

ServiceNow HR Service Delivery

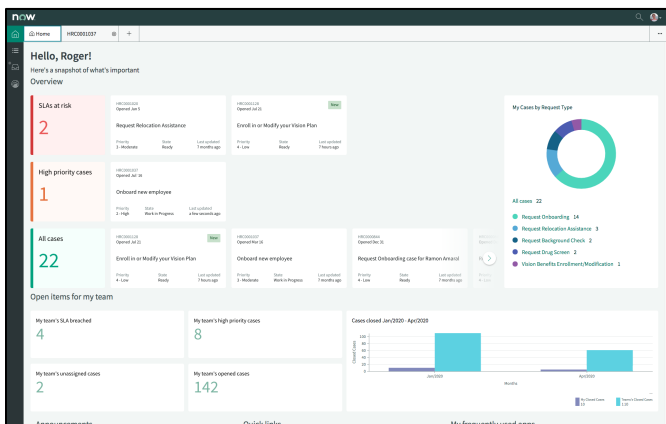
Overview

Boost productivity and give your employees the service experience they deserve with ServiceNow HR Service Delivery.

Case and Knowledge Management

Finding the right answers and knowing where to go for help is foundational to employee productivity today. With Case and Knowledge Management, HR and shared services teams can capture 'tribal knowledge' and valuable information that reside across individuals and teams, and transfer that knowledge effectively across the organization to employees when they need it, on any device.

To provide employees with efficient service delivery, HR and shared services should also have a dedicated solution that provides the context, guidance, and insight on how to quickly resolve employee inquiries.



Improve productivity and get work done faster with HR Agent Workspace

Unlike standalone knowledge management applications, [Case and Knowledge Management](#) is purpose built for HR and shared services teams to standardize simple and complex employee inquiries, support and organize cases for the centers of excellence model, and enable HR service agents to provide quick, accurate and timely help to employees.

Key Features and Benefits for Case and Knowledge Management

- [HR Agent Workspace](#) - resolve employee inquiries quickly
- [Employee Relations](#) – effectively manage complex employee cases
- [Knowledge Management](#) – provide a searchable, standard knowledge base of HR policies, procedures, articles
- [Knowledge Blocks](#) – simplify authoring and consumption of knowledge
- [Centers of Excellence](#) – organize HR data, services, processes by function
- [Visual Task Boards](#) – provide a real-time view of all cases, SLAs, agent workloads to track against performance
- [Service Catalog](#) – give employees a menu of services to choose from
- [Bulk case creation](#) – save time in creating cases for groups of employees
- [Dashboards and reports](#) - view metrics on employee satisfaction, case trends, SLAs

Key Products

- Case and Knowledge Management
- Employee Service Center
- Enterprise Onboarding and Transitions
- Now Mobile
- Now Intelligence for HR Service Delivery
- Employee Document Management
- Employee Experience Packs



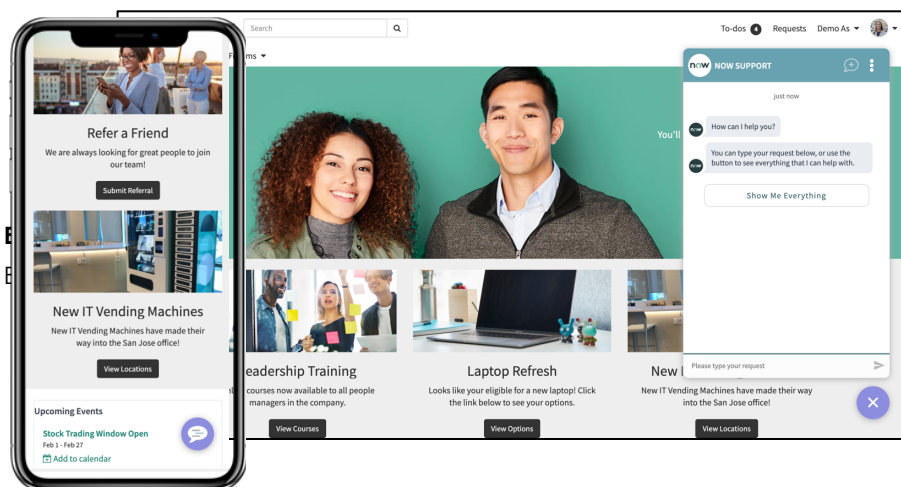
We have achieved a lot of great results. 16 agents now take care of 50,000 employees over 24 states and achieve 90% case deflection.

– Darren Walker, CHRO Sanford Health

[View the case study](#)

Employee Service Center

Providing a single place for employees to get help across HR, IT, Workplace Services, and other departments is critical to the employee experience. Employees expect to get answers quickly by entering a few keywords and getting relevant and accurate information on what to do - whether it's guiding them to complete a series of tasks, submitting a case, finding an answer, having a discussion in an employee forum, or getting an answer quickly resolved through a chat with live or virtual agent. The Employee Service Center provides a single place



The Employee Service Center provides a single place for employees to get help,

Unlike traditional departmental portals, the [Employee Service Center](#) provides a unified portal for all departments to proactively communicate and engage with employees, deliver targeted and personalized tasks and information based on the employees' role, position, and location, and empowers employees to be more productive.

“ServiceNow gave us the visibility to see the cases coming in and triage them when previously we had nothing. Plus, it helped us manage our employee base, so we could give feedback to our HR service center.

– Lynn Plaschko
Director of HR Operations, General Mills

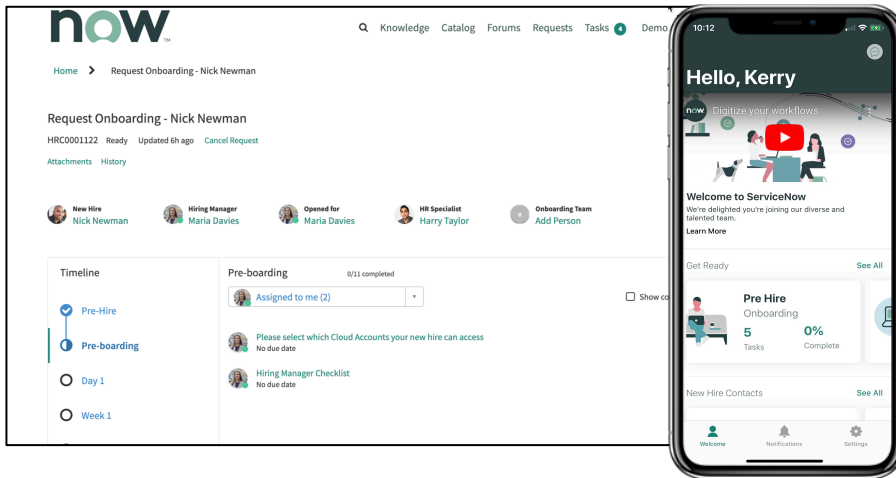
[View the case study](#)

Key Features and Benefits for the Employee Service Center

- [Campaigns](#) – proactively send targeted communications to employees
- [Enterprise Search](#) – find answers and get recommended answers quickly
- [Employee Forums](#) – enable employees to connect, share questions and answers
- [Employee Live Chat](#) – resolve inquiries quickly by initiating a chat with a live agent
- [Tasking](#) – guide employees through complex moments by assigning to-dos
- [Employee Org Charts](#) – view and search for employees, roles, location
- [View Requests](#) – provides a comprehensive view of employee requests
- [Site Builder](#) – create a custom branded page to match your culture, look, and feel
- [Alumni Service Center](#) – keep former employees connected and engaged

Enterprise Onboarding and Transitions

Build workflows that extend across HR and other departments, and guide employees and managers on what they need to do through a consumer-grade experience. Using intuitive no-code builder tools, HR admins and business analysts can get full visibility on cross-departmental processes end-to-end, effectively coordinate resources across teams, and assign the right activities, systems, and tasks that enable employees and managers to focus on their work and remain productive.



“IT partnered with HR to transform the onboarding experience. We went from several individual IT service requests to one order guide that only takes three minutes to complete. Simply awesome!”

– Patti Court, Director of Service Management, AMEX GBT

[View the case study](#)

Guide employees and managers on what they need to do every step of the way. Deliver amazing experiences for Day 1 with the [ServiceNow Mobile Onboarding app](#).

How ServiceNow uses Enterprise Onboarding and Transitions

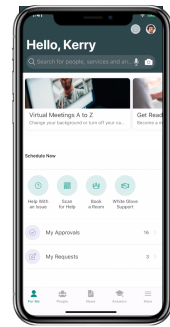
Pre-boarding	Background Check	Employee Record	IT Fulfillment	Policies		Day 1 Prep	Day 1		Onboarding Complete
Start Onboarding	Account Creation and Login Information	Complete New Hire Profile	IT Account Access	Anti-Harassment	Confirm NHO Logistics	Day 1 Prep Checklist	NHO Attendance	New Hire Swag	Onboarding Complete
	Background Check	Sign At-Will Employment & NDA Agreement	Onboard Workspace Request	Anti-Corruption	Acceptable Use		New Hire Solution Consultant Task	Trainings in the Learning Portal	
	Initiate Electronic I-9	Confirm Prior Inventions	Select Computer & Accessories	Code of Conduct & Ethics	Functional Office Physical Security Standards		Month 1 Checklist	Complete Talent Profile	
	Remake I-9 Instructions	Sign Attestation Agreement	Legal Review of Exhibit A	Information Security Policy	Health and Safety		Benefits Enrollment	Update Background Check Status (Conditional)	
	FTC Consumer Rights			Domestic Violence	Information Security Standards		Business Cards	Manager Toolkit	
				Insider Trading	Privacy Policy		Corporate Credit Card		
				Upload Completed Form I-9	CA Workers' Comp Policy Docs		New Hire Information & Toolkit		
				Immigration Processing Status	Update Background Check Status		Payroll Access & Information		

Legend: System Task (grey), Task for: New Hire (green), Task for: HR (black), Task for: IT Support (red), Task for: IT Facilities (purple), Task for: Manager (yellow)

Unlike traditional onboarding solutions, [Enterprise Onboarding and Transitions](#) enables HR professionals to break down siloed processes and systems across departments, and deliver amazing experiences for employees in the moments that matter (promotions, offboarding, leave of absence, transfers, etc.).

Now Mobile

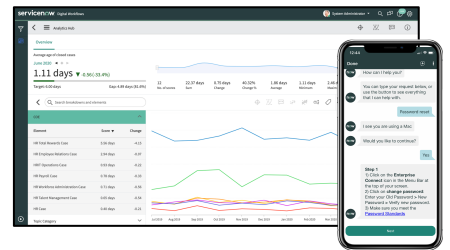
Remove the friction from work with the [Now Mobile app](#). Find answers and get help across from every department, HR, IT, Workplace Services, Finance, and Legal all from a single, modern mobile app. Search for answers, get help with your IT equipment, find the contact information of your co-workers, report an issue using the camera from your mobile phone, or approve an expense on-the-go with a just a tap or a swipe.



Now Intelligence for HR Service Delivery

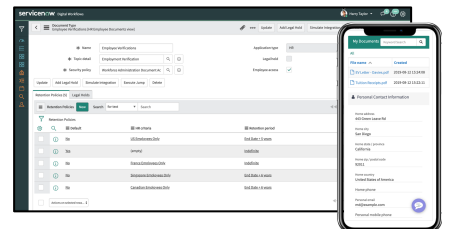
To adapt to today's work environment, employees, managers, and leaders must constantly find ways to work smarter and make the right business decisions using [Now Intelligence](#). By leveraging analytics, machine learning, and virtual agents with Natural Language Understanding (NLU), ServiceNow can help HR teams surface recommendations that help employee resolve their inquiries faster and deflect cases that enable HR agents to focus on more strategic tasks.

- [Virtual Agents](#)
- [Predictive Intelligence](#)
- [Performance Analytics for HR Service Delivery](#)



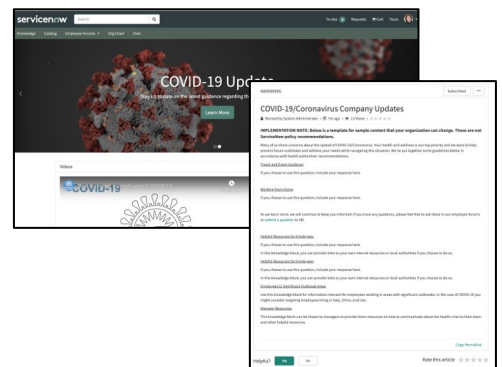
Employee Document Management

Provide a secure, paperless, and complete view of all employee documents from hire-to-retire, with [Employee Document Management](#). Quickly capture, store, and configure retention and security policies for all employee documents across multiple locations. Maintain compliance with the ability to audit and automating the purge and deletion of documents within a set period of time.



Employee Experience Packs

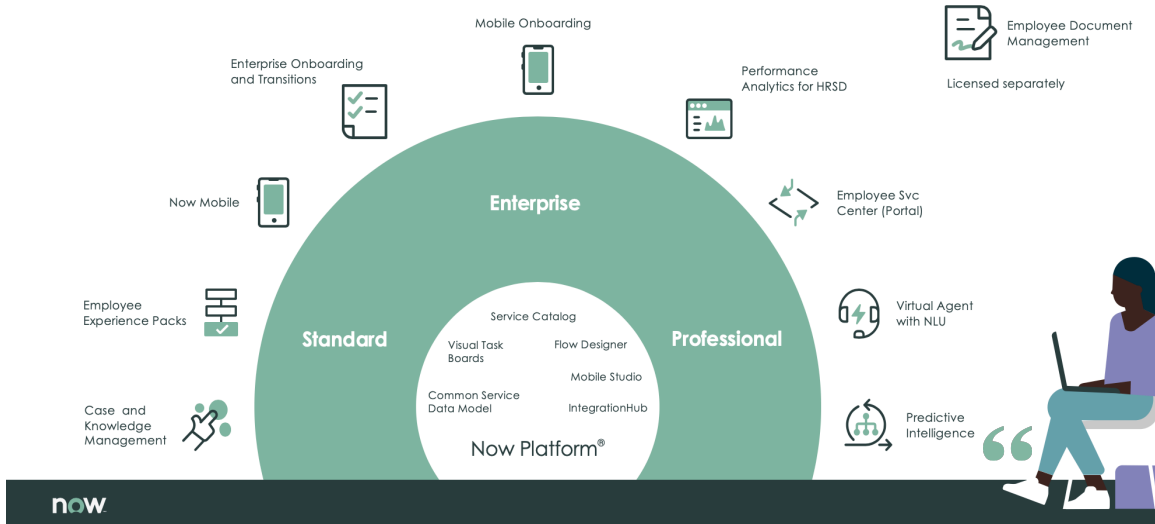
Rather than designing the employee experience from a blank canvas, ServiceNow has introduced [Employee Experience Packs](#) to help customers accelerate their time to value, drive faster adoption of the latest ServiceNow innovations, and maximize their employee service delivery investments. Employee Experience packs provide a blueprint for moments that matter such as promotions, health alerts, transfers, onboarding, promotions, or even starter packs to create knowledge articles and virtual agent conversations for your employees.



Take an employee-focused approach to service delivery

With ServiceNow HR Service Delivery and the Now Platform as your foundation, you're able to deliver employees the service experience that they deserve.

HR Service Delivery Packages



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The power of ServiceNow is that it isn't just a point solution for HR or IT – although it's a great solution for both. It's an intuitive, efficient, service management platform that grows to support your entire business.

– Robert Martire, Manager of Service Management, LCBO

[View the case study](#)

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