# How do we connect 400 departments and 38 divisions?

UCI creates ground-breaking Employee Experience Center, a one-stop-shop for HR services

<table>
<thead>
<tr>
<th>Job to be done</th>
<th>Solutions to do it</th>
<th>What we did</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace highly dispersed and disparate HR system with a single, unified destination</td>
<td>- ServiceNow® HR Service Delivery</td>
<td>Helped UCI to deploy ServiceNow HR Service Delivery to create the Employee Experience Center, delivering high quality services and a great user experience</td>
</tr>
</tbody>
</table>

## Ground-breaking research

The University of California, Irvine (UCI) is one of the best and most innovative universities in the United States, with 37,000 students, 24,000 employees, and featuring one of the nation’s highest ranking medical centers. Located in Orange County in southern California, as well as its ground-breaking cancer and neuroscience research, UCI is renowned for its business and engineering schools. It is also Orange County’s second-largest employer, contributing $7 billion to the local economy every year.

## Lost opportunities

UCI’s HR and payroll employee support systems were highly decentralized across its 400 departments, 38 divisions, medical center, and college of health sciences. Each relied on disparate legacy technologies and the localized knowledge of individuals within each team. As a result, numerous opportunities for collaboration, measurement, cost savings, operational efficiencies, and service improvements were being lost.

## Achieved

- **50%** self-service during 2021

## Handled

- **36K** tickets in 2021

## And

- **87%** ease of use score achieved

The concept that ServiceNow presented created simplicity out of complexity. They had really done their homework and their demo really gave us an insight into just how good this dynamic HR solution really could be.

*Stephen Whelan*
Executive Director, People Services
University of California, Irvine
Employee Experience Center

When The University of California System decided to move all 270,000 employees onto a new, centralized payroll system called UCPath, it was a catalyst for UCI to transform the employee experience of accessing HR and payroll services. Its goal was to create a single, consistent, modern, and easy to use technology platform as the source of all HR and payroll information, support, and services. It capitalized on a well-established partnership with ServiceNow, selecting ServiceNow HR Service Delivery to design and build a one-stop-shop called the Employee Experience Center (EEC).

Informed decision making

At go–live in January 2020, UCI deployed 60 HR and payroll support services, published 100 knowledge articles, and expects many more enhancements to come in further release phases. As a result, 35% self-service was achieved within three months. Just three months later, ServiceNow was one of the key technology platforms underpinning UCI’s COVID-19 response, enabling a daily outreach service to all employees. Data-driven dashboards are providing powerful insights for HR, IT, and executives across UCI, informing decision making and service improvements.

Data-driven excellence

The EEC has transformed the ease of access, availability, and quality of HR information, services, and support available to all of UCI’s 24,000 employees. Data and dashboards are revolutionizing UCI’s visibility into service quality and potential service improvements. Feedback from users and stakeholders alike is extremely positive, with an 87% ‘ease of use’ score. The platform is seen as an important, long-term asset for UCI, with strong support for further refinements and additions to the EEC’s capabilities, such as Live Chat.

“ServiceNow is an off-the-shelf product that is so easy to configure and to develop. It’s a breath of fresh air. And when we have had technical issues, it’s been a huge benefit to be able to lean on the responsiveness of our partners at ServiceNow.”

Linda Oakes
Senior Business Process Analyst, People Services, University of California, Irvine

Now you know how work can work better.