



HCM + ServiceNow: Working Better Together

The digital transformation of Human Capital Management (HCM) has been a top strategic priority for nearly every CHRO over the past few years but it's time to do a reality check. Has this massive transformation initiative actually paid off and drastically improved the work life of today's modern mobile-first employees? The answer is, no! According to Josh Bersin, CHROs 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.*

Make work life as great as real life

ServiceNow has worked with hundreds of organizations, all of which moved to different HCM cloud vendors like Oracle, SAP Successfactors, and Workday. These organizations fully expected to transform the future of work for their employees but the results have all been the same. Employee service delivery gaps and fragmented experiences still existed across the enterprise when employees had questions or needed help from different departments. It turns out, undergoing a digital HCM transformation is only half the solution for modernizing HR and making work life as great as real life. Why? Because cloud HCM systems were not designed with end-to-end employee-focused digital workflows that extend beyond HR, and into IT or other departments. The key to a truly successful digital HCM transformation starts with complimenting your cloud HCM system with a employee service delivery platform to bring it all together.

“

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

Say Hello to ServiceNow HR Service Delivery

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 by working better together with your cloud HCM system. Meet the expectations of today's modern workforce by delivering mobile-first employee services with frictionless workflows, all while unlocking enterprise-wide productivity.

Discover how ServiceNow has helped organizations like General Mills, Coca-Cola EU, AMEX GBT and others take their digital HCM transformations to the next-level by:

- Delivering mobile-first service experiences**
 Make it easy for new hires and employees to find answers, get help, and get things done faster, with a simple swipe, click or chat using our Mobile Onboarding or Now Mobile app.
- Digitizing employee workflows**
 Break down departmental (HR, IT, etc.) silos and build end-to-end experiences (Onboarding, Global Mobility, Relocation, Employee Relations, Leaves of Absence, Offboarding, and more) that are designed to eliminate the enterprise-wide employee service gaps created by cloud HCM suites.
- Creating a unified experience**
 Provide a single place for employees to get service from HR, IT, Facilities, Finance, and Legal. Integrated with intelligent contextual search, step-by-step guidance, targeted content and personal high-touch help when it matters.
- Improving enterprise-wide productivity**
 Get visibility into workforce needs and proactively plan and drive operational improvements by enhancing employee self-service.

“

We found the two technologies (Workday and ServiceNow) very complimentary of one another. And from a technology perspective, nicely integrated. For example, we could use the Workday deep links on our branded G&Me [the portal powered by ServiceNow]. That was very helpful, because an employee doesn't honestly care what system they're in. What they want is their questions answered and to be taken to the right place to do what they need to do.

Lynsey Wherry
 VP of Talent Acquisition and
 HR Strategy
 General Mills

Learn more at servicenow.com/hr

servicenow