

SmartSuite

Business Operations › People Operations › Datasheet

HR Requests & Case Management

Capture and manage HR requests with structured workflows and real-time visibility across employee services.

SKU	BUS-HRS-REQ
Solution area	Business Operations
Works with	Employee Lifecycle Management, People Operations Hub, Onboarding & Offboarding Management, Compliance Assessments & Testing
Updated	Sep 26, 2026
Datasheet	v1.0

What it is

HR Requests & Case Management is the process of capturing, managing, and resolving employee inquiries and HR-related cases through structured workflows. It ensures consistent service delivery and visibility across HR operations.

SmartSuite's HR Requests & Case Management solution provides a structured, scalable system to manage employee inquiries, HR requests, and support cases across the organization. It replaces email-based requests, spreadsheets, and disconnected systems with a centralized HR service platform.

With a centralized case management system, HR teams gain full visibility into request volume, status, and performance.

Core capabilities

HR Request Intake & Case Creation

Capture employee requests through structured forms.

Case Routing & Assignment

Automatically route cases to appropriate HR teams.

Case Tracking & Status Management

Monitor case progress and resolution.

Multi-Type Request Handling

Manage benefits, payroll, policy, and HR inquiries.

Workflow Automation & Escalation

Ensure timely handling of requests.

Employee Communication & Collaboration

Enable communication between HR and employees.

SLA & Performance Tracking

Monitor response times and service levels.

Audit Trails & Documentation

Maintain records for compliance and reporting.

Dashboards & Analytics

Provide visibility into HR operations and trends.

The HR Case Management Lifecycle

Step 1 Submit HR Request Capture employee inquiry or request.	Step 2 Route & Assign Case Assign case to appropriate HR team.	Step 3 Review & Resolve Manage case and provide response.	Step 4 Track Status & SLA Monitor progress and performance.	Step 5 Analyze & Improve Use insights to optimize HR services.
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Who it is for

HR Teams Manage employee requests and cases.	Employees / Staff Submit requests and track status.	HR Operations Teams Coordinate workflows and service delivery.
Compliance Teams Manage HR-related compliance cases.	Managers Support employee-related inquiries.	Executive Leadership Monitor HR service performance.

Works with

Employee Lifecycle Management Provides employee context and status.	People Operations Hub Connects identity and roles.
Onboarding & Offboarding Management Supports transition-related cases.	Compliance Assessments & Testing Ensures policy alignment.

Built differently. HR Requests & Case Management runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of HR Requests & Case Management configured for your organization, or read the full product entry at smartsuite.com/products/hr-requests-case-management.

Schedule a demo