Distell reimagines employee engagement

ServiceNow lays foundations for South African drinks manufacturer’s new digital approach to HR

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<th>Job to be done</th>
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| Consolidate disparate employee systems for 4,500+ employees working across five different countries out of the 24 locations in which the company operates | - ServiceNow® HR Service Delivery  
- ServiceNow® Safe Workplace suite  
- ServiceNow® IT Service Management | Created a new employee portal with mobile access, connecting multiple business units and streamlining employee as well as IT processes |

Managing a global drinks business

Distell is a global alcoholic drinks manufacturer and distributor. Headquartered in Stellenbosch, South Africa, it has operations in 24 locations worldwide and manages more than 40 brands. The group employs more than 4,500 staff. Distell is Africa’s leading producer of spirits, wines, and ready-to-drinks (RTDs) as well as the world’s second largest producer of ciders.

Reimagining the employee experience

With operations worldwide and multiple business units, Distell saw an opportunity to standardize its HR functions. It wanted to consolidate disparate systems across payroll, onboarding, and leave. This would create cost savings but, more importantly, establish a new shared services platform – encouraging self-service and allowing tasks to be completed via mobile. Distell recognized the platform would open the door to ongoing automation and reimagined employee processes.

“Anywhere employees are struggling to find information, or where we have multiple processes running with too many manual steps, we’ll look to bring those into ServiceNow. Personalized communication to employees, as well as where they need to take action or update information, has been automated and has saved the HR business partners many hours compiling and distributing information to our disparate workforce.”

Wanda van der Bijl  
HR Business Analyst  
Distell

Automated

57 processes and ≈100 sub-processes

Removed

≈100 pages per appointment for each onboarding case

Returned

1,264 employees safely to the workplace
Satisfaction on the rise

“We have achieved a lot of great results,” says Darren. 16 agents now take care of 50,000 employees over 24 states and achieve 90% case deflection. Employee satisfaction is also improving due to the case resolution rate; 97% of cases are now completed under the five-day SLA.

Extending ServiceNow further

The Now Platform also helped Sanford Health when the COVID pandemic broke out. Working with ServiceNow it was able to introduce a new form to make sure employees had the information they needed on how to get back to work. This enabled the team of 16 agents to support over 35,000 new COVID cases.

The HR and IT teams have also implemented capabilities such as the native mobile app and virtual agent to enhance service delivery for their employees and support a deskless workforce for nurses. “Our aim is to simplify our employees' work so they can focus on taking care of our patients and residents,” concludes Darren.

“Darren Walker
Chief HR Officer,
Sanford Health

We want to push our people to ServiceNow Mobile because that is where the future is going to be.

Now you know how work can work better.

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Developing a self-service culture

ServiceNow HR Service Delivery is the platform on which Distell’s shared services portal is built. It was designed and implemented alongside Quintica, a local ServiceNow partner. Today, holiday booking, payroll queries, and a host of HR FAQs can be found online. Self-serving tasks via mobile is standard for employees. Holiday requests can be submitted via SMS. It has created standard processes for a range of tasks and helped remove paper from the business.

Building confidence in a return to workplace

As COVID-19 hit, Distell immediately identified an opportunity to use its employee service portal as a means to update employees on the latest health guidance. When information was updated, alerts could be pushed to employees. Using the ServiceNow Safe Workplace suite, employees can manage capacity in office buildings, carry out contact tracing, and send out health questionnaires and communications to the workforce. With Distell offices operating at 50% capacity, and therefore not enough desks for all staff, Safe Workplace allows office workers to book a desk for a given day. Distell can then determine who has been in the office and who they have sat next to in the event of any positive cases identified.

Distell also opened COVID-19 vaccination centers at four of its sites for which both registration and ongoing administration is performed on ServiceNow. Employees and spouses can register via ServiceNow and receive updated information on the rollout as well as appointment dates and reminders.

Connecting remote workers

The Now platform brings together multiple systems from across the Distell business. It links HR with payroll and facilities management for seamless cross-enterprise service delivery. Facilities teams know exactly who is on-site. HR can confirm receipt of the latest health updates. In a world where many staff continue to work remotely or have had to change address, mobile access ensures a consistent, timely engagement.

“Quintica, our ServiceNow partner, has to be credited. We’ve asked a lot of them, pushing them hard to have the platform work for us. We’re now in a position where we can automate or set up new processes very quickly – and that’s thanks to the enablement lessons we’ve learned from Quintica.

Wanda van der Bijl
HR Business Analyst
Distell

Now you know how work can work better.