



EY Advisory Services supports ambitious growth objectives by transforming HR services



Increases efficiency for Shared Services staff



Tighter alignment between HR services and business goals



Provides real-time insights for better business decisions

Industry: Professional services

Location: London, UK

Size: 270,000 employees

EY Advisory Services' vision for exceptional employee experiences is defined by efficiency

With aggressive growth goals and intensifying competition for top-tier talent, EY Advisory Services needed to take its HR services to a higher level. Simply put, the \$28 billion global professional services organization required an HR transformation. For expert assistance, EY turned to its trusted ally, ServiceNow.

"We had a clear vision," says Daniele Colombo, Assistant Director, HR Services, EY Advisory Services. "Wherever employees joined, and for however long they stayed, we wanted them to have an exceptional experience. We identified a single, concise focal point for our HR transformation strategy—efficiency."

ServiceNow provides EY with a robust foundation for the efficient, consistent delivery of HR services

Specifically, the firm needed to increase the efficiency of its global HR operating model to raise the quality of service delivery. EY Advisory created a two-phased approach.

Phase one focused on using ServiceNow® HR Service Delivery to create a solid technological foundation for integrated global services. Phase two would deliver a superb user experience for employees and HR staff.

"ServiceNow gave us a single customer view, which enables us to serve customers faster and more effectively," explains Daniele. "It also enabled us to decommission older systems and cut costs."

Challenge

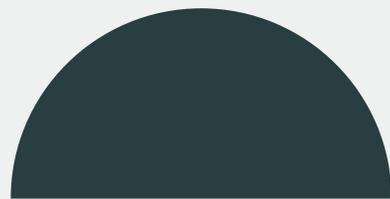
Support aggressive growth goals by transforming its HR approach with tighter alignment with business priorities, improved efficiencies, and consistency in processes and service management practices

Products

- ServiceNow® HR Service Delivery

Solution

ServiceNow provides a flexible, scalable platform for the consistent, efficient delivery of high-quality HR services to EY employees worldwide





Now we can have meaningful conversations with business leaders because we have data and analytics from ServiceNow that are relevant to business decisions.

Daniele Colombo, Assistant Director,
HR Services, EY Advisory Services

As ServiceNow rolls out globally, EY executives can make more strategic recruitment and talent-related decisions

EY Advisory Services has rolled out ServiceNow HR Service Delivery to nine locations worldwide, and the solution is scheduled to be implemented in another 10 locations.

"This is one of the most successful rollouts we've seen," says Daniele. "Now we can have meaningful conversations with business leaders because we have data and analytics from ServiceNow that are relevant to business decisions. We can show our executives how best to shape policy development, tailor their recruiting strategies, and make more informed decisions related to human resources."

EY Advisory Services to realize its full HR vision with the launch of its global employee service center

Phase two—the implementation of an intuitive, easy-to-use, self-service destination offering a full range of HR services to employees—is currently underway.

"ServiceNow is the enabling technology behind our HR transformation—and that means it's instrumental to our corporate goal of becoming a \$50 billion professional services firm with 300,000 employees," says Daniele.