Creating a technology-empowered culture

ServiceNow helps Sedgwick establish a single portal for 23,000 employees to access consistent, high quality HR information and services

Job to be done
Replace multiple, disparate, legacy systems with centralized, standardized, and consistent HR information and services

Solutions to do it
- ServiceNow® HR Service Delivery

What we did
With the acquisition of York Risk Services, Sedgwick was able to capitalize on the work already begun with York on the Now Platform

Compassionate care in an uncertain world
For more than 50 years, millions of people and organizations have relied on Sedgwick to take care of their needs when something unexpected happens. The company delivers a range of technology-enabled insurance, benefits, and risk management services, employing 23,000 employees in 38 countries, with the majority of these employees located in the United States. Sedgwick has grown rapidly through strategic acquisitions and in 2019 added York Risk Services of New Jersey to its ranks.

ServiceNow is a transformational tool, it fundamentally changes how HR is viewed and how HR professionals operate.

Holly Shuter
Senior Manager, HR Shared Services, Sedgwick

Reconnecting with its people
Like many employers, Sedgwick has expanded through acquisition and organic growth. This has led to multiple business units with various HR technology, decentralized resources, duplicitous processes, and ultimately, an inconsistent HR service delivery model. Because that service delivery model had to align to each of the various businesses, HR became valued for its ability to do the transactional and simply navigate the complexity of the company it supported.

Now
23K employees are using the HR service center

With
150K service center visits every month

And
1.6K new or updated knowledge articles are available
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.

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

Darren Walker
Chief HR Officer,
Sanford Health

Now you know how work can work better.

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A proven route to self-service

York Risk Services had wrestled with many of the HR challenges faced by Sedgwick. Before its acquisition by Sedwick, it had deployed ServiceNow HR Service Delivery to provide a modern, automated, self-service HR platform for its 5,000 employees – an ideal template for success Sedgwick knew could be leveraged for its own requirements. And with York’s ServiceNow HR management and technical team now part of the Sedgwick organization, all the necessary skills and organizational change management experience could be focused on transforming the way the company cares for its most precious resource – its people. The business could help its employees to embrace self-service so they can accelerate business performance.

Integrated HR

At the heart of Sedgwick’s new HR world is its user-friendly Colleague Resource (HR) Support Center, built on the Now Platform and fully integrated with the company’s core HR information system, Workday®. It features Case Management for fast and efficient resolution of employee inquiries and Knowledge Management for approved information on topics like employee relations, benefits, workplace safety policies, and training. Artificial intelligence–powered Virtual Agent handles common requests and offers users instant, personalized support – night and day – while Guided Tours add value by assisting users to self-serve with confidence.

“ServiceNow is a game-changer. I’ve seen it grow and expand and the amount of investment in product development and expansion is just phenomenal.”

Kim Liston
Practice Director, Sedgwick Technology Solutions
Consistency, equality, and clarity

Now, Sedgwick’s 23,000 employees across the United States are visiting their HR support center more than 150,000 times every month, while around 1,600 new or updated knowledge articles are enabling a strong technology-empowered culture of innovation to flourish. A single platform provides consistency, equality, and clarity for employees and managers alike, delivering cost savings through the retirement of legacy systems. With fast and efficient access to HR support, Sedgwick employees have more time in their day to contribute to the core mission – providing compassionate care for customers.

“...The future opportunity and scalability the platform provides is exciting. I don’t see how we (HR) flex to the demands of our growing business and environment without this tool in place.

Jason Hall
Managing Director Colleague Resources, Sedgwick

Now you know how work can work better.