

# Transforming HR service delivery

When Nouryon separated from its parent company, it wanted to modernize HR services and improve efficiency

## Job to be done

Create a single global HR services portal and migrate company data from legacy systems in just three months

## Solutions to do it

- ServiceNow® HR Service Delivery
- ServiceNow® IT Service Management

## What we did

ServiceNow provides out-of-the-box functionality to build a user-centric HR portal

## Optimizing HR service delivery globally

When Nouryon was separated from its parent company in 2018, it turned the challenge of aligning 10,000 employees across 80 countries into an opportunity to optimize processes and improve employee satisfaction.

With just three months to migrate HR services into a single, dedicated portal, the company needed a purpose-fit solution that was easy to maintain and quick to implement.

Nouryon believes in empowering employees to help them work faster and smarter. Rather than building a new portal around HR processes, it decided to focus on the employee experience instead.



With ServiceNow®, we have a user-centric one-stop shop for HR services that's easy to maintain and optimizes efficiency.

### Liesbeth van Dijk

Global HR Technology Manager  
Nouryon

## Nouryon achieved

# 90%

decrease in unnecessary knowledge articles

## With

# 12%

increase in self-service

## And

# 10x

knowledge article views

## A user-centric approach

The team used a design-thinking approach to find out what employees wanted from the new platform. Users were split into three groups – factory workers, office staff, and HR employees who required higher levels of access.

A series of employee interviews, conducted across 10 countries, revealed that the legacy system was difficult to navigate, overwhelming, and lacked self-service capabilities. Users wanted a simple, consumer-like experience that would enable them to find what they needed quickly and easily, without having to contact the support team.

For HR staff, more self-service would help them maximize resources, while automating processes would free them from time-consuming manual tasks.

## Leveraging out-of-the-box functionality

Nouryon leveraged ServiceNow HR Service Delivery to create an employee-centric portal which integrated seamlessly with its core HR systems, built on SAP SuccessFactors. The maturity of the module and its intelligent design enabled the team to use out-of-the-box functionality with minimal customization. This helped the company to complete the roll-out quickly and with limited in-house expertise.

With the employee portal in place, the team conducted user experience sessions and workshops to get live feedback.

Key features include multiple languages, a prominent search bar, hot topic articles, and large icons linking to core services. The knowledge library has been consolidated down from 6,000 articles to just 600, which receive 10x more views.

To encourage employee adoption, the HR team ran an internal awareness campaign including ambassadors, a promotional video, mass mail-outs, and posters highlighting the interface and key features. In the first year of implementation, self-service has increased by 12% while reducing the number of articles and content by 90%. In the future, the company aims to resolve 60% of enquiries via self-service.

## A journey of continuous improvement

The HR portal has improved the employee experience and streamlined complex processes across multiple regions. But the company is just beginning on its transformation journey.

By the end of 2020 Nouryon aims to expand its service catalog with 70 more services and matching knowledge articles. In addition, Nouryon is currently leveraging the out-of-the-box integration between ServiceNow and SAP SuccessFactors to synchronize to-dos across each system and deliver a seamless employee experience. Nouryon plans to expand to further streamline workflows between the two systems, to deliver an adoption platform that improves case routing and more easily creates detailed reporting.

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