knowledge17

WORK at LIGHTSPEED™

Modernizing Employee Service Delivery with Consumerized Experiences

MIKE VILIMEK
DIRECTOR, PRODUCT MARKETING, HR PRODUCT LINE
ServiceNow

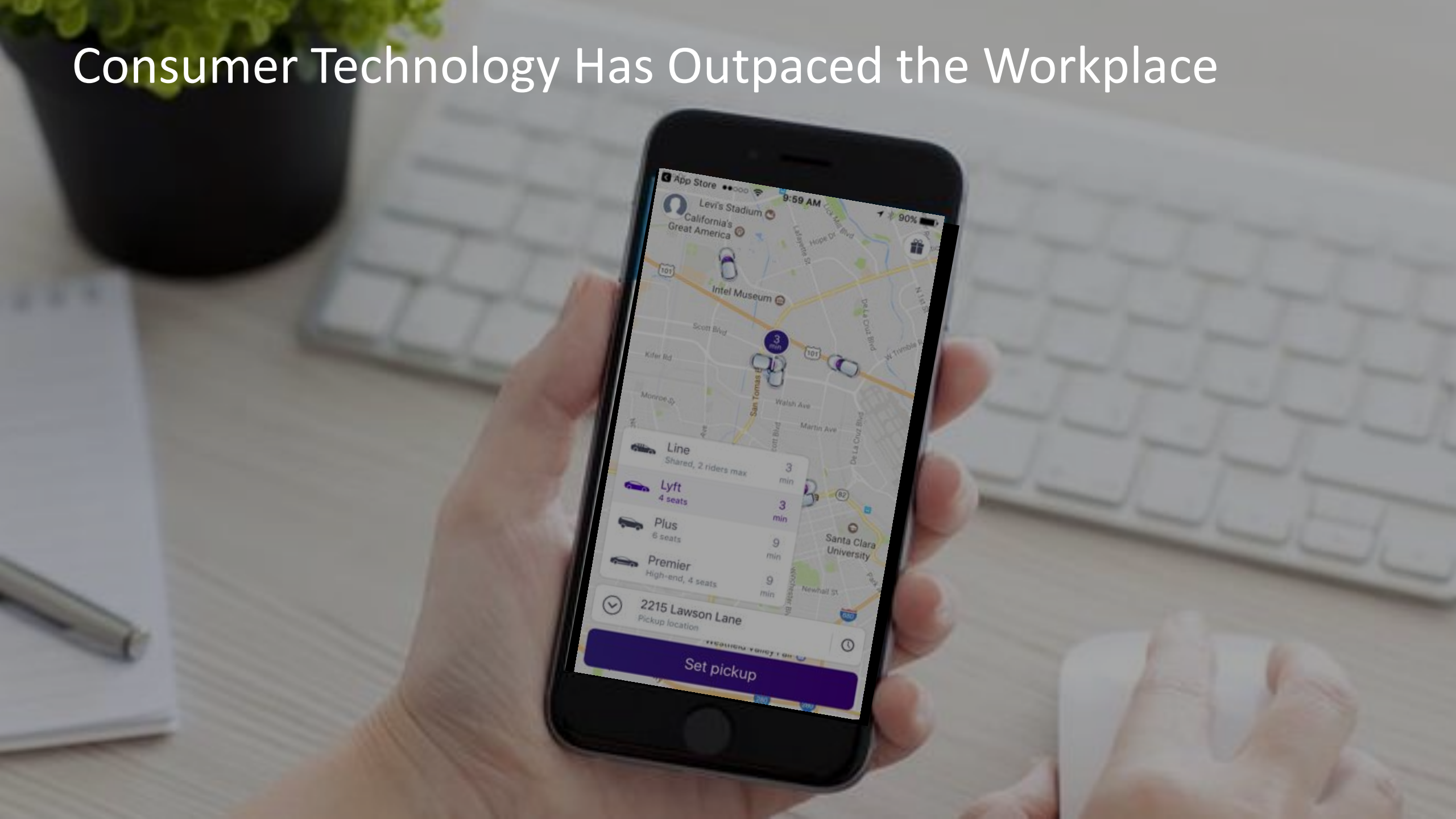
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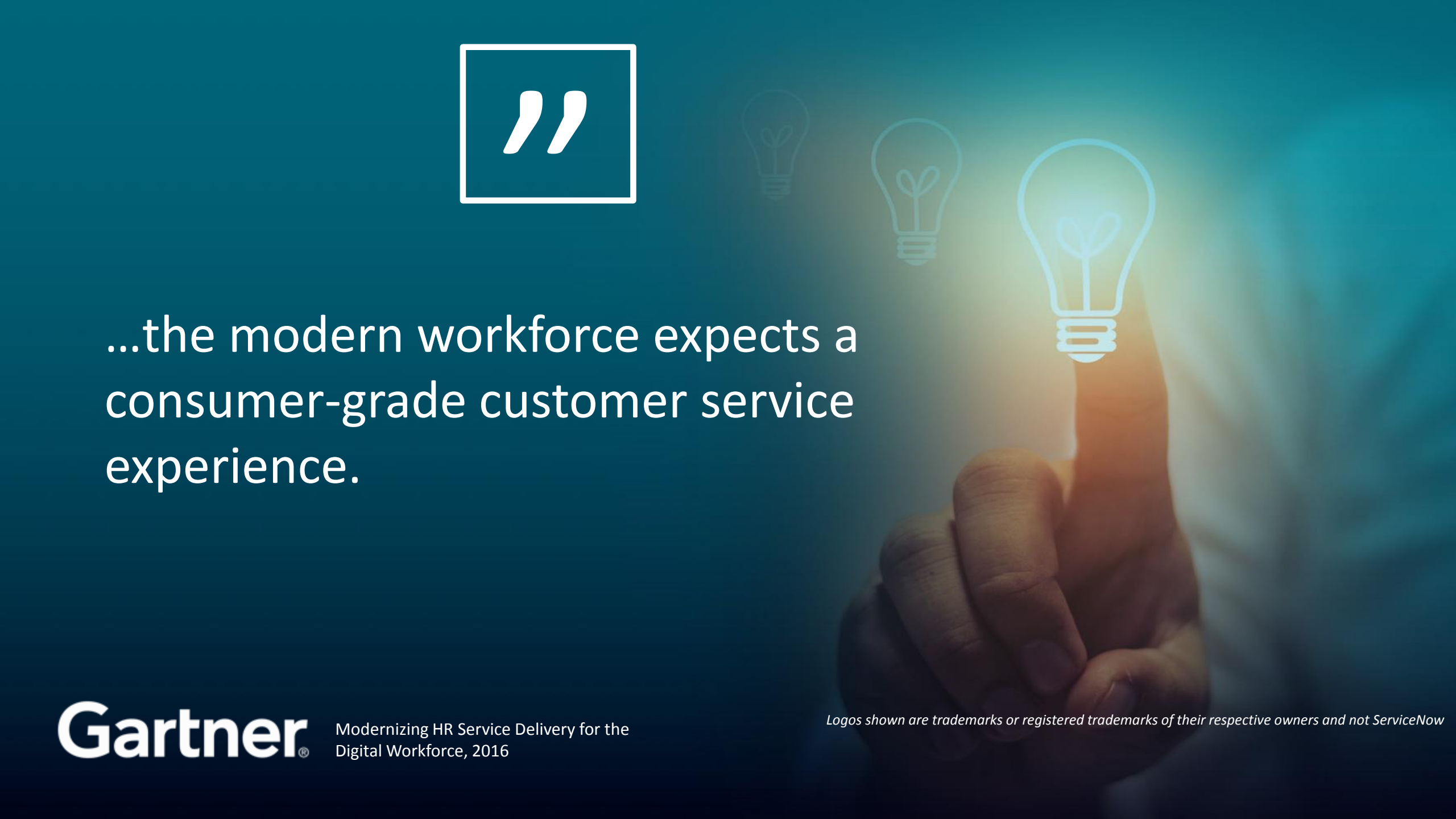
servicenow

The Workplace Use to Have Cutting-Edge Technology



Consumer Technology Has Outpaced the Workplace





…the modern workforce expects a consumer-grade customer service experience.

Gartner

Modernizing HR Service Delivery for the Digital Workforce, 2016

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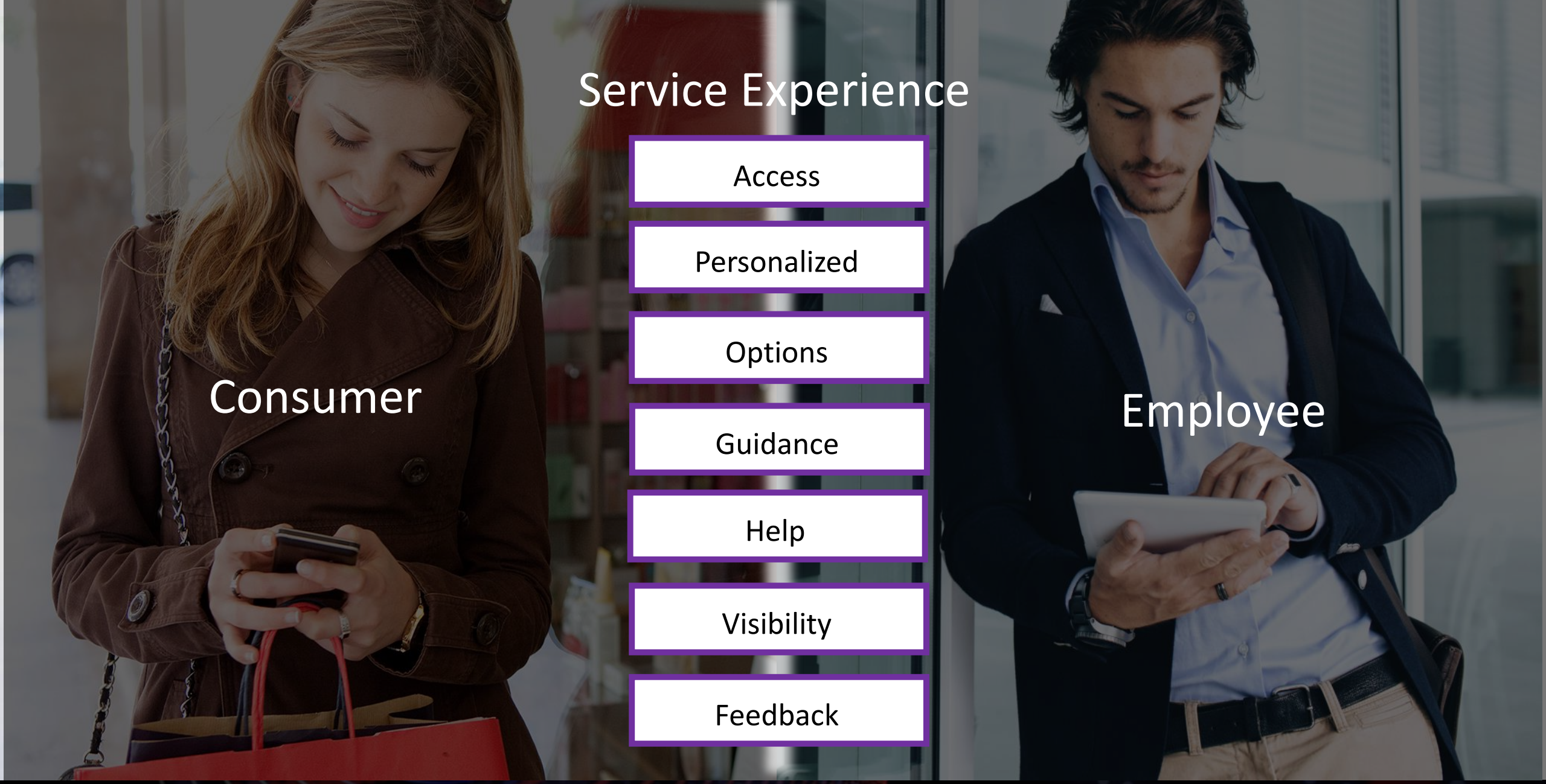


HR might consider benchmarking its service capabilities against externally facing customer service capabilities to assess the gap between its employee service and its customer service. Gaps are likely to be identified and could be prioritized according to impact and budget.

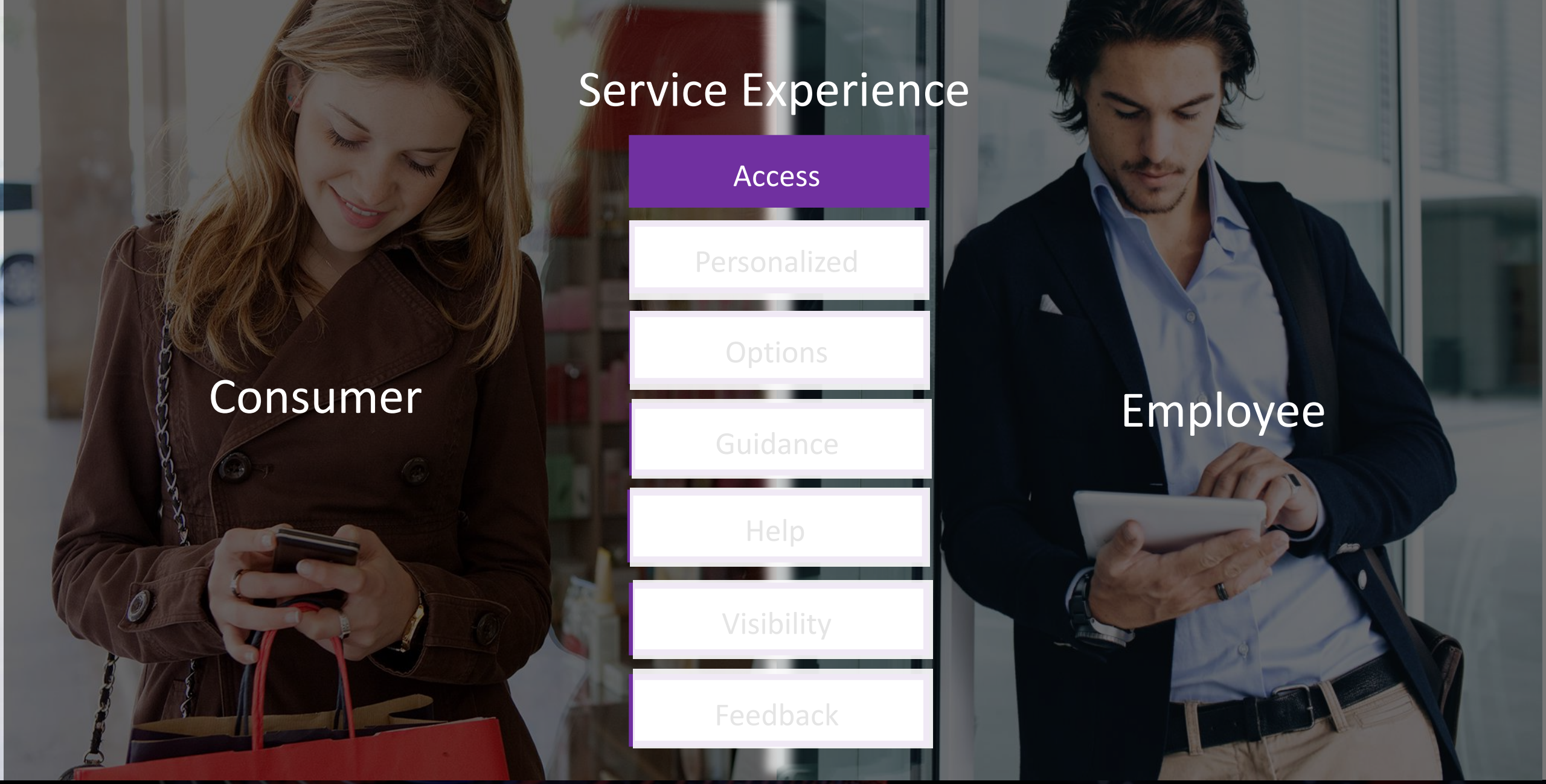
Gartner

Modernizing HR Service Delivery for the Digital Workforce, 2016

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2X

Organizations with no plans to implement mobile enabled HR technologies are twice as likely to be viewed as having no credibility with their organizations.

Sierra-Cedar

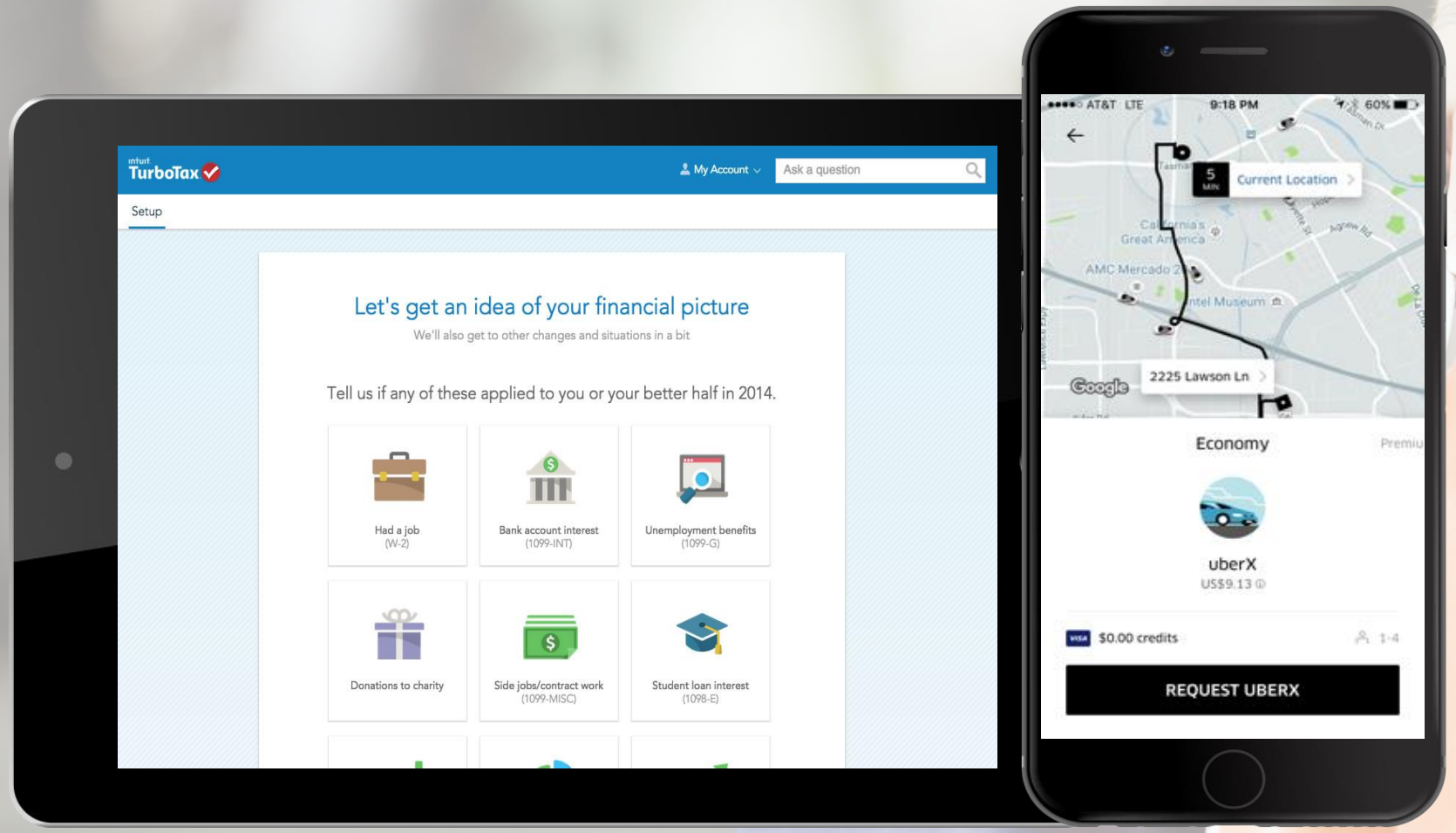
Sierra-Cedar 2016-2017 HR Systems Survey

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Consumer

Access



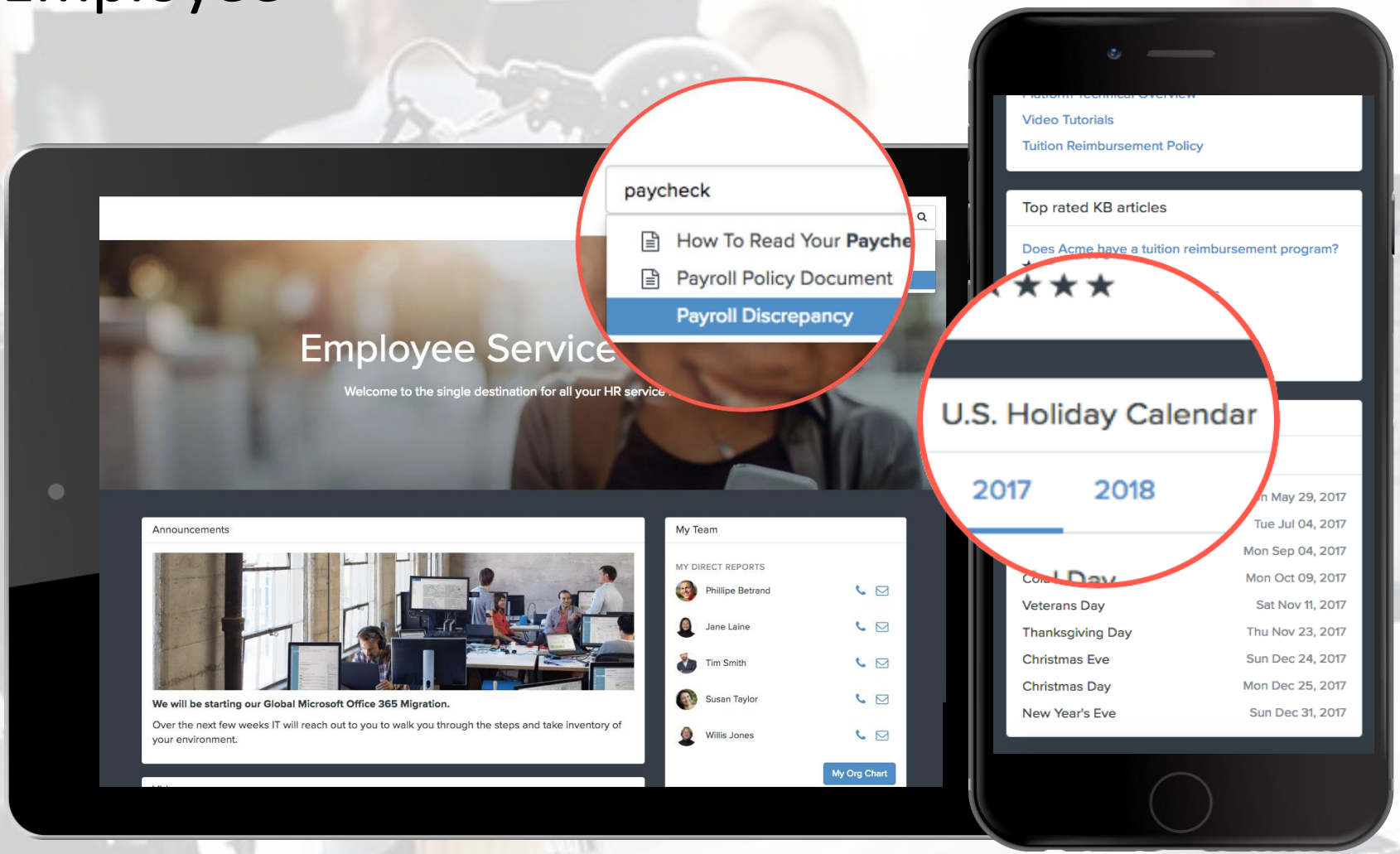
- Any device
- Self-service, anytime, anywhere

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Employee

Access



- Any device
- Self-service, anytime, anywhere

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51%

More employees can be served per HR headcount when mobile enabled case management and self-reliance are used

Sierra-Cedar

Sierra-Cedar 2016-2017 HR Systems Survey

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Total Economic Impact™ of ServiceNow HR Service Management



400%+
ROI

$9.9M
Total Benefits Over 3 Years

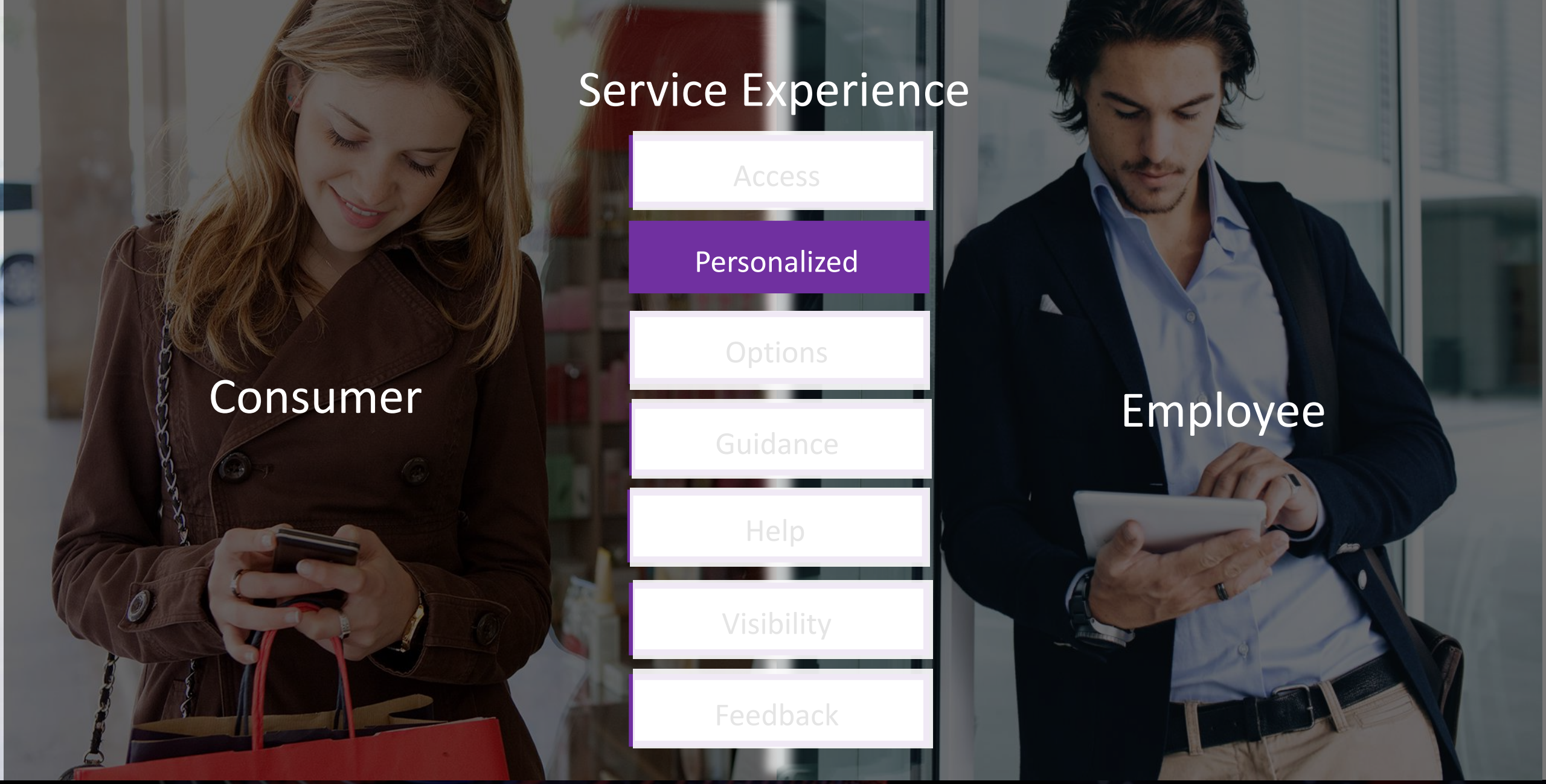
50%
Reduction in HR Cases

30%
Increased HR Efficiency

FORRESTER®

servicenow

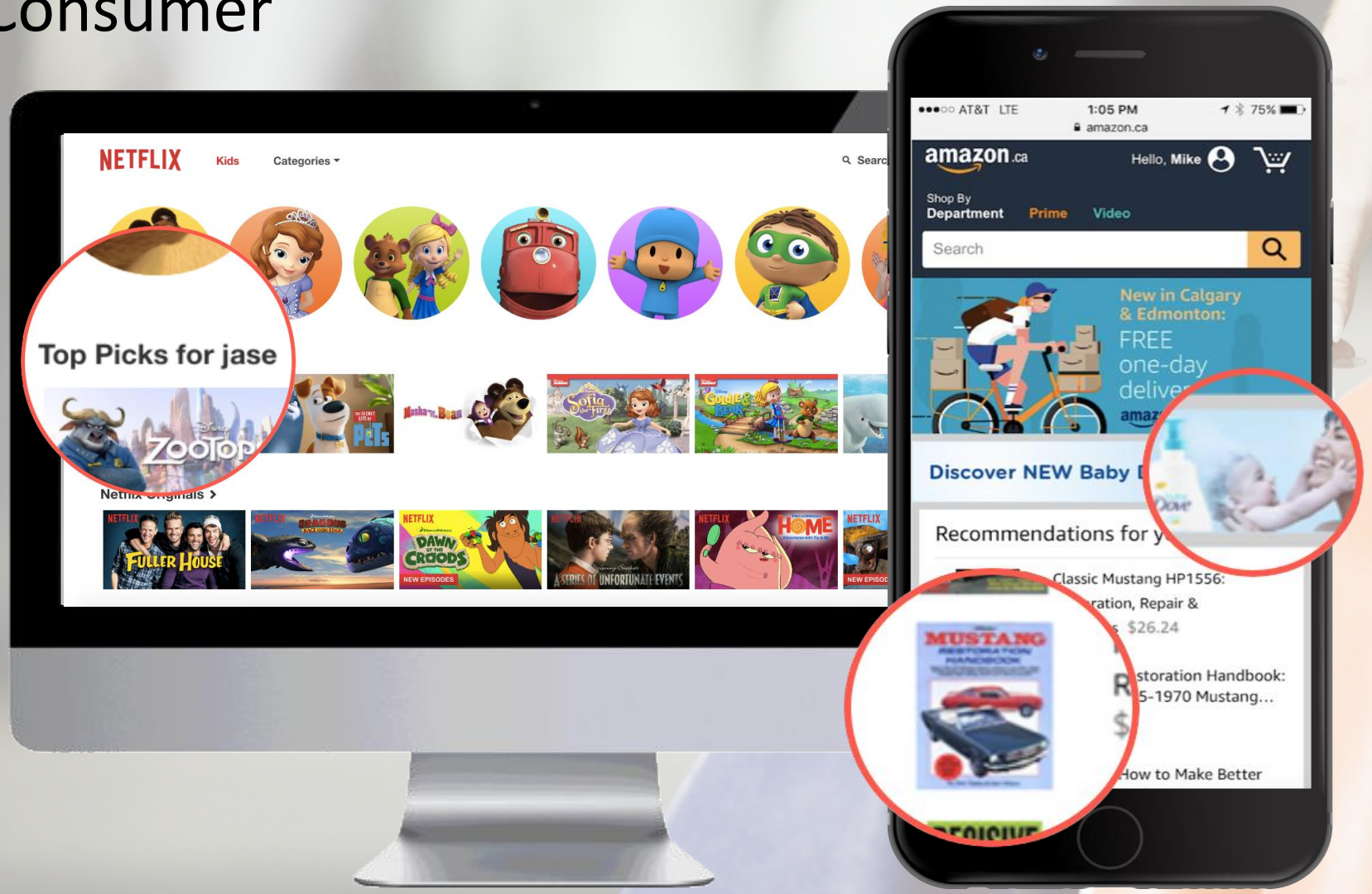
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Consumer

Personalized



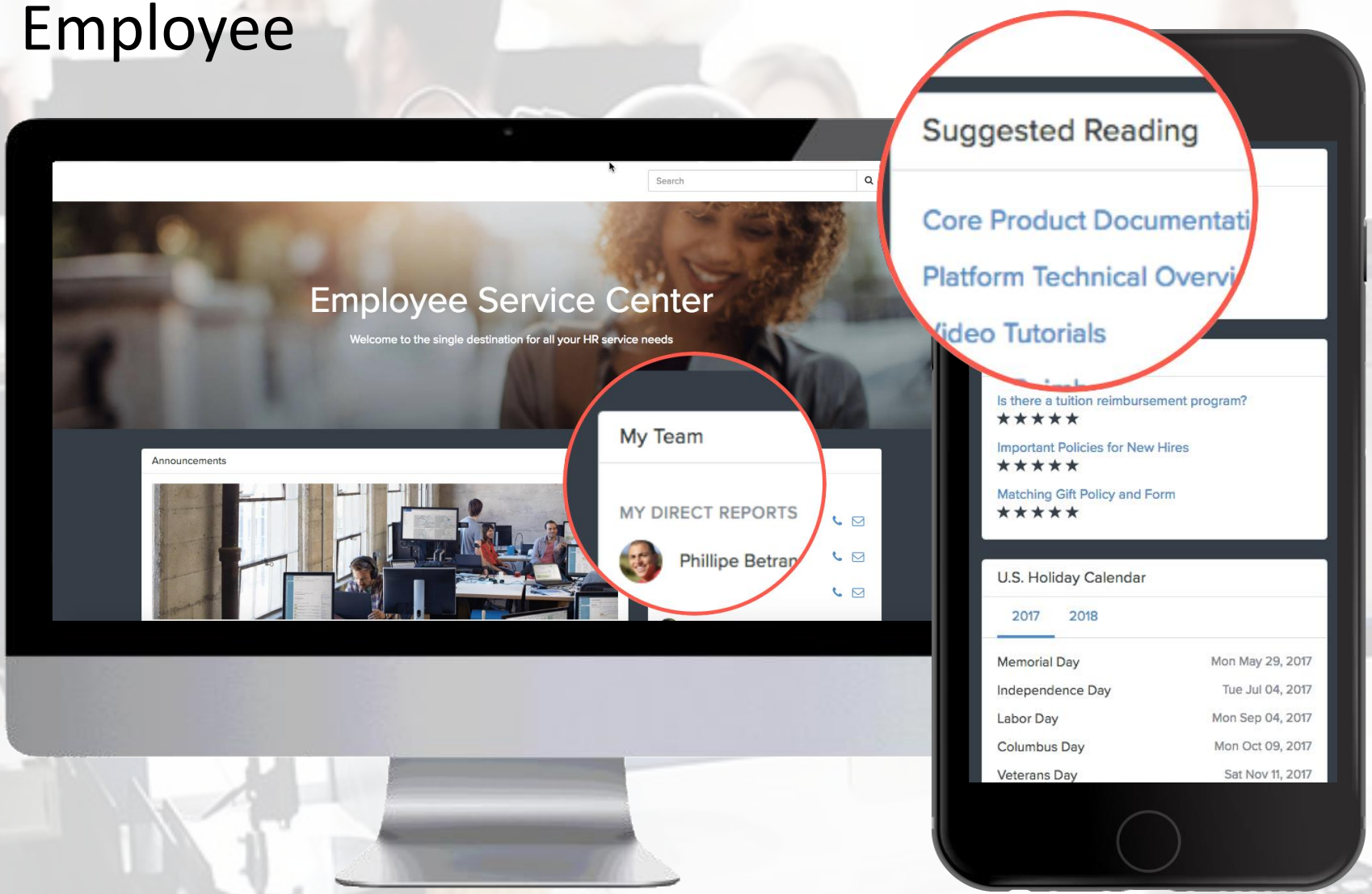
- Knows me
- Relevant content

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Employee

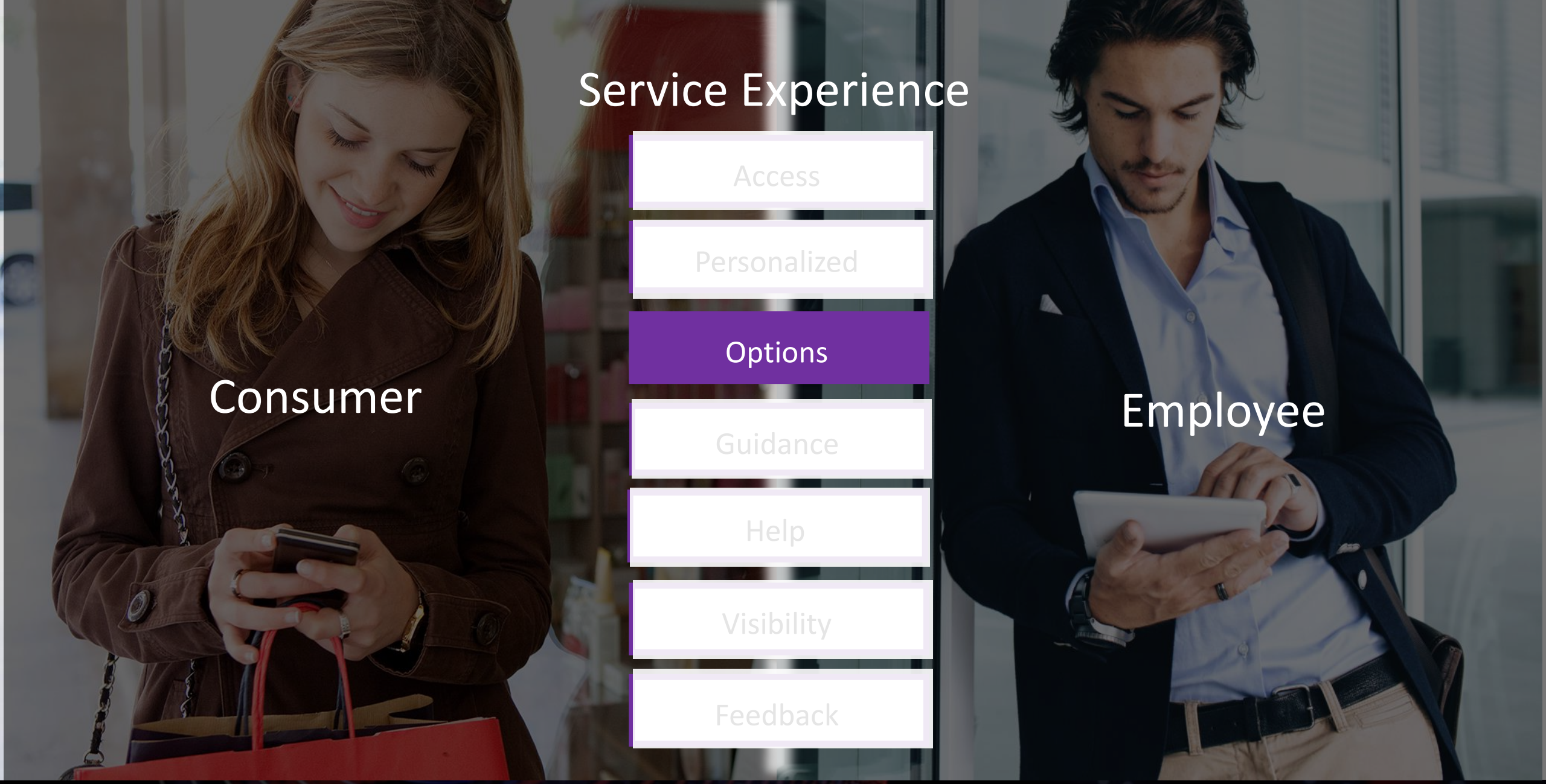
Personalized



- Knows me
- Relevant content

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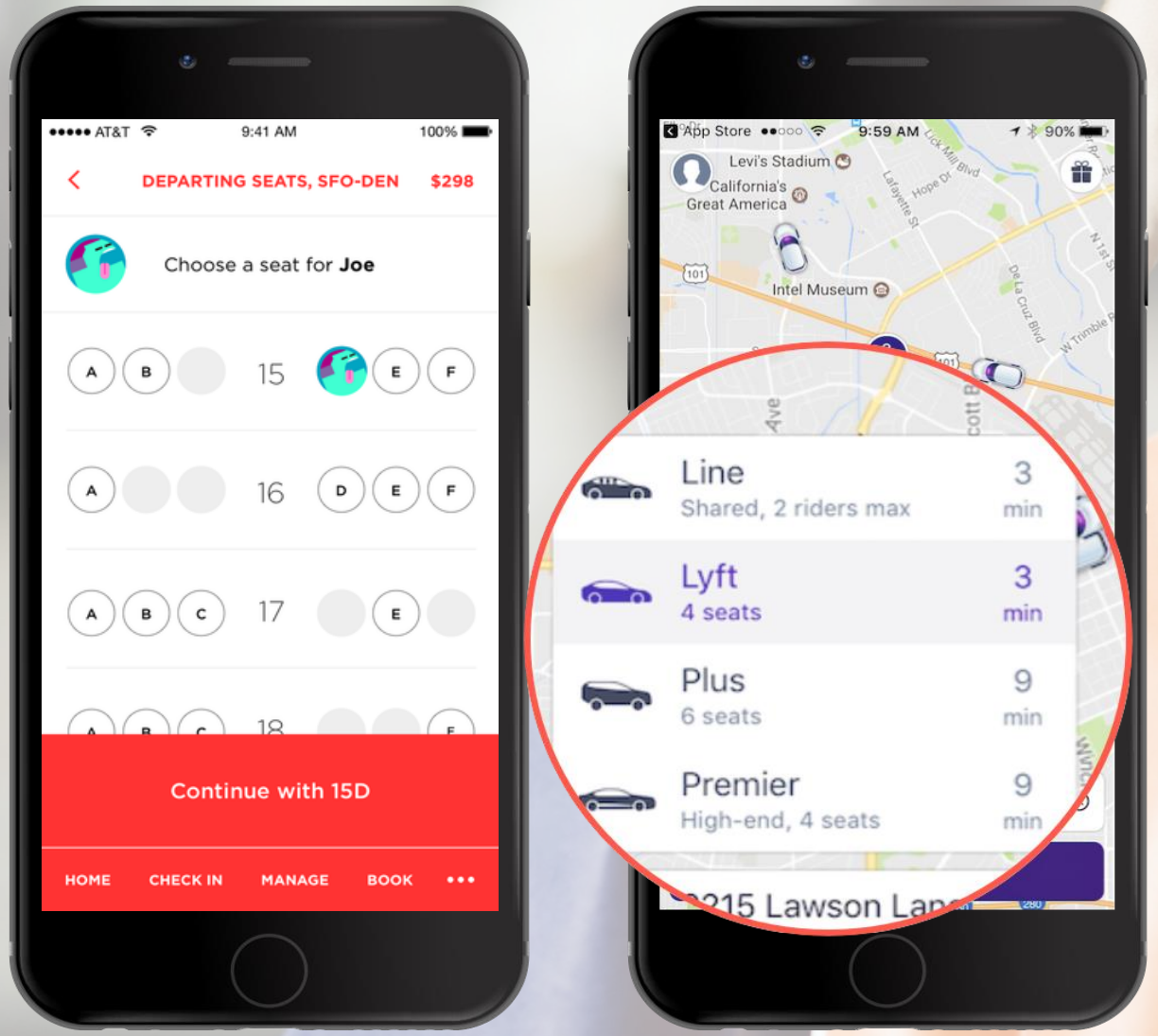
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Consumer

Options



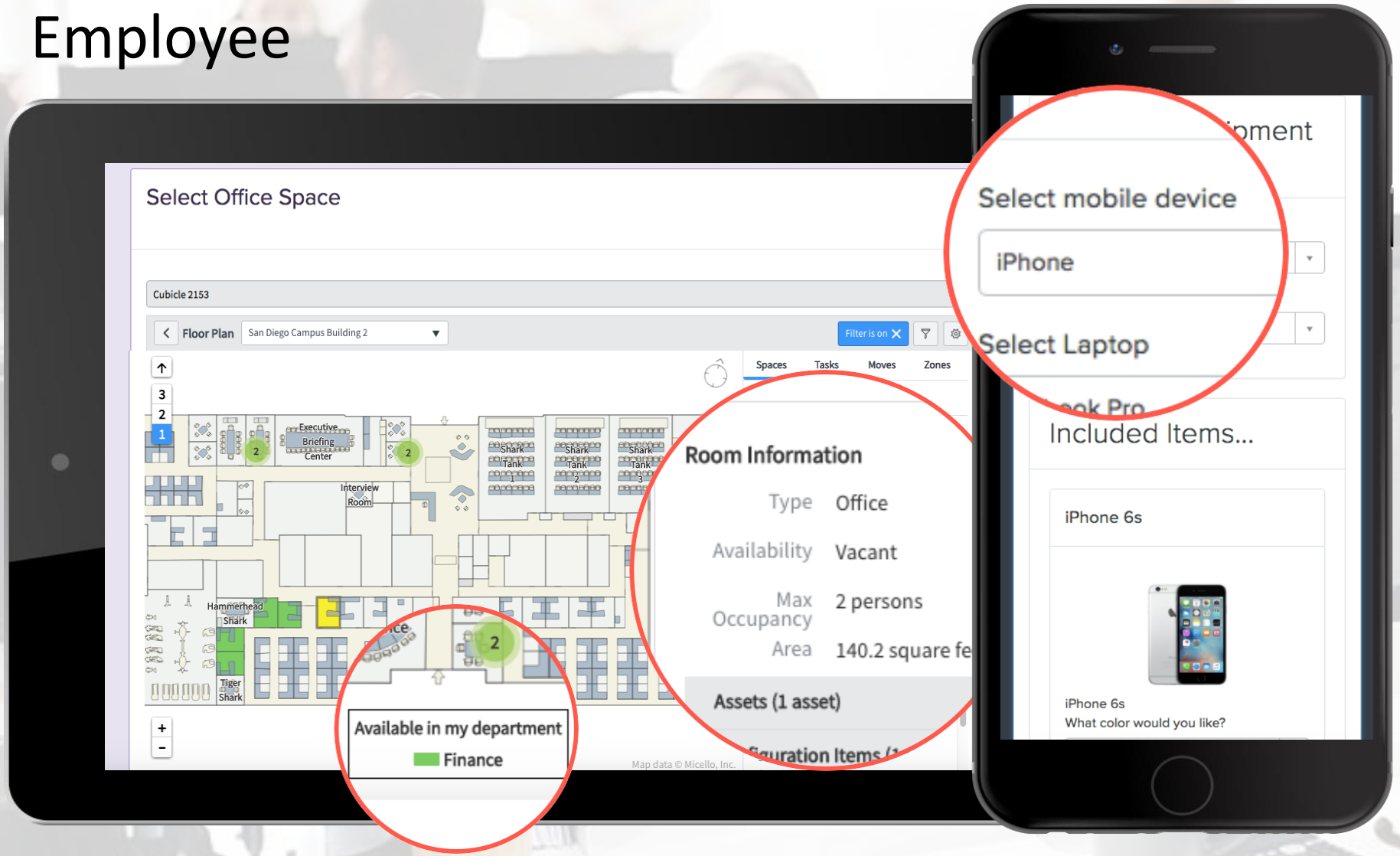
- Select your preference

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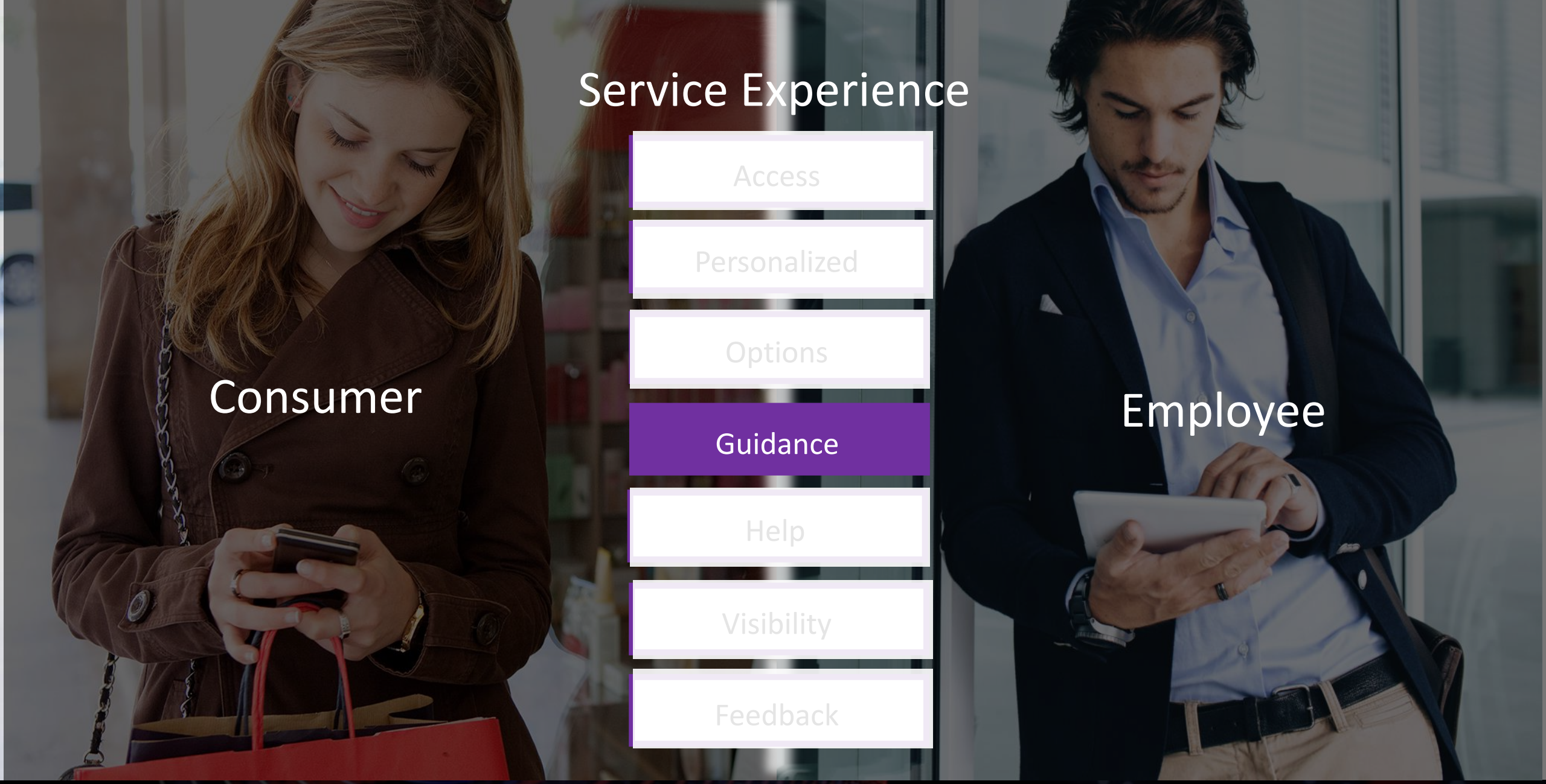
Employee

Options



- Select your preference

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New hires are increasingly expecting a consumer-grade UX that can be accessed by a variety of devices, provides access to desired content, and delivers guidance on both completed and remaining process steps.

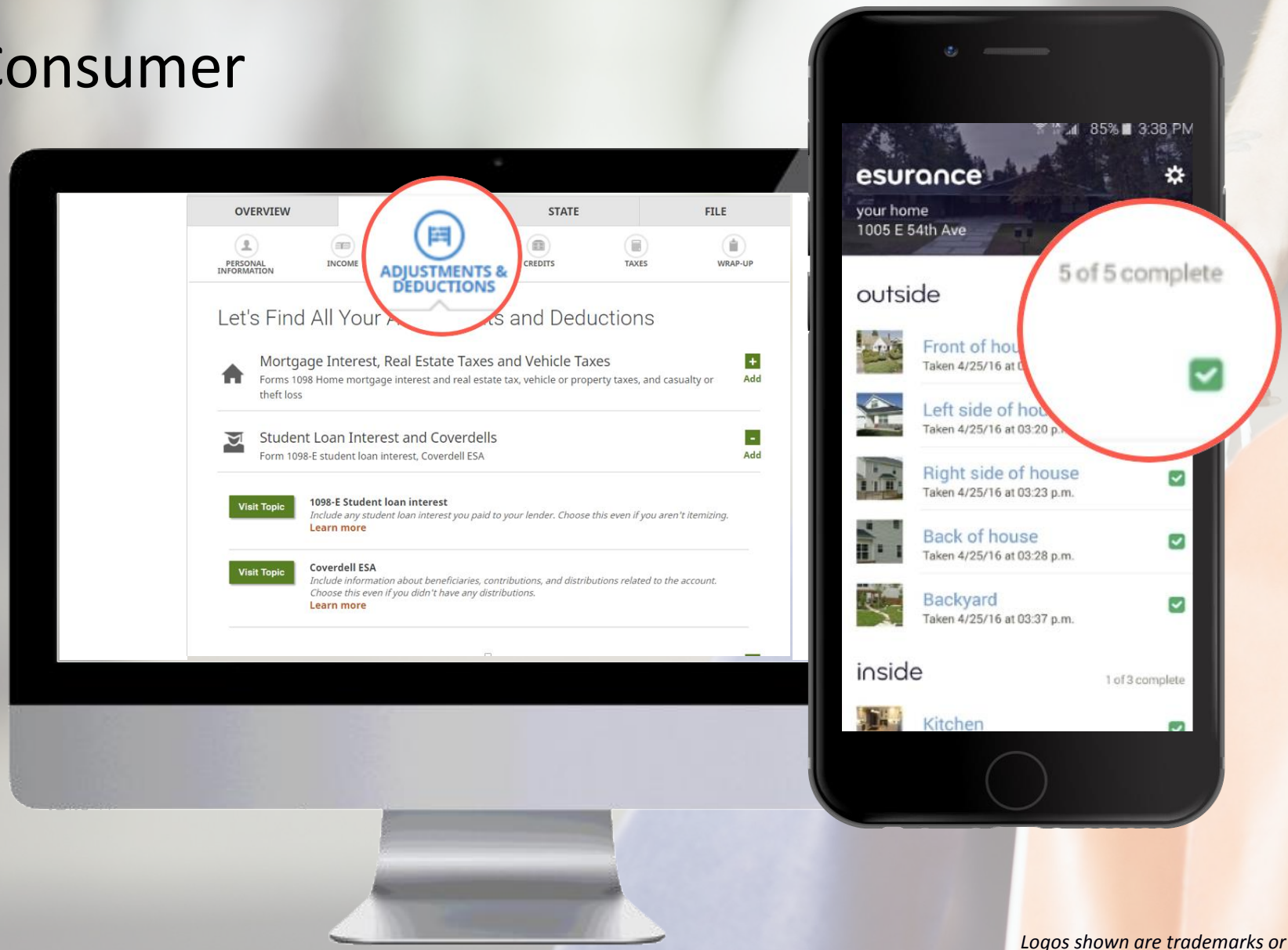
Gartner

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

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Consumer

Guidance



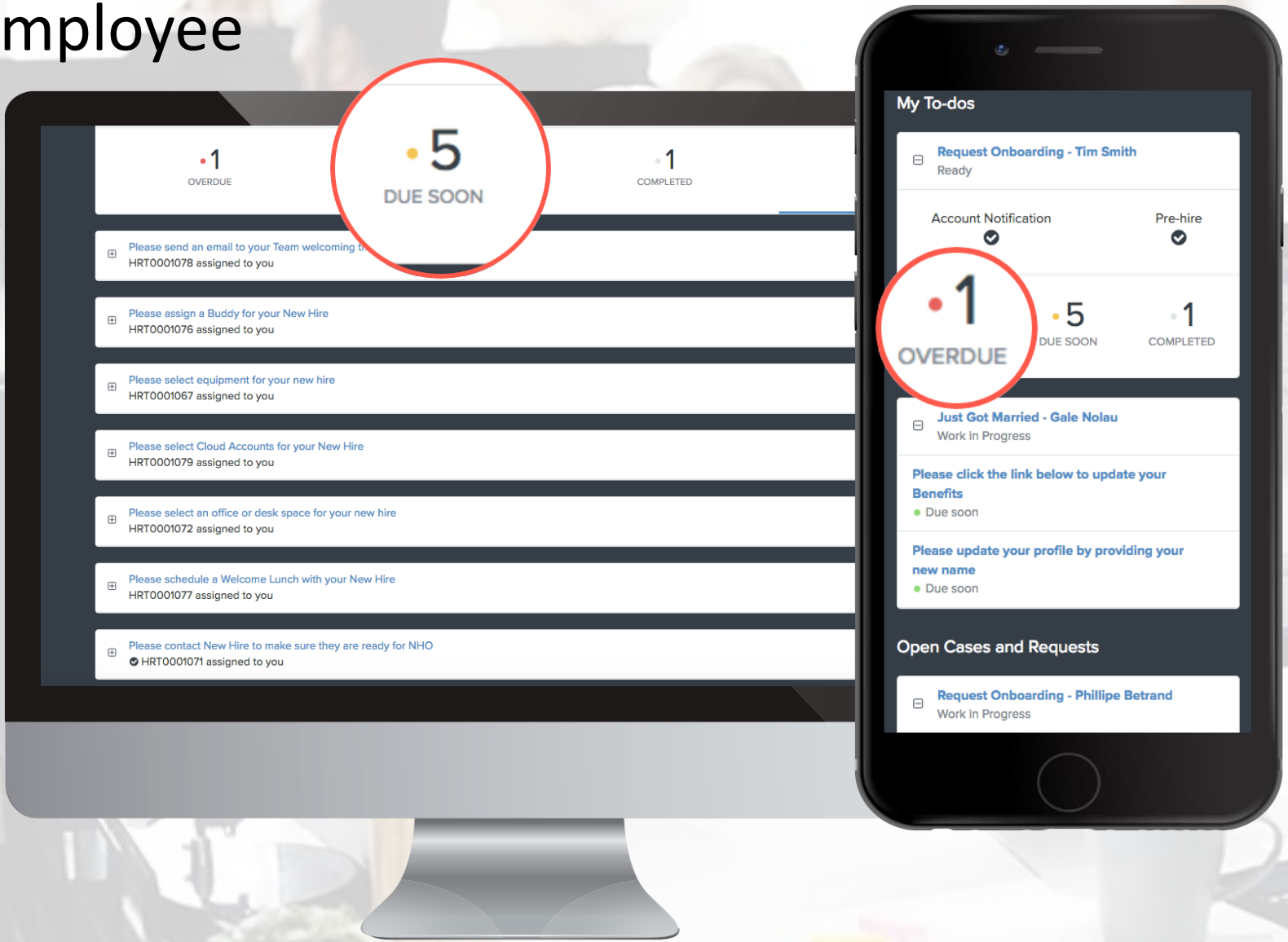
- Completed and remaining process steps

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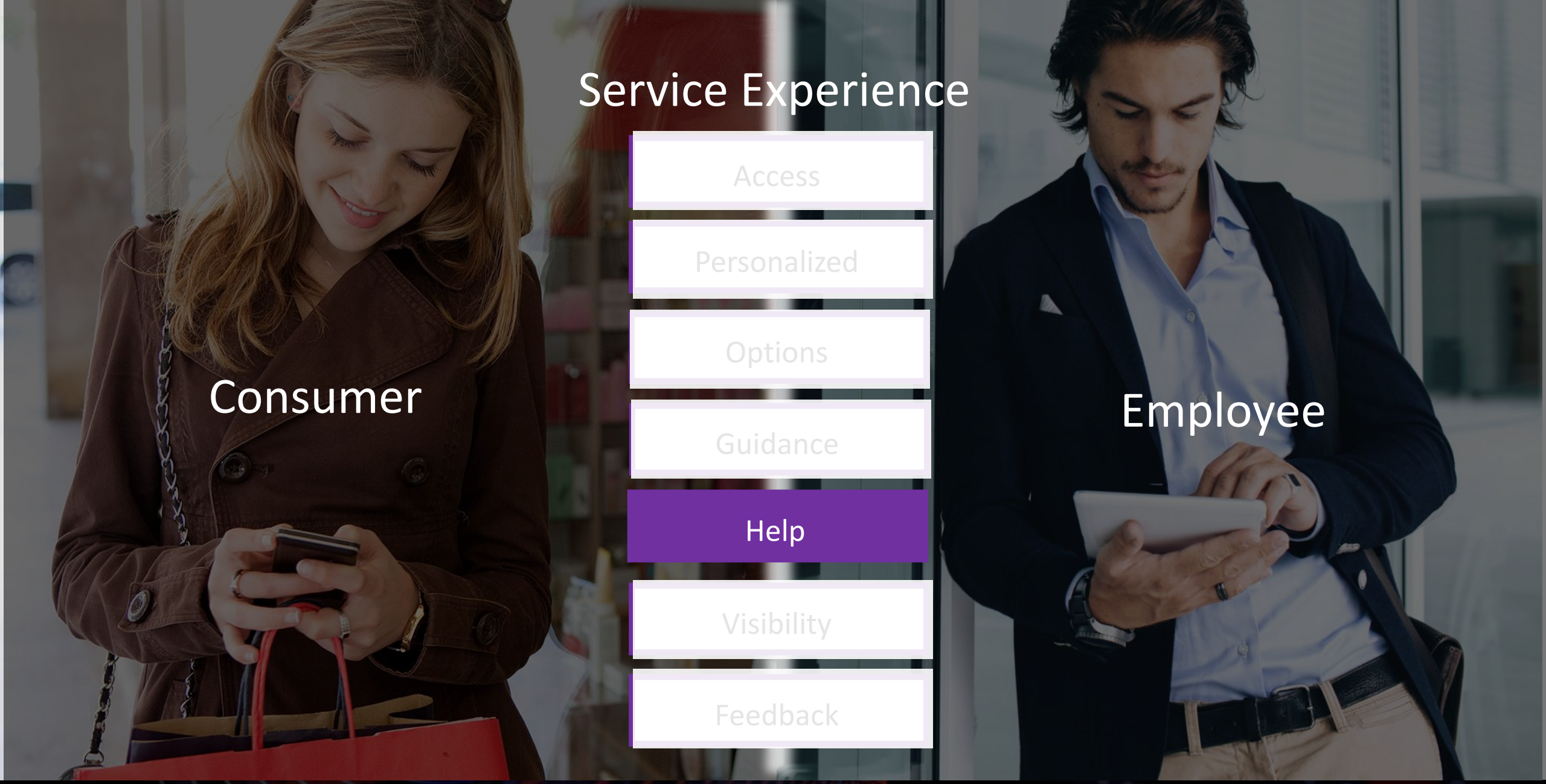
Employee

Guidance



- Completed and remaining process steps

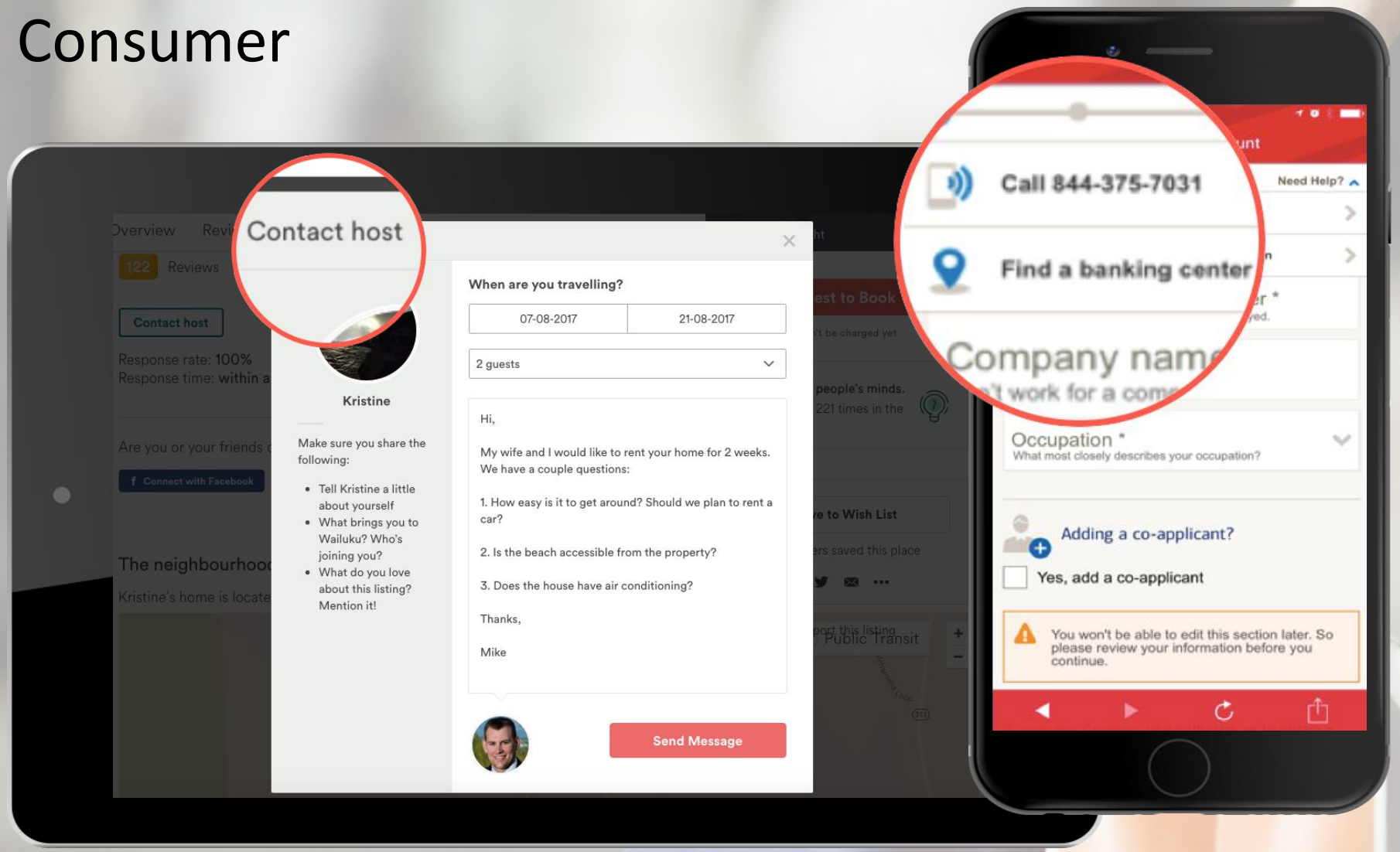
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Consumer

Help

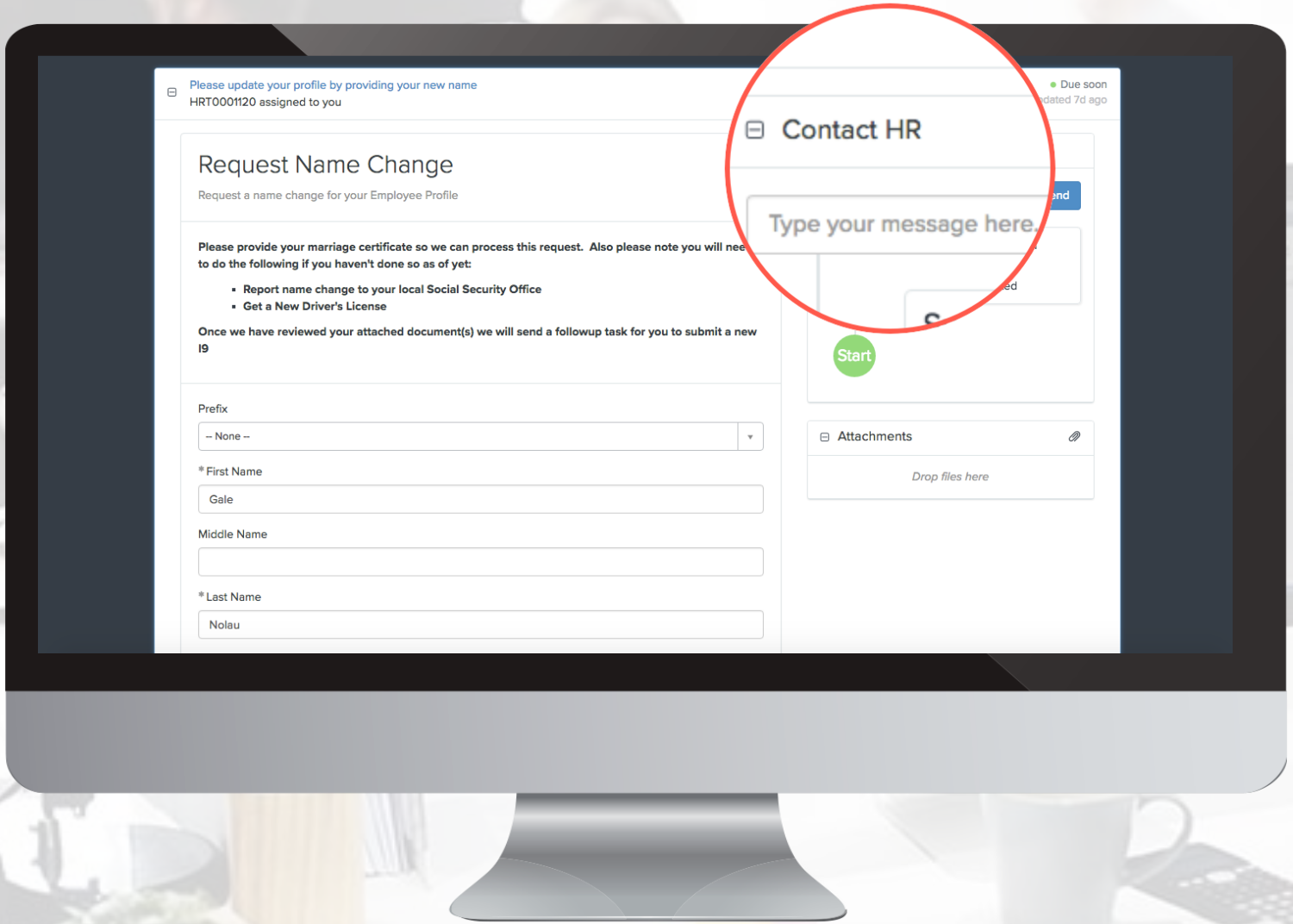


- Inline help

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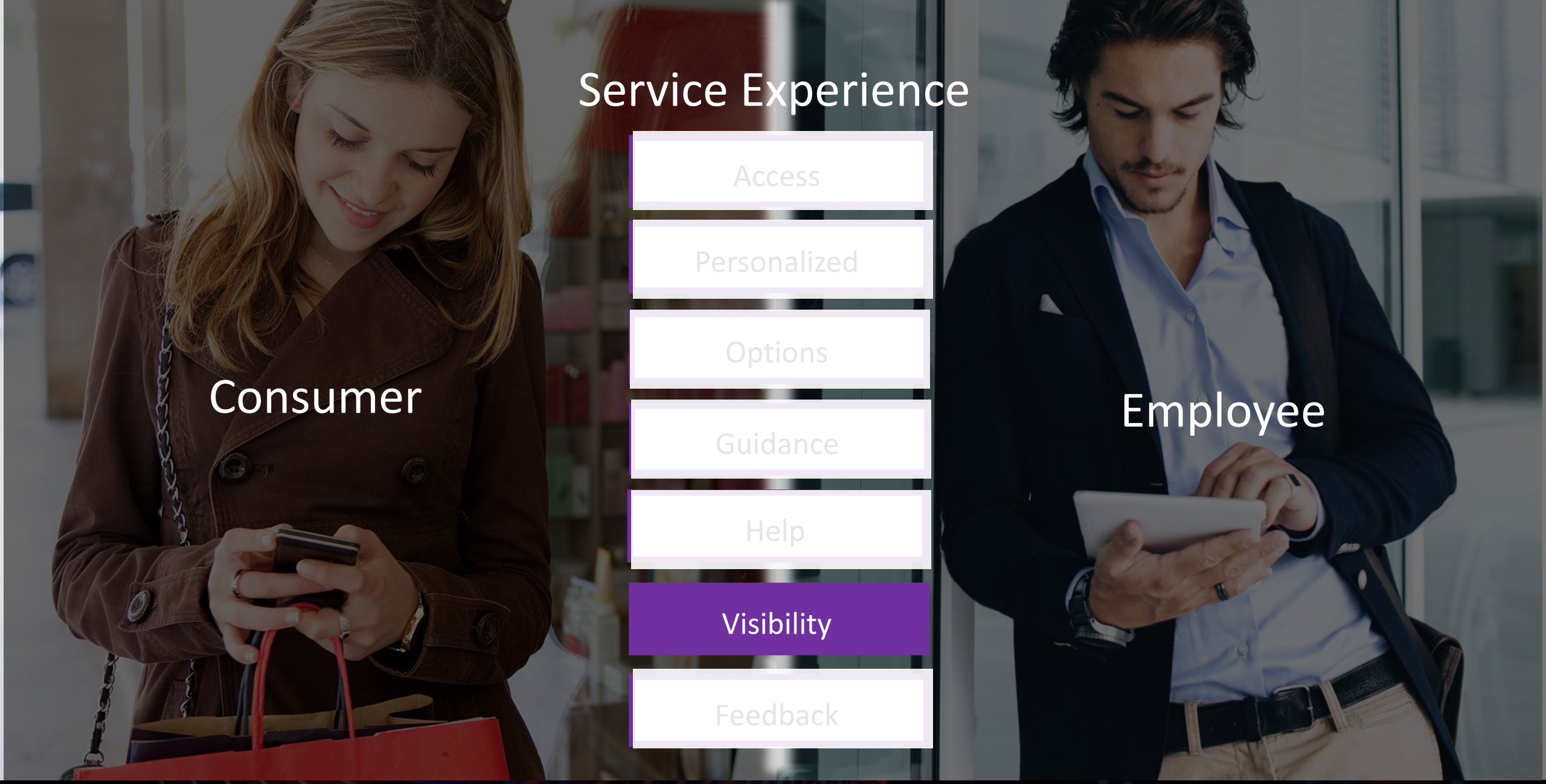
Employee

Help



- Inline help

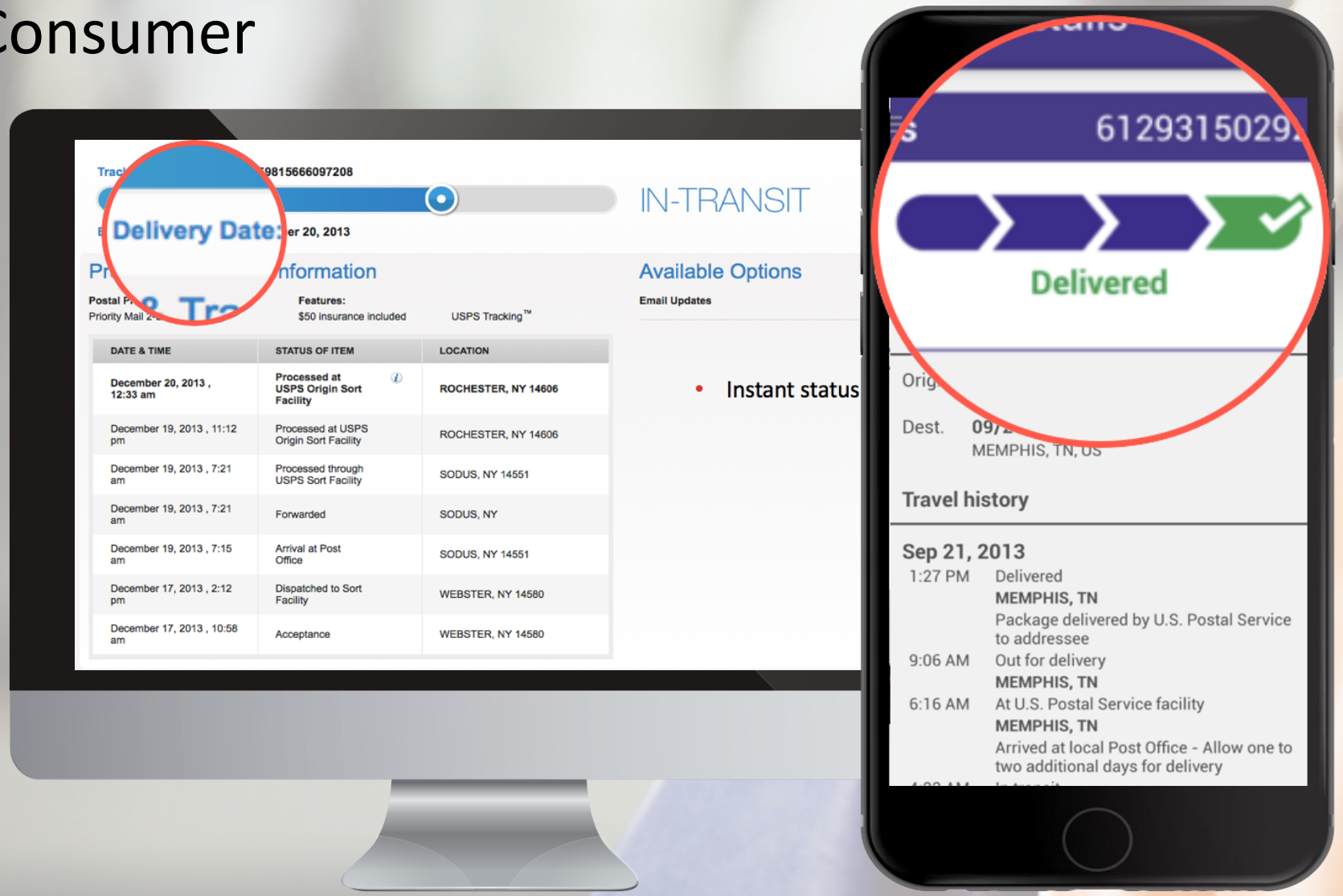
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Consumer

Visibility



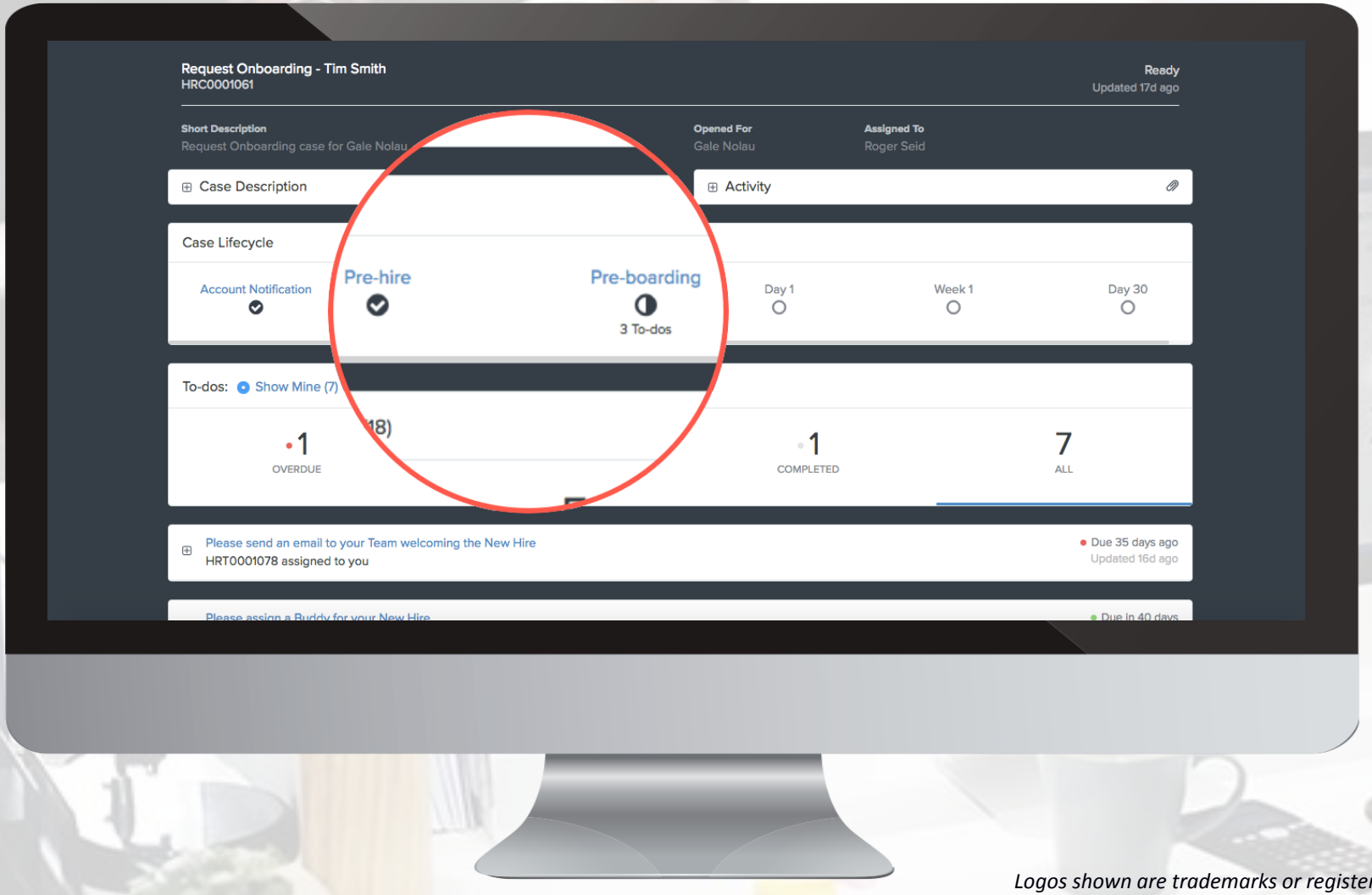
- Instant status

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Employee

Visibility



- Instant status

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Employees are now getting support much quicker and they can see the status of their requests at any time, creating a more consumerized employee service experience.

-Nasreen (Nash) Shaikh, HRIS Project Manager at Blue Cross Blue Sheild of Minnesota

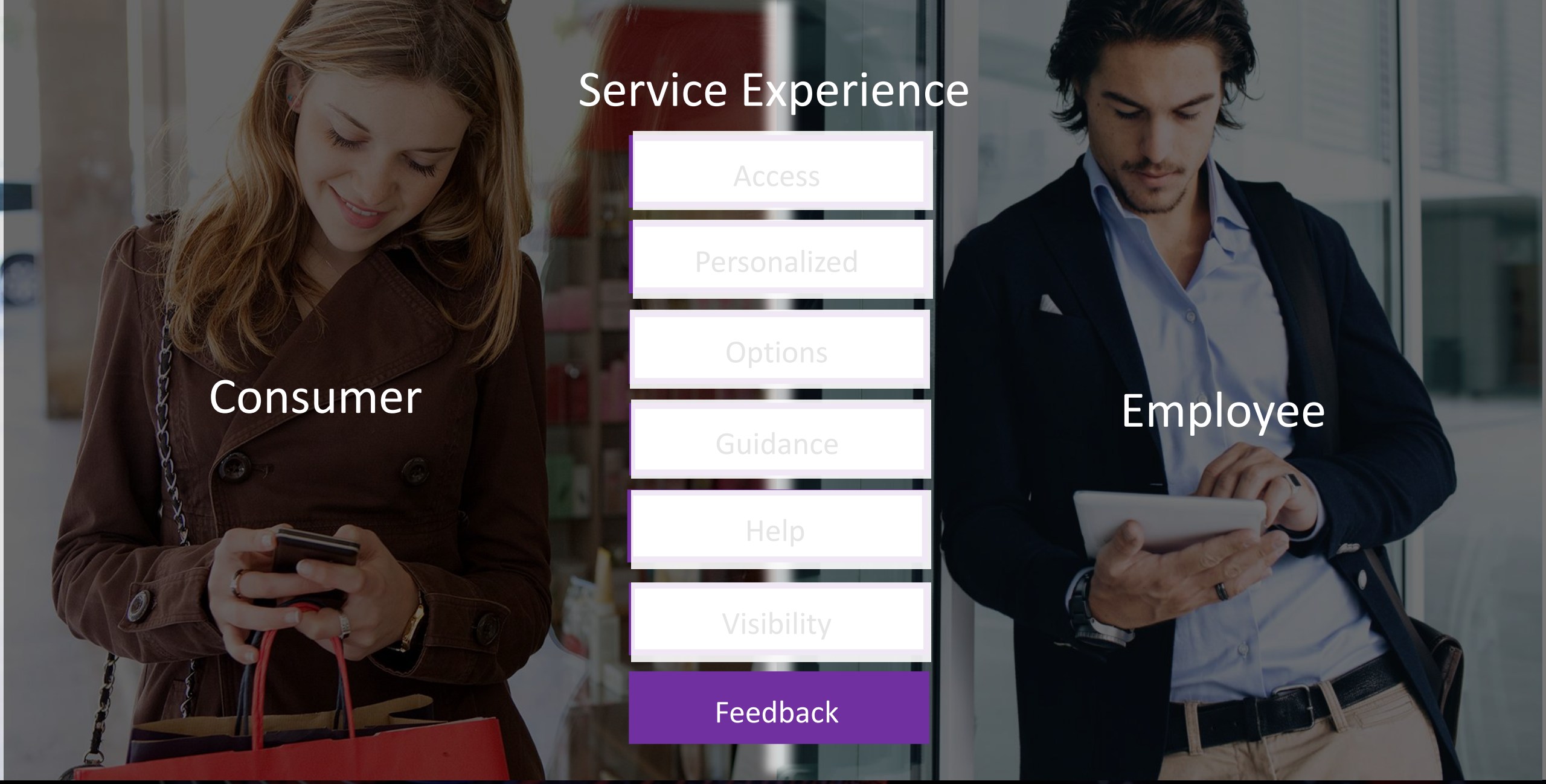
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We want to provide a consumer-grade experience for all our employees. They shouldn’t have to worry, or even know about the back end systems we use. We want their experience to be as seamless and easy as shopping on Amazon.

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

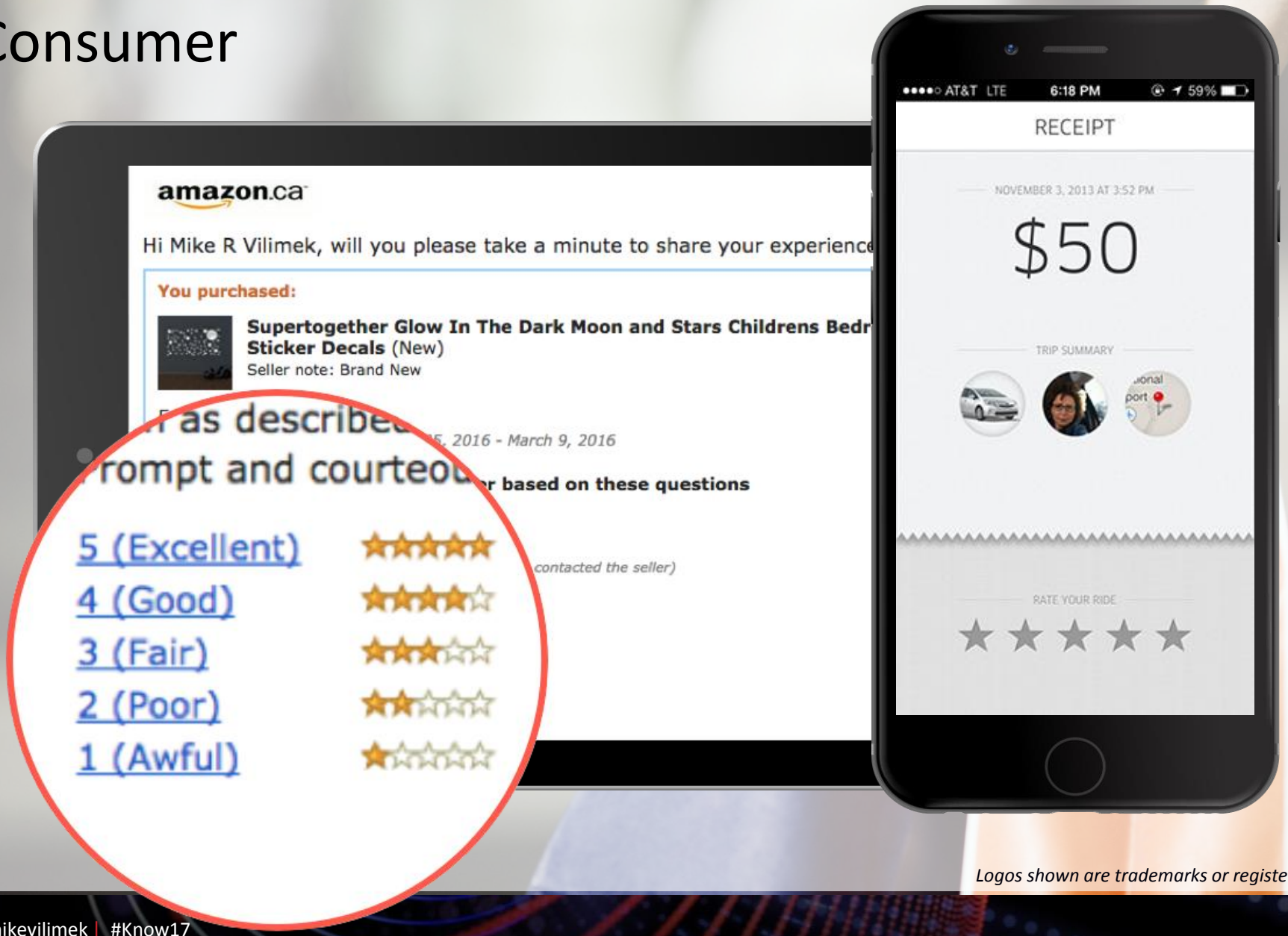
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Consumer

Feedback



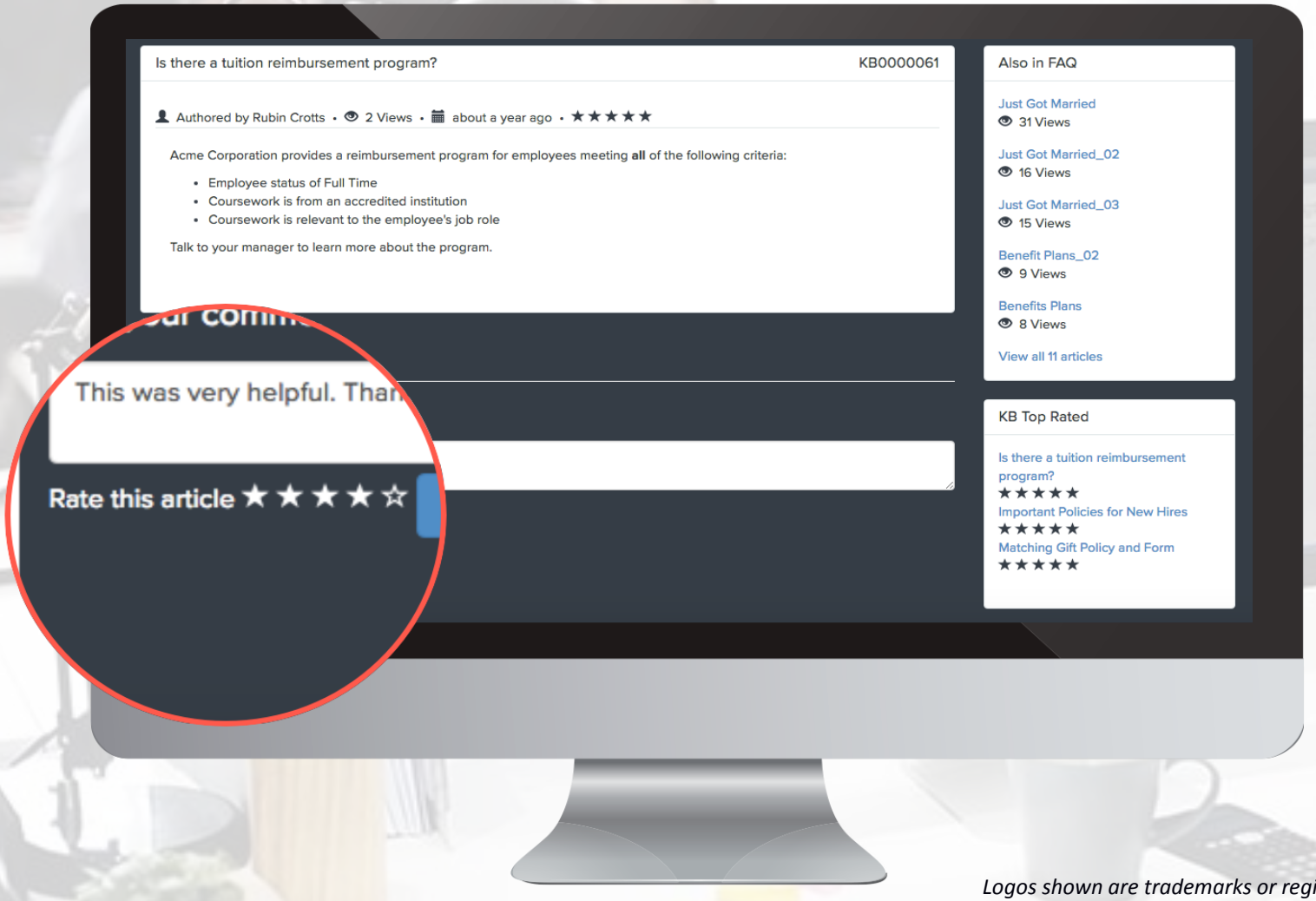
- Instant, contextual feedback

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Employee

Feedback



- Instant, contextual feedback

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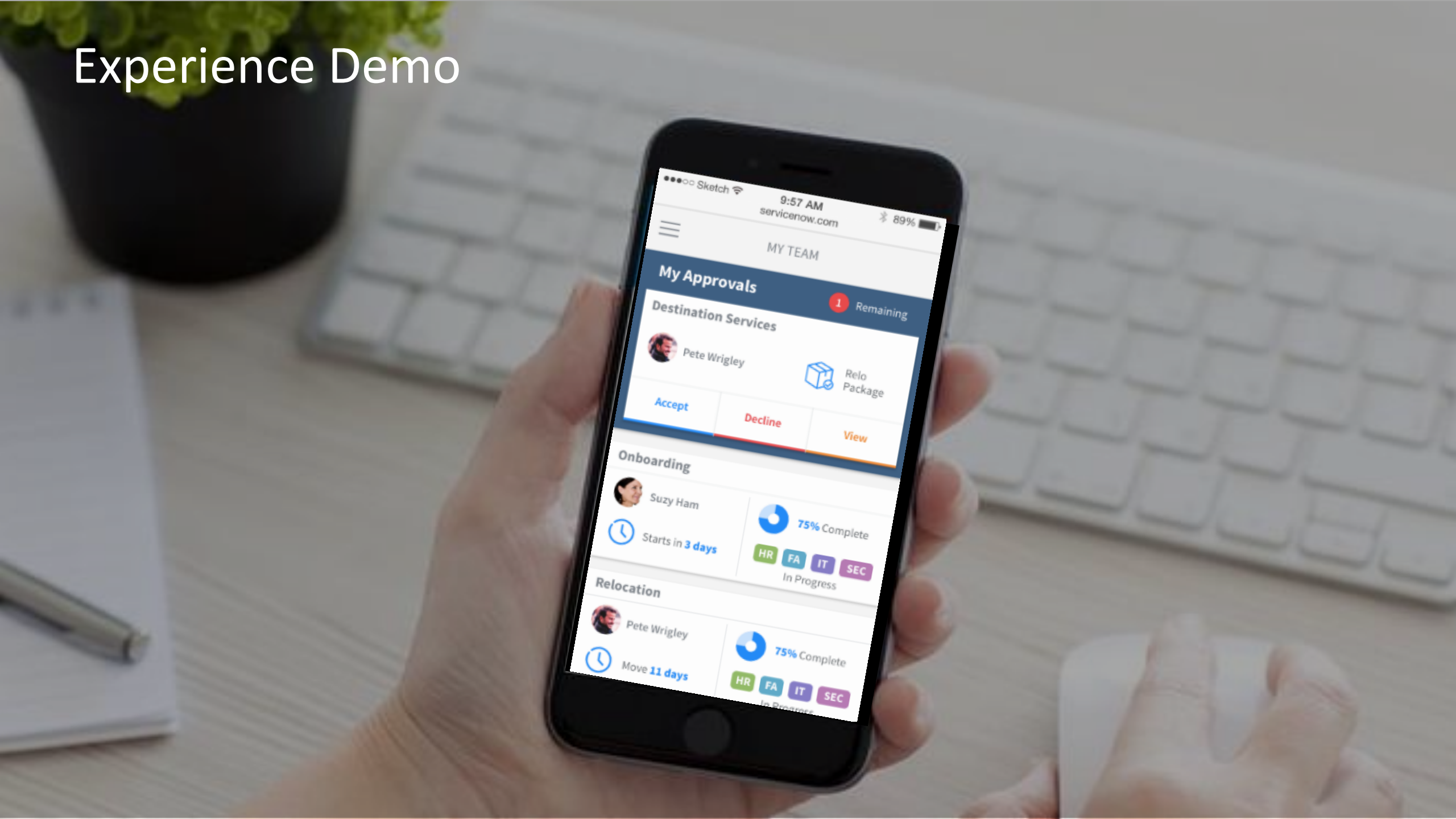


We measure employee satisfaction through a quick smiley face survey upon completion of each HR request….we are providing a great service experience for our employees, as evidenced by our 97% employee satisfaction rate.

-Kaitlin Arcamone, myHR Services Americas Manager, Campbell's Soup Company

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Experience Demo



Q & A

MIKE VILIMEK
DIRECTOR, PRODUCT MARKETING, HR PRODUCT LINE
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Take the Survey

Please take a moment to complete a session survey in the Knowledge17 app.

Thank You

Mike Vilimek

Director, Product Marketing, HR Product Line

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