knowledge17

WORK at LIGHTSPEED™

What it Takes to Build a Global HR Service Portal – Q&A with AkzoNobel

MODERATOR:
TRACEY FRITCHER
PROJECT MANAGER, HR
ServiceNow

CUSTOMER:
MARY FURNELL
AkzoNobel

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servicenow

Speaker Introduction



NAME: Mary Furnell

TITLE: Project Manager

FUNCTION: HR

COMPANY: AkzoNobel

EXPERIENCE: Over 10 years Operation HR Experience, 8 years with AkzoNobel

EXPERTISE: HR and Technology Expert/Systems

ACHIEVEMENTS: Cross country implementation of ServiceNow

CURRENT PROJECTS: Wave 2 ServiceNow role out, Wave 3 additional functions implementation in ServiceNow

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My Company



NAME: AkzoNobel

INDUSTRY: Chemicals, Paints and Coatings

COMPANY'S PRIMARY PRODUCTS/SOLUTIONS: Leading global paints and coatings company and a major producer of specialty chemicals, Consistently ranked as one of the leaders of sustainability

COMPANY-WIDE INITIATIVES: We create Everyday Essentials to make people's lives more livable and inspiring: Essential Ingredients, Essential Protection, Essential Color. Sustainability

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What were some of the HR related business challenges AkzoNobel was facing, prior to implementing ServiceNow?

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Our Challenges

- Information self-service (Tier 0) is broken
- Knowledge not managed in a structural manner
- No aligned way of delivering Service
- Too much time to find
- No engaging content/ experience
- Too many Case Mgt systems (5)



Impact?

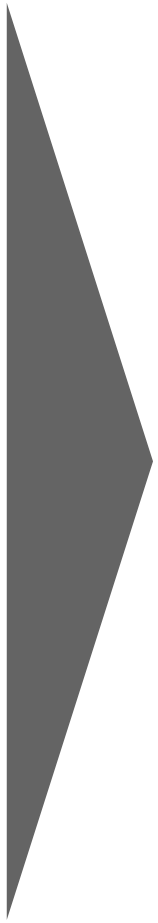
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As result of these challenges, what effect do you think that had on the business and the global employee service experience?

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Business Impacts

- Information self-service (Tier 0) is broken
- Knowledge not managed in a structural manner
- No aligned way of delivering Service
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IMPACT

1. Too many FAQ type questions coming to SSCs or HRBPS
2. Underutilizing efficiency drivers like KM and work allocation standardization in the center
3. Higher Transaction inflow due to lack of engaging self-service layer (incl. lack of mobile)
4. Taking too much time from managers and employee / too much manual rework
5. Sub-optimal investments in different tools, knowledge and system management

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Prior to selecting ServiceNow, did you have vision in mind for how you wanted to build a global HR Service portal across the organization?

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Our Vision

One Global Service Management process Model

One Google like Service Portal

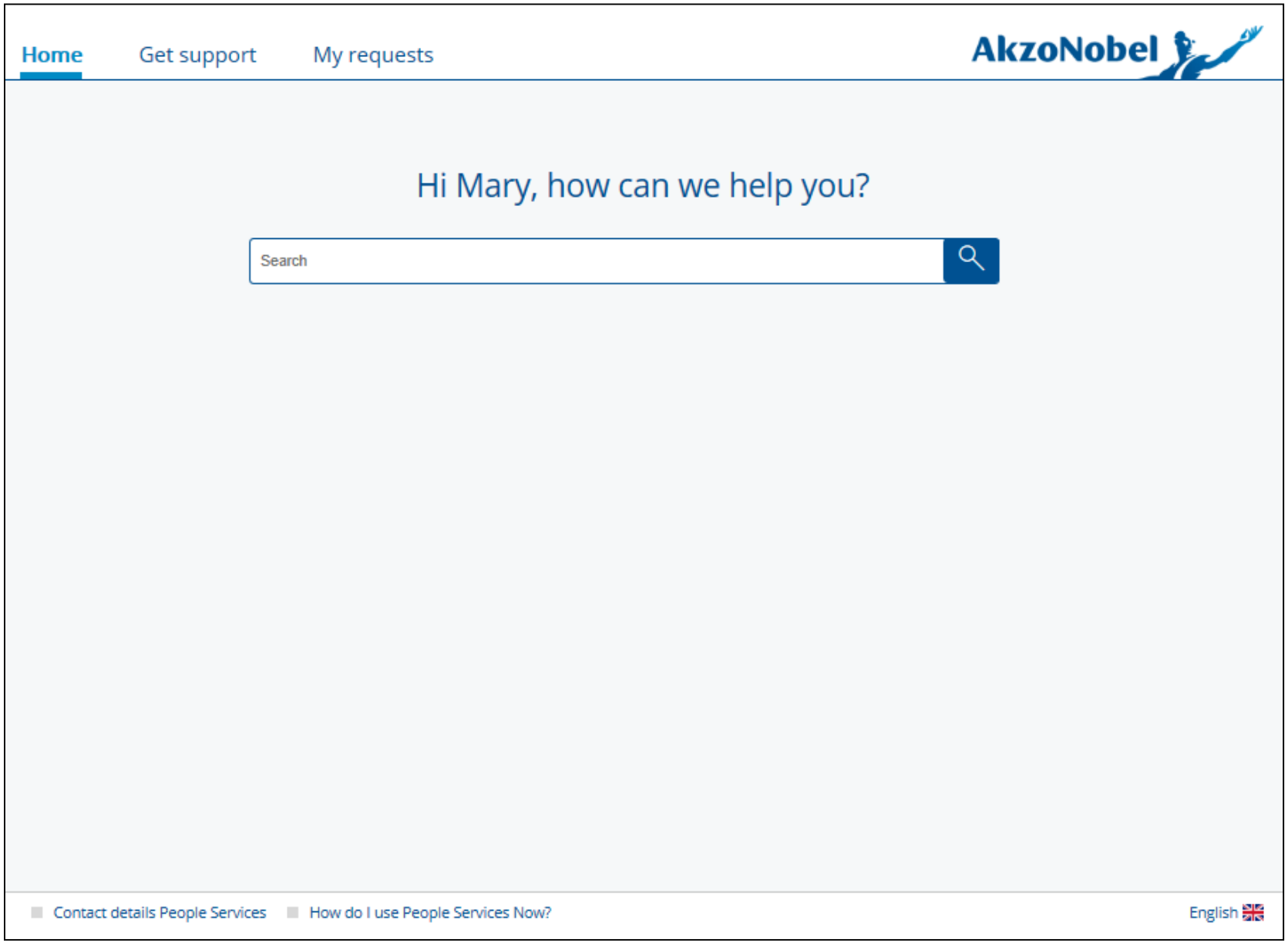
One Knowledge base

One set of Reporting

One place to get your service

Integration and Mobile enablement

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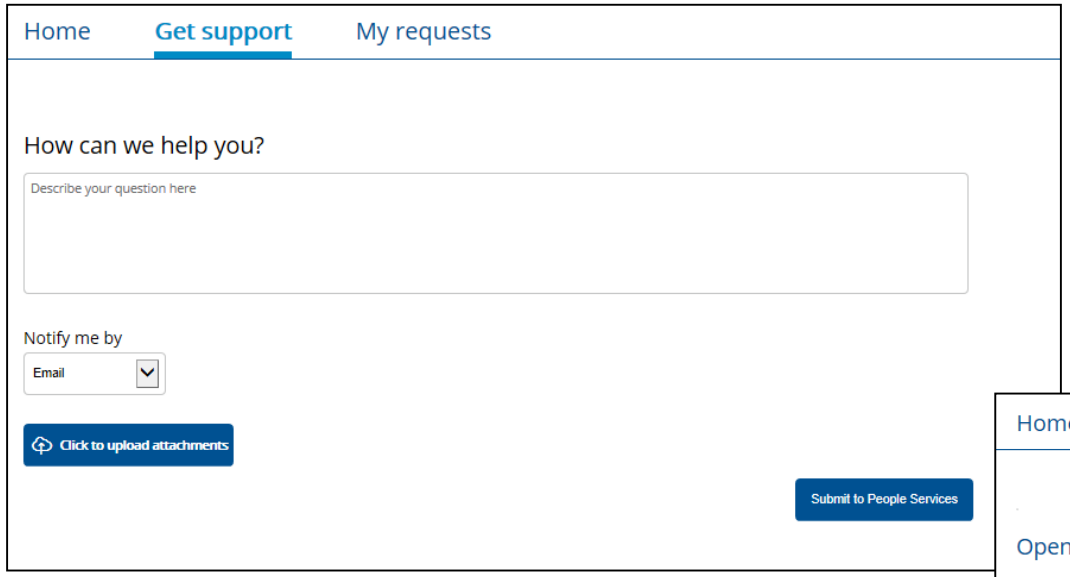


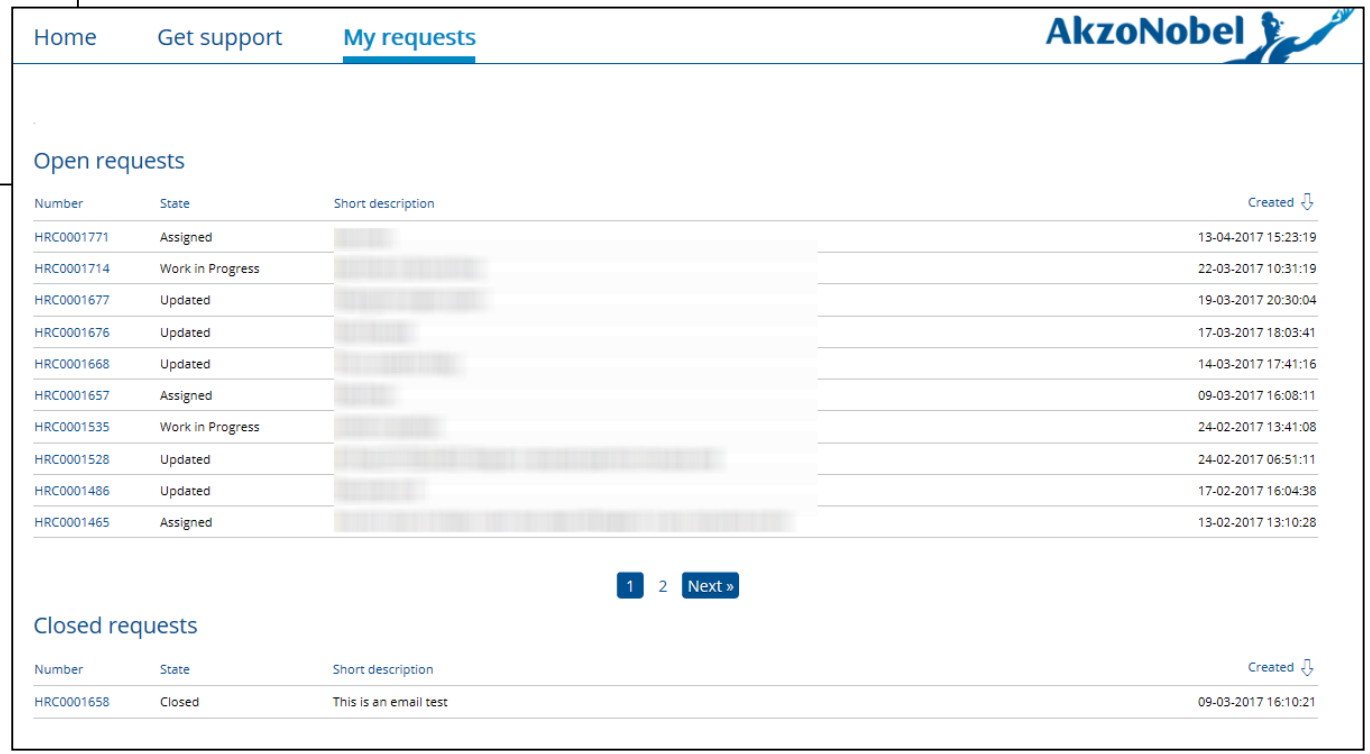
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Why did you ultimately choose ServiceNow for your Global HR Service Portal needs over any other vendor?

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How did you go about designing a HR Service Portal and Knowledgebase (KB) content that employees want to use?

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Best Practices

GOAL: Accurate, easy to use and find, up to date knowledge source for people service.

1

Less is more!

No Clutter: Keep number of articles as limited as possible

2

Design for Mobile

3

Rule of the Goldfish: create content that is engaging and readable at first glance

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Global: access global HR systems

Procedure for access to global HR systems.

For all access requests related to the global HR systems myHR and myCareer, you need to submit a Global HR system access request form. Due to audit and compliance regulations all requests need to be correctly approved, granted and documented.

- Instructions submitting request → on the right side of the screen when clicking this link.

Before requesting any access rights, please make sure you have completed the following AkzoNobel courses:

- Life Saving Rules
- Code of Conduct
- Data Privacy for HR and IM

External AkzoNobel contractors need to fill in the AkzoNobel Confidentiality Agreement before any access can be granted.

Don't:

When you stay at home because of illness you have to inform your manager. You have to do this before 9.00 am on your first day that you become ill.

Do:

Not able to work due to illness? → inform your manager before 9.00 am the same day

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What were some of the key challenges around managing multi-country and Global Knowledgebase content that ServiceNow helped you solve?

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What was your planned measure of success after going live with ServiceNow across the organization?

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Since Implementing ServiceNow, how would you say the benefits have materialized?

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Benefits & Utilization

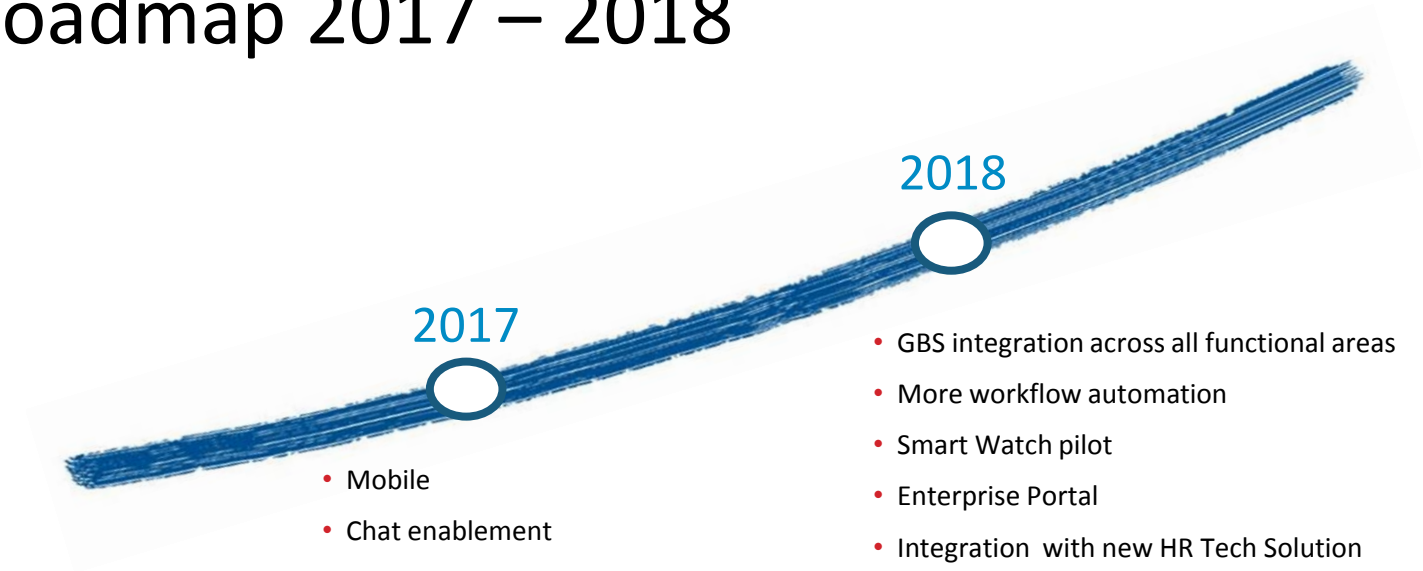
- 90,057 articles read globally – from go-live of wave 1 in mid October
- The HR function are the biggest users of the portal with the most articles viewed, this is across all the areas showing that HR are also using the tool
  - 24.5% of overall views from HR
- Second biggest function to use the system is Production (an often hard to reach group) with nearly 16,000 articles viewed, this was an area at the start of the project that was positioned as unlikely to use the tool but as it is available 24 hours it makes it perfect for the production areas to access information

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Are there any plans to expand your ServiceNow solution across other HR areas or departments?

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Roadmap 2017 – 2018



- Mobile
- Chat enablement
- Service Catalog launch
- Workflow
  - On boarding workflow
  - Forms Top-5
- Portal V2
- Knowledge base optimization
- Performance Reporting V2 Blue Book Integration
- Talent Resourcing onboarding
- CoE Onboarding
- Telephony integrations/Wall board

- GBS integration across all functional areas
- More workflow automation
- Smart Watch pilot
- Enterprise Portal
- Integration with new HR Tech Solution

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For organizations in the audience who maybe be planning to implement a Global HR Service Portal, what would be your key takeaways for them?

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Thank You

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Q & A

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Take the Survey

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

Thank You

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Project Manager, HR

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Customer:

Mary Furnell

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