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WORK at LIGHTSPEED

Connecting The Dots From HR To IT, And Other Departments Across The Enterprise

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ServiceNow

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Agenda

- Introductions
- Today's Challenge
- ServiceNow's take on HR
- Enough talking – more showing
- Customer stories
- Q&A

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Speaker Introduction



Name: Apani Buksh

Title: Solutions Consultant, HR Practice

Function: HR Product Expert

Company: ServiceNow

Experience: 3 years HR Solution Consulting, 1 year HR Sales

Expertise: Human Resources: Human Capital Management, Talent Management, Shared Services

Achievements: Facilitated the HR Transformation project of one of the largest public sector departments in Australia. Addressed the complexities and unique requirements of the organisation, to deliver an outcome that both optimised the HR department and delivered a seamless experience for the workforce.

Current Projects: Helping our customers transform the way HR approaches their work. Automating manual HR processes and identifying new ways to deliver an engaging service experience for their people.

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Speaker Introduction



Name: Anne Musial

Title: Solutions Consultant, HR Practice

Function: HR Product Expert

Company: ServiceNow

Experience: 1.5 years Solution Consulting, 4 years HR Professional

Expertise: Human Resources, Shared Services

Achievements: Aided in transforming the HR service delivery model to shared services with the implementation of ServiceNow at a Fortune 500 organization.

Current Projects: Partnering with ServiceNow clients and HR professionals to enhance how HR supports the business. Enabling HR to become a strategic partner while providing an exceptional employee experience.

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Objectives and What You Will Learn

Objectives

- Discover how the ServiceNow platform connects the dots between different departments (HR, IT, Facilities, and so on) to help streamline workflows and automate employee service request from a single system of engagement, ensuring all requests get assigned to the right point of contact, seamlessly for the employee.

What you will learn

- Which common HR Service Requests start in HR, but span different departments
- Understand how ServiceNow connects service requests from multiple departments into a single system of engagement
- Maximize employee productivity by automating and streamlining all service requests

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Top 5 Most Common Cross-Departmental Employee Requests



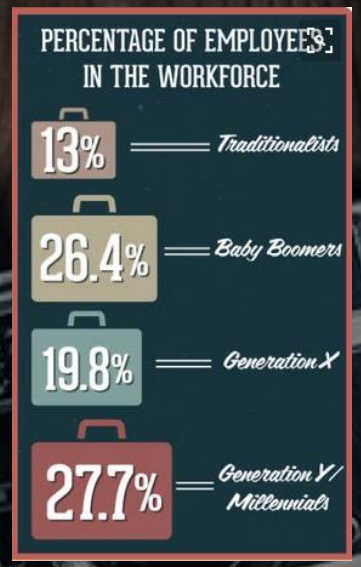
1. Onboarding
2. Internal Movement
3. Off boarding
4. Promotions
5. Maternity/ Paternity Leave

Audience Poll



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Today's Challenge









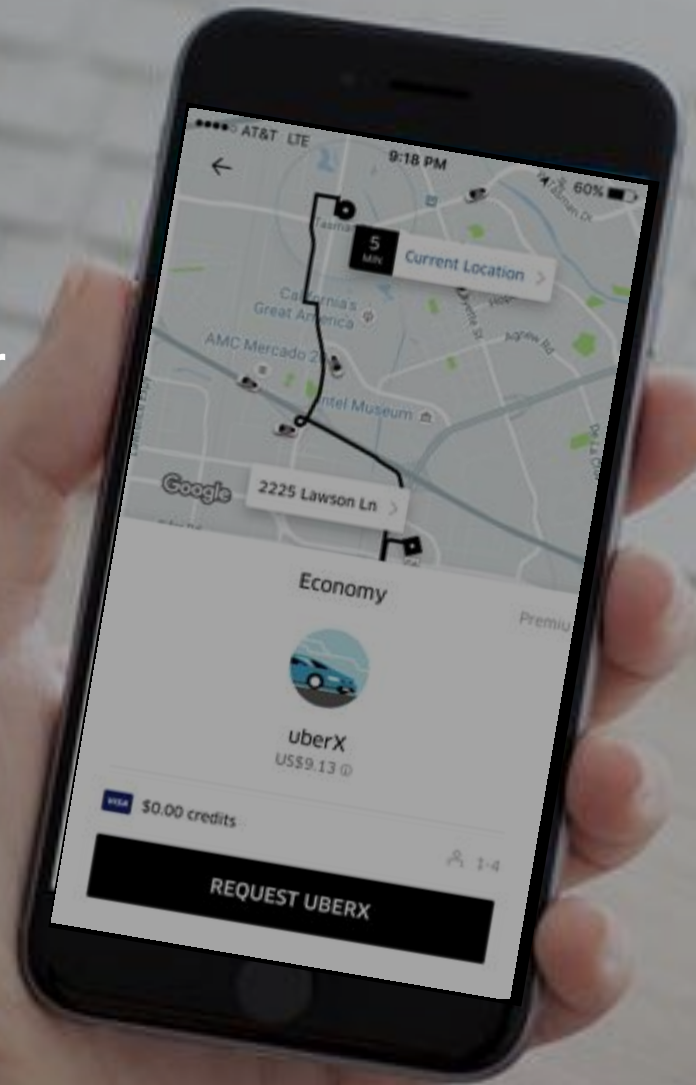




Employee Service Expectations Have Changed

“We seem to be about 10 years behind in creating user-friendly, intuitive solutions online for our employees.”

“Should be a frictionless process…should not take away from my ability to do my job.”



“Make it fast and easy… replicate what we deliver for our customers everyday.”

“Empower managers… make our lives easier .”

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"When is open enrollment?"

"How do I promote someone?"

"There's an error on my paycheck…"

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- Poor Experience
- Inefficient, Costly
- No Visibility

- Consumerize the Employee Service Experience
- Increase HR Efficiency, Reduce Cost
- Gain Visibility to Improve Service

workday.

successfactors™ An SAP Company

KRONOS

Ultimate SOFTWARE People first

HR Systems of Record

HR Operations

Payroll

Employee Relations

IT

Facilities

Departments

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Legacy
Service Experience

vs

Consumerized
Service Experience

Limited, generic for all workers	Information	Personalized for each worker
Office hours, on desktop / laptop	Access	Anytime, on any device
Search for static check lists	Guidance	Prescriptive, dynamic instructions
Reactive, measured in months, weeks	Timing	Proactive, measured in seconds, minutes
No visibility, search for updates	Status	Instant visibility, push notifications
Frustrated, unproductive employees	Result	Satisfied, energized employees

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Live Demonstration: Lightspeed Enterprise Service Management

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Demonstration Personas

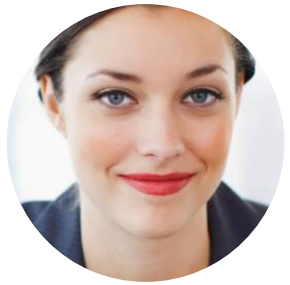
Mara: Manager



Tim: HR Case Manager



Beth: Employee



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Manager Experience



Summary: When a manager has a direct report that will be going through a transition they know they will have a lot to manage. The ServiceNow solution will provide managers an easy interface to ensure they have everything they need to support their direct report through the transition.

What you'll see:

- HR Portal for Self Service
- Employee Action Items
- Visibility to Process
- Connect Support

Outcome:

- Employee engagement
- Tier 0 support
- Cost of service delivery
- Employee satisfaction

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Supporting The Process



Summary: Many cross-departmental processes will involve HR data or processes. The HR support team in addition to other business functions are enabled to complete their part of the process with maximum efficiency. In addition, the teams will have visibility to allow for the highest quality of support to be provided while maintaining confidentiality.

What you'll see:

- Case Management
- Service Levels
- Workflow
- Case Escalation

Outcome:

- Support team efficiency
- Process transparency
- Ease of communication
- Time to Execute

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Employee Experience



Summary: When an employee is notified of a lifecycle event often times there are numerous questions that come to mind. Not only will a change like an international transfer have an impact on their professional career, but what about their personal life? The ServiceNow solution will provide employees a one stop shop to ensure they have everything they need to feel confident the transition will go smooth.

What you'll see:

- HR Portal for Self Service
- Employee Action Items
- Visibility to Process

Outcome:

- Employee engagement
- Tier 0 support
- Cost of service delivery
- Employee satisfaction

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Overstock.com Ensures Every New Employee Hits the Ground Running

Together, ServiceNow and Workday Automate End-to-End Onboarding Processes

- **Reduced** the typical 60 - 80 individual onboarding interactions down to fewer than 8
- **Eliminated** all manual processes, which were **costing 1,000 days of productivity** every year*
- Now has the strategic organizational ability to **scale onboarding** to an enterprise level

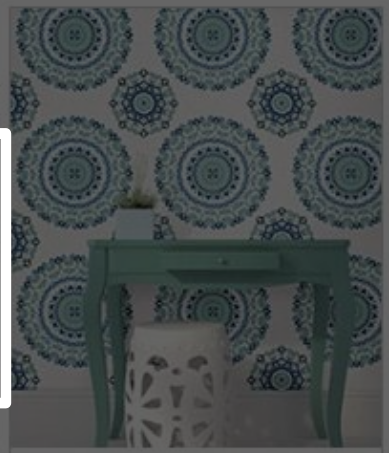
*Calculation based on the number of people being hired



Appliances



Cell Phones



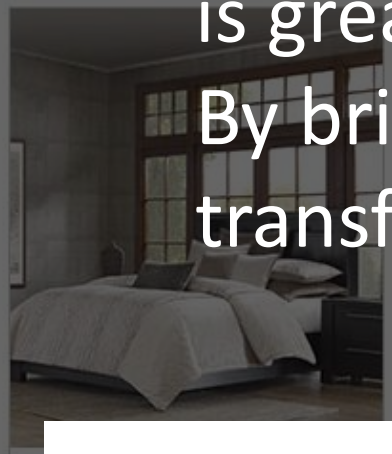
Wallpaper

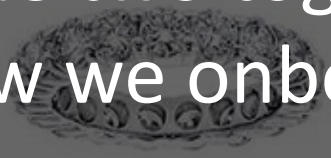


Featured Brand Watches

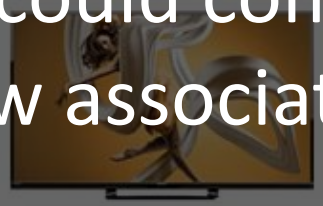
Workday is great at driving HR workflows, and ServiceNow is great at automating IT and other enterprise processes. By bringing the two together, we could completely transform how we onboarded new associates.

—Brian Wagstaff, Director of Technology Services, Overstock.com





platinum jewelry



Televisions



Lighting

overstock™

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Many HR cases require work outside HR. We have walls around the HR application to protect sensitive employee data, but can still transfer processes and tasks to non-HR functions like IT, avoiding having to play the ping pong game of bouncing emails back and forth between departments.

—Daniele Colombo, Assistant Director HR Services, EY

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We want to provide a consumer-grade experience for all our employees. They shouldn’t have to worry, or even know about the back end systems we use. We want their experience to be as seamless and easy as shopping on Amazon.

—Pam Velcheck, HR Shared Services Operation Manager, General Mills

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The first focus for many organizations has been to automate and streamline the administrative and provisioning aspects of onboarding via a cross-functional project involving HR, IT, facilities and procurement, which usually results in substantial improvements in process efficiency and effectiveness.

Gartner

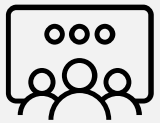
Improve Organizational Performance by Evolving From 'Onboarding Employees' to 'Managing Worker Transitions', 2016

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Top Takeaways

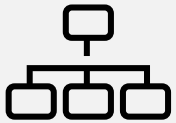
1

Employees are looking for a modern experience that meets their specific needs.



2

Cross-functional processes can be managed through one system for maximum efficiency.



3

Visibility to cross-functional departments processes can allow for more strategic and proactive business support.



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Q & A

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Thank You

- PRESENTER 1
  Title
  Company
- PRESENTER 2
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  Company

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