

How can automation streamline offboarding?

ServiceNow transforms offboarding for energy services company with digital workflows and automation

Job to be done

Modernize a paper-based offboarding process to drive efficiencies and strengthen security

Solutions to do it

ServiceNow® HR Service Delivery, ServiceNow® Performance Analytics,

What we did

Developed fully automated offboarding process that saves over 4,400 hours each year

Optimizing energy production

Parker Drilling helps energy companies accomplish their drilling and production goals efficiently, reliably, and safely. Its global team supports oil and gas operators with innovative land and offshore drilling services; premium rental tools and well services; and advanced operations and management support. It has around 2,600 employees. Revenues for 2019 were \$629 million.



The advantage of ServiceNow is we have all the information in one system, automated forms, and it's really easy to configure.

Rebecca Mookerjee

Senior Director of IT, Parker Drilling

Managing multiple projects and contractors

At any time, Parker Drilling is working on multiple projects with multiple employees and contingent workers. It needs work teams to have access to the latest project data, but it must also manage a relentless stream of contractors leaving the project. It wanted to streamline the management of this onboarding, digitizing the workflow, securing project data, and removing outdated paper-based processes. It wanted to create, for the first time, a consistent audit trail.

Parker Drilling automated

100%

of its offboarding process

saving

4,400

hours - per year, productivity improvement of 275% for HR

and

\$200,000

estimated savings in automation

Automating offboarding procedures

Parker Drilling utilized ServiceNow to completely automate and proactively monitor offboarding procedures. A series of automated warnings and alerts keep processes on track and establish real-time control. Reporting is overhauled using a central dashboard and ServiceNow Performance Analytics. Finally, the introduction of a virtual agent, Kahra, with automated decision-making, removes the need for manual fulfilment.

“ Using low or no code technology to establish new workflows will help us be more resilient in the future. App Engine means we can deliver faster to our business groups and enables more successful automation projects.

Rebecca Mookerjee
Senior Director of IT, Parker Drilling

Creating a painless offboarding experience

The project transforms how the business tracks and manages internal controls, ultimately creating an efficient and painless offboarding process. Offboarding time has been reduced by over three days through the use of automation. Systems access for those departing is now one day and seven hours, down from four days and four hours. Failure rates have been improved by 99.6% thanks to parallel approval processes. Annual reporting used to take a week to compile and is now completed in less than a day.

Driving automation across the business

ServiceNow has proved nimble and easy to implement, says Rebecca Mookerjee, senior director of IT, Parker Drilling. It was clear there were many other areas of the business that could benefit from workflow automation. Today, Parker Drilling uses ServiceNow ITSM, ITOM, ITBM, Knowledge Management, Orchestration. Workflow automation is driving into every corner of the business, from legal, to the onboarding of new suppliers, to the annual compliance survey.

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