Benefits

Deliver Convenience

An intuitive portal with mobile access provides a one-stop shop to search HR knowledge and interact with HR anywhere, anytime.

Enable Self-Service

A dedicated HR knowledge base makes it easy to readily find reliable and pertinent information.

Optimize Processes

Automated HR workflows accelerate results, ensure consistency and significantly reduce costs.

Gain Visibility

Real-time metrics provide the information you need to report on and improve the delivery of HR services.

Improve Satisfaction

Both HR and employee satisfaction skyrocket with faster and more consistent HR service delivery.

Liberate HR

With fewer administrative tasks, HR can focus on addressing the strategic priorities of the business.

ServiceNow
HR Service Management

The Business Challenge

Are your employees getting prompt, consistent, and relevant responses to their HR questions? Do you spend more time addressing tactical needs instead of delivering strategic contributions in areas like employee engagement, professional development, talent retention, and future sustainability? Studies show that HR decision makers spend nearly one third of their time handling routine employee calls and emails. This work is typically tracked in unstructured email exchanges, error-prone spreadsheets, and paper forms. These manual processes rob HR managers and employees of time that could be focused on core responsibilities and innovation. They also make it difficult to manage, measure, and report on HR productivity and services.

The ServiceNow Solution

Organizations use ServiceNow to transform their HR service delivery. This means delivering a superlative employee experience, streamlining interactions, and boosting productivity among HR, employees and their managers. With ServiceNow® HR Service Management, HR can continually improve the quality of service they provide.

Increasing employee satisfaction and productivity are some of the byproducts organizations experience when they use ServiceNow to provide responsive modern service delivery, consistent and reliable support, and streamlined access to accurate and reliable information. They also get:

• Context-sensitive, branded portals with an intuitive service catalog and social collaboration tools to readily engage employees and improve the employee experience from day one. These portals provide contextual and relevant HR knowledge to make it easy for employees to make important personal decisions.

• Automated workflows eliminate repetitive tasks associated with HR case management, tuition reimbursement, onboarding, offboarding, and other processes that engage multiple departments.

• Simple dashboard and reporting capabilities make it easy to produce real-time reports and identify opportunities to proactively optimize and improve the quality of HR services.

Effective self-service and automated employee lifecycle events—including onboarding, transfers, and off-boarding—free HR from administrative work and enable the team to focus on delivering strategic contributions to improve the business.
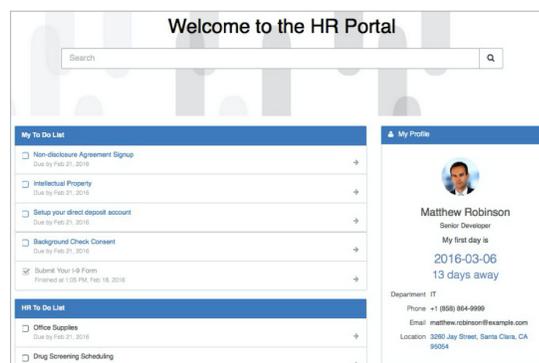
Self-Service Portal provides contextual and relevant HR information

Create a Best in Class Employee Experience

Creating a best-in-class employee experience is critical to the long-term success of any organization. HR Service Delivery organizations—traditionally focused on delivering efficiency and cost improvements—are challenged with owning and delivering that employee experience. Now they can provide a unified view of all HR services with an intuitive and engaging portal, helping HR teams effectively address questions and manage requests from employees through HR case management and knowledge management. This intuitive portal is easy to navigate and customize to match your corporate look and feel. Social features, like Chat, facilitate interaction with HR and capture knowledge for reuse. With the online portal employees always know where to go to find the status of all their submitted requests.

Dedicated HR Knowledge Base

HR agents and employees are more productive when they can readily access the right information, anywhere, any time. With a dedicated HR knowledge base, and employee demographic details from your Human Capital Management (HCM) system, it's easy for HR to share relevant information on such topics as benefits, travel, and expense policies, job openings, and training. Automatic tracking enables HR to see what's popular so they can spot trends and determine which content should be most prominent.

Automated Workflows

When an employee submits a request via the online portal, a case is automatically created, assigned, and routed to the appropriate subject matter expert. HR cases and other workflows may contain one task or multiple tasks, depending on the complexity of the request. For workflows that involve multiple departments, onboarding and other tasks can be automatically routed to departments outside of HR. Work is prioritized based on service level agreements (SLAs) you define.

Simple Dashboards and Reporting

Simple dashboards and reporting capabilities make it easy to proactively report on and improve the delivery of HR services. Now it is easy to understand the volume, types of services, and individual workloads handled by the HR organization. This is the data you need to optimize resources, improve services, and communicate HR value to the business. Add on Performance Analytics for additional reporting and analytics metrics to help HR optimize and improve quality of service.

HCM Integration

ServiceNow HR Service Management complements your existing HCM system, delivering visibility and control of the work that is currently done via email and spreadsheets. Additionally, HR Service Management can be integrated with your HCM system to synchronize data and eliminate error-prone and duplicative efforts to gather basic information.

Anywhere, Anytime Access

Like all ServiceNow applications, HR Service Management is accessible on any mobile device. No additional configuration, customization or implementation changes are needed. Employees access knowledge, request services, and track status of requests just like they do on a desktop or laptop. Managers can provide necessary approvals wherever they may be. Similarly, HR can manage cases and access real-time data on any device.

Fast Implementation

Start delivering value in just months. A quick implementation enables HR to deliver measurable impacts to the enterprise with new levels of efficiency, productivity, and employee satisfaction.
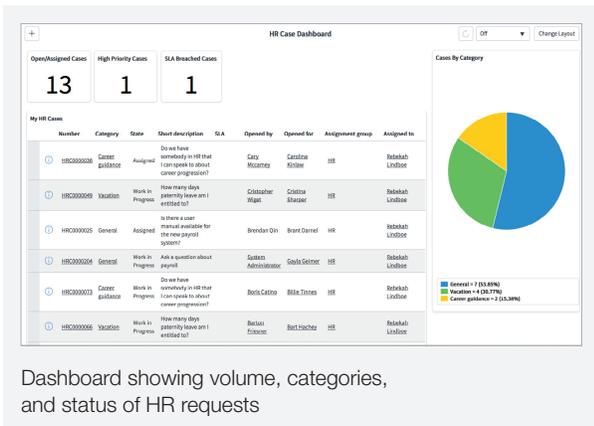
Dashboard showing volume, categories, and status of HR requests
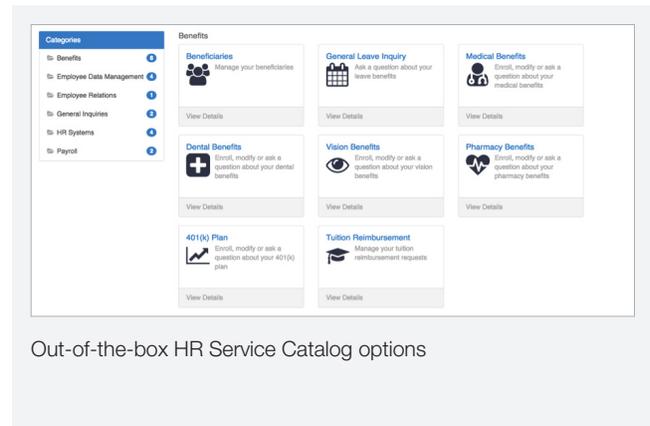
Out-of-the-box HR Service Catalog options