

# 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

Through email, basic case management, and '800' numbers, HR struggled to be responsive to the ever-growing business. With its growth and global expansion came the realization that Sedgwick needed to take a more holistic approach to managing its talent. The company wanted to provide its people with a single, responsive, easy-to-access source of consistent HR information and self-service, ideally setting Sedgwick apart from its competition.

“ 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

## A proven route to self-service

York Risk Services had wrestled with many of the HR challenges faced by Sedgwick. Before its acquisition by Sedgwick, 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.

## 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.

