The Next-Generation Employee Experience

How to unlock enterprise-wide productivity and meet the expectations of a modern workforce

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Employee experience, the new strategic priority.

92% of CEOs
want CHROs to digitize the employee experience

78% of CHROs
believe employee experience is important for their organization

75% of CHROs
say it is their responsibility to increase employee productivity

HCM suites cannot solve this problem

"I've talked with multiple CHROs who have spent many millions of dollars on replacement core HCM systems, only to find out that the employee experience fell short and required a new layer of software on top."*

Josh Bersin
Global Industry Analyst
Bersin Associates

Poor Experiences = Frustrated Employees

"Why does it take ages for me to hear back from HR?"
Solving issues manually means less time for strategic areas of the business and pressing priorities, such as onboarding and employee-focused initiatives.

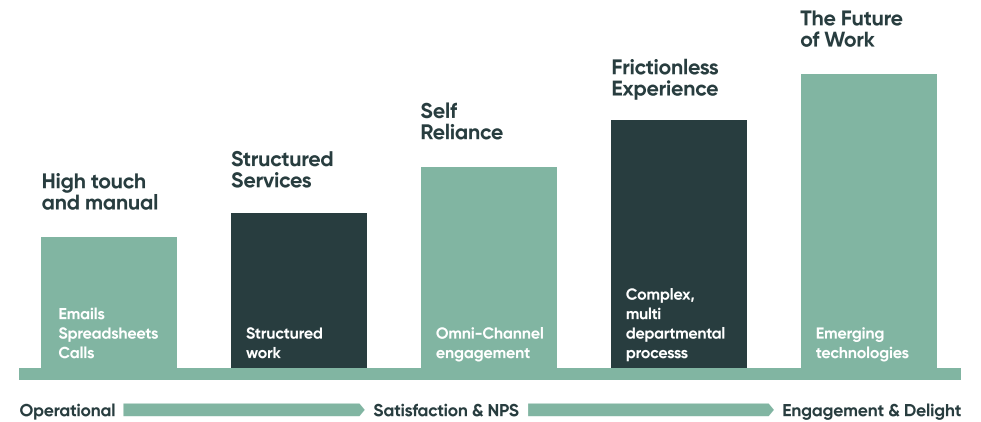**"I never know where to look to find the information I need."**
When employees don't have access to a physical, centralized HR platform that provides useful information, frustration and manual requests increase, as barriers prevent employees from resolving issues themselves.

"I've gone through my onboarding, but still don't have what I need to begin working."
When the onboarding process is dated and/or disorganized, it creates an immediate poor experience for new employees. Automating onboarding and other processes improves productivity and provides fast, consumer-style service that makes it easy for employees to get the services they need.

"Why do simple requests still take ages to be completed?"
When HR teams are swamped with requests and information but still using manual, siloed processes, their ability to get questions to the right people who can answer, and respond in a timely manner is impacted, creating a negative experience for both HR and employees.

Go from HR stress to employee success!

Discover the 5 steps to building a great employee experience

1. **Simplify Access to Services**
Use intelligent automated answers to solve issues faster, while offering high-touch help when it matters.

2. **Improve HR and IT Productivity**
Use less resources and serve more employees by minimizing repetitive tasks with automated workflows and case management.

3. **Streamline Employee Transitions**
Allow HR and IT to configure digital workflows that manage employee lifecycle events across multiple departments on a single platform.

4. **Optimize Service Delivery**
Ensure working with HR and IT is fast, easy, and enjoyable, and empower employees with omni-channel self-service that reduces the cost of service delivery.

5. **Improve Access to Data and Metrics**
Use powerful insights to gain greater visibility of your workforce's needs to proactively plan and drive operational improvements.

Where are you on your journey to deliver a next-gen employee experience?

Together, we'll help you take the world of work to the next-level.

High touch and manual
Emails Spreadsheets Calls

Structured Services
Structured work

Self Reliance
Omni-Channel engagement

Frictionless Experience
Complex, multi departmental processs

The Future of Work
Emerging technologies

Operational ——————— Satisfaction & NPS ——————— Engagement & Delight

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asurion

Asurion turns employee onboarding into a competitive advantage among insurers

ServiceNow gives Asurion an Employee Experience Platform to create outstanding experiences across the entire employee lifecycle.

86% New employee onboarding satisfaction

300-400 Employee onboardings every week

2 months to automate the employee onboarding process

"With the ServiceNow employee service portal, we could offer our hiring managers and new employees intuitive onboarding checklists, manage and assign tasks across multiple departments, and distribute targeted content to new hires."

Bob Davis
Human Resources Director
Asurion

AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL

AMEX GBT integrates employee onboarding across HR, IT, and facilities with ServiceNow

The effort of ordering equipment and other items for new hires has been reduced by 90%.
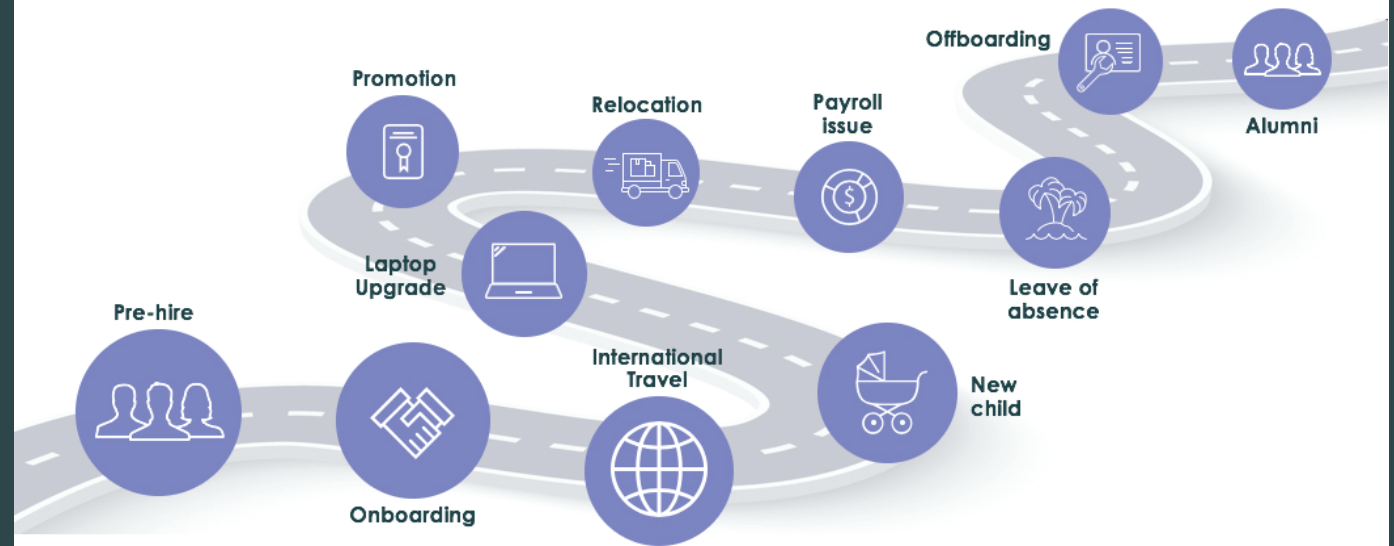
$500K annual cost reduction

18,000 work hours saved per year, a 99% productivity gain

90% reduction in email traffic, eliminating over 300,000 emails a year

"IT partnered with HR to transform the onboarding experience. We went from several individual IT service requests to one order guide taking only three minutes to complete, simply awesome!"

Patti Court
Director Service Management
AMEX GBT

Learn how your **HCM suite + ServiceNow** can deliver amazing end-to-end consumer-style employee experiences across all the moments that matter.

Pre-hire · Promotion · Laptop Upgrade · Onboarding · Relocation · International Travel · Payroll issue · Offboarding · Leave of absence · New child · Alumni

| Make it easy for employees to get service | Create digital workflows across people and functions | Unlock productivity across the organization |

How can we help you get started...

ServiceNow's integrated HR Service Delivery suite of applications are designed to meet the expectations of today's modern workforce by delivering a next-generation employee experience with intelligent workflows, effortless services, all while unlocking enterprise-wide productivity. Whether it's a simple request for information or a multi-departmental process like onboarding, we make it easy for employees to get the services they need.

Visit us at servicenow.com/hr to learn more