

## Now on Now

# Making HCM a powerful employee experience

### Challenge

A Human Capital Management (HCM) system is a critical and significant investment—and it has its shortcomings. Few HR processes are completed within HR or the HCM, which necessitates many integrations and results in complexity. Most notably, HCMs are designed primarily for HR users and processes, and not for all employees.

### Solution

By using the Now Platform® as the foundation for all HCM and other workflows, multiple teams here at ServiceNow have been able to connect people, functions, and systems to deliver a seamless, consumer-grade experience for all of our employees.

### Benefits

- **Unify the employee experience.**  
A consistent, omni-channel experience helps employees find what they need quickly and simply.
- **Connect the enterprise.**  
Easily extend workflows across multiple functions and tap into real-time workflow updates and reporting.
- **Accelerate digital automation.**  
Pre-configured workflows and low code capabilities support new business models.

### Top use case: ServiceNow employee onboarding



reduction in manual steps by automating emails, notifications, and form requests



completion of policy tasks before "Day 1" by automating task tracking and providing status visibility



employee onboarding satisfaction



### Get more out of your HCM.

Contact your account team to arrange a discussion with our practitioners who can help you maximize your HCM with the Now Platform.