

Delivering a modern intranet experience with ServiceNow® Employee Center

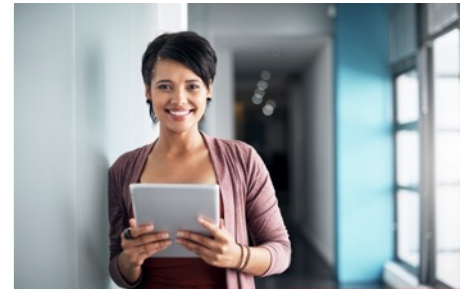
The Challenge

The number of apps and places that employees have to go for information and to get work done has sprawled out of control. In a 2020 report conducted by Okta, the average number of apps that organizations deploy has increased by 21% from 72 apps per organization in 2016 to 88 by 2019. As employees also bringing their own devices and apps to work, organizations will need to find a way to streamline the digital experience for employees. Existing challenges in navigating to multiple places for information across various apps has been magnified as organizations adapt to new ways of working in remote and hybrid work environments.

The Solution

Delivering the right digital experience for your employees from anywhere, whether they're in the office, on-the-go, or working remotely from home is more important than ever. According to the Deloitte 2021 Human Capital trends report, providing a digital platform for employees to collaborate on was ranked as the the most important initiative that organizations could take to make remote and hybrid working sustainable.

ServiceNow is dedicated to making work work, better for people with digital workflows that span across the apps, information, and news employees use in their daily activities. By consolidating enterprise search, knowledge, and access to all the apps an employee would use in a single place, employees can easily find accurate news, knowledge, and policies, and take action very quickly. Cross-functional teams can configure ServiceNow to meet employees in the technology and apps they are already using, and guide them to where they need to go with 100s of prebuilt integrations. Cross-functional teams can create new digitally connected experiences with engagement analytics that help them understand on employee behaviors, and take action quickly within ServiceNow to quickly address and respond to employee needs.



Key Features and capabilities

- Personalized experience with targeted employee communications
- Enterprise search for answers across content sources
- Single pane-of-glass for employees to find information and take action across applications
- Deliver omnichannel experiences with integrations to Microsoft Teams, Slack, Workplace from Facebook, and other line of business applications
- Provide both native mobile and mobile responsive experiences
- Manage information and policies with an enterprise-grade knowledge base
- Multi-departmental service delivery with AI-powered workflow and virtual agent automation
- Engagement analytics to gain insights on employee behaviors and what content resonates with them



Provide a personalized one-stop shop for employees

Informed employees are more likely to be aligned and engaged. But employees are bombarded with information everyday, and they spend over 20% of their time just searching for where they need to go across email, systems, and all of the productivity apps that they use. Whether it's staying up-to-date on the company news, submitting a request for new IT equipment, accessing the right tools you need for your job, or finding policy information for when an office will re-open, all of this information should be easy to find in a single place.

But just having a single place to go for news and links is insufficient. The information needs to be relevant and personalized for employees. Targeted communications from executives and cross-functional teams build trust with employees and can effectively guide them in being more productive. When employees search for information, they should be presented with relevant information that are not limited to a single department, but span across the entire enterprise. The search results and recommendations should continuously improve over time with AI and machine learning. Providing an intelligent and personalized experience for employees boosts employee engagement and productivity.

Meet employees where they are

At ServiceNow, we believe in meeting employees where they are in the tools and technology that they are already using at work, whether they are getting work done on their laptops at home, or from their mobile app on the go. Enabling employees to request help from any application whether it's an HR or a social collaboration app, from anywhere, is critical in delivering a better experience for employees. Within each app that an employee uses at work, they should be able to take action or receive notifications on what they need to do. They shouldn't be required to navigate through a maze of different apps, portals, and links. Work in the 21st century expands beyond a single app or system, and employees need to be able to harness the power of digital workflows to guide them in completing work even more efficiently.

Pre-built integrations with 100s of enterprise applications enable employees to seamlessly request help or complete a task through the app they are already using, such as Microsoft Teams and Workplace from Facebook. Cross-departmental teams who support employee requests can automate many of the manual tasks required in managing multiple systems, and focus on better serving employees.

Create digitally connected experiences across teams

While ServiceNow is already the solution that many organizations use across HR and IT service management, when organizations are able to leverage ServiceNow as a modern intranet across the enterprise, productivity skyrockets. Utilizing a consistent and maintainable single source of truth enables organizations to understand what content and services are the most requested by their employees. This results in stronger governance and enables teams to deliver even more relevant content and better services to employees.



For more information on our Employee Workflows solutions [visit this page](#).



Providing information anytime and on any device has improved our employee experience.

– Robert Martire, Manager of Service Management, LCBO

Key Results

- [90% case deflection with a unified experience across HR and IT at Sanford Health](#)
- [50% reduction in time spent completing administrative tasks at Calgary Catholic School District](#)
- [85 NPS achieved for HR and employee services at Suncor](#)
- [50% case deflection with a unified service experience for HR, IT, and Finance and the Now Mobile app at LCBO](#)