

# Establishing a Modern Employee Experience Platform

As employees continue to work from anywhere – whether it be on the manufacturing floor, part-time at the local grocery store, or fully remote from the corporate office – they'll expect unified and consistent ways to find the help and information they need to stay productive. Yet, in a world where digital solutions can enable flexibility, the number of apps, sites, and tools that employees must navigate through has sprawled out of control. According to a 2021 study by Okta, the average large organization typically deploys around 175 systems and applications. With these disconnected systems and legacy intranets, organizations are struggling to drive the seamless employee experiences that are required to digitally engage and support the workforce from anywhere.

## Unified employee-service experiences to connect systems and departments

According to the Deloitte 2021 Human Capital trends report, providing a digital platform for employees to collaborate on ranked as the most important initiative organizations could take to make remote and hybrid working sustainable.

With ServiceNow, provide multi-department service delivery and targeted communication experiences on a unified platform. For example, when an employee receives a targeted campaign signaling her local office is re-opening, she can easily view and complete her personalized return to workplace journey on the Employee Center. When questions arise around updated policies, she easily self-services answers with a quick enterprise search. Once in office, a quick chat with virtual agent allows her to request an additional monitor for her reserved space – facilitating a seamless and productive workplace transition.

Understanding all organizations have unique needs and existing systems, ServiceNow enables cross-functional service teams to meet employees in the technology and apps they're already using. Easily create new digitally experiences with integrated workflows to connect your disjointed systems of record. Our low-code studio also empowers you to quickly deploy applications to react to your critical challenges with agility and speed. For example, ENGIE, a multinational utility company, deployed custom apps to extend end-to-end IT and HR processes for frictionless employee experiences.



## Solution Overview

### Employee Center

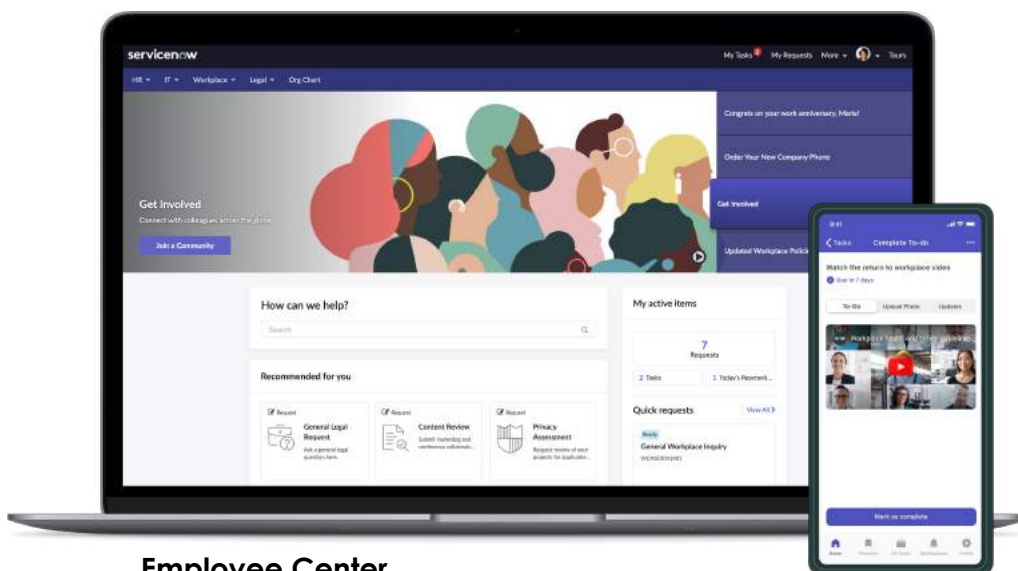
- **Multi-department service delivery** across HR, IT, Facilities, Finance and more
- **Curated Experiences** for employee-centric content discovery experiences
- **Content Experiences** to drive targeted communication experiences and boost employee engagement
- **Microsoft Teams Integration** to easily self-service requests and tasks in the apps employees use everyday

### Automation Engine

- **Automate and connect anything** to Employee Center
- **175 spokes** for modern systems
- **RPA** for legacy systems
- **Automate** repetitive, UI-centric actions

### App Engine

- **Low-code development tools** to build brand new services fast
- **Non-intrusive guardrails** for new services developed to empower citizen developers
- **Consistent, consumer-first experience** for custom services delivered anytime, anywhere on any device



Employee Center

## Provide dynamic and personalized content publishing capabilities

Informed employees are more likely to be aligned and engaged with the organization. Yet, intranets, the most common corporate communication tool, have failed to keep pace with our digital world. As a result, employees are spending over 20% of their time searching for where they need to go across email, systems, portals, and the productivity apps they use today. Whether it's staying up-to-date on company news, meeting workplace policies, requesting a new laptop, accessing the right systems, or finding today's lunch menu – information should be easy to access from a centralized destination. For example, when an employee has a broken laptop but needs to resolve a payroll discrepancy, eliminate the need to find two portals to answer both questions. The employee can easily access Employee Center from mobile to quickly self-service information across IT, HR, and any department that's needed.

Having a single place to go for news and links is still insufficient. The information needs to be relevant and personalized to the employee. With enhanced content management and publishing capabilities, easily target communications from executives and cross-functional teams to build trust and foster engagement. Search results and recommendations also continuously improve over time with AI and machine learning to provide an intelligent and personalized experience.

## Support role-based centers by function, department, or event

Often, home-grown sites and intranets make it difficult to manage and publish content based on region or role. Employees based in Dublin shouldn't have to filter through onboarding policies intended for managers in Chicago.

With ServiceNow, push communications like location-specific lunch schedules, new diversity programs, or technology policies to the right groups, ensuring content and communication owners can direct information to the right audience, at the right time.

## Deliver connected experiences across disparate systems of record

While ServiceNow is used across many departments, productivity skyrockets when organizations leverage ServiceNow as a modern intranet and foundation for enterprise service delivery. Utilizing a consistent, single source of truth enables organizations to understand what content and services are most requested by employees. Continual improvement helps employees and managers take action on tasks and approvals across multiple underlying systems like HCMs, financial tools, and collaboration and communication tools with greater ease.

Pre-built integrations with 100s of enterprise applications enable employees to seamlessly request help or complete tasks through the tools they use every day like Microsoft Teams and Workplace from Facebook. Cross-departmental teams that support employee service delivery can automate many of the manual processes required to manage multiple systems, helping them dedicate more time to high-touch resolution where needed.

With ServiceNow as the first place to go, enable your teams to consistently deliver relevant content and better employee experiences.



Learn how you can establish an employee experience platform [here](#).



*As we've used ServiceNow throughout the pandemic, we've realized it's really an organizational workflow and communications machine.*

– **Christopher Burns**,  
**CommonSpirit**,  
System Director, HR Service  
Delivery Technology Strategy and  
Employee Experience

### Challenges

- Digital sprawl creating frustrating employee experiences and back office administration
- Lack of streamlined content management and governance to drive targeted communications
- Inability to connect and extend services to meet your business requirements
- Lack of personalization and branding leading to poor user interface

### Business Outcomes

- [After a merger, Sedgwick replaced multiple systems with a unified HR portal](#)
- [50% case deflection with a unified service experience for HR, IT, and Finance at LCBO](#)
- [Equinor's unified service platform covers 320 different services across HR, IT, Finance, Procurement, Facilities](#)