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# How Waymo *Elevated* Its ER Function with HR Acuity's Purpose-Built Case Management Platform

## WAYMO

## The Challenge

The Waymo team had been using a tool repurposed for employee relations, but it wasn't built for case management — making it difficult to handle issues effectively.

As Head of People Relations, Bruce Berrol saw the value HR Acuity brought as a category-defining leader in employee relations — enabling proactive data-driven insights, empowering the team to improve the employee experience and reducing risk.

"HR Acuity was absolutely the right choice for our employee relations team — and our entire organization," said Desiree Coe, Employee Relations Partner.

## At-a-Glance

**Report updates:** 10 minutes with HR Acuity → 3 hours before implementation

**Reporting time saved:** 92%

## The Solution

The team chose HR Acuity for its intuitive, centralized case management, robust reporting capabilities and user-friendly interface. Implementation was seamless, and onboarding set the team up for success with clear walkthroughs and recorded sessions that made getting started effortless. "I tell every employee relations leader I know: HR Acuity's implementation team is best-in-class. They take care of every detail for you — so you can focus on what matters," said Desiree.

**With HR Acuity, Waymo can manage employee relations with greater efficiency, accuracy and insight, including:**

- Streamlined Investigations: Manage multiple subjects, complainants and witnesses within a single record for comprehensive case handling

- Reporting Dashboards: Generate fast, accurate insights with customizable views and trend analysis

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- eNPS Surveys: Capture new feedback directly within investigations to get insight on employee experience

- Configurable Case Types and Access Controls: Enable HR, legal and accommodations teams to securely manage updates independently, while collaborating

- Cleaner data: Parse and present information reliably, ensuring accurate, actionable reporting

- AI-powered assistant (olivER): Deliver in-platform guidance, recommendations and best practices to maximize efficiency

## The Impact

### Peace of Mind and Access Control

Security and confidentiality were top priorities for the Waymo team when selecting their solution, and HR Acuity's role-based access made it easy to control who sees what, ensuring sensitive information is protected.

"We were really concerned about going with a full company-wide system [like ServiceNow] and dealing with security and permissions issues," said Desiree. "Having a system owned by the employee relations team and purpose-built for our needs gives us real peace of mind."

Additionally, the Waymo team can now indicate Attorney-Client Privilege directly within the HR Acuity platform, ensuring sensitive legal information is protected and access is restricted to authorized personnel.

Desiree shared, "With a consistent process in place, our teams are aligned on who's involved and the steps we're taking.



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> Employee Relations Partner, Waymo

All notes are centralized and accessible so there are no surprises. Managing cases is easier, faster and far more transparent thanks to HR Acuity."

### AI-Powered Case Management

Waymo leverages HR Acuity's secure, defensible AI, including its AI-powered companion, olivER™, to help users navigate the platform and get more from their data. The ability to link multiple parties and case types within a single case record replaced inefficient workarounds, saving the team valuable time.

As Desiree explained, "I've never felt this supported by a case management system. I love that I can run a report and see, within a single investigation, how many subjects and complainants there are. With our previous CMS, we had to track this information manually, which was a time-consuming process."

### Seamless Reporting

Waymo's team relies on HR Acuity to make data easy to access and understand across the organization. Instead of spending hours compiling reports, the team can now pull up comprehensive analytics in just 10-15 minutes. Streamlined reporting not only improves transparency across departments but also saves the team roughly 92% of the time they previously spent — turning a once-tedious process into a quick, efficient workflow.

### Trustworthy Data You Can Act On

HR Acuity delivers cleaner, more accurate data, enabling the team to confidently track case types, issues reported and investigations, which improves overall reporting accuracy and decision-making. "It's given us cleaner data," said Bruce. "With HR Acuity, we can rely on the report to tell the full story with clarity and confidence."

The team also implemented employee Net Promoter Score (eNPS) surveys, gathering insights directly from investigation complainants. "That's eye-opening feedback we've never captured before. We've already started to take action based on key insights," said Desiree.



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With HR Acuity, Waymo benefits from a purpose-built platform that centralizes case management, ensures trustworthy data and makes it easy to drive transparency, efficiency and actionable insights.

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