

Bremer Bank

Bremer Bank safely reopens 80+ branch lobbies with Safe Workplace Apps

Job to be done

Find a way to safely monitor employee health to enable the responsible reopening of bank branches

Solutions to do it

- ServiceNow® Safe Workplace Employee Health Screening
- Now Platform®

What we did

Used the Employee Health Screening app to support the safety of employees

Branch safety post-COVID

Prioritizing the safety of its customers and employees, Bremer Bank chose to close its branch lobbies and headquarters when the COVID-19 pandemic began to take hold in North Dakota and Minnesota, USA, in March 2020. As time went on and proven strategies for preventing the spread of COVID-19 became available, Bremer made the decision to begin bringing employees back into the branches. At that point, the bank needed a solution to safely monitor employee health for a responsible reopening.

“ The Employee Health Screening app provided us a path forward when the decision was made to reopen our branch lobbies. Our managers and HR professionals have all the information they need to track health across our locations from a single source, which is a huge win for us.

Employee health a priority

A long-time ServiceNow customer, Bremer Bank decided to use the Employee Health Screening application within the ServiceNow Safe Workplace suite to support the safety of its employees. The app was up and running within one week of purchase, and the agile team benefitted from having a single platform to ingest, store, and share information regarding each branch's employee health.

Nancy Plagman

Process Analyst
Bremer Bank

Within:

1 week

the Employee Health Screening app was launched

Providing:

1

centralized view of employee health status

Supporting:

1K

employees safely brought back to branches

Health screening to support HR

As a result, the bank had the knowledge and visibility to slowly bring its employees back to the workplace, gaining real-time insights into potential outbreaks and hotspots. More in-depth dashboards are available to HR staff to adjust views of health screening reports by location, region, and other search functions.

Maintaining normal operations

Bremer Bank continues to adjust dashboards and questions within the Employee Health Screening app to further configure and enhance managers' experiences with the data. The bank has also continued to use ServiceNow solutions to maintain normal operations while dealing with a high percentage of remote workers in the wake of the pandemic.

**Now you know how
work can work better.**
