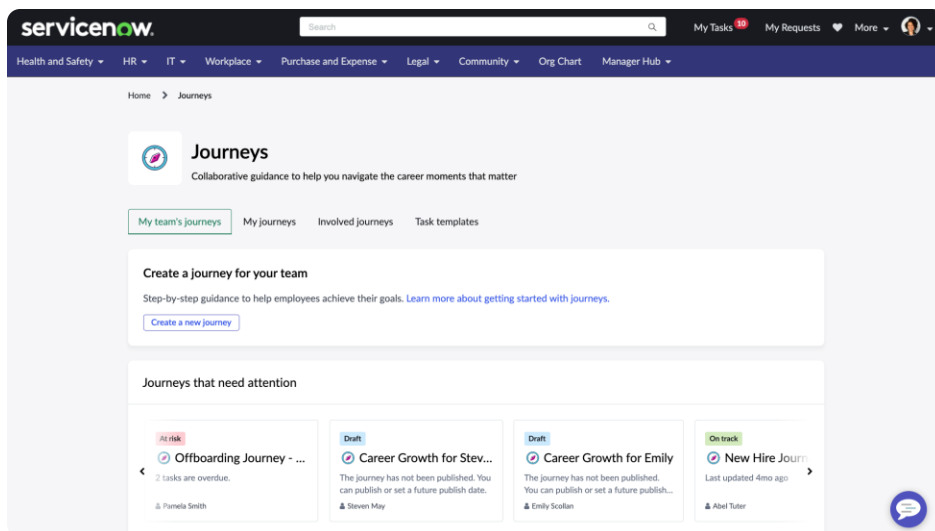


Employee Center Pro

Establish a Unified Employee Experience Platform

According to Okta's Businesses at Work report, large organizations, on average, deploy 187 apps. The sheer number of these digital systems often results in complex navigation of HR needs and employee communications, contributing to decreased efficiency. ServiceNow offers a solution by establishing a unified employee experience platform. With Employee Center Pro, transform your existing multi-department portal into a comprehensive employee experience platform, serving as the overarching layer for all workflows, integrations, and technology experiences.



Employee Center Pro

The Solution

ServiceNow's Employee Center Pro acts as a central hub for departmental services, providing unified system access and actionable content experiences. With out-of-the-box solutions, employees can easily request assistance across IT, HR, Workplace, Legal and more. The platform encourages self-service through intelligent search and targeted campaigns, while role-based experiences like Manager Hub offer tools for effective leadership.

With dynamic topic microsites, AI-driven enhancements, low-code deployment, and integration with various key systems like HCMs, finance applications, and communication tools, Employee Center Pro significantly streamlines employee experiences. By consolidating tasks, the platform minimizes the need for multiple portals, thus maximizing existing investments. And with EC Pro Kiosk the same self-service experience can be made available in a walk up experience built for employees who work away from a computer.

Learn more at: <https://www.servicenow.com/products/employee-center.html>

Key Benefits

- **Drive self-service for common HR needs**
- **Easily initiate and track cross-departmental journeys** by easily connecting tasks across the enterprise
- **Publish targeted HR announcements** to prompt proactive action on HR events
- **Provide departmental services**, actionable content experiences, and unified system access from one place
- **Easily deflect cross-functional questions** with chat, knowledge articles, and enterprise search
- **Reduce legal requests** coming through unstructured channels
- **Streamline** any workplace process from a single portal
- **Extend the experience** for deskless workers with EC Pro Kiosk

Employee Center and Employee Center Pro

The following functionality comparison covers Employee Center Pro (available as a standalone SKU) – Employee Center Pro is also available to customers on HR Service Delivery (HRSD) Pro/Ent or as an add on package for customers who do not have HRSD

Talk with your account team to get more details on licensing for these SKUs

EC

Multi-departmental service delivery

- ✓ **Service Catalog and Knowledge Base**
- ✓ **AI Search and Chat** (Agent Chat, VA lite, VA¹)
- ✓ **Curated Experiences** (i.e., taxonomy and dynamic topic pages)
- ✓ **Complete tasks² and manage requests**
- ✓ **Content Recommendations³** (via "recommended for you")
- ✓ **Cross-channel Favorites**
- ✓ **Unified Employee Profile⁵**

EC Pro

Employee Destination site

- ✓ **Service Catalog and Knowledge Base**
- ✓ **AI Search and Chat** (Agent Chat, VA lite, VA¹)
- ✓ **Curated Experiences** (i.e., taxonomy and dynamic topic pages)
- ✓ **Complete tasks² and manage requests**
- ✓ **Content Recommendations³** (via "recommended for you")
- ✓ **Cross-channel Favorites**
- ✓ **Unified Employee Profile⁵**
- ✓ **Employee Communications**
 - Content Library
 - Banners, Microsites
 - Employee News
 - Campaigns & Analytics
 - Content Governance
- ✓ **Dynamic Topic Microsites**
- ✓ **Enterprise Search⁴** (with SharePoint Online Search Connector)
- ✓ **Integration-powered capabilities**
 - **App Launcher**
 - **Approval Hub** – Concur and Workday integration
- ✓ **Manager Hub⁵**
- ✓ **Org Chart and Dotted-line Relationships** (roadmap)
- ✓ **Integrated Service and Experience Feedback** (roadmap)
- ✓ **Employee Forums**

Licensing Notes

1. Full VA is available with HRSD Pro or ITSM Pro are licensed. And VA lite is available with ITSM std license
2. Employee center (base version) includes the front-end portal experience of tasks. The actual tasks available will vary based on SKUs/packages that are licensed. For example, HR lifecycle tasks require HRSD Pro+ license
3. ML-based content recommendation require ITSM or HRSD Pro SKU licenses, for everyone else, the content is recommended based on popularity
4. Enterprise Search is the ability to search for external content within EC Pro. It requires iHub Starter and includes AI Search Starter (500K external docs) & the SharePoint Online Search Connector
5. Manager Hub and Employee Profile pages include additional widgets and data as per the underlying SKUs