo 4me Success Story

SSP Group – JML automation

“Revo makes 4me work for everyone – for them, for us and for our customers and colleagues”



Introducing SSP Group

SSP Group is a leading operator of food and beverage concessions in travel locations worldwide. They employ circa 42,000 colleagues, in around 600 locations, across six continents and 36 countries. In 2019, Revo transitioned the business' service management to 4me. Since then, the Revo team has continued to work with SSP to advance the functionality of their service management system to evolve with their business needs.

"The team at Revo has spent time understanding and working to get to know SSP over the years. They want to make 4me work, for us and for our customers and colleagues."

Andreas Hajiantoni

Head of Digital & Technology Operations at SSP Group

The challenge

As a large, global enterprise, SSP relies on Microsoft 365 to enable communication and collaboration across its business. This involves supporting the move to M365 for all staff over the coming years. Setting up, managing, transferring, and, when necessary, closing individual IDs, usernames and passwords was a cumbersome manual task that was diverting their IT team from more strategic projects.

SSP tasked Revo with building the capability within 4me to automate its joiner, mover, leaver (JML) workflow. Revo had previously built automation functionality into SSP's 4me to respond to ad hoc requests from colleagues to access additional tools and software,

but the scale and scope of this new JML automation project made it far more complex. Not only did it need to work across the entire colleague population of SSP, it also extended beyond managing Microsoft 365 IDs to include IT hardware too.

"We needed to create a JML process to manage the joiners, movers and leavers more efficiently. On the scale of how many colleagues we have at SSP, we couldn't manage this manually."

Andreas Hajiantoni

Head of Digital & Technology Operations at SSP Group



The solution

Working closely with the SSP team, we built automations into 4me to streamline their JML workflow and eliminate as much avoidable manual effort from the workflow as possible. Now, once a candidate is marked as hired in SuccessFactors, using MuleSoft, an API generates a 4me ticket and initiates

the automated onboarding workflow. Firstly, 4me connects to Microsoft Azure, automatically triggering the creation of a Microsoft 365 ID and password for the new joiner. At the same time, 4me also initiates a wider onboarding process, tracking all the IT tasks for the new hire.

"We needed an automation process to manage the JML workflow end-to-end. We wanted an automation to onboard colleagues with a Microsoft 365 ID, but also order their laptop, headset and any other IT equipment."

Ryan Basra

Access & Data Support Manager at SSP Group

Impact

The JML automation enables the SSP Group team to better support new joiners, by ensuring every colleague is provided with seamless access to the SSP Group IT systems and any hardware they need. Automating the onboarding workflow also significantly reduces the admin burden of setting up new joiners on the business' systems, releasing team members to spend more time on higher impact, strategic projects.

"With an automation managing the JML process, we have more time and scope to bring on more strategic programmes. For example, the exciting rollout of Oracle Symphony and SAP S/4 Hana. The automated JML process Revo set up will also provide automated access to these systems and many more systems to come."

Andreas Hajiantoni

Head of Digital & Technology Operations
at SSP Group



Highlights from this success story:

Customising functionality

Adding bespoke automations to 4me to meet the unique needs of SSP Group

Streamlining onboarding

Reducing bottlenecks in the onboarding process with an automated workflow

Automating repetitive tasks

Reducing the repetitive, manual tasks associated with onboarding new joiners

Elevating employee experience

Colleagues gain prompt and seamless access to SSP IT systems and hardware

Integrating platforms

4me automations set up to trigger when a new hire is logged on SuccessFactors

Freeing up IT capacity

The SSP IT team gains more time to focus on higher impact work

For more information on automating joiner, mover, leaver workflows, download our automation eBook.