knowledge17

WORK at LIGHTSPEED™

Scaling HR: Shifting from Transactional to a Single Point of Engagement for HR Service Requests

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ServiceNow

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Speaker Introduction



NAME: Jen Stroud

TITLE: HR Transformation Leader & Evangelist

FUNCTION: Customer Success

COMPANY: ServiceNow

EXPERIENCE: 10+ years as an HR Practitioner, ServiceNow Customer, 2.5 years @ ServiceNow in current role

EXPERTISE: Educating HR Leaders on the ART OF THE POSSIBLE with HR Service Management

ACHIEVEMENTS: Implemented ServiceNow at TeleTech enabling a global HR transformation; 1st employee in HR BU at ServiceNow; Numerous HR seminars; My 5th Knowledge

CURRENT PROJECTS: HR Summits, Blogs, Articles, Art of the Possible Presentations to HR Leaders & Teams

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Session Overview



Objectives

- Understand the challenges and goals of Scaling HR
- Learn how two great companies are:
  - Creating a great work experience for HR
  - Enabling HR to provide a best in class employee service experience
  - Shifting from tactical to strategic
- Discuss how to begin
- What to consider

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Scaling HR: Challenges

How easy do you make it for your employees to be employees; to do great work?

- Decentralized Information
- Paperwork
- Email
- Too many systems

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Scaling HR: Goals – Top 7 Considerations



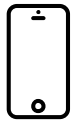
Employee Service Center – One Stop



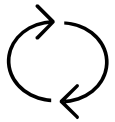
Employee Direct Access to Info and Services



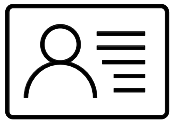
Intuitive & Easy To Use Interface



Visibility and Mobility



Workflow Automation



Personalized, Accurate and Timely Service



HR System Integration

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‘2017 is the year to transform HR to be agile, consumer focused, and digital.’ – The Employee Experience Is the Future of Work, Forbes.com, 01/05/17

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Customer Success



1,825

Knowledgebase articles accessed

285

Forms accessed

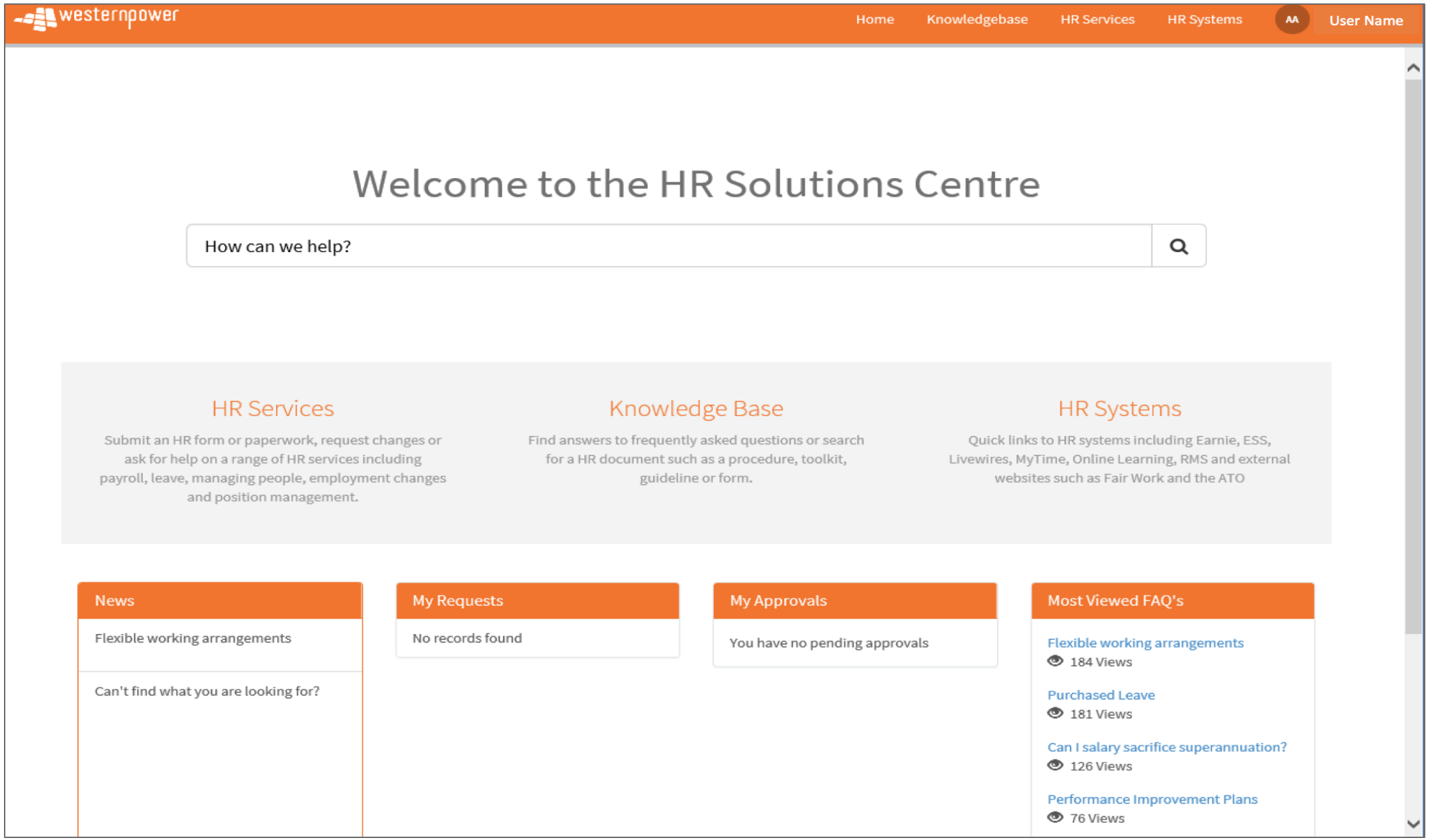
95

Work hours saved

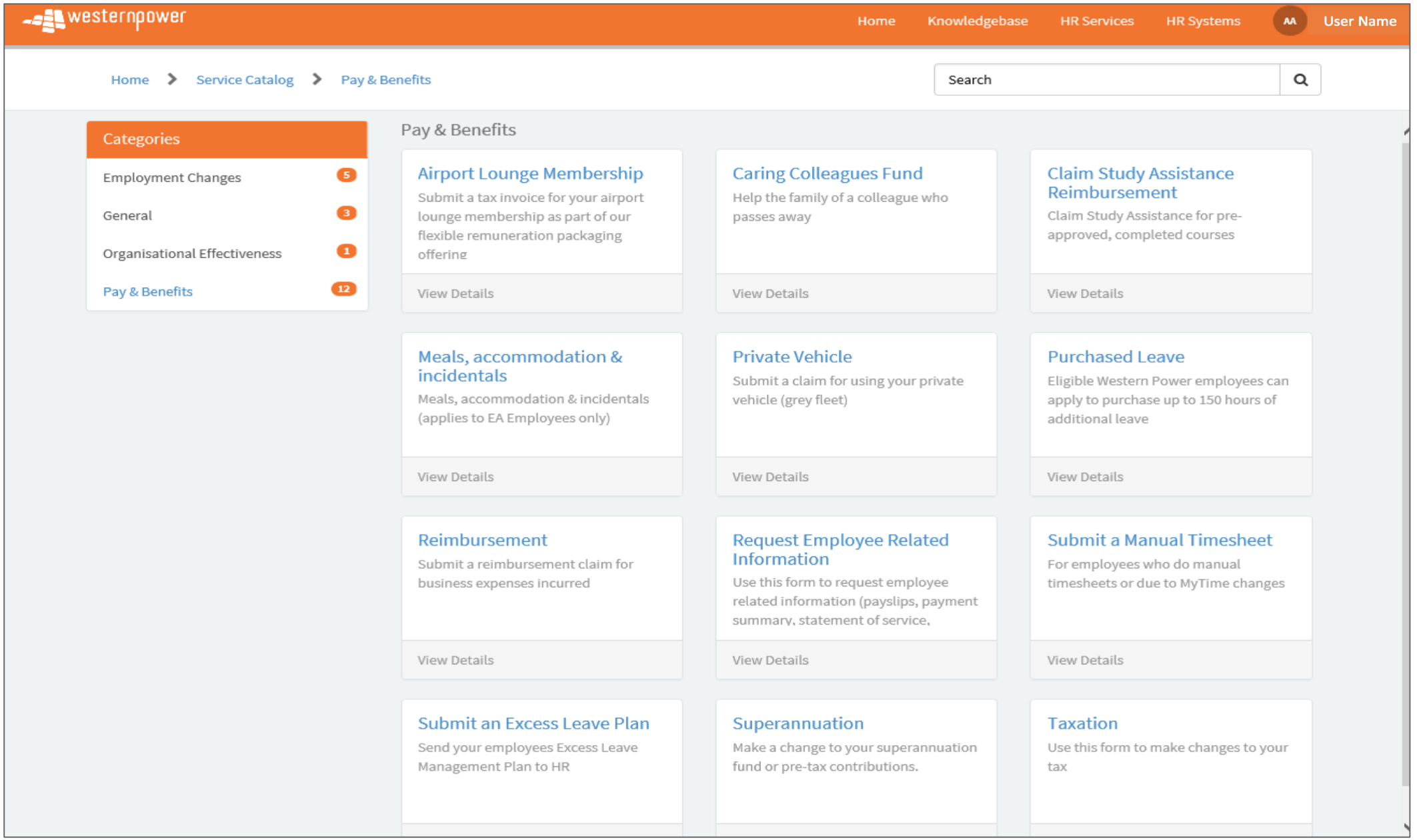
"Since going live a week ago it's been extremely exciting for the function to see the uptake rate from the business."

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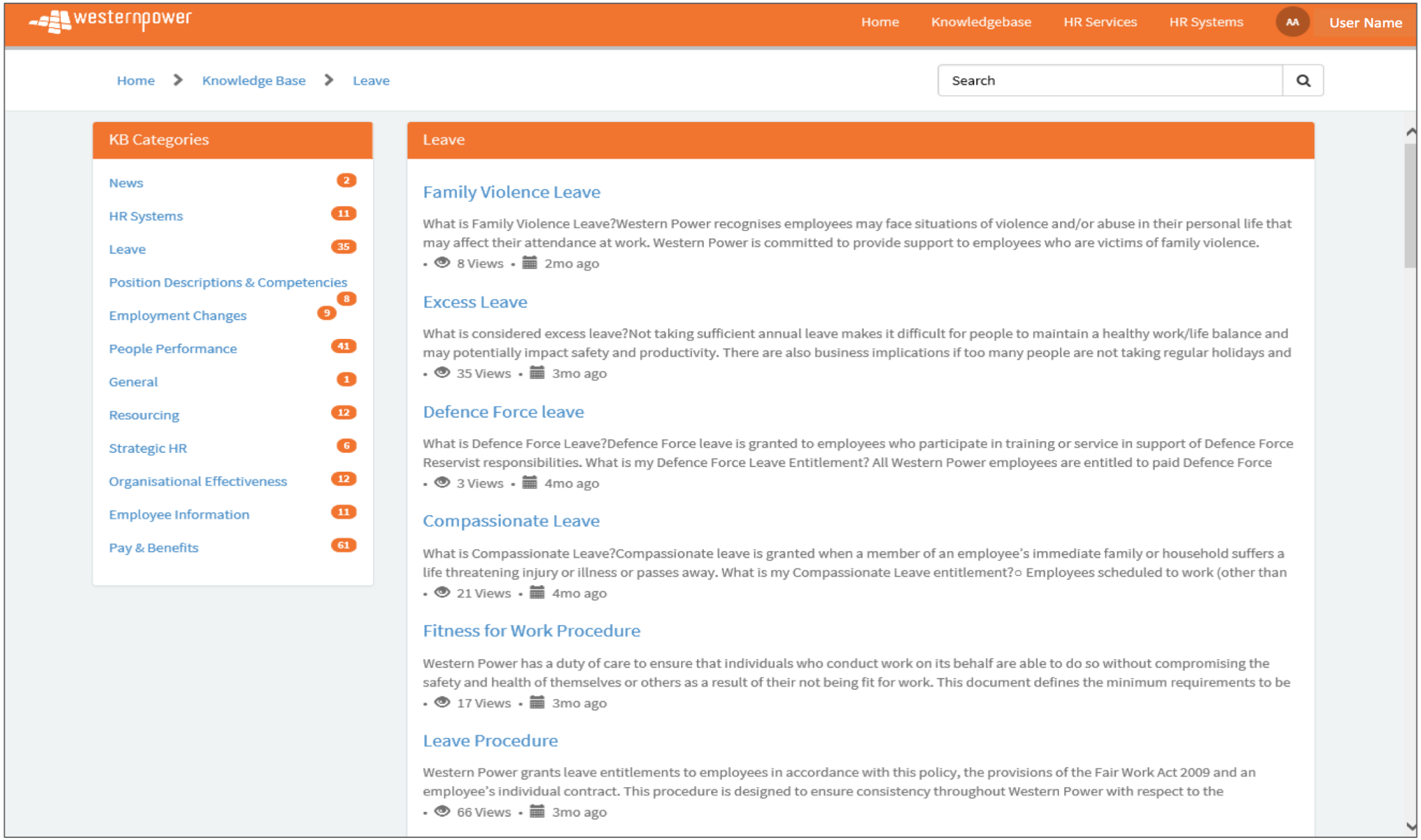
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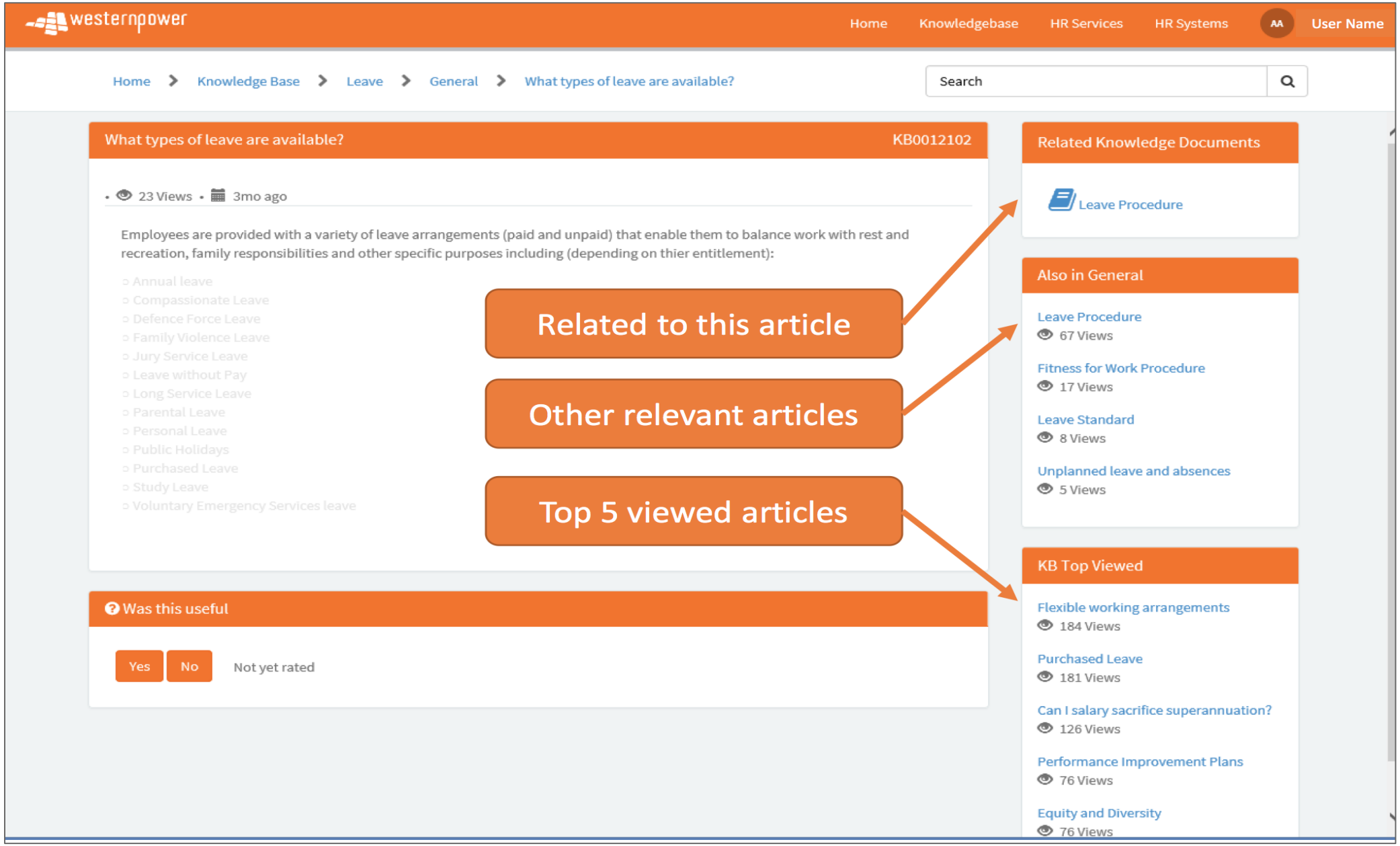
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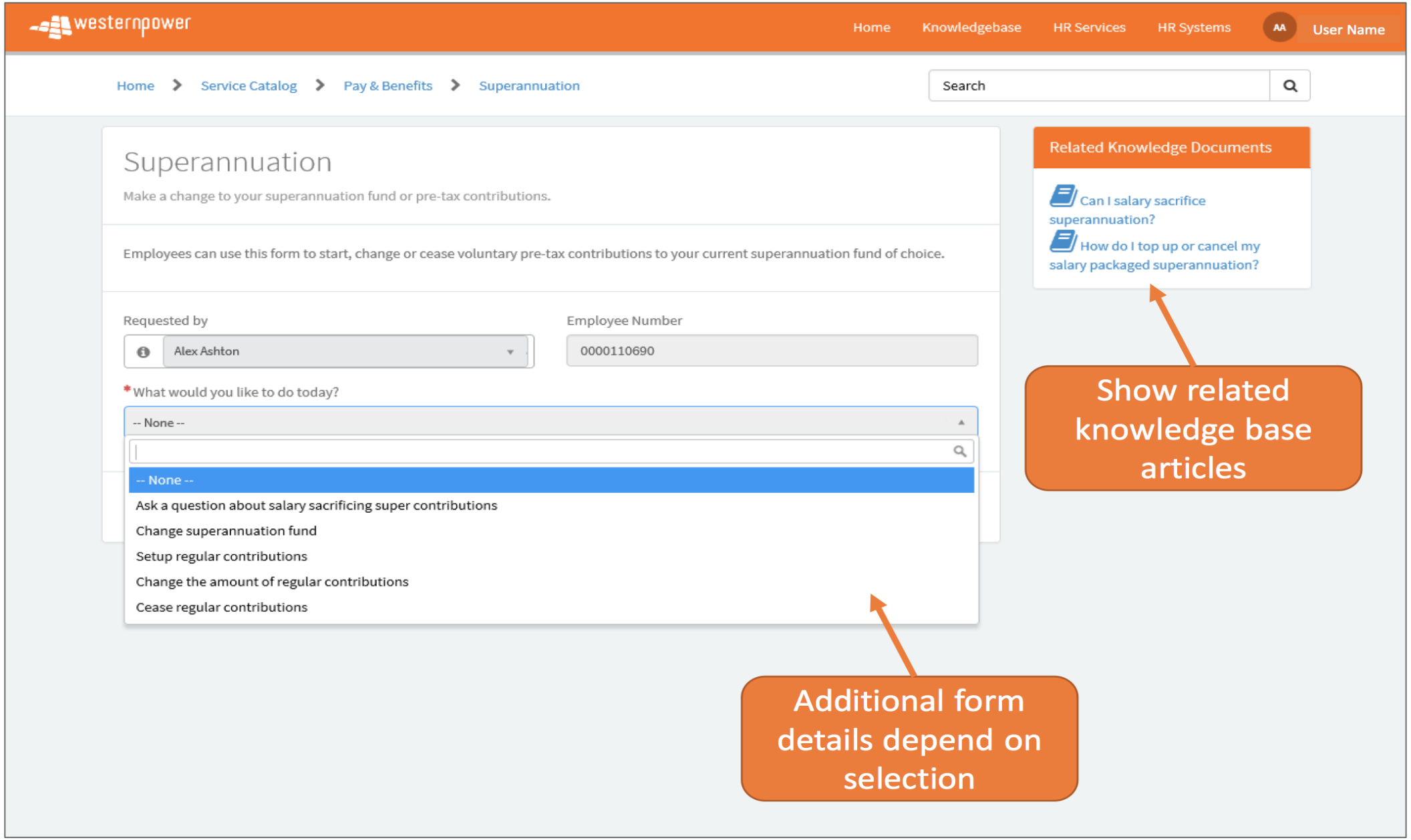
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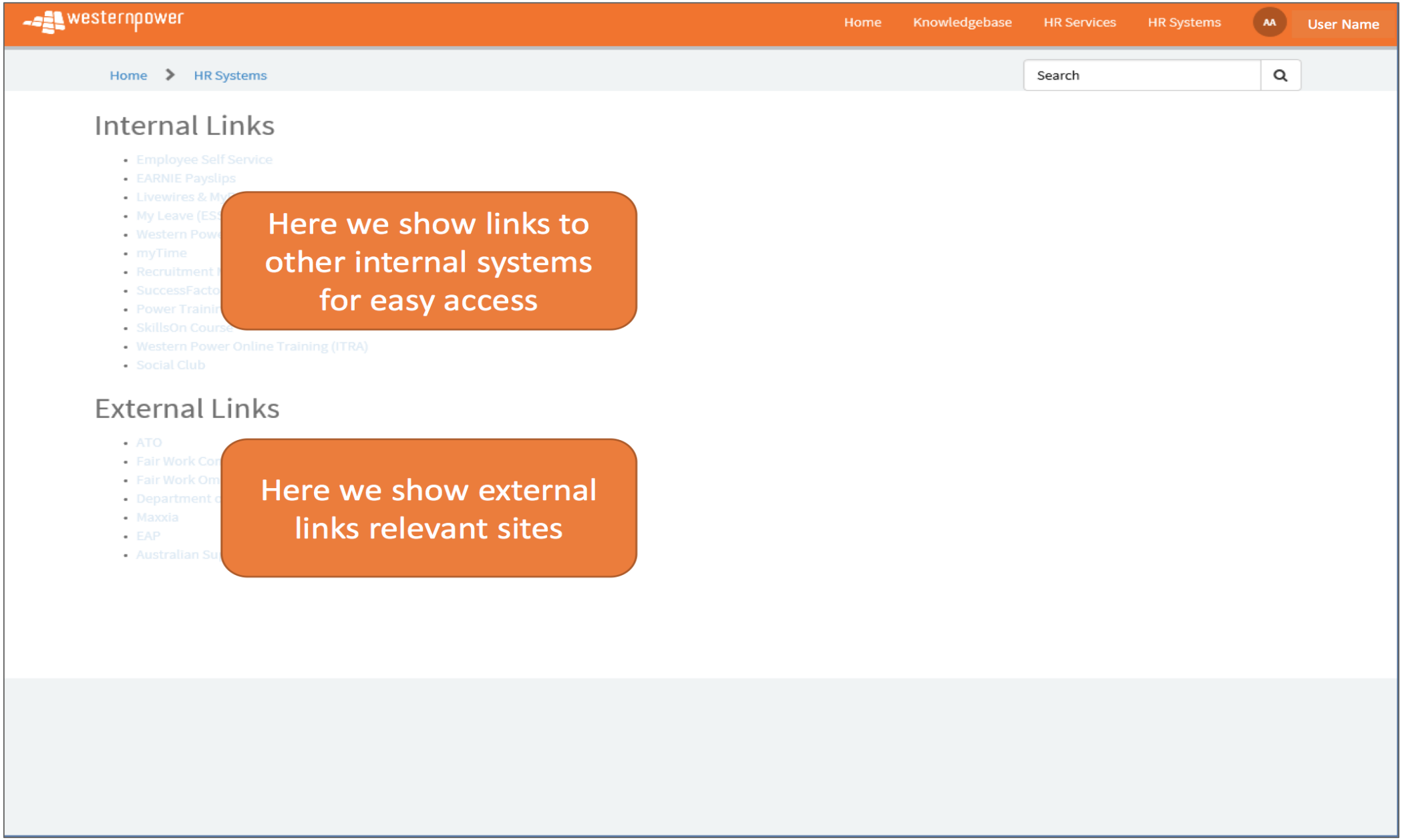
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Customer Success



34% to 94%

HR Portal Satisfaction
(previous CRM system)

80%

Processes
Automated

12 Weeks

Implementation
Time

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Customer Success



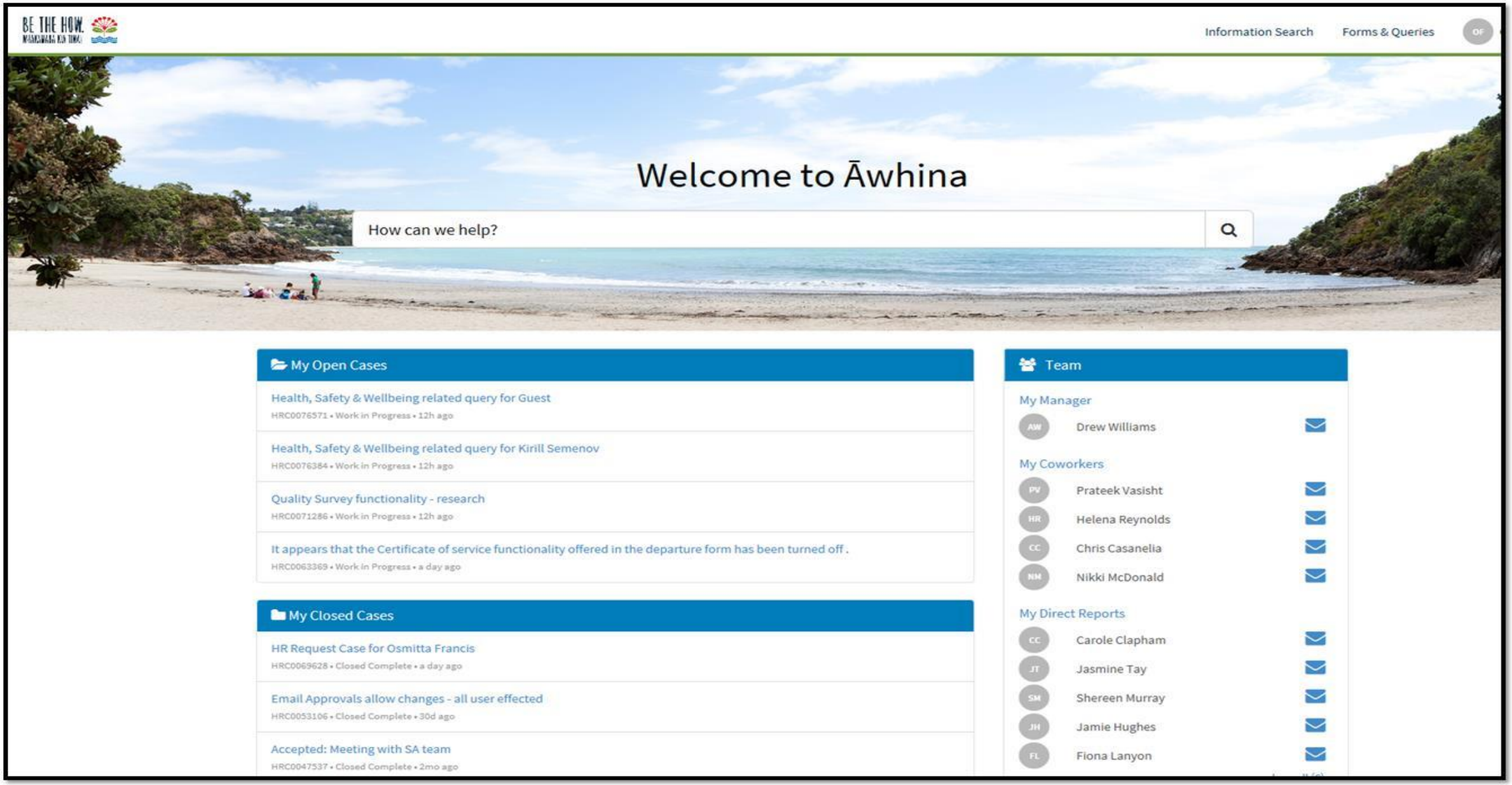
25% to 54%

Cases closed on 1st attempt

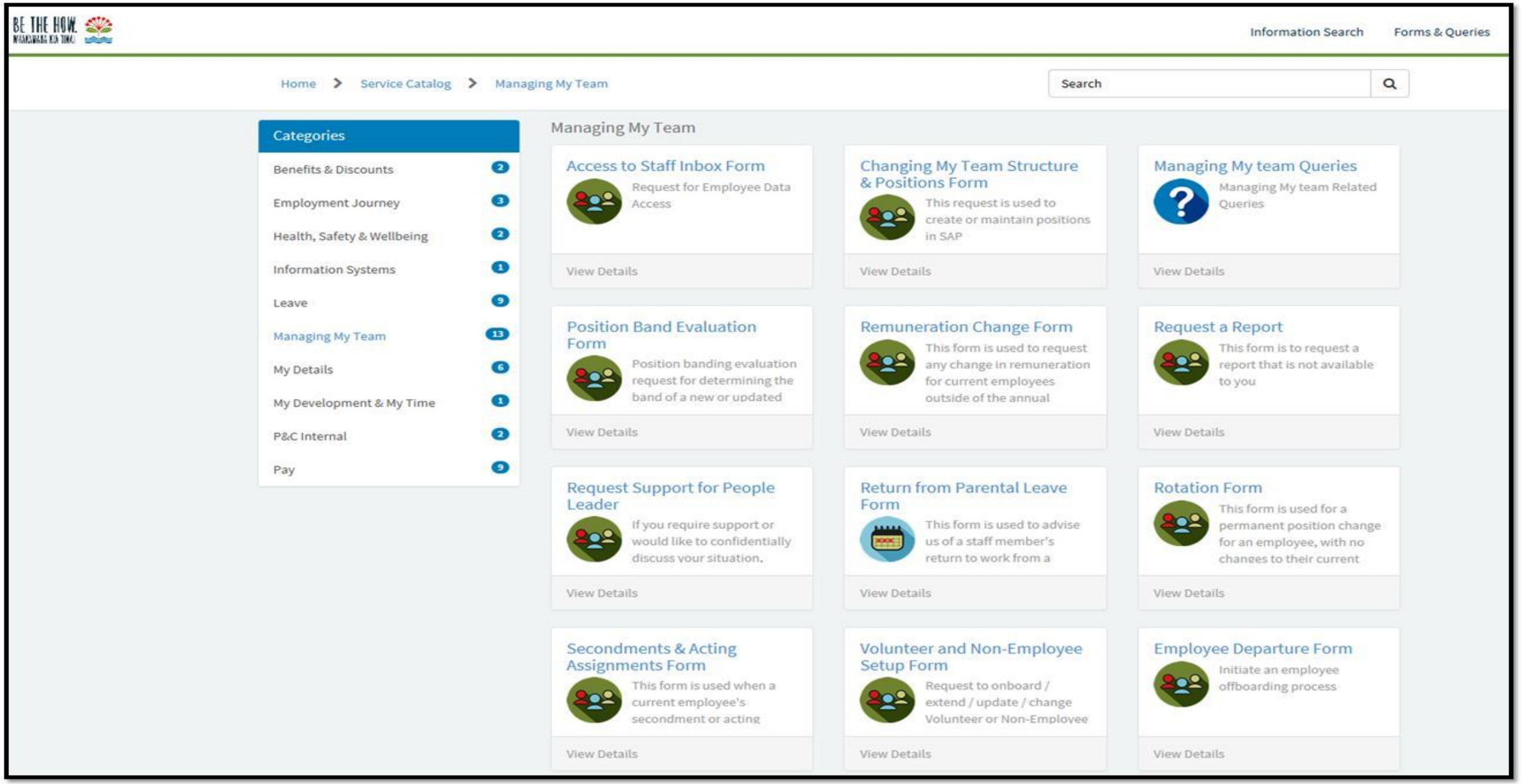
70% to 93%

SLA Achievement

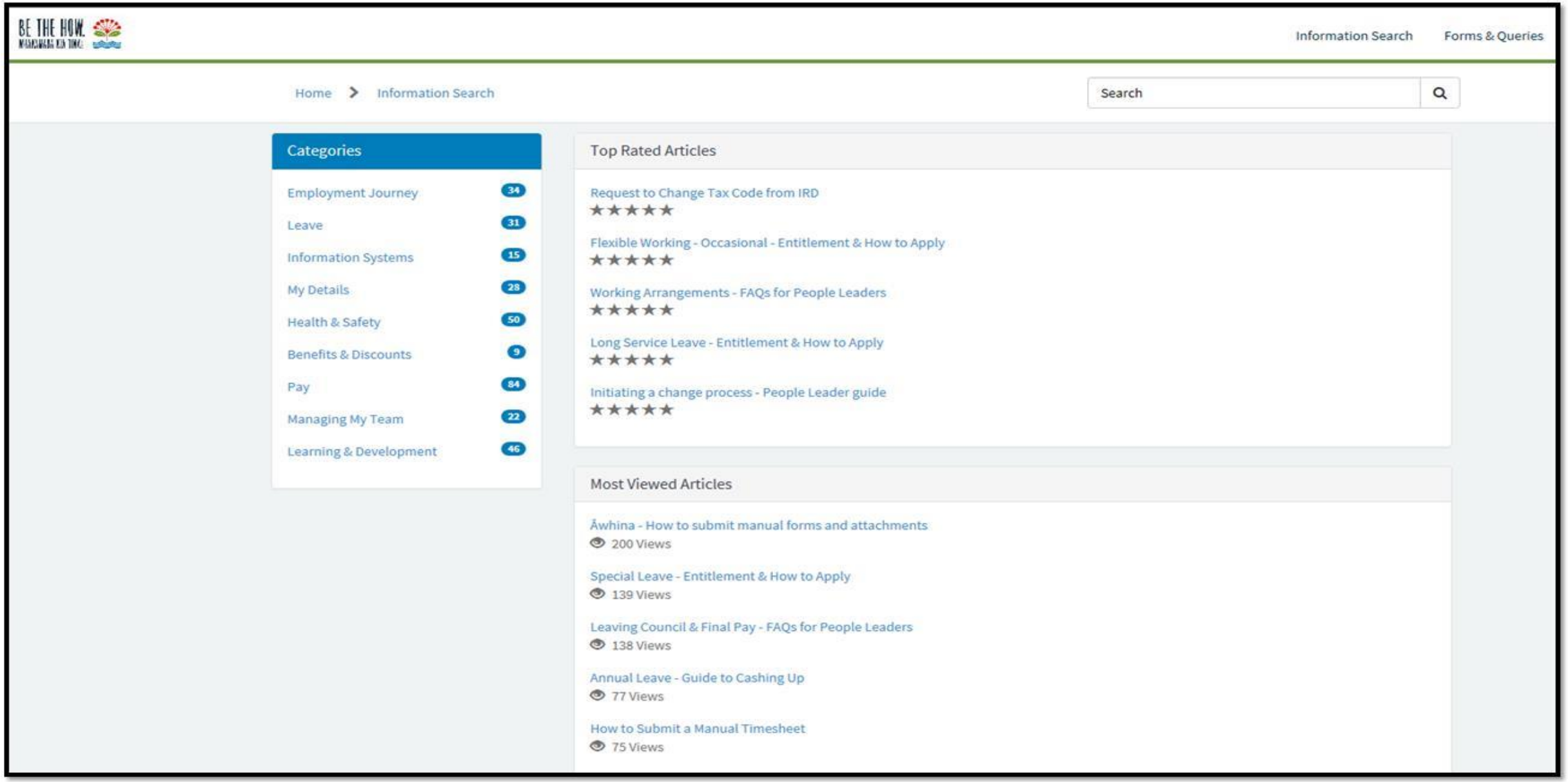
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Deloitte.

Benefits to Employees

- **Intuitive google like search facility**
- Automated forms
- **Single sign on**
- Email integration and auto creation of a case
- **Visibility of progress of cases**
- Query facility within each category
- Knowledge articles
- “on behalf of” access built

Benefits to People & Change Team

- Quicker escalation to correct team
- **Able to report on Queries, processes, and Knowledge articles viewed**
- SAP overnight data extract
- Internal knowledge space, assignment groups
- **Email integration and auto creation of a case**
- **Categories and sub categories linked to SLA**

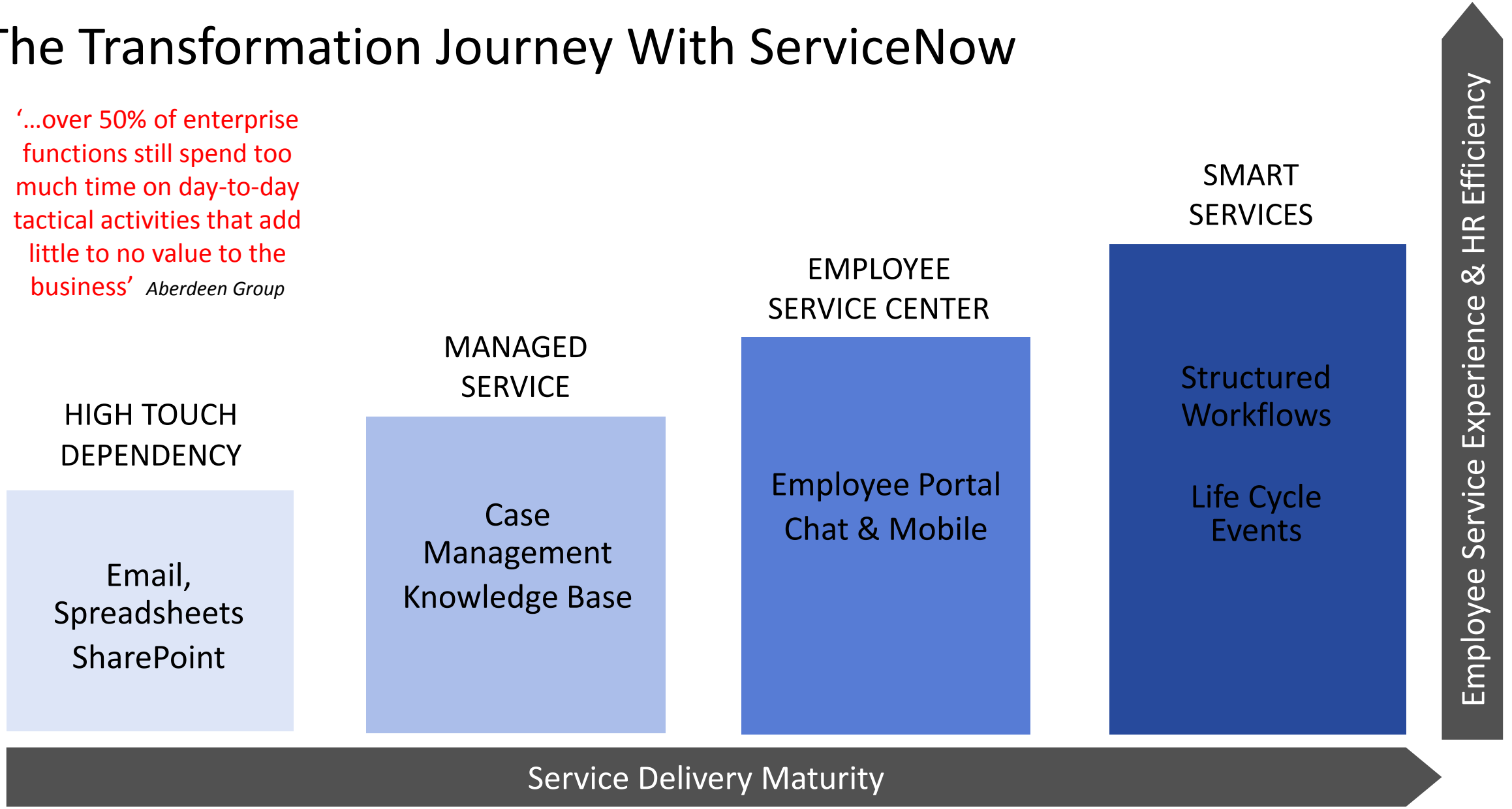
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The Transformation Journey With ServiceNow

'…over 50% of enterprise functions still spend too much time on day-to-day tactical activities that add little to no value to the business' *Aberdeen Group*



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The Transformation Journey Begins With Case Management & Knowledge

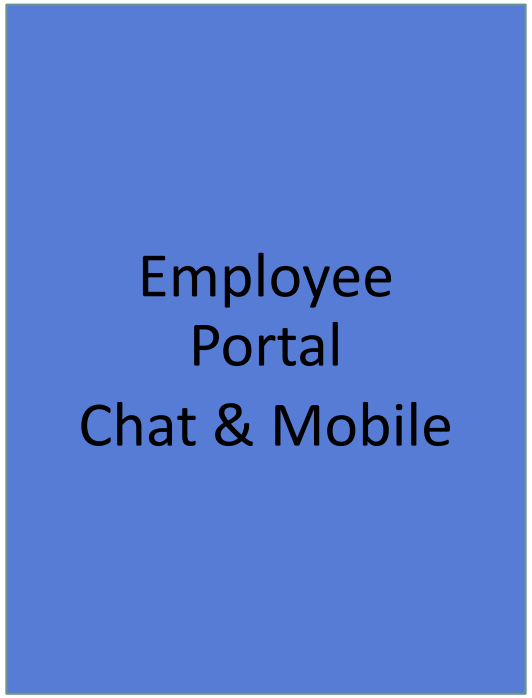
Case Management Knowledge Base

Managed Service:

- Adding structure to service delivery
- Employees gaining autonomy
- Administrative and tactical work reduced by ~20%
- Support becoming more predictable and reliable
- Centralized access to key information/answers
- Employee visibility into submitted requests
- Response times on the rise
- Access to key metrics

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Branded Portals (Context Sensitive) Advance The Employee Experience

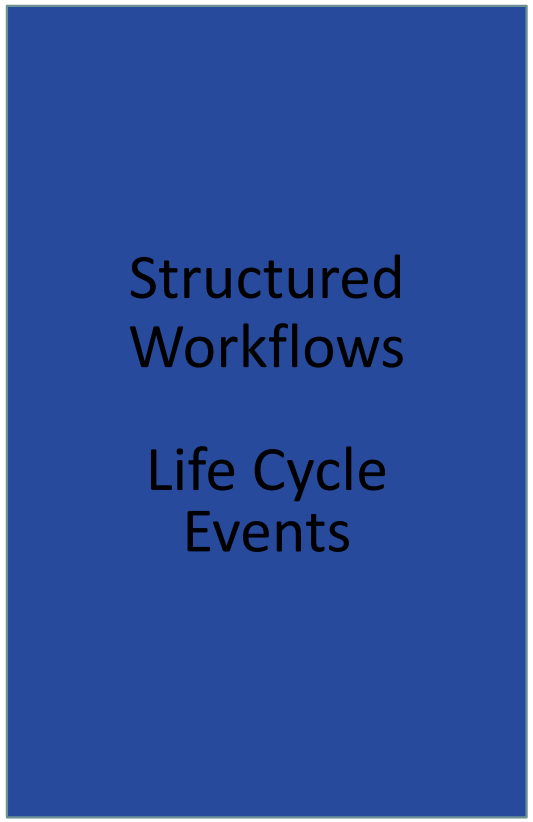


Employee Service Center:

- One-stop shop for all employee needs
- New support channels with chat and mobile
- Priority and focus is on the employee service experience
- Centralized portal for communicating high priority information to employees

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Structuring Services Continues The Transformation Journey



Smart Services:

- Administrative and tactical work reduced by >65%
- Response times improved >50%
- Improved employee engagement and business results
- Email use and paper forms significantly reduced
- Increased face time with employees on issues where high touch really matters
- Employee productivity and innovation on the rise

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Automation Of Core Services Completes The Transformation Journey



Beyond Smart Services…..

- End-to-end orchestration of complex business processes
- Administrative and tactical work reduced by >80%
- Response times improved >70%
- Automated cross domain activities with other business units (i.e. on-boarding, off-boarding, transfers, etc)

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More Customer Success









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Sally Beauty Transforms HR Operations And Delivers A Employee Service Makeover For It's 25,000 Plus Employees

ServiceNow delivers rapid ROI and provides visibility into our productivity

- HR is now able to deliver a more consistent and streamlined Employee Service Experience
- Dashboards and analytics now provide leadership with quantifiable HR service metrics
- HR has been able to repurpose $719,000 worth of work in the field, while reducing the SLA by half

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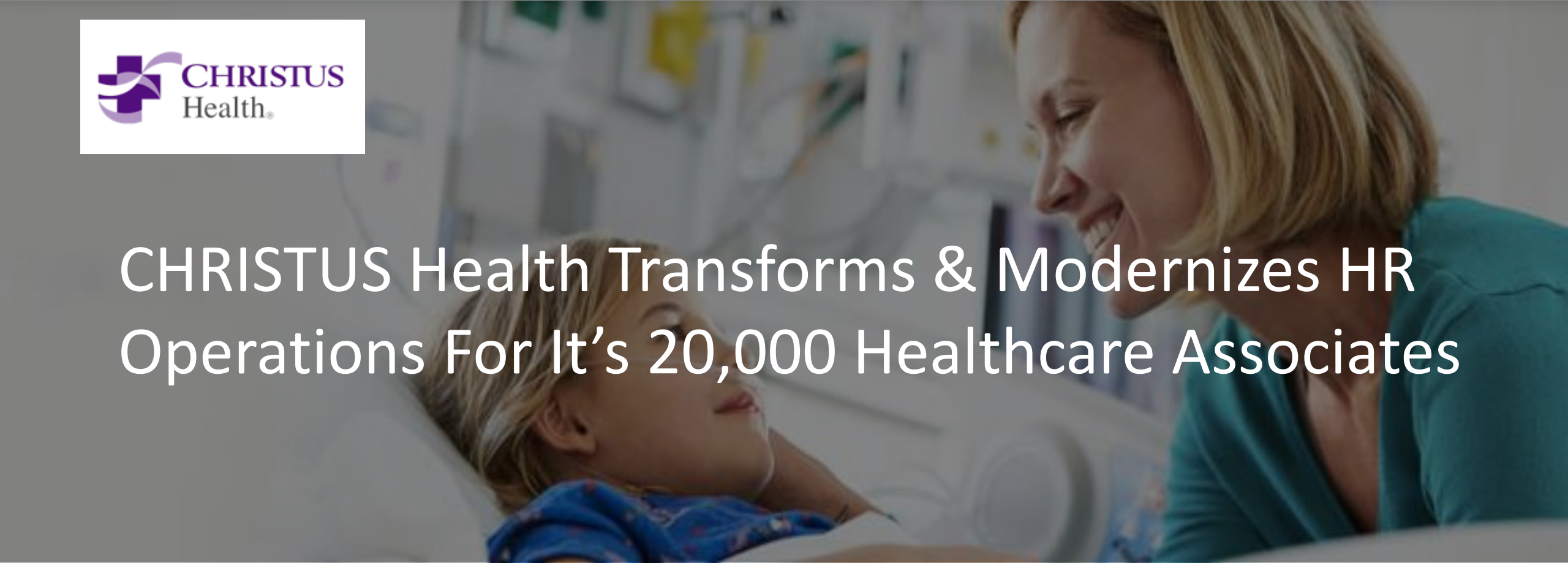


Besides the impressive results in productivity, responsiveness, efficiency and effectiveness, Cars.com has seen other significant impacts due to its use of ServiceNow.

—April Carter, IT Operations Manager, Cars.com

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CHRISTUS Health Transforms & Modernizes HR Operations For It's 20,000 Healthcare Associates

ServiceNow Delivers Massive Savings through Automation of HR Service Requests

- ~$1 Million in Productivity Savings due to a 66% reduction in (Tier 1) HR Service Requests*
- New Employee Self Service Portal now handles all (Tier 0) HR requests for over 20k Healthcare Associates
- Dashboards and analytics now provide corporate leadership with quantifiable HR service levels

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Appliances



Cell Phones



Wallpaper



Featured Brand Watches



Luxury Bedding & Bath



platinum jewelry



Televisic



Lighting

For Overstock, integrating ServiceNow and Workday was a no-brainer. HR benefits, IT benefits, and—most importantly—our associates benefit. Everyone should do this.

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

overstock™

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What To Consider

1

Plan for the majority not the few

2

Include a mobile strategy in your transformation plan.

3

Consider how you treat your customers.

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What To Consider

4

Design your strategy with your employees at the center not HR.

5

Involve your target audience in developing, communicating and executing your plan.

6

You have only one opportunity to make a good first impression.

Make It Count!!!

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Q & A

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Thank You

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HR Transformation Leader

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