

How do we support our people in a crisis?

ServiceNow enabled Delta Air Lines to launch COVID-19 support and services portal, later evolving into a unified enterprise HR portal

Job to be done

Provide a single source of information, support, and services for Delta's 75,000 employees seeking assistance during COVID-19

Solutions to do it

- ServiceNow® HR Service Delivery Pro

What we did

Enabled Delta to launch COVID-19 portal, taking employee expressions of interest in Delta's vaccination program

A leading, global airline

Founded in 1925, Delta Air Lines has served as many as 200 million people a year, taking customers across an industry-leading global network of up to 300 destinations in over 50 countries. Headquartered in Atlanta, Georgia, Delta Air Lines is the U.S. global airline leader in safety, innovation, reliability, and customer experience. Powered by employees around the world, Delta has for a decade led the airline industry in operational excellence while maintaining a reputation for award-winning customer service.

“ 'Ask HR', powered by ServiceNow, is a great example of us simplifying and modernizing the employee experience. It has already assisted thousands of our people during the pandemic, and now it's one of our primary resources for HR questions.

Beverly Hill

Manager, HR Service Delivery
Delta Air Lines

Fast and easy access

In common with airlines and many other industries around the world, when COVID-19 struck and lockdowns began, Delta witnessed an unprecedented decline in customer demand, impacting its schedules, operations, and, most of all, its employees.

Took

48 hours

to build and launch COVID-19 portal and case management

Receiving

40K

vaccination expressions of interest

And achieving

50%

cut in processing time of financial assistance applications

While many teams within its many complex and highly dispersed global operations experienced greatly reduced workloads, others leading the company's response to the pandemic needed additional support. Delta was determined to respond as quickly as possible to support its 75,000 people, providing fast and easy access to information, advice, and services.

One-stop-shop employee portal

In 2019, Delta had begun deploying ServiceNow HR Service Delivery Pro technology internally, initially to capture employees' time and attendance questions, ultimately with the aim of streamlining and automating the majority of its HR services. Armed with this existing knowledge and experience of working with the intuitive and easy-to-use Now Platform, Delta was able to launch a one-stop-shop COVID-19 employee portal in just 48 hours.

Accelerating vaccination program

Employees were able to connect with a nurse to share COVID-19 concerns, while Delta's prevention team used data from ServiceNow to identify opportunities to help reduce the spread of COVID-19. Once vaccines became available, employees could express interest, resulting in more than 40,000 entries which helped accelerate Delta's internal COVID-19 vaccination program, while leaders were able to assess and report the results of Delta's contact tracing efforts.

Self-service center

As 2020 progressed, the COVID-19 portal evolved into 'Ask HR', an employee self-service center that, when fully implemented, will deal with 85% of HR questions which were previously raised by phone or email. For example, the HR time and attendance feature launched in October 2019 on ServiceNow before COVID-19 has now seen more than 94,000 cases submitted.

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

“ ServiceNow is one of the easiest HR applications I have worked with. It allows us to configure quickly, engage the business earlier for review of the process design, and enables rapid adoption by our business partners.

Beverly Hill

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