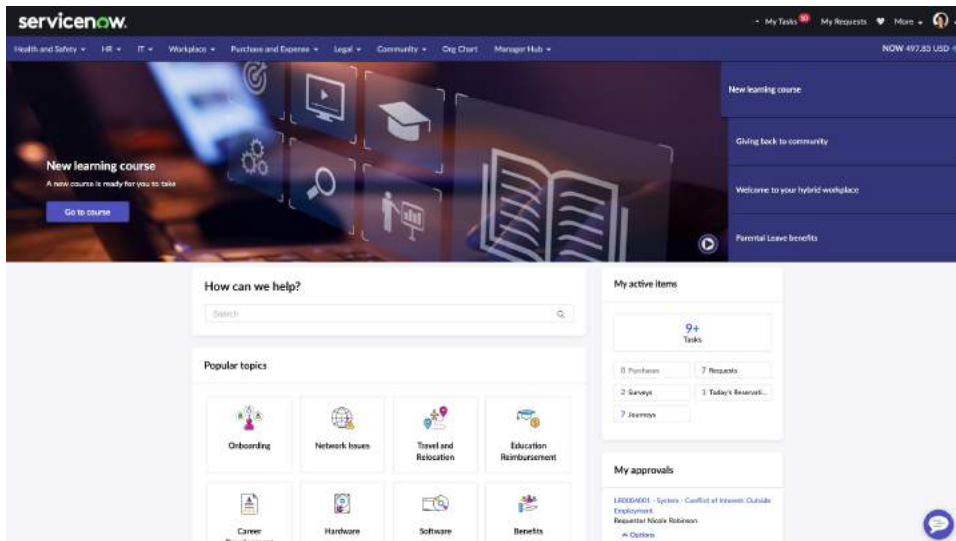


## ServiceNow® HR Service Delivery

*Deliver productive employee experiences*

The state of work today is more complex than ever. We are experiencing seismic shifts to the global economy and how companies do business in combination with a more dynamic and disbursed workforce and mounting digital complexity. These factors have made it even more challenging to connect employees in a way that makes sense for today's work environment. To be more productive and help organizations realize efficiency gains, employees must be empowered by access to self-service through digital channels that provide seamless connections and reduce fragmentation, making it easier for employees to get answers, make requests, and get broken things fixed so they can do their jobs. With [ServiceNow® HR Service Delivery](#) you can drive productivity and operational efficiency with a unified employee experience platform, empower and support your



*Employee Center delivers a single unified portal across multiple departments.*

### Provide a unified employee service experience

Simplifying access to the systems and information your employees need is crucial to building positive employee experiences. With [ServiceNow® Employee Center](#), organizations can provide a single unified portal for multi-department service delivery. This enables organizations to easily scale their service solutions across HR, IT, Workplace Services, and Legal and help employees find information, get help, and request the services they need. Additionally, HR departments can serve up timely, relevant information and announcements with AI-driven content recommendations, targeted campaigns, and content automation,

Employee Center puts the employee first. With Curated Experiences, administrators can organize various content around topics through dynamic topic pages to create an employee-centric experience. This organizes content, like service catalog items and knowledge base articles, by topic for enhanced self-service. And for the best part, you can let your employees view HR requests, complete tasks, request help, receive push notifications, and interact with a virtual agent on-the-go using the Now Mobile app for HR Service Delivery.

### Key Benefits

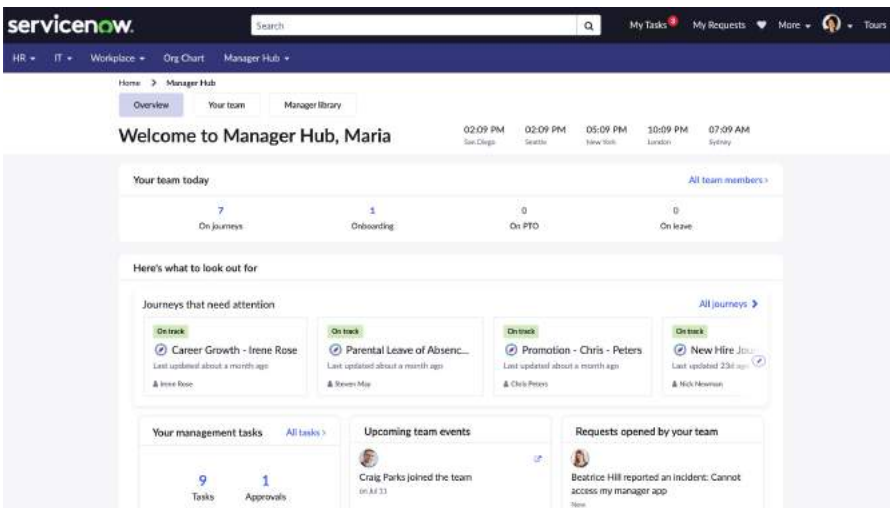
- Drive productivity and operational efficiency with a unified employee experience platform
- Easily scale service delivery solutions across IT, HR, Workplace Services, Legal
- Deliver targeted campaigns and announcements to employees based on their role, location, or job type
- Provide managers with tools and resources to better support employee needs
- Give managers a complete view into their team's journeys, stats, and requests
- Create workflows that help employees navigate complex career journeys in moments that matter
- Take action on intelligent recommendations with Proactive Prompts
- Empower managers to personalize employee journeys with AI-powered recommendations

**Empower people leaders to better support their employees**

Managers have more complex and important jobs than ever before. They struggle to keep up with geographically dispersed teams where physical separation and new ways of working have affected employee engagement and retention. But with Manager Hub, people leaders are empowered with the tools and resources needed to support their employees' needs and effectively lead their teams in a flexible work environment.

Manager Hub delivers a purpose-built destination for people leaders to stay informed and engaged with their teams by leveraging personalized resources and proactive prompts to guide their leadership journey. With access from Employee Center, managers can view a summary of team insights and action items for employee journeys, daily team stats, important dates, tasks, and requests. Notifications and alerts encourage people leaders to take quick action to the team's most urgent needs and stay ahead of important matters.

Managers always find themselves looking for resources and information to help them become better people leaders. But with Manager Hub, we address this challenge by delivering to managers curated content like company news and announcements, related knowledge articles, guides, and tips, giving them a single destination to access the tools needed to lead their teams. And for users on-the-go, Manager Hub is available in Now Mobile, keeping people leaders connected with their teams from anywhere.



Enhance the employee experience with Journey Accelerator and Learning Posts

**Streamline complex processes with automated workflows**

[ServiceNow® Employee Journey Management](#) provides a range of solutions to help support employees through complex career journeys. With Journeys, organizations can deliver a unified experience that automates workflows and enables managers and employees to interact with journeys. Proactive prompts provide a more efficient way to complete journey events with the delivery of approval and tasks notifications via Virtual Agent. Furthermore, Listening & Learning Posts supports HR departments with real-time employee feedback via surveys and delivers learning experiences in the flow of work.

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**HR Service Delivery**

HR Service Delivery provides an enhanced employee experience with a unified destination to manage their work needs while minimizing back-end cross-departmental complexity.

- **Employee Center**, provide a single unified portal for multi-department service delivery
- **Employee Journey Management**, improve the employee experience as workers navigate challenging career moments
- **Workforce Optimization** provides visibility into HR agent schedules, workloads, and skills to improve operating efficiency
- **Enterprise Onboarding and Transitions**, deliver great employee experiences across the moments that matter
- **Case and Knowledge Management**, standardize documentation, manage employee relations, and fulfill requests
- **Issue Auto Resolution** improves case deflection utilizing AI responses to simple requests
- **Now Mobile**, simplify employee self-service with a native mobile app
- **Virtual Agent**, resolve issues faster and support employees 24/7 with intelligent chatbots
- **Universal Request**, provide a unified employee service experience and improve agent collaboration
- **Employee Relations**, ensure HR processes, documentation, and communications are maintained
- **Performance Analytics**, measure KPIs to track HR performance over time