

# ServiceNow HR Service Delivery

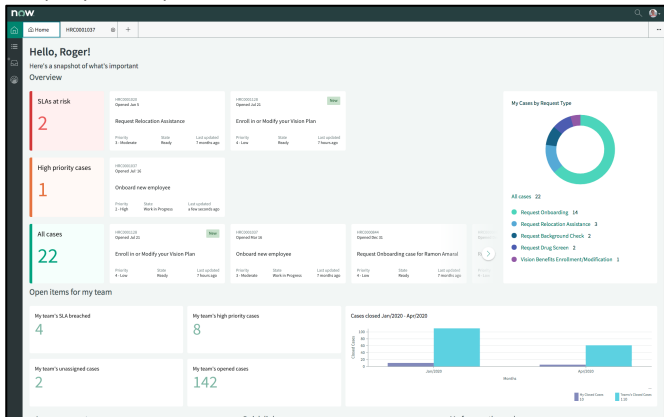
## Overview

Boost productivity and engagement, and provide your employees with the service experiences 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. 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 knowledge effectively across the organization to employees when they need it, on any device.

To provide employees with a streamlined service experience that meet employee expectations, HR and shared services also need a dedicated solution that provides the right context, guidance, and insight on how to quickly resolve employee inquiries.



Unlike standalone knowledge management applications, **Case and Knowledge Management** is purpose built for HR and shared services teams to standardize and support a wide range of employee cases across HR centers of excellence, while providing HR teams with the right tools to meet employee expectations and provide quick, timely help to employees, wherever they are.

## Key Features and Benefits for Case and Knowledge Management

- **HR Agent Workspace** – a single-pane view to manage service requests
- **Employee Relations** – effectively manage complex employee cases
- **HR Knowledge Management** – provide a searchable, standard knowledge base of HR policies, procedures, articles
- **Knowledge Blocks** – simplify authoring and consumption of knowledge
- **HR Centers of Excellence** – organize HR data, services, processes
- **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
- **HR 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 and Mobile Agent Apps
- Now Intelligence for HR Service Delivery
- Employee Document Management
- Employee Experience Packs
- Universal Request
- Journey Accelerator
- Listening Posts
- Alumni Service Center
- Integrations

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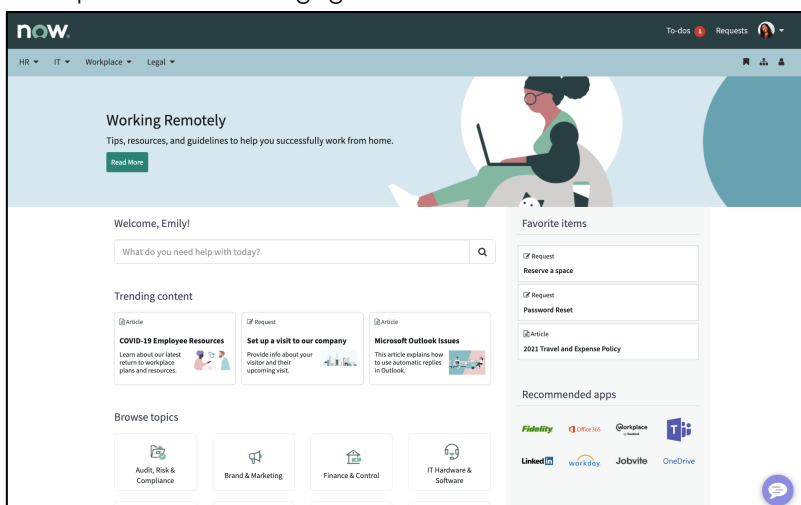
We have achieved a lot of great results. 16 agents now take care of 50,000 employees over 24 states and achieve 90% case deflection.

– Darren Walker, CHRO Sanford Health

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## Employee Service Center

Providing a single place for employees to find information, with access to the right apps and information they need to work is critical to the employee experience. Employees expect to be able to go to one place to get help from their organizations—whether it's HR, IT, Workplace Services, Legal or Procurement. By providing employees with the ability search for information across the enterprise, and a single service experience across all departments, employees are able to be more productive and engaged.



Unlike legacy intranets or siloed departmental portals, the [Employee Service Center](#) provides employees and cross-functional teams with a unified experience that makes it easier to get help, collaborate across departments, and find the right information quickly.

### Key Features and Benefits for the Employee Service Center

- [AI Search](#) - empower consumer-grade, enterprise-wide search
- [Universal Request](#) - provide a consistent service experience across all departments
- [Content Delivery](#) - create and send targeted content and notifications to employees through any channel
- [Content Automation](#) - package content into campaigns and targeted communications to send the right message at the right time
- [Content Analytics](#) - measure and track engagement with content in your portals and employee communications
- [Employee Forums](#) - connect, engage, and collaborate with employees
- [Employee Live Chat](#) - initiate live chats with agents in real-time
- [Employee to-dos](#) - accelerate employee productivity by assigning to-dos
- [Employee Org Charts](#) - view and search for employees by role, location
- [View Requests](#) - provides a comprehensive view of employee requests
- [Site Builder](#) - create a custom branded page to match your culture, look, and feel

“We want ServiceNow to be the single system of engagement for all our enterprise services—one place where our people can find everything they need, just like a Google search bar.”

— Steve Gillis, Manager of Solution Delivery and Process and Information, Suncor

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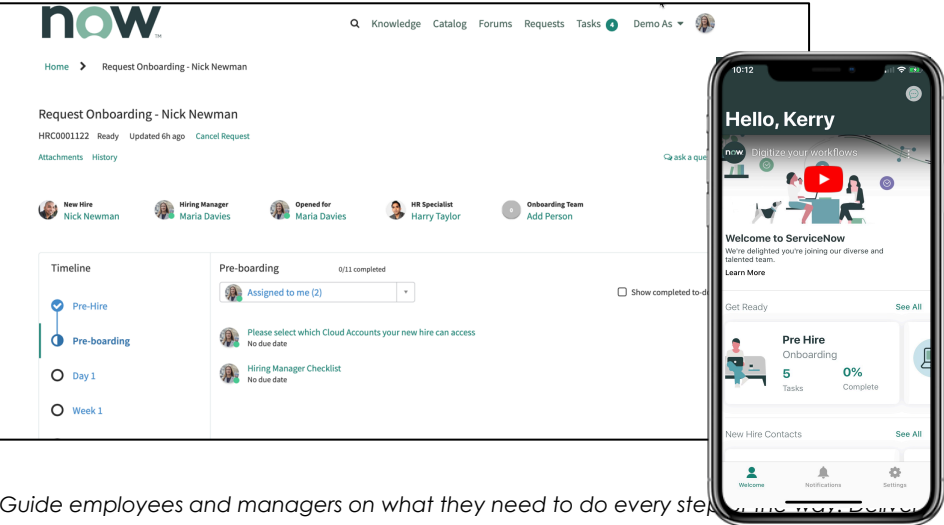
“The power of ServiceNow is that it isn't just a point solution for HR or IT – although it's a great solution for both. It's an intuitive, efficient, service management platform that grows to support your entire business.”

— Robert Martire, Manager of Service Management, LCBO

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## 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.



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

“Perhaps what we didn't appreciate was that ServiceNow is more than a service management platform; it is an enterprise-wide opportunity.”

– Ryan Downey, ServiceNow Administrator at Webcor

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## 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	
	Remote I-9 Instructions	Sign Arbitration 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 (dark green), 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 streamline employee experiences across the big moments (onboarding, promotions, offboarding, leave of absence) and the small moments (getting access to the right IT equipment and technology, requesting a new workspace) across an employees' journey.

“With ServiceNow, we have a user-centric one-stop shop for HR services that's easy to maintain and optimizes efficiency.”

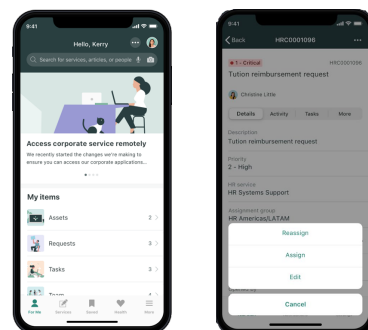
– Liesbeth van Dijk  
Global HR Technology Manager, Nouryon

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## Now Mobile and Mobile Agent Apps

Remove the friction from everyday work, and make it easy for your employees to find answers and get help across every department, (HR, IT, Workplace Services, Finance, and Legal) directly from the [Now Mobile app](#).

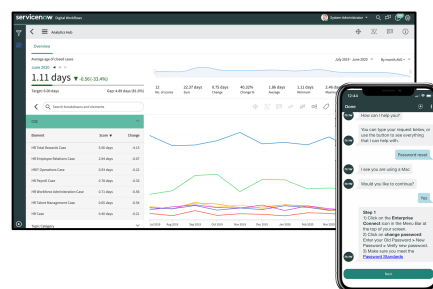
Reduce case resolution times by making updates on-the-go and harnessing the power of AI with the [ServiceNow Mobile Agent app for HR Service Delivery](#). Both apps are available for download on the Google Play and Apple iOS stores.



## Now Intelligence for HR Service Delivery

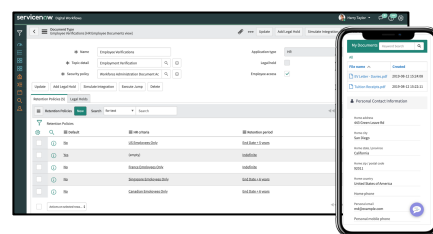
To adapt to today's work environment, employees, managers, and leaders must constantly find ways to work smarter and make the right business decisions using analytics, AI, and machine learning. With [Now Intelligence](#), ServiceNow provides customers with access to analytics, AI search, machine learning, and virtual agents with Natural Language Understanding (NLU) to surface recommendations that help employee resolve their inquiries faster, while easing the burden on HR agents.

- [AI Search for HR Service Delivery](#)
- [Virtual Agent for HR Service Delivery](#)
- [Predictive Intelligence](#)
- [Performance Analytics for HR Service Delivery](#)



## Employee Document Management

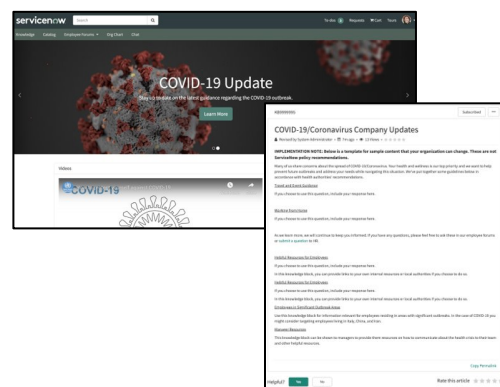
Provide a secure, paperless, and complete view of all employee documents from hire-to-terminate, with [Employee Document Management](#). Quickly capture, store, and configure retention and security policies for all employee documents across multiple locations. Maintain compliance with the ability to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



## Employee Experience Packs

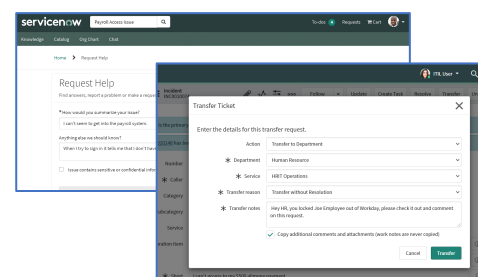
Leverage [Employee Experience Packs](#) to accelerate your time to value and enable faster adoption of new ServiceNow product innovations. Employee Experience packs provide a blueprint for all moments that matter such as promotions, transfers, onboarding, promotions, offboarding and returning to work. Here are some of the Employee Experience packs on the ServiceNow store:

<a href="#">Promotions</a>	<a href="#">Parental Leave</a>	<a href="#">Modify Direct Deposit</a>	<a href="#">Employee Vaccine Announcement</a>
<a href="#">Offboarding - Voluntary Separation</a>	<a href="#">Enterprise Onboarding</a>	<a href="#">Leave of Absence</a>	<a href="#">Tax Time Campaigns</a>
<a href="#">Return to Workplace</a>	<a href="#">HR Knowledge Starter Content</a>	<a href="#">Offboarding - Involuntary Separations</a>	<a href="#">Company Holiday Calendar</a>



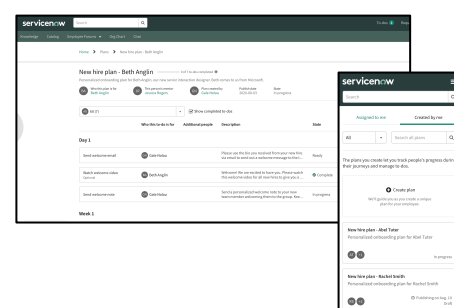
## Universal Request

Provide connected, enterprise-wide service experiences and enhance agent collaboration with Universal Request. Provide employees with a single unified request experience across HR, IT, Workplace Services, and other departments. Enable seamless cross-departmental collaboration by providing agents with the ability to transfer tickets across teams.. Eliminate service delivery dead-ends, speed up case resolution times, and increase employee satisfaction by taking an enterprise-wide approach to service delivery.



## Journey Accelerator

Help managers become more effective by providing them with consistent and configurable employee role-based plans. As organizations adapt to new distributed work environments, managers can Journey Accelerator to guide employees with tasks and actions that will help them be more productive. Managers and HR admins also have the flexibility to configure and tailor each plan and assign mentors to employees.

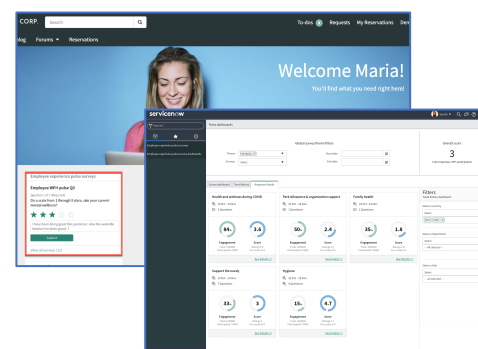


## Listening Posts

Capture employee feedback and enhance the employee experiences in the moment with simple, embedded pulse surveys across any service request or any stage in an employee's journey. HR support teams can gain insights and visualize results from pulse surveys to gauge employee sentiment and quickly take action.

## Integrations

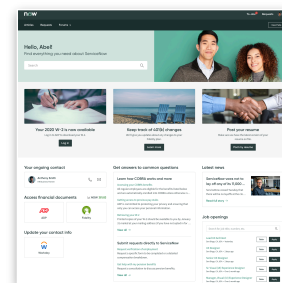
Easily connect HR Service Delivery with the rest of your organization, with pre-built integrations from ServiceNow, to make your employees and agents more productive.



Core HR integrations	<a href="#">HRSD Integration with Workday</a> <a href="#">HRSD Integration with SAP SuccessFactors</a>
Productivity and collaboration tool integrations	<a href="#">HRSD Integration with Microsoft Teams</a> <a href="#">Employee Campaigns Integration with Workplace from Facebook</a> <a href="#">Knowledge Authoring Integration with Office 365</a> <a href="#">Sharepoint Online Search Connector</a>
Learning integrations	<a href="#">HRSD Integration with Cornerstone</a>
Workforce Management integrations	<a href="#">HRSD Integration with Ultimate Kronos Group</a>
Onboarding and Background Check Integrations	<a href="#">HRSD Integration with Microsoft Azure Active Directory</a> <a href="#">HRSD Integration with SailPoint</a> <a href="#">HRSD Integration with Okta</a> <a href="#">HRSD Integration with First Advantage</a> <a href="#">HRSD Integration with Accurate Background Service</a> <a href="#">HRSD Integration with CIC Plus</a>
E-signature integrations	<a href="#">HRSD Integration with DocuSign</a> <a href="#">HRSD Integration with Adobe Sign</a>

## Alumni Service Center

Enable your organization to stay connected and engaged with former employees with the Alumni Service Center. Provide your alumni with the ability to stay connected in dedicated forums, and make simple requests such as requesting paycheck information, tax documentation, and accessing information on COBRA benefits. Alumni can also update their personal information and contact up-to-date and stay connected with networking opportunities.



## Take an employee-focused approach to service delivery

With ServiceNow HR Service Delivery and the Now Platform as your foundation, you can boost employee productivity and engagement and scale enterprise service management while reducing costs.

### HR Service Delivery Packages



“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](#)

## To Learn More

Visit the [HR Service Delivery page](#) and [HR Service Delivery Community](#)

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