



# The New CHRO Agenda

## Employee Experiences Drive Business Value

The Chief Human Resources Officer (CHRO) is fast becoming a driver of change and accelerator of digital transformation. And a select group of CHROs are leading the way. They are deploying advanced, innovative platform technologies to create a new employee experience. This new employee experience is designed to drive deeper engagement, higher productivity and better business results. These leading CHROs see the technology-enabled employee experience as a new way to win the war for talent.

To investigate these trends, we partnered with Oxford Economics and surveyed 500 CHROs, Chief Talent Officers, and their equivalents across 12 countries, including Australia, France, Germany, Italy, Japan, Netherlands, New Zealand, Singapore, Spain, Sweden, the United Kingdom, and the United States. We found that the leaders in driving change are creating nothing less than a seismic shift in how work gets done, as well as the satisfaction of employees who do it. With an improved employee experience, CHROs can enable their organizations to attract and retain the best—and in the process dramatically improve corporate performance, as well as their own influence within the C-suite.

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**The CHRO is driving digital transformation to create an amazing employee experience and win the war for talent.**

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**57%** say HR is now a driver of digital transformation

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**75%** are digitizing or automating at least a third of their HR tasks

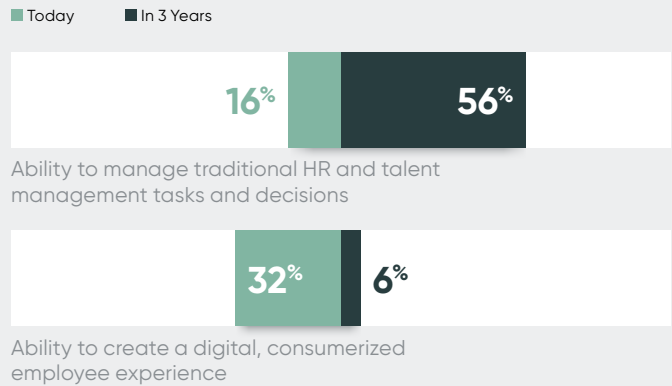
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**79%** of the most advanced CHROs are beating competitors in attracting and retaining talent

# Top findings.

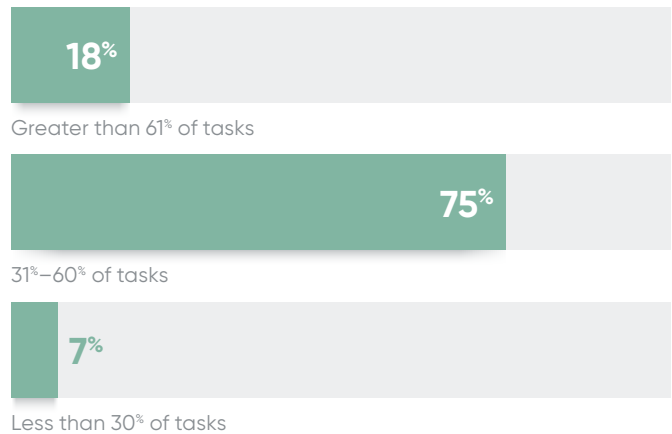
## CHROs expect success to be defined by the employee experience.

Which of the following capabilities and characteristics will best define the CHRO role at your company within three years?



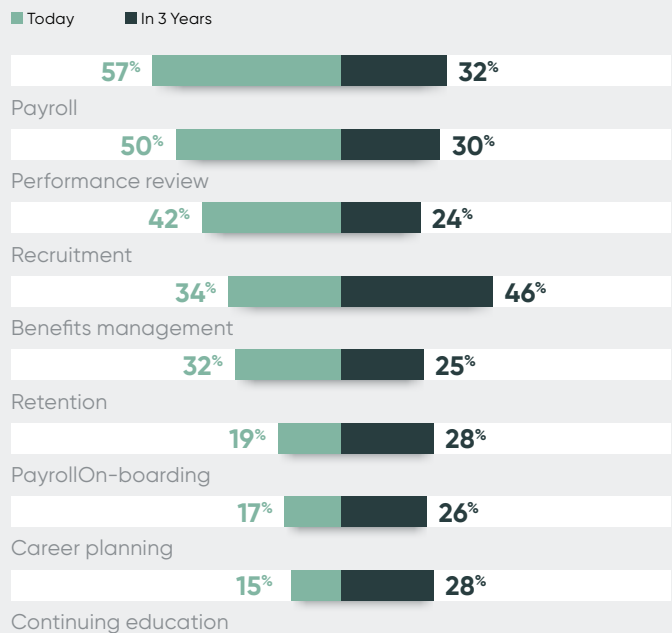
## The pace of digitization will accelerate.

What percentage of HR tasks will you automate within three years?

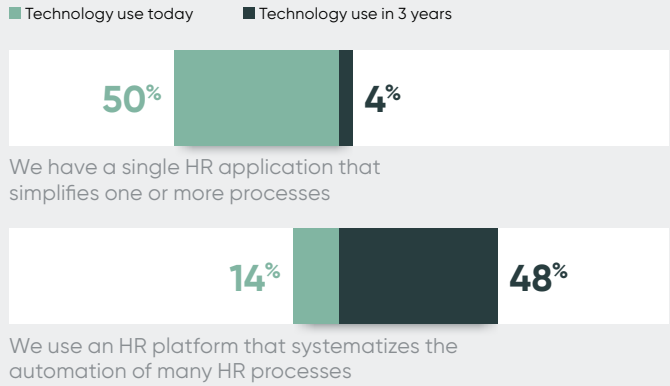


## CHROs want to digitize all HR responsibilities.

Which HR tasks are you digitizing or automating today? In three years?

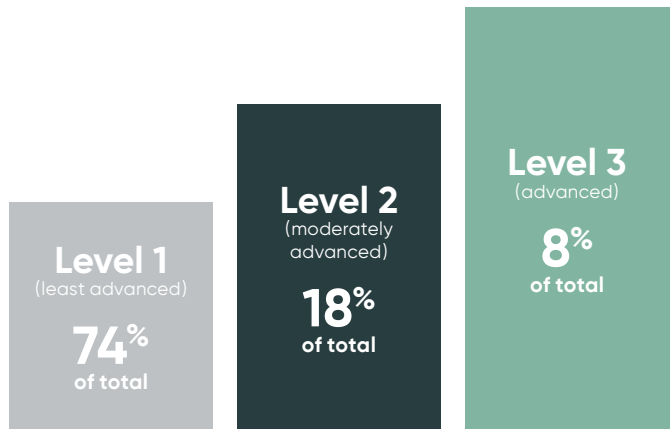


## CHROs will use platforms—not applications—to drive change.



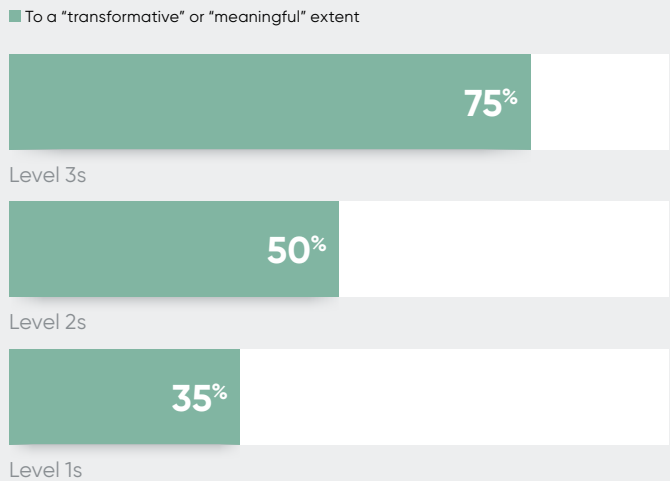
## Most CHROs are in early stages of digital transformation.

Based on nine evaluation criteria, which level do HR organizations fall into?



## Level 3s are winning the war for talent.

To what extent have you built a workforce to meet future business objectives?



## Download the Global CHRO Point of View

Read the full report detailing the  
CHRO's journey to greater impact and  
a stronger employee experience.

[servicenow.com/chro](https://servicenow.com/chro)