

Digital Services for the Evolving Workplace

Deliver employees the best digital experience from anywhere

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Accelerate business transformation

Reinvent new ways to work

Improve employee productivity

Manage a safe and efficient workplace



92%

of executives believe COVID-19 has forced their company to rethink how work gets done.

2021
C-Suite
Imperatives

Workplace of the past

Office



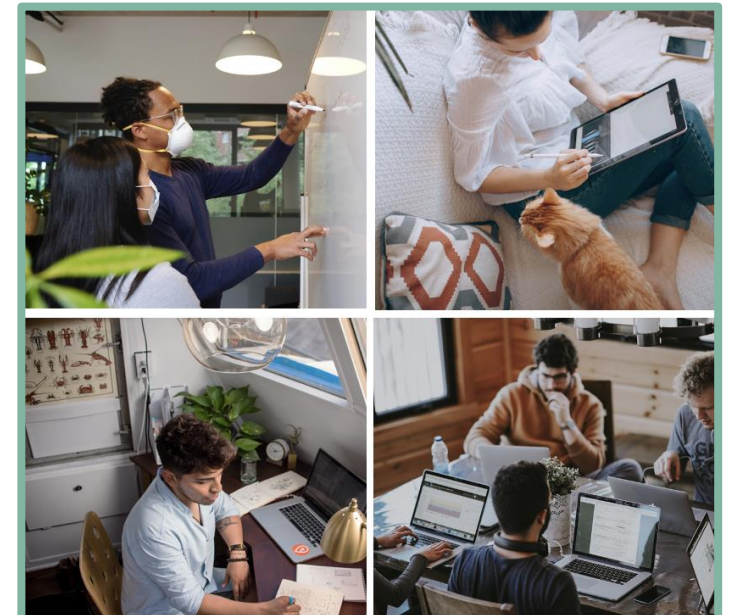
Workplace of today

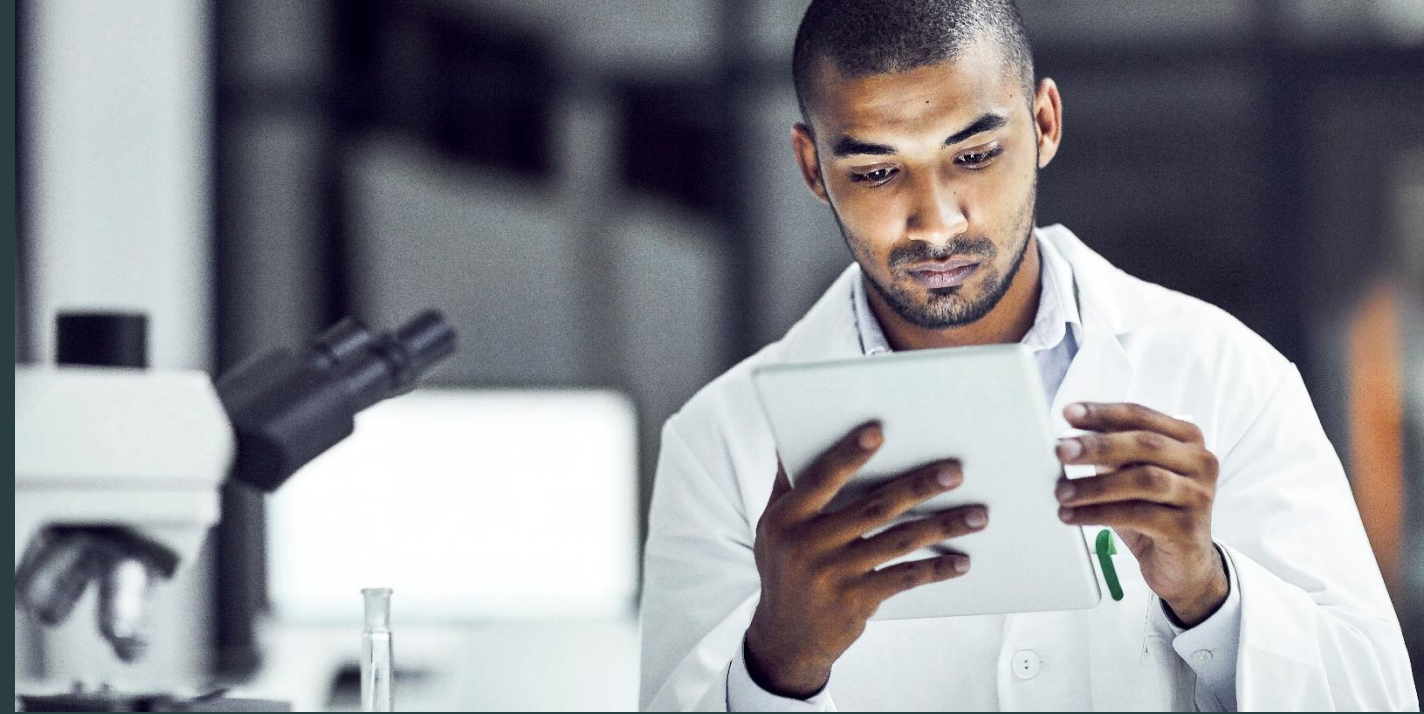
Home



Workplace of tomorrow?

Hybrid

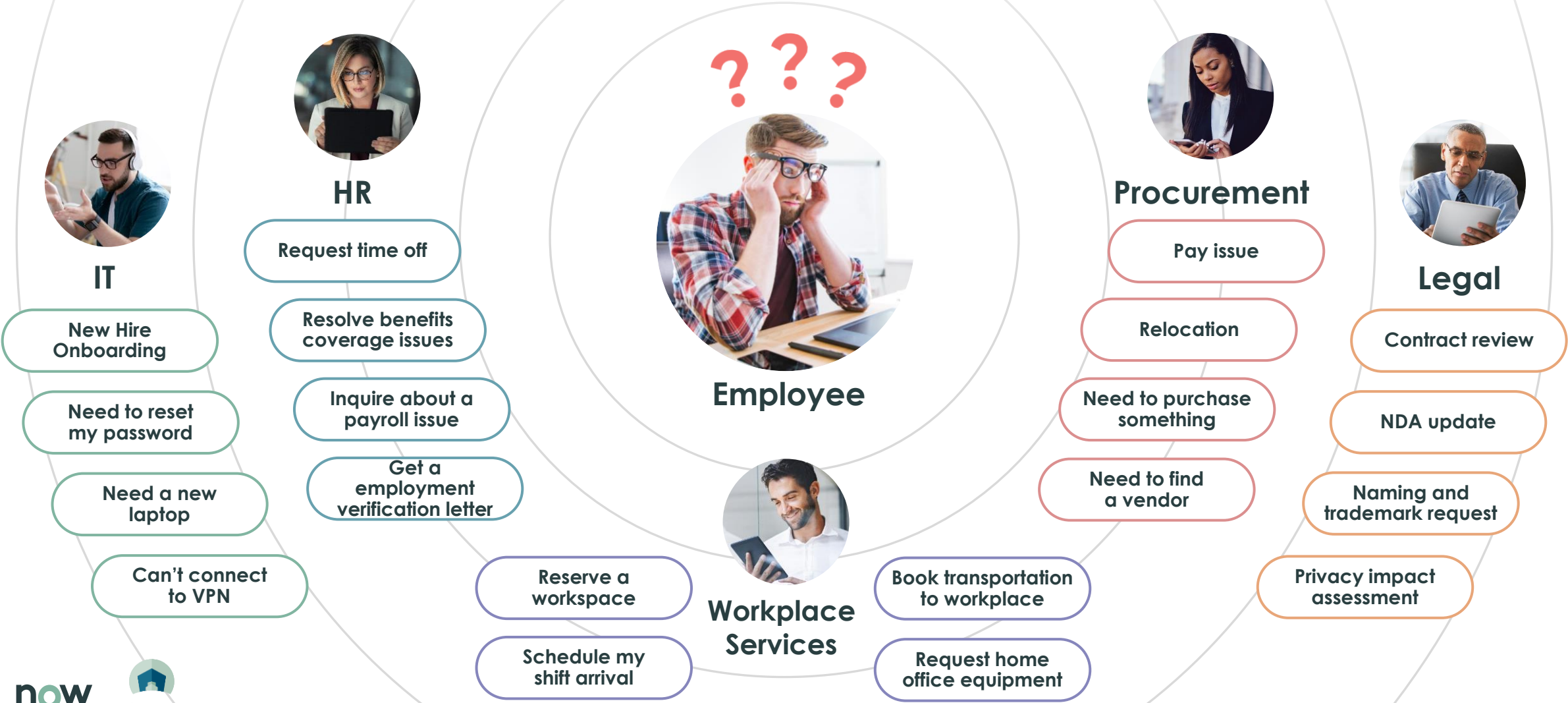




Deliver the right experiences for your hybrid workforce from anywhere

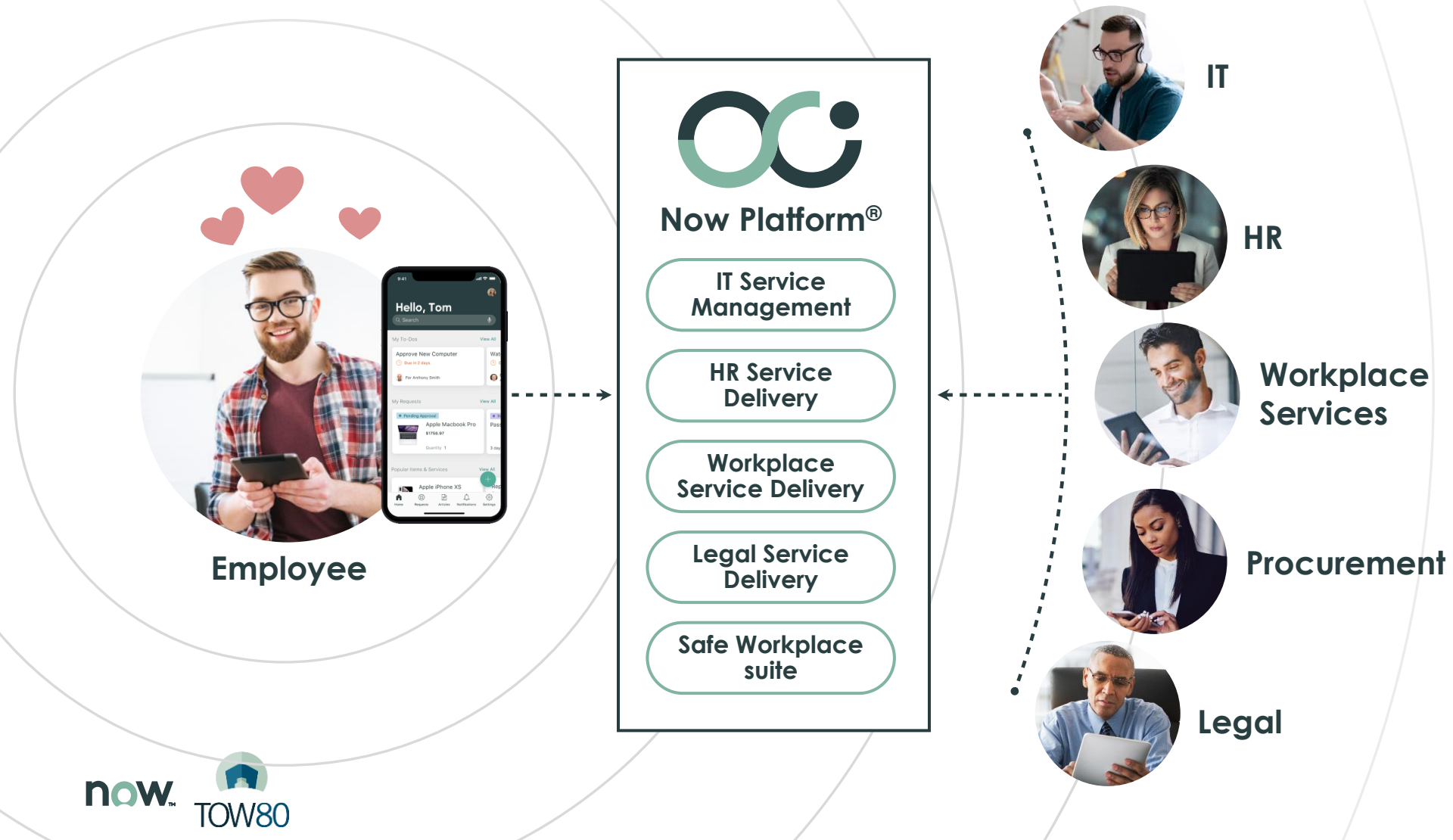
Everyday moments impact the flow of work

To improve operational efficiency you need to transform your digital employee experience



ServiceNow Employee Workflows

Drive employee productivity by delivering the right experiences for your hybrid workforce



Simple, easy, mobile-first experiences

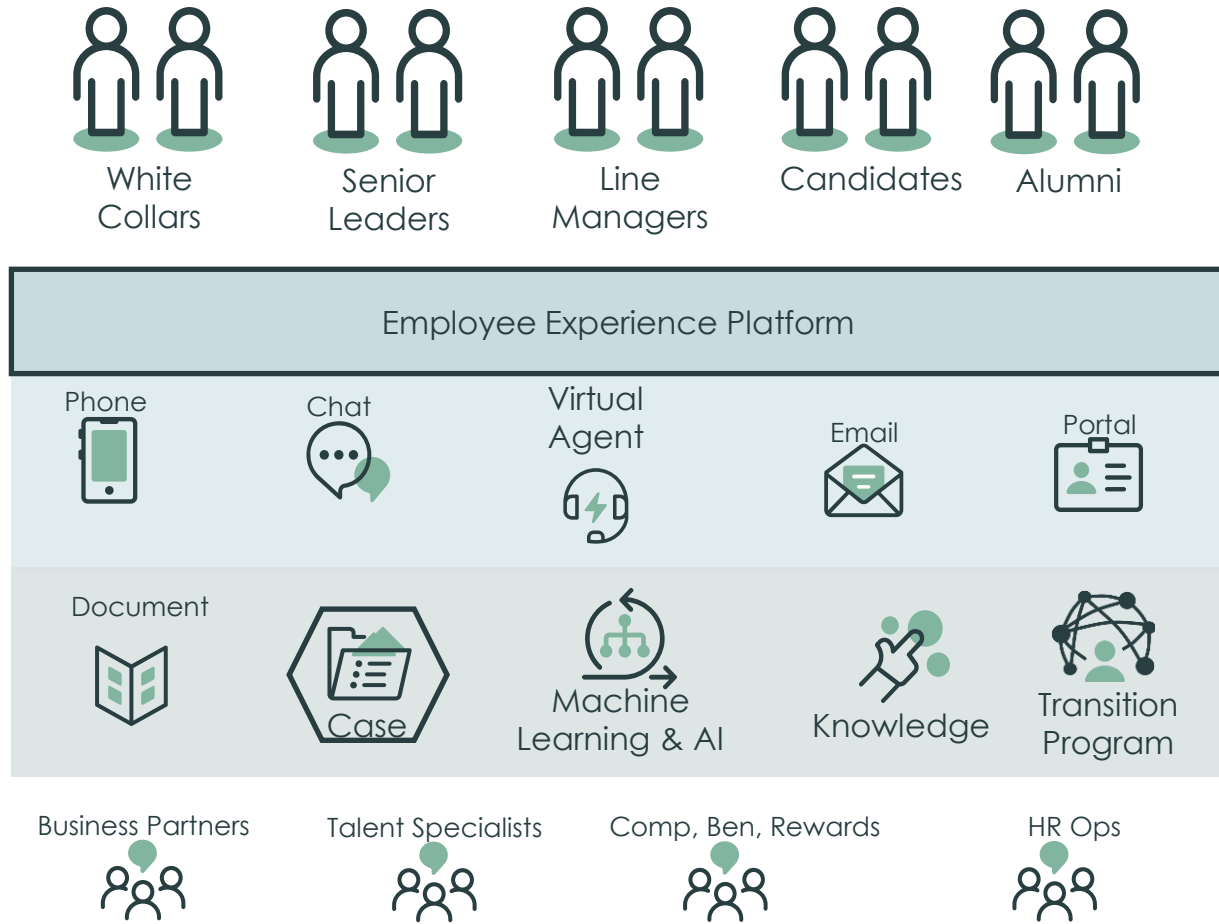
Cross-departmental, frictionless workflows hiding complexity

Agents delivering timely, consistent, and consumer-like service

Manage a safe return to workplace for employees

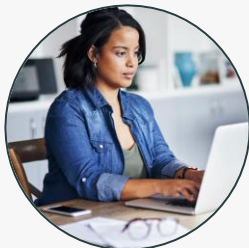
Making the World of Work working better for the people

With the Employee Experience Platform and HR Service Delivery



- Case & Knowledge Management
- Employee Service Center
- Virtual Agent
- Enterprise Onboarding & Transitions
- Employee Document Management
- Performance Analytics

Create connected and engaging experiences for your hybrid workforce



Employee

- Find answers
- Make requests
- Get help from anywhere



Service agents transact in the right systems



Employees are guided to the right systems



Integrations sync data between systems

Talent Management

Payroll

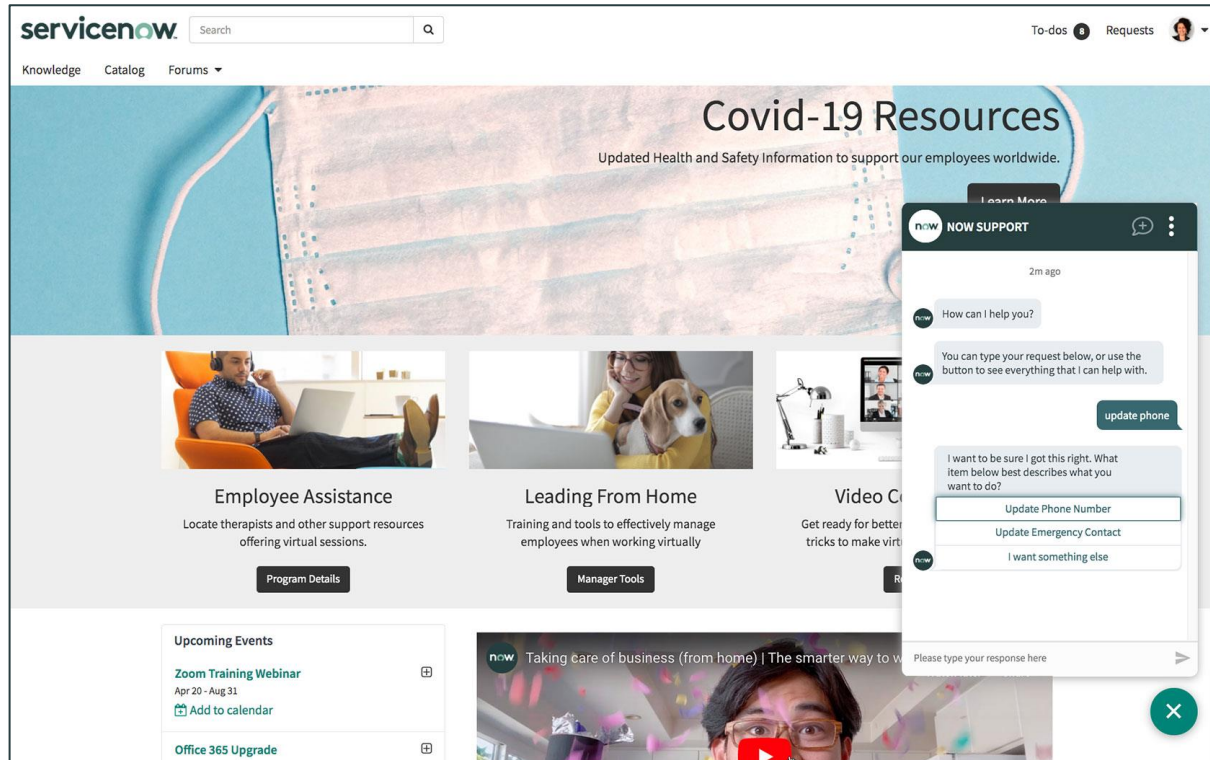
Core HR

Collaboration Tools

Workforce Management

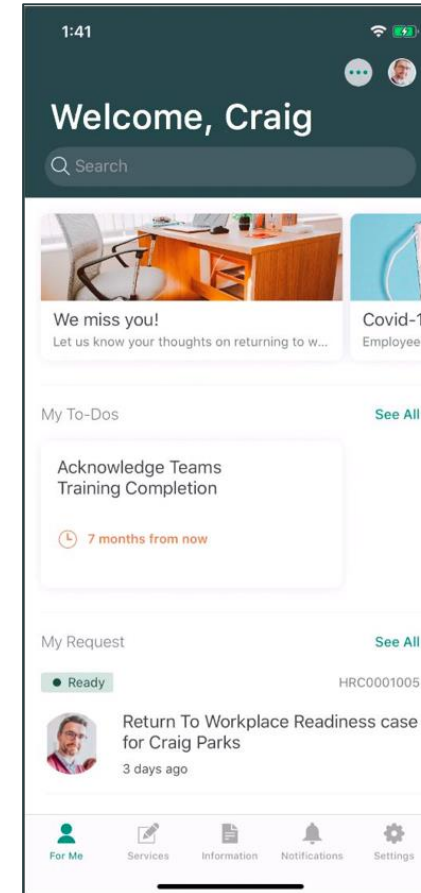
Benefits

Deliver a unified employee service experience from anywhere



Employee Service Center

*Source: Sanford Health case study



Now Mobile

Provide your hybrid workforce access to HR, IT, and Workplace services from home, at work, or on the road

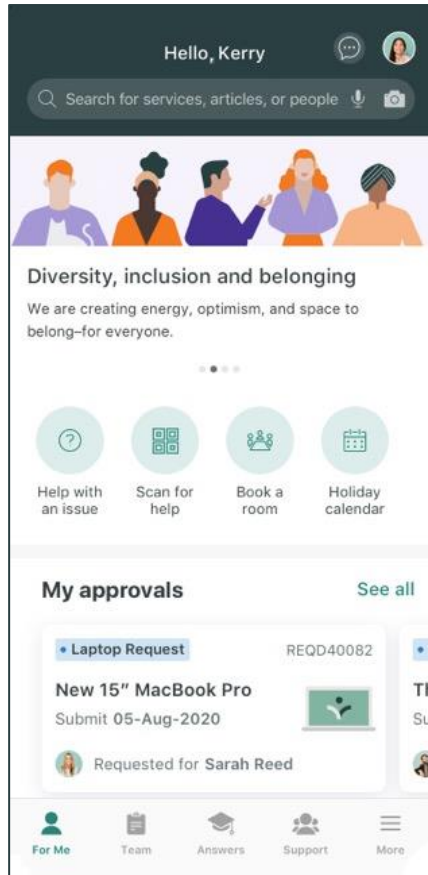
Improve employee productivity with intelligent workflows for complex moments like Working from Home to Re-boarding furloughed employees

Meet employees where they are with mobile, chat, and virtual agent self-service experiences

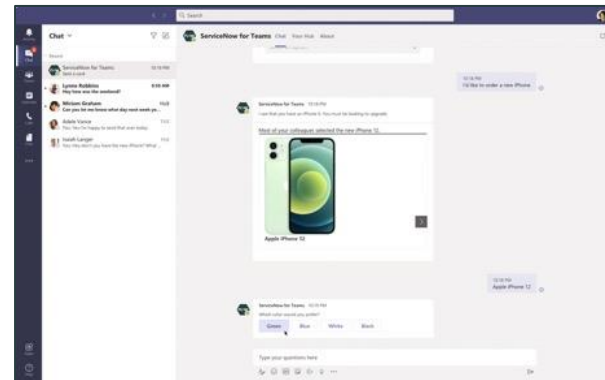
90%

Of employee requests deflected*

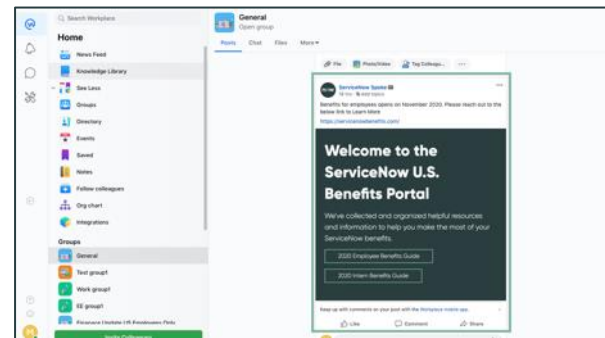
Meet your employees where they are



Native Now Mobile app



Make requests in  Microsoft Teams



Connect and communicate with employees in



Reach your employees from anywhere with omni-channel experiences

Take action and complete tasks from the apps that employees are already using

Enhance collaboration and promote feedback across open channels and teams

85+

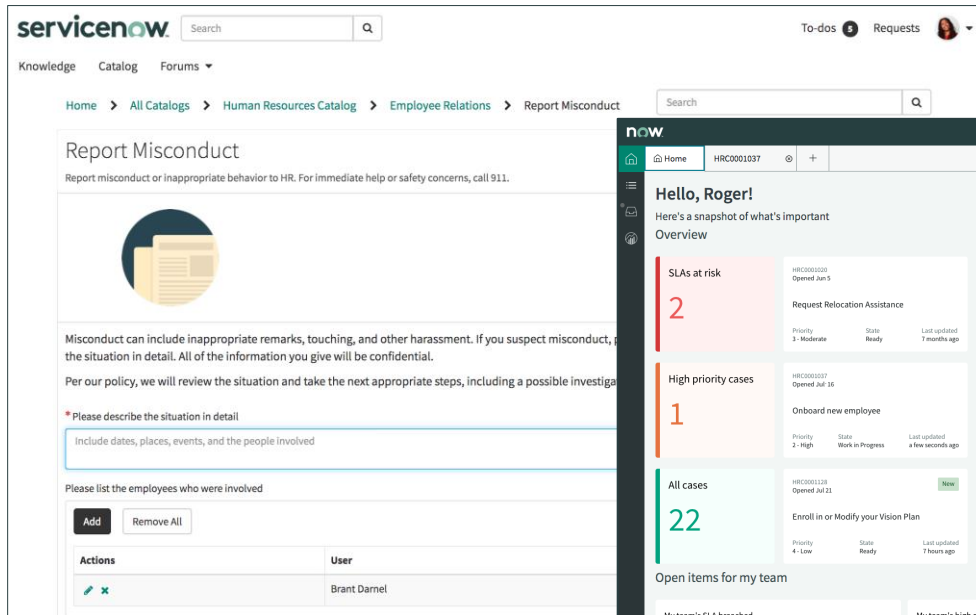
Net Promoter Score for HR Services*

Resolve employee requests faster with intelligent agent experiences

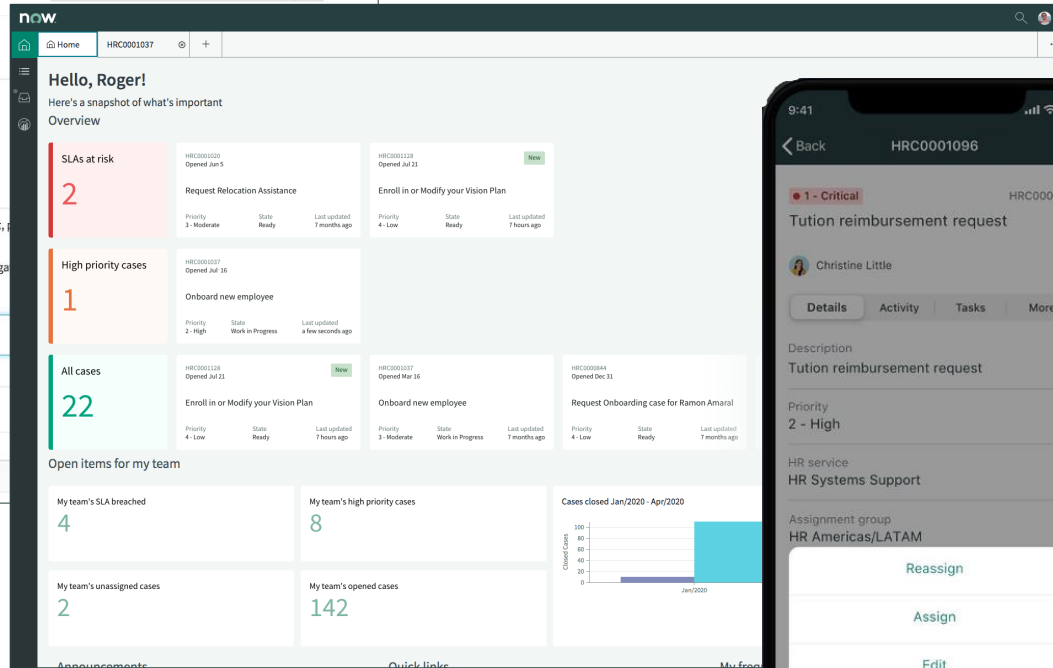
Accelerate case resolution using ML-based recommendations for agents

Support sensitive and complex Employee cases related workplace safety to returning to the workplace

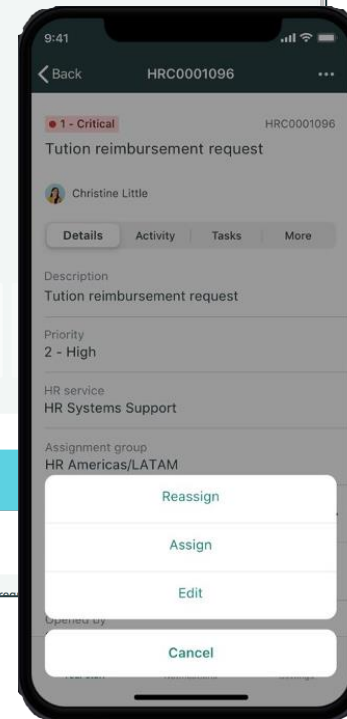
Improve HR efficiency with pre-configured Playbook Experiences for employee moments like onboarding and more



Employee Cases



Agent Workspace



HR Mobile Agent App

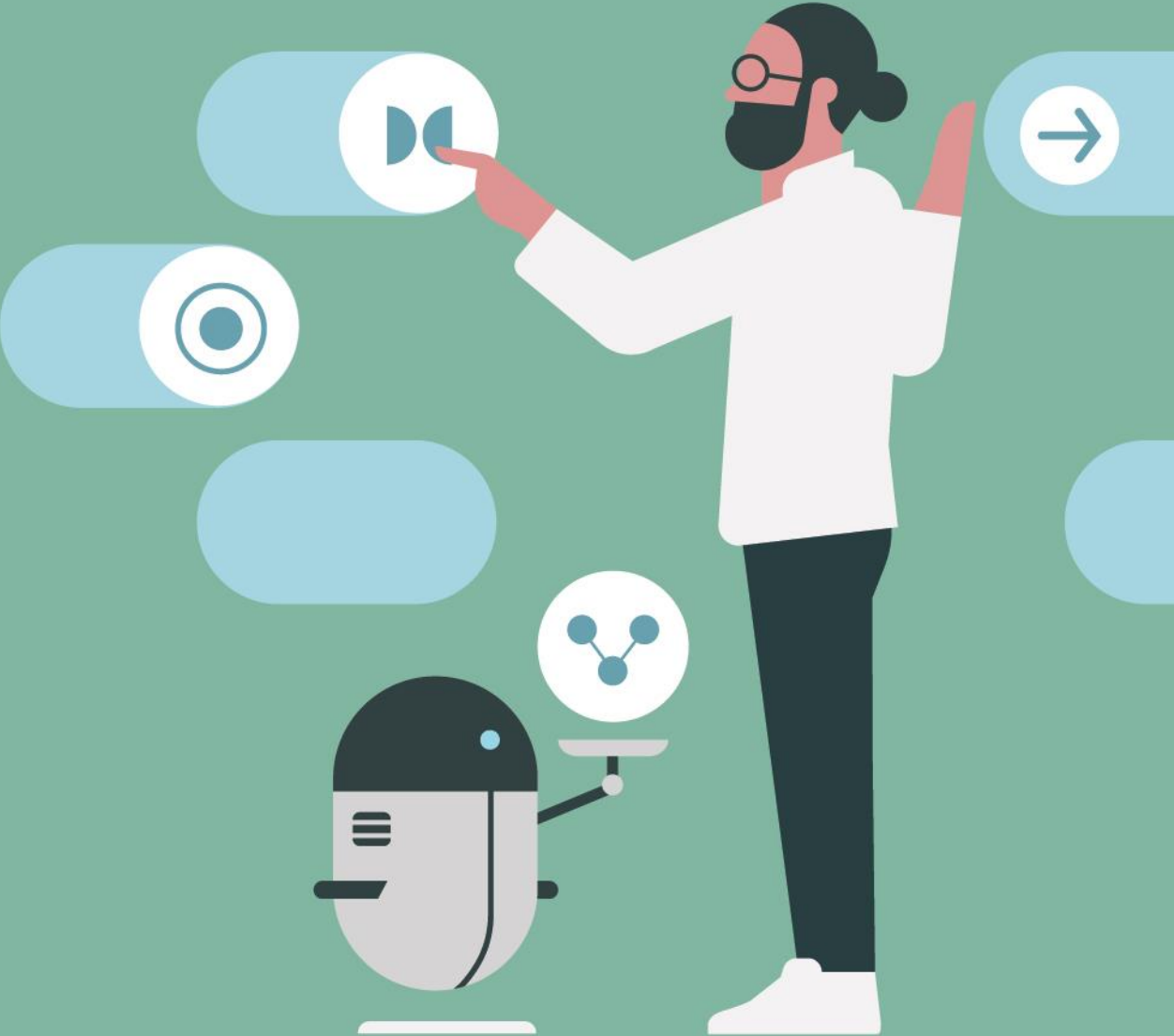
*Source: Forrester TEI of HR Service Delivery



10,000+

hours saved annually by HR assisting employees*

DEMO

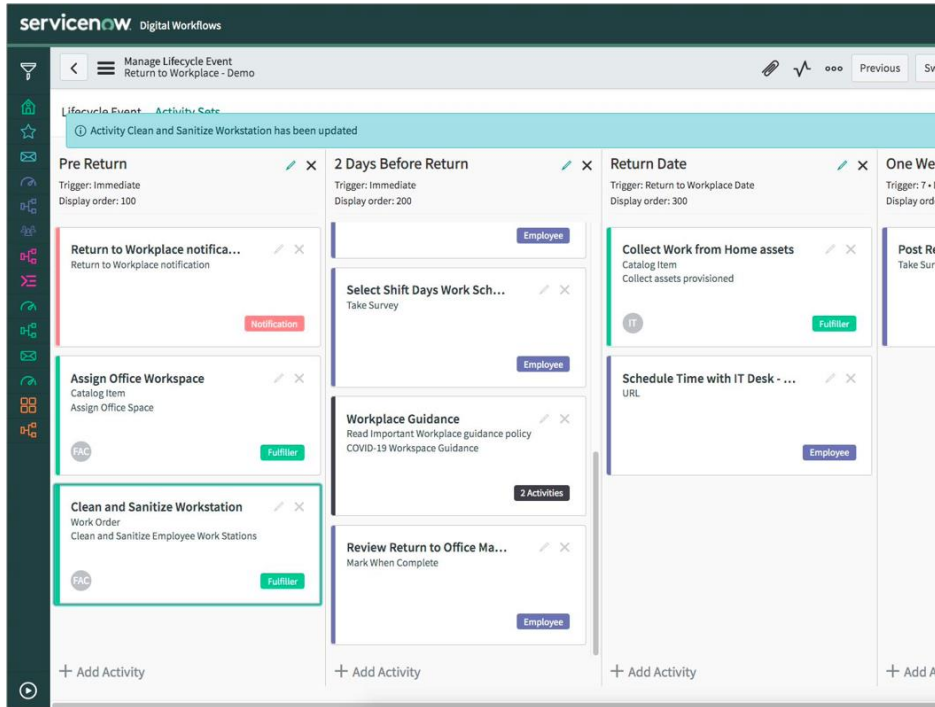


Reinvent new ways to work across the enterprise

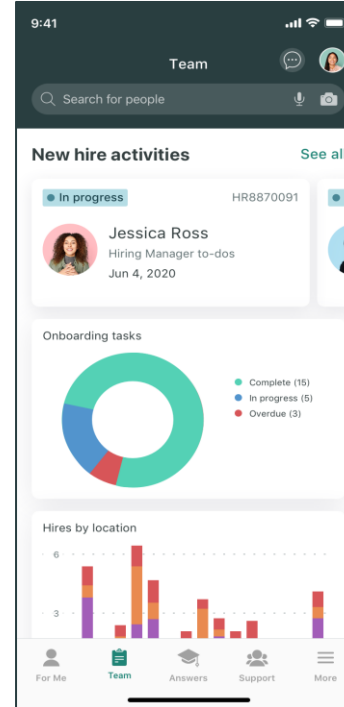
Replace siloed processes with connected workflow experiences for employees and managers

Guide employees with simple experiences for complex cross-departmental moments like remote onboarding, working from home and more

Improve manager productivity by delivering mobile experiences that provide visibility into required to do's, and tasks from anywhere



Lifecycle Event Builder



Mobile Manager Dashboard

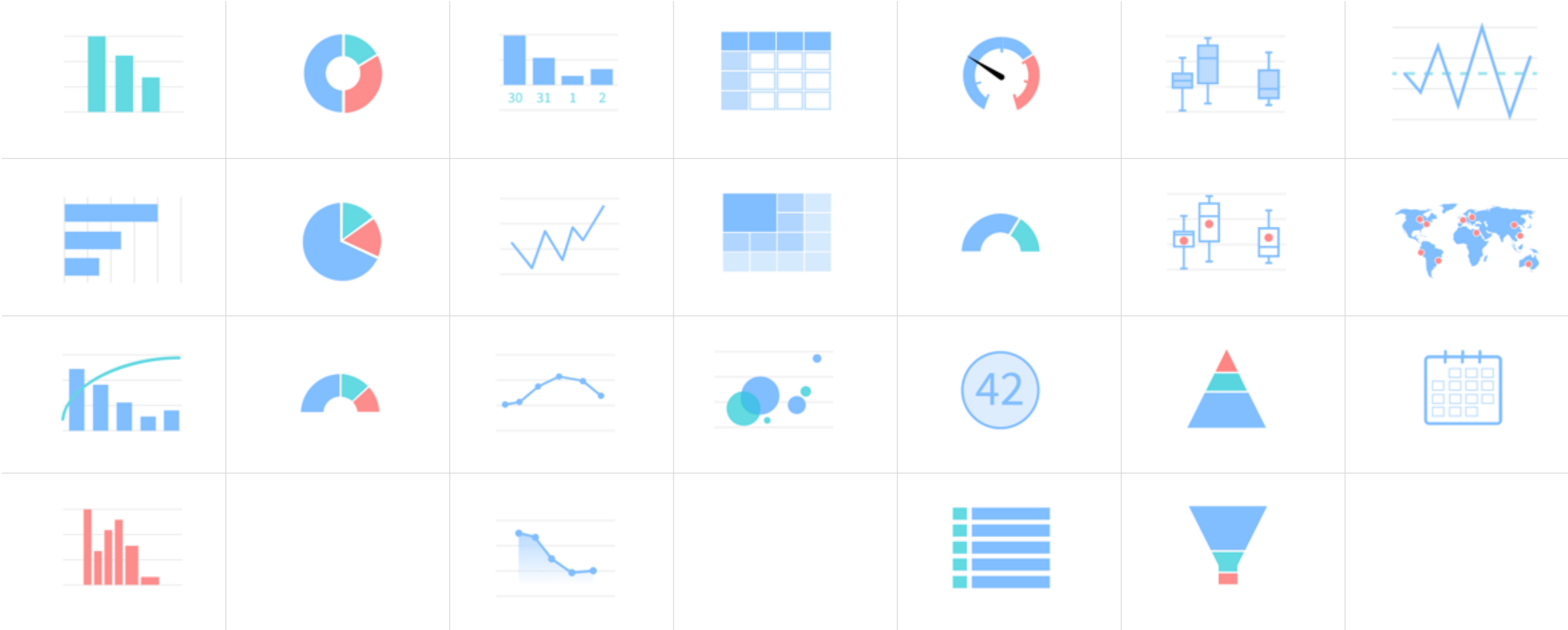
*Source: LCBO case study




600


mobile app
downloads within a
week*


Reporting





Performance Analytics for Human Resources Management

- 

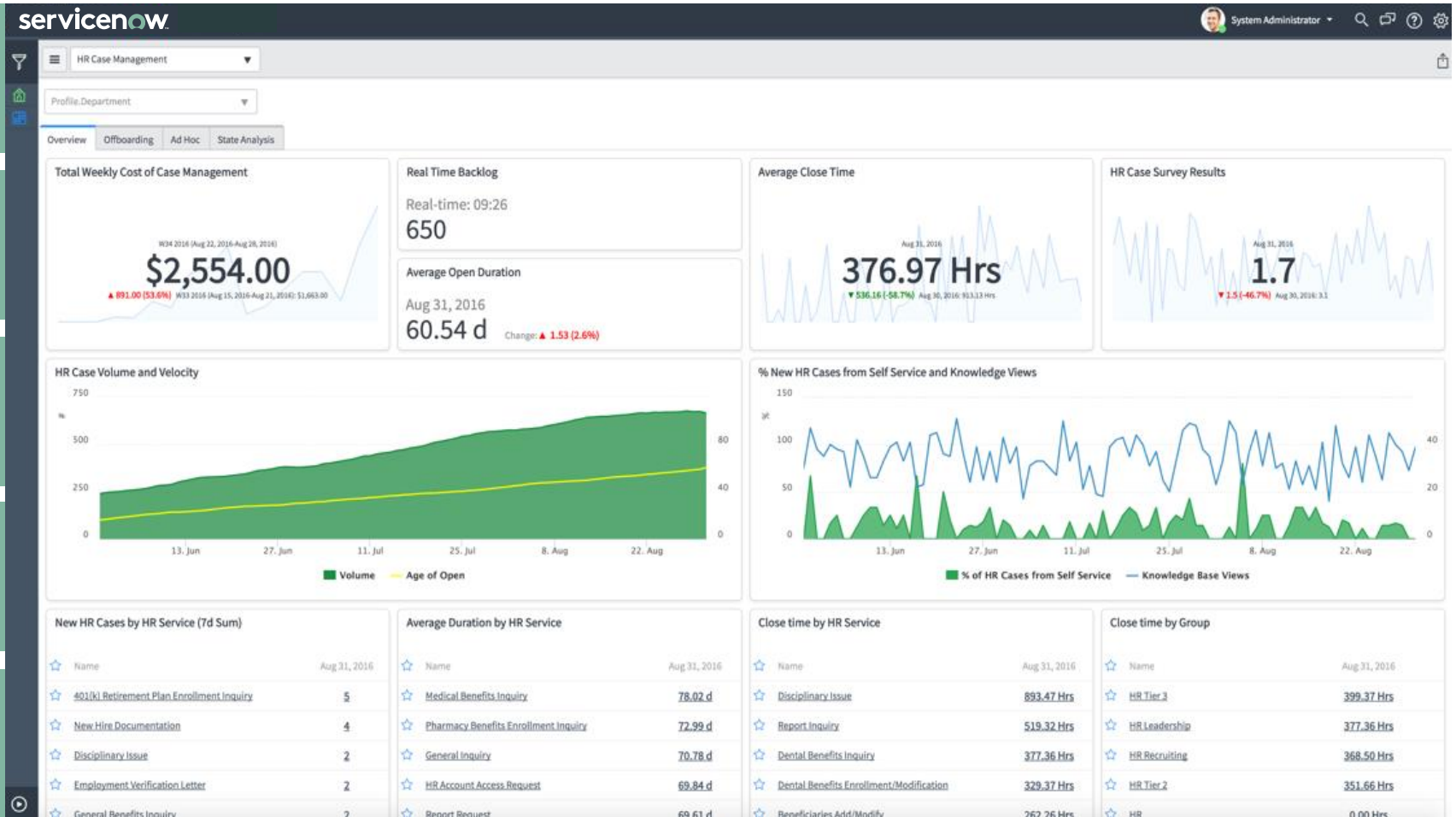
Anticipate trends
- 

Prioritize resources
- 

Deliver automation and self-service
- 

Drive toward continual service improvement
- 

Align service with overall business goals

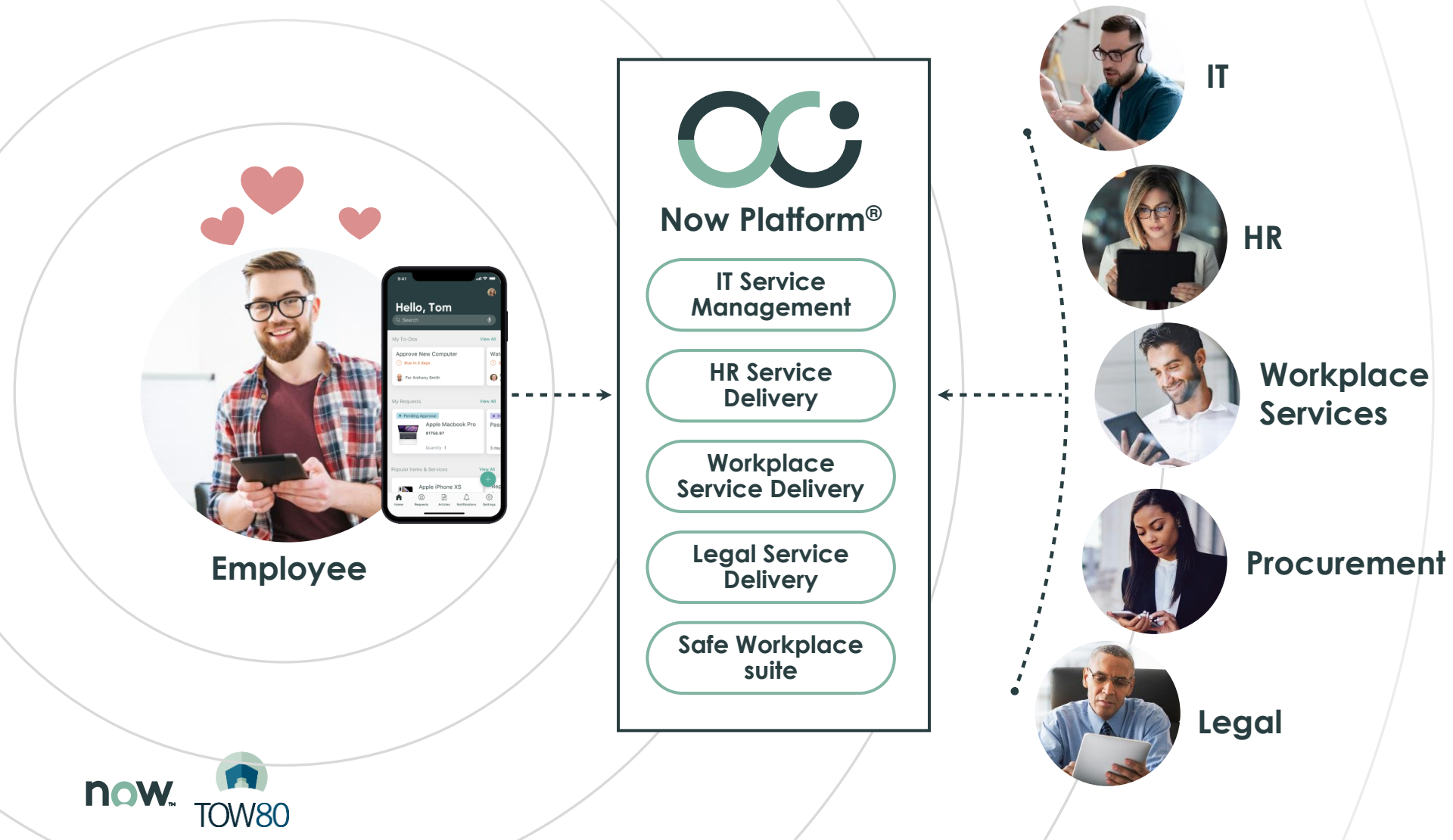


DEMO



ServiceNow Employee Workflows

Drive employee productivity by delivering the right experiences for your hybrid workforce



Simple, easy, mobile-first experiences

Cross-departmental, frictionless workflows hiding complexity

Agents delivering timely, consistent, and consumer-like service

Manage a safe return to workplace for employees

Q & A



What's New for HR Service Delivery

Case and Knowledge Management

HR Agent Workspace

Puts everything agents need to assist employees in one place

HR Playbook Experience ^[Pro]

Resolve cases efficiently with step-by-step guidance.

Employee Relations ^[Pro]

Pre-built case configuration to support employee relations issues and mitigate risk + Dashboard

Knowledge Authoring with Microsoft Word

Create engaging articles quickly and easily

Employee Service Center

Campaign Builder ^[Pro]

Create end-to-end campaigns with a drag and drop UI

Universal Request

Deliver connected, enterprise-wide services to your employees

AI Search

Enable intelligent, enterprise-wide search

Listening Posts

Enhance service experiences in the moment

Web Analytics for Portal

Understand the portal usage

Enterprise Onboarding and Transitions

Document Templates: Advanced Forms ^[Ent]

Digitize paper-based processes

Rescind ^[Ent]

Quickly adapt for when employees don't show up to work

Journey Accelerator

Help managers create more personalized employee journeys

Now Intelligence and Now Mobile enhancements for HRSD

Now Intelligence for HRSD ^[Pro]

Predictive Intelligence for HR and shared services teams recommends related search results

Now Intelligence for HRSD ^[Pro]

Predictive Intelligence for Employees recommends trending knowledge articles

Now Intelligence for HRSD ^[Pro]

Virtual agent integration with Microsoft Teams and Slack

Mobile Enhancements

Manager dashboards, FedRAMP authorization

HR Mobile Agent App

Resolve employee cases from anywhere

Virtual Agent enhancement

New Store Apps and Integrations

Alumni Service Center ^[Ent]

Connect and engage with furloughed and former employees

Enterprise Employee Experience Pack ^[Ent]

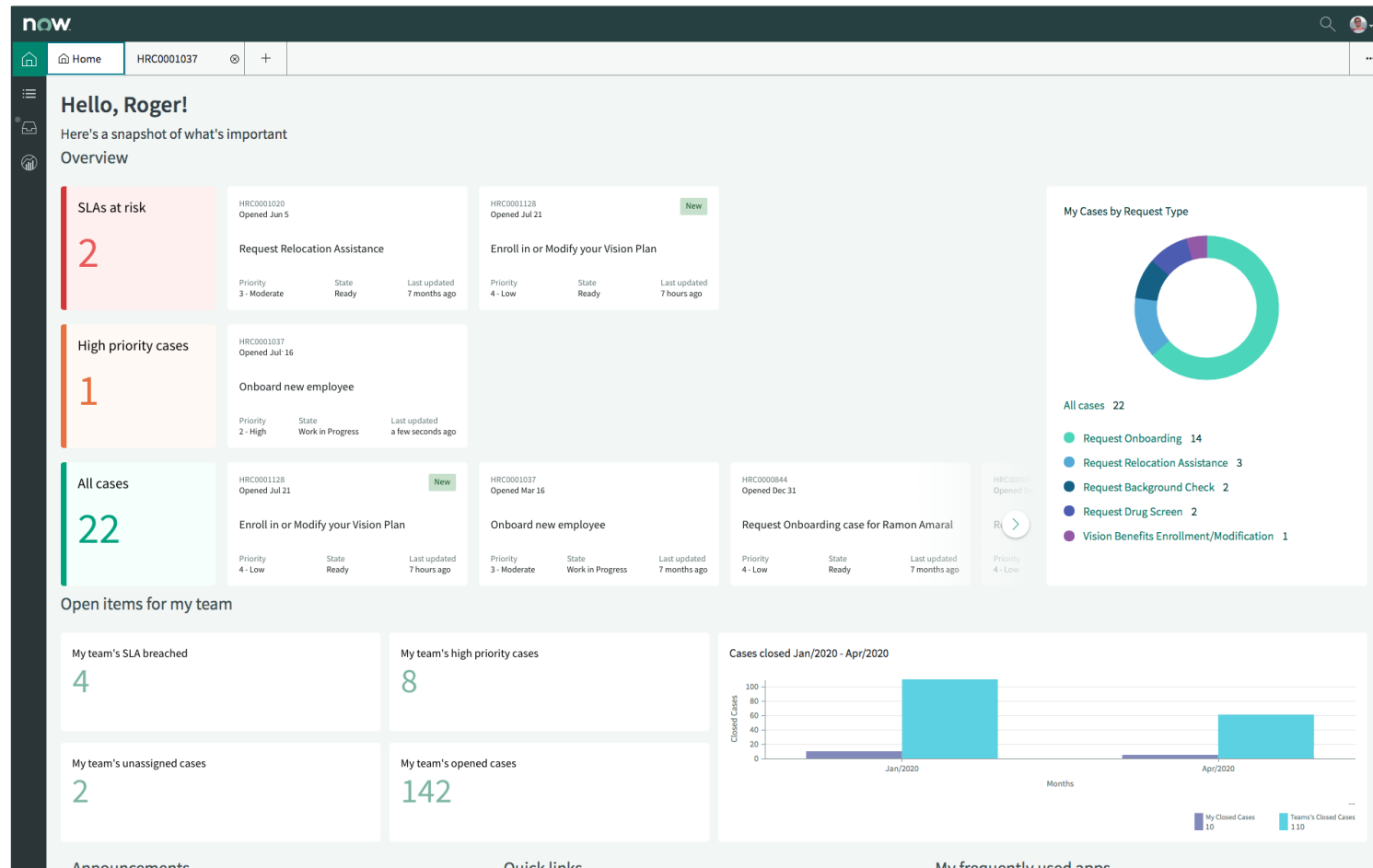
Accelerate return to workplace strategies

INTEGRATIONS:

- Microsoft Azure and Active Directory Integration
- SailPoint Integration
- Microsoft Teams Integration
- SharePoint Search Connector
- Cornerstone Integration
- Workplace from Facebook Integration
- Workday Integrations

HR Agent Workspace

Improve productivity and get work done faster



Outcomes

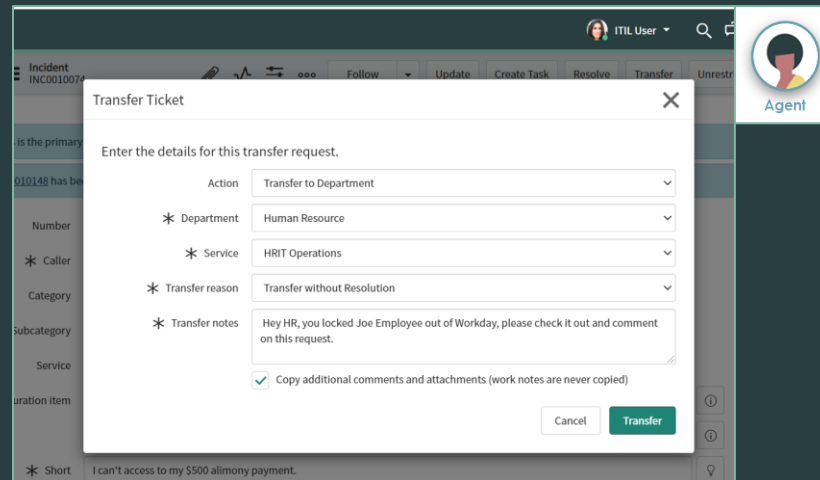
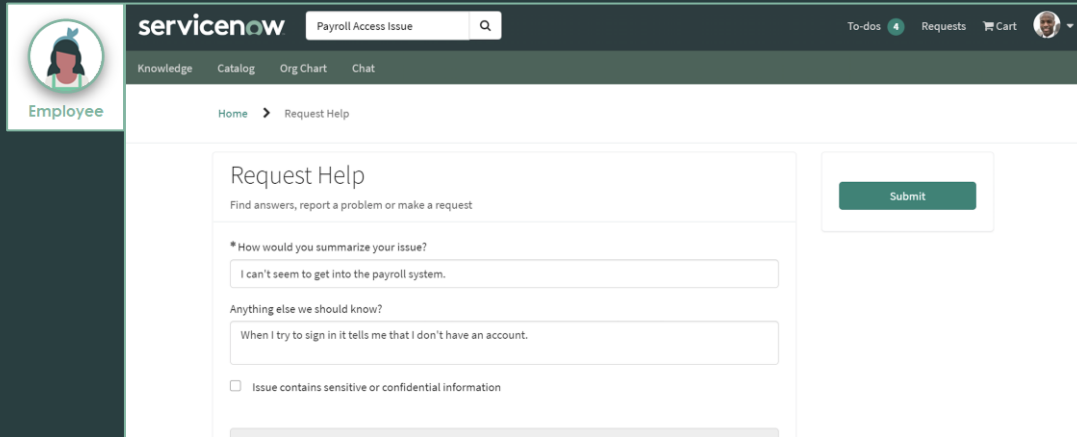
Close cases faster with AI-assisted recommendations*

Increase efficiency with the HR playbook experience*

View teams' current case status, SLAs in one-place

Universal Request

Deliver connected, enterprise-wide services to your employees



Quebec

HRSD Pro

HRSD Ent

Outcomes

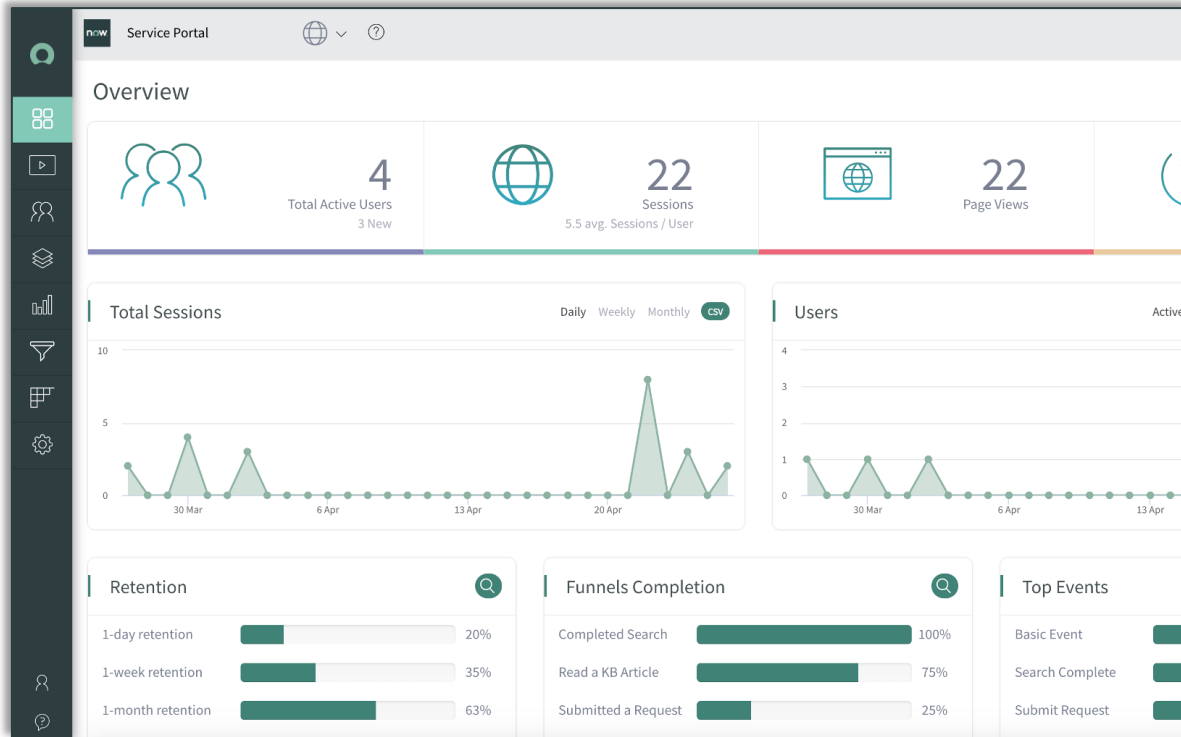
Reduce the time employees search for answers across multiple departments

Enhance agent collaboration across departments

Manage cross-departmental SLAs for agents in a single place

Predict and auto-assign cases to relevant agents, based on data in the request description

Web Analytics for Portal



- Dashboard for monitoring KPIs for users of applications built on Service Portal
- Understand user flows through the web application
- Monitor funnel of user experience from need to resolution (self-service or request service)
- Track repeat user retention

servicenow®



Thank you

Deliver your employees the right digital experience for return to workplace