

Dovetail Reveals Game-Changing HR Software Success in Latest Case Studies

Real-World Success Stories Highlight the Power of Dovetail in Enhancing HR Operations and the Employee Experience

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/EINPresswire.com/ -- Dovetail

Software, [a leader in HR Case](#)

[Management solutions](#), proudly announces [the release of its latest case studies](#), showcasing the significant impact of Dovetail's innovative HR Service Delivery tools on organizations across various industries. These case studies bring to life the power of Dovetail's Employee Portal, HR



Case Management, Knowledge Base, Reporting and Analytics, and Gen AI HR Copilot in transforming HR operations and enhancing the employee experience.

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We're excited to share these case studies that highlight how our HR Service Delivery software empowers HR teams, enhances the employee experience, and delivers outstanding results.”

*Kelly Frisby, Marketing
Director*

Real-World Successes:

- Danone US: After implementing Dovetail's HR Service Delivery software, Danone US reported nearly 100% positive feedback, with key improvements in employee communication, streamlined HR processes, and enhanced data analytics.
- [Lenovo](#): By implementing Dovetail HR Case Management software, Lenovo addressed global HR challenges,

including SLA functionality, reporting issues, and the creation of child cases, ultimately enhancing their service delivery.

- Northside Hospital: Leveraging Dovetail HR Case Management, Northside Hospital significantly improved HR productivity by streamlining case management, reducing duplicate cases, and enhancing reporting capabilities.

- Breakthru Beverage Group: In response to remote work challenges, Breakthru revolutionized HR Service Delivery with Dovetail's HR Case Management and Employee Portal, leading to increased efficiency, improved employee experiences, and data-driven decision-making.

- Tower Health: Tower Health, supporting 14,000 employees, adopted Dovetail Employee Portal to boost HR communication, efficiency, and engagement, resulting in reduced HR workload and improved response times.

- Swire Coca-Cola: Adopting Dovetail ER Case Management in 2022, Swire Coca-Cola improved employee relations with better case documentation, tracking, and collaboration, leading to increased operational efficiency.

- Leading Insurer: A mutual insurance company improved productivity, communication, and contractor onboarding using Dovetail HR Case Management, reducing inefficiencies and enabling a more strategic focus.

- First Midwest Bank (now Old National): The implementation of Dovetail Employee Portal led to significant improvements in HR efficiency and employee engagement for over 2,100 staff, enhancing communication and service quality.

The graphic features a photograph of four professionals in an office setting. Below the photo is the title "How Lenovo Improved Global HR Services With Dovetail HR Case Management Software". Three key statistics are displayed: 13,000 Number of Cases Managed Per Month, 96% First Contact Fix Rate (Tier 1), and 63,000+ Number of Employees (People). A quote from Sheryl Li, Global HR Services Director at Lenovo, states: "Dovetail simplifies case management, allowing me to efficiently track global cases." To the right, a sidebar lists: Industry: Technology; Headquarters: Beijing, China, and North Carolina, USA; Products: HR Case Management.

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Sheryl Li
Global HR Services Director
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Industry
Technology

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Products
HR Case Management

Lenovo Dovetail Case Study

About Dovetail Software

Dovetail Software provides an HR Service Delivery Experience that includes HR Case Management, Employee Portal, HR Knowledge Management, and Reporting & Analytics that enables HR to achieve excellence in HR Service Delivery and meet the needs of a modern HR team. These needs include enhancing the Employee Experience and improving the HR Experience of delivering HR services.

Explore Our Case Studies

For detailed insights into how Dovetail Software is helping organizations achieve their HR goals, explore our case studies at www.dovetailsoftware.com/dovetail-case-studies.

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