



2 WAYS TO BOOST EMPLOYEE OUTPUT & CUT HR COSTS

Use the power of automation to get employees fast answers and resolve issues



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The new HR mandate: fuel business growth with limited resources

As a dynamic force within any organization, HR takes the lead in navigating the ever-evolving landscape of workforce and talent management. Yet your efforts can get hung up when people, processes, or technologies are not aligned and your teams are expected to do more with less. So how can you improve productivity, drive efficiency, and optimize workforce strategies—while also contributing to revenue and profitability?

The answer is to seamlessly integrate disparate systems and departments into one unified portal experience. With the help of intelligent automation, you can revolutionize self-service capabilities, lighten HR agents' workload, and simplify complex HR processes for employees. This allows you to enhance productivity and reduce costs while still dramatically improving the employee experience.

The state of today's HR environment

- **89%** of CEOs believe that CHROs should play a key role in profitability.¹
- **44%** of HR leaders say that driving better business outcomes is the top strategic priority for HR technology transformation over the next 3 years.²
- **\$6.9K** per employee is the annual cost for 1 hour of lost productivity per day.³
- **\$16M** is the annual cost of attrition due to burnout for organizations with about 10,000 employees.⁴
- **52%** of C-suite and board members say workforce risk—including labor cost per worker—is on their board agendas.⁵

¹ Accenture, [The CHRO as a growth executive](#), 2023

² Gartner, [HR Technology Planning Imperatives for 2023 and Beyond](#), 2023

³ Ibid.

⁴ Ibid.

⁵ Deloitte, [Five key insights every CHRO needs to have at their fingertips](#), 2023

Centralize HR to free employees' time to innovate

Only a modern, purpose-built workspace on a single platform can streamline your HR operations. It provides simplified experiences, so you can drive purposeful automation that dramatically boosts efficiency.

This unified experience gives your employees self-service convenience and empowers your HR agents to swiftly address and resolve inquiries in fewer interactions. With ServiceNow as your single system of action, your organization can give employees time to innovate and unlock value throughout the enterprise.

Forrester Consulting conducted a Total Economic Impact™ study of ServiceNow HRSD solutions. All figures calculated below are based on metrics collected from ServiceNow customers as part of Forrester TEI studies as well as customer surveys and interviews.⁶

40%	reduction in annual case volume
20%	increase in resolution productivity for managers
50%	decrease in new hires affected by onboarding issues
50%	productivity improvements for HR staff

Source: Forrester, The Total Economic Impact™ of ServiceNow-Validated Financial Model Data: Validated default inputs and benefit metrics, 2022

In this guide, you can explore two essential approaches to enhancing the HR experience that will improve workforce productivity and reduce costs:



1. Empower employees to easily self-serve

Allow employees to find answers and get guidance across any journey via a single portal.



2. Streamline resolution of employee inquiries

Efficiently resolve employee issues through an intelligent, AI-driven workspace while optimizing HR processes.

APPROACH #1

Empower employees to easily self-serve and reduce live agent support

Employees often face time-consuming and frustrating experiences if they must navigate siloed HR systems or multiple employee portals to find information and support. The byproduct is a high volume of simple and repetitive HR cases that your HR staff isn't equipped to handle.

With ServiceNow, you can provide the satisfying experience of a single portal that connects disparate systems, so employees can get the help they need in one place. It allows them to self-serve from any digital channel—anytime and anywhere—and delivers guided experiences along any journey from hire to retire. You can support employees with:

- **AI and chatbots** offering real-time responses to routine inquiries and instant access to relevant information
- **AI-driven search** to quickly access targeted, personalized HR content curated from microsites
- **Clear, step-by-step guidance** through complex journeys such as onboarding, transfers, promotions, leaves, offboarding, and more
- **Real-time visibility** into requests or cases and next steps for accelerating resolution

HR SERVICE DELIVERY IN ACTION



Global business services giant enriches employee experience

One of the world's largest manufacturing, electronics, and engineering companies needed a single platform to enable a simplified, digitized experience for its global business services (GBS) function. The company collected its backbone systems, incident and change management, and all the typical service management processes of a shared service center and moved them into ServiceNow.

"Digitalization is the next step to bring GBS into the new technology-led era. Each year we process 10 million invoices, six million payslips, 700,000 orders, and nearly 10 million transactional orders. There was an ideal opportunity to inject technology into those high-volume processes."

CEO and Chief Digitalization Officer at global manufacturing, electronics, and engineering company

15K

tickets automatically resolved each month

1M

hours automated with multiple technologies

87%

of employees satisfied with new shared service center

APPROACH #2

Streamline resolution of employee inquiries and earn higher satisfaction scores

A variety of legacy systems can prevent process automation. The resulting siloes can hinder your view of inconsistent processes, so eliminating inefficiency and resolving bottlenecks are uphill battles. And you can't quickly resolve employee issues because you don't have one place to access pertinent case information or support resources.

With ServiceNow, you can optimize processes through automation and AI as well as equip HR agents with AI-driven guidance to expedite case resolution. Take advantage of technology that:

- **Automatically routes employee service requests** to the right people and department to speed up resolution time
- **Provides agents with a single workspace** to easily manage and expedite all HR cases using summaries and recommendations built on Generative AI and playbooks
- **Offers visibility of performance metrics** (e.g., first-call resolution, time to case resolution, average speed of answer, escalations, number of cases by agent, common employee requests)
- **Enables HR leaders to identify and implement cost-saving measures** by analyzing the current services and infrastructure

HR SERVICE DELIVERY IN ACTION



Ryder improves HR services for its 48K employees

Ryder's reliance on antiquated systems made it difficult to access data, execute basic transactions, and optimize processes. Even the simplest services, such as updating an employee's address, were challenging and time-consuming. Ryder chose ServiceNow® HR Service Delivery (HRSD) to create its first employee services portal: MyRyder. Now, many HR services are automated, and the staff has 24/7 mobile access to information and support from any location via MyRyder.

[→ Read Story](#)

"Three years into using HRSD we can definitely attest that it makes processes easier and more organized."

Galyna Kruglov

Group Director of Employee Services Operations, Ryder

80% boost in HR agent efficiency due to automation

91% increase in access to knowledge content

10% more cases received after implementation vs. before



Extend automation everywhere

ServiceNow HRSD workflows can move mountains of automation, elevating the employee experience while driving efficiency across the enterprise. But chances are, you also have unique manual workflows and islands of complex technology that won't be covered by our packaged solutions.

Intelligent automation from ServiceNow is made up of key low-code tools and connectors to help you blaze the trails of automation between the mountains and ascend the highest peaks. You will have the end-to-end automation you need to quickly create custom apps and unify disparate systems. And that means faster innovation and reduced costs for your organization. You can take advantage of this technology to:

- ✓ Optimize manual or legacy processes to deliver extraordinary customer experiences
- ✓ Uncover new automation opportunities and gain full visibility into operational health.
- ✓ Connect any system, data, or document to ServiceNow workflows.
- ✓ Expand your pool of AI-enabled developer talent to rapidly build low-code apps
- ✓ Increase the productivity of your most skilled developers with the power of GenAI.
- ✓ Apply enterprise standards to govern app quality and data security.

Turn to ServiceNow to respond faster to changing business needs in HRSD. Use a single automation platform that connects people, processes, and systems to both packaged and custom digital workflows.

[→ Learn More](#)

5x more automation is enabled by market leaders vs. their counterparts.

Bain & Company, [A New Dawn for Automation](#)



Expected outcomes from extending automation in the enterprise

20%	increase in revenue and pipeline
15	legacy apps consolidated onto one platform
40%	drop in manual transaction processing
4X	faster delivery of apps

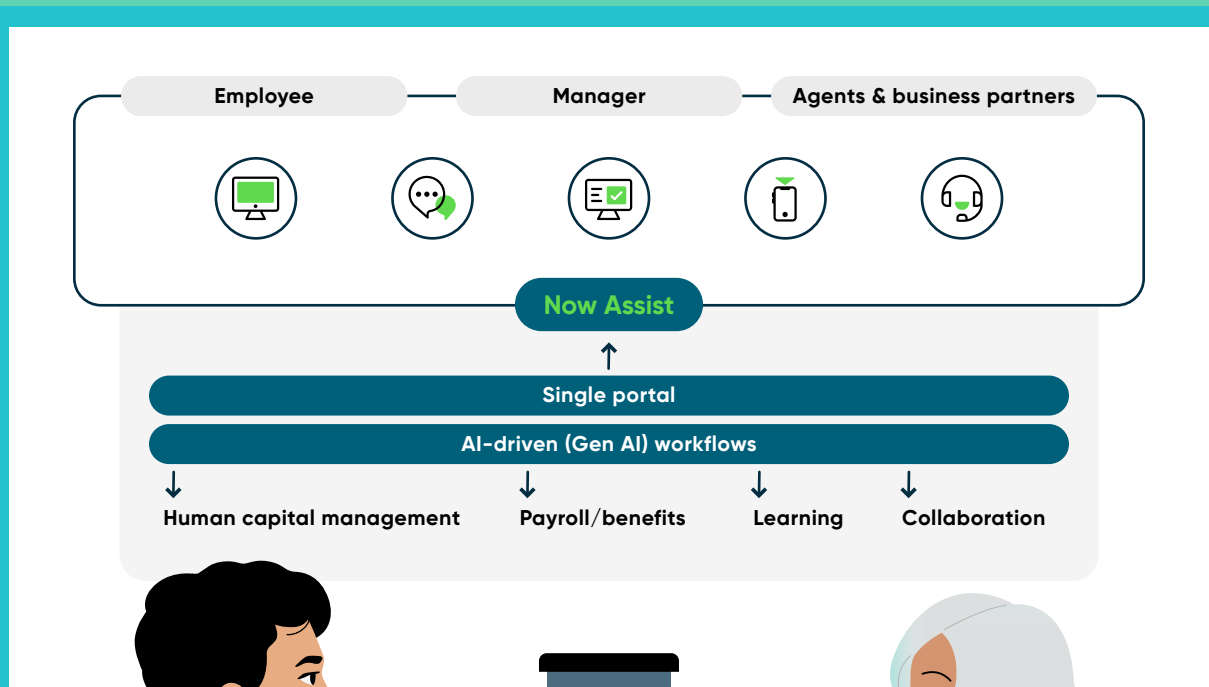
Source: ServiceNow customer results from [case studies](#).

Deliver greater productivity and business performance

By seamlessly integrating systems and departments into a single portal experience with AI-driven workflows, ServiceNow HR Service Delivery (HRSD) helps you drive greater productivity and business performance across your organization—from employees and managers to agents, business partners, and beyond.



- ✓ Time savings
- ✓ Cost savings
- ✓ Simplified experienced



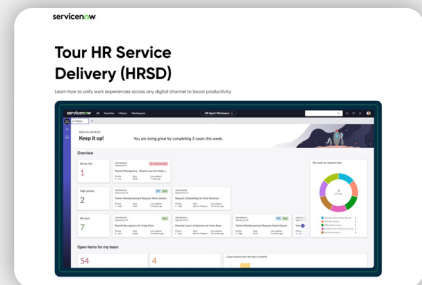
[→ Learn More](#)

For a deeper exploration of HRSD, we recommend the following resources:

See what HR Service Delivery can do for you

This demo shows you how ServiceNow can help you unify work experiences across any digital channel to boost productivity.

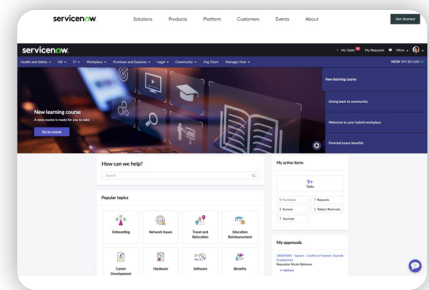
[View Demo](#)



Deliver productive employee experiences

Discover how you can drive operational efficiency, support your workforce from anywhere, and deliver connected, employee journeys enterprisewide.

[Read Data Sheet](#)



Business Value of ServiceNow HR Service Delivery

See documented business benefits you can gain when you make it easier for employees to get what they need and streamline how you serve them.

[Read Ebook](#)

**BUSINESS
VALUE OF
SERVICENOW
HR SERVICE
DELIVERY**



About ServiceNow

ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloud-based platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. So employees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow™. For more information, visit www.servicenow.com.

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