servicenow | **Spectrum Health**

How do we create one ecosystem for IT and HR?

ServiceNow enables Spectrum Health to transform the experience for employees seeking IT and HR support – and spend more time on patient care

Job to be done

Transform IT and HR service management and delivery, provide an engaging user experience, and unlock multiple efficiencies

Solutions to do it

- ServiceNow® Common Service Data Model
- ServiceNow® IT Service Management
- ServiceNow® HR Service Delivery

What we did

Deployed ITSM to create a single integration platform, followed by HR Service Delivery to bring HR information and services into one ecosystem

Championing healthcare in Michigan

Spectrum Health is an $8.3 billion, not-for-profit, integrated healthcare network, employing more than 31,000 doctors, nurses, and support staff, providing award-winning care and health plan services to more than one million citizens in the west of Michigan, at 14 hospitals and 150 walk-in community facilities. Spectrum Health delivers more than $550 million in community benefits annually to the people of Michigan through its extensive health services, health education and research programs, investments in infrastructure, innovation, and community partnerships, and its care for vulnerable members of society.

> "Tasks that used to take an employee several days, such as onboarding large numbers of nursing interns in the fall, can now be done in an hour or two.
>
> **Burton Smith**
> Director of Enterprise Service Delivery, Spectrum Health

Maximizing time with patients

Spectrum Health wanted to enable fast and easy access to IT and HR services and support, empowering its healthcare professionals to spend more time with patients. It decided to replace multiple, disconnected legacy technologies with a single, consolidated ERP platform – Workday – integrated with ServiceNow's IT and HR Service Management systems.

Has
31K
unique users

With
70K
items in the service catalog

And
10K
knowledge articles available

For maximum value and impact, Spectrum Health brought these interrelated projects together into one transformational program, to unlock new, more efficient, and productive ways of working, greatly enhancing the employee experience across IT and HR services and support.

Firm foundations

Guided by a clear strategy and forensic project and change management planning, Spectrum Health deployed new, out-of-the-box ServiceNow technologies. Phase one provided the foundations, with a new IT service management platform and portal, alongside software asset management, governance, risk, and compliance solutions. "We focused on the basics," explains Burton Smith, Director of Enterprise Service Delivery. "The most fundamental elements of any ServiceNow implementation are the Common Services Data Model and the Configuration Management Database. All subsequent business capabilities depend on getting this right."

On-time, on budget

With incident, change, knowledge, and configuration management added, all phase one elements were delivered on time and on budget despite the complexities of the COVID-19 pandemic. This enabled Spectrum Health to move confidently into its second phase, the implementation of ServiceNow® HR Service Delivery, featuring HR case and knowledge management, using the same enterprise-wide portal, or 'front door' built for information services, featuring mobile access, and multiple self-service opportunities such as Virtual Agent, all integrated with Workday. Next on the agenda are application portfolio management and service mapping.

> " Digital transformation is driven by technology but realized by people. Our change management focused on the personal experience and new ways of working, while our vision, guiding principles, and governance helped us to realize the value of ServiceNow.

Tania Bethea
Senior Director ERP and Enterprise Business Systems, Spectrum Health

Insight-driven service improvements

Now, 31,000 Spectrum Health doctors, nurses, and support staff are accessing IT and HR services on one, easy-to-use, fully integrated platform, featuring 10,000 knowledge articles and a 70,000-item service catalog. The quality and consistency of HR information and support have been transformed, with one complete ecosystem replacing multiple legacy systems, and self-service rapidly increasing. Data and analytics provide business-critical insights, informing continual service improvements across IT and HR. With a proven methodology for large-scale, transformational IT and HR projects, Spectrum Health has positioned itself for long-term success and growth.

Now you know how
work can work better.

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