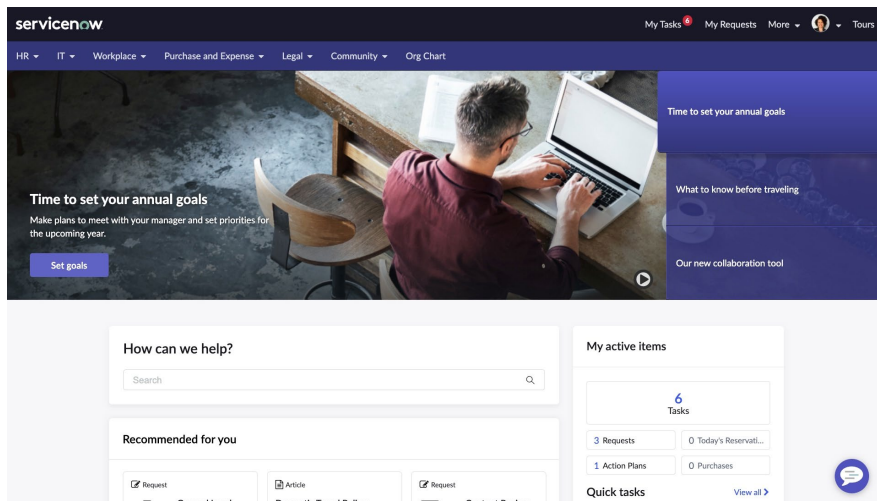


# ServiceNow® HR Service Delivery

*Deliver unified work experiences from anywhere*

Today's employees expect consistent communications, service, and support whenever work is happening. They want more access to self-service through digital channels. And they're looking for flexible working experiences because hybrid workplaces are here to stay. It's critically important to help a hybrid workforce connect their organization in this new world of work. It's on employers to make it easier for employees to get answers, to make requests, and to get broken things fixed so they can do their jobs. With [ServiceNow® HR Service Delivery](#) you can boost productivity and operational efficiency with a unified employee experience platform, empower and support your workforce from anywhere, and deliver connected enterprise-wide employee journeys.



Employee Center delivers a single unified portal across multiple departments.

## Provide a unified employee service experience

Simplifying access to the systems and information your employees need is crucial to building positive employee experiences. With [ServiceNow® Employee Center](#), organizations can provide a single unified portal for multi-department service delivery. This enables organizations to easily scale their service solutions across HR, IT, Workplace Services, and Legal and help employees find information, get help, and request the services they need. Additionally, HR departments can serve up timely, relevant information and announcements with AI-driven content recommendations, targeted campaigns, and content automation,

Employee Center puts employee first. With Curated Experiences, administrators can organize various content around topics through dynamic topic pages to create an employee-centric experience. This organizes content, like service catalog items and knowledge based articles, by topic for enhanced self-service. And for the best part, you can let your employees view HR requests, complete tasks, request help, receive push notifications, and interact with a virtual agent on-the-go using the Now Mobile app for HR Service Delivery.

## Key Benefits

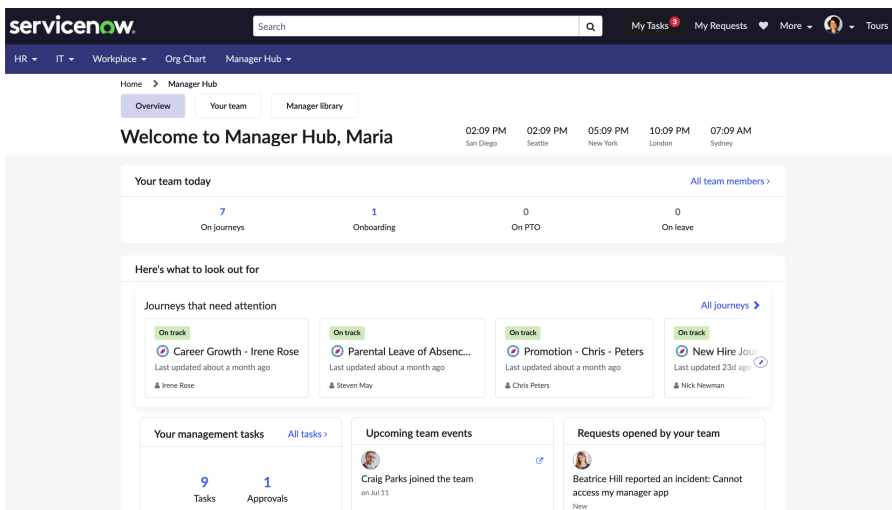
- Boost productivity and operational efficiency with a unified employee experience platform
- Easily scale service delivery solutions across IT, HR, Workplace Services, Legal
- Deliver targeted campaigns and announcements to employees based on their role, location, or job type
- Provide managers with tools and resources to better support employee needs
- Give managers a complete view into their team's journeys, stats, and requests
- Create workflows that help employees navigate complex career journeys in moments that matter
- Empower managers to personalize employee journeys with AI-powered recommendations

## Empower people leaders to better support their employees

Managers have more complex and important jobs than ever before. They struggle to keep up with geographically dispersed teams where physical separation and new ways of working have affected employee engagement and retention. But with Manager Hub, people leaders are empowered with the tools and resources needed to support their employees' needs and effectively lead their teams in a flexible work environment.

Manager Hub delivers a purpose-built destination for people leaders to stay informed and engaged with their teams by leveraging personalized resources to guide their leadership journey. With access from Employee Center, managers can view a summary of team insights and action items for employee journeys, daily team stats, important dates, tasks, and requests. Notifications and alerts encourage people leaders to take quick action to the team's most urgent needs and stay ahead of important matters.

Managers always find themselves looking for resources and information to help them become better people leaders. But with Manager Hub, we address this challenge by delivering to managers curated content like company news and announcements, related knowledge articles, guides, and tips, giving them a single destination to access the tools needed to lead their teams. And for users on-the-go, Manager Hub is available in Now Mobile, keeping people leaders connected with their teams from anywhere.



Enhance the employee experience with Journey Accelerator and Learning Posts

## Streamline complex processes with automated workflows

[ServiceNow® Employee Journey Management](#) provides a range of solutions to help support employees through complex career journeys. With *Journeys*, organizations can deliver a unified experience that automates workflows and enables managers and employees to interact with journeys. 'Nudges' provide a more efficient way to complete journey events with the delivery of approval and tasks notifications via Virtual Agent. Furthermore, Listening & Learning Posts supports HR departments with real-time employee feedback via surveys and delivers learning experiences in the flow of work.

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## HR Service Delivery

HR Service Delivery provides an enhanced employee experience with a unified destination to manage their work needs while hiding back-end cross-departmental complexity.

- **Employee Center**, provide a single unified portal for multi-department service delivery
- **Employee Journey Management**, improve the employee experience as workers navigate challenging career moments
- **Enterprise Onboarding and Transitions**, deliver great employee experiences across the moments that matter
- **Case and Knowledge Management**, standardize documentation, manage employee relations, and fulfill requests
- **Now Mobile**, simplify employee self-service with a native mobile app
- **Virtual Agent**, resolve issues faster and support employees 24/7 with intelligent chatbots
- **Universal Request**, provide a unified employee service experience and improve agent collaboration
- **Employee Relations**, ensure HR processes, documentation, and communications are maintained
- **Performance Analytics**, measure KPIs to track HR performance over time
- **Predictive Intelligence**, categorize general inquiries by combining machine learning and historical data