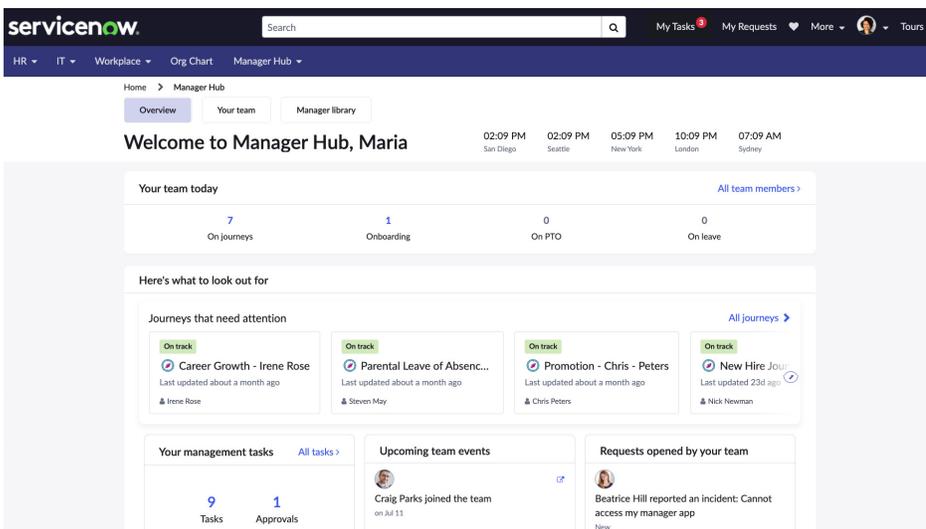


ServiceNow® Manager Hub

Empower managers to better support employees

In today's world, business leaders and managers have more complex jobs than ever before. They struggle to keep up with geographically dispersed teams where physical separation and new ways of working have affected employee engagement. According to Gallup, a leading global analytics and advice firm, managers account for at least 70% variance in employee engagement¹. There's no playbook for how to quickly adapt to changing business needs and ensure managers have the necessary support to become better leaders.

ServiceNow Manager Hub is a purpose-built solution that empowers people leaders with the resources, information, and team insights needed to support their employees and teams effectively. It enables them to stay informed and engaged with their teams by leveraging personalized resources to help guide their leadership journey.



Manager Hub gives people leaders a purpose-built destination to help lead their teams

Get a comprehensive overview of your team and organization

It's crazy to think with all the HR tools in the market, managers still do not feel supported in becoming better leaders. They lack a dedicated experience where they can see what's going on within their dispersed teams which leads to missed signals and opportunities. With access from Employee Center, managers can view a summary of team insights and action items for employee journeys, daily team stats, important dates, tasks, and requests. The Overview page immediately shows managers various pieces of key information like employee local time zones, number of active employee journeys, and team members on PTO or leave. Management tasks and approvals are displayed in priority order based on the most important items that need manager attention, in addition to, upcoming teams events and pending open requests within the team. Furthermore, manager-specific campaigns and announcements are dynamically delivered in this workspace to help people leaders align their team strategy with company annual goals.

Key Benefits

- Get a comprehensive view into your team journeys, daily team stats, pending, learnings, and important dates
- Gain quick access to Journeys where managers can initiate, track and personalize employee journeys
- Enable managers to receive notifications and take action on employee tasks and requests that need immediate attention
- Access curated content for managers, news and announcements, and leadership development resources in a single place
- Provide managers with tools and resources to better support employee needs

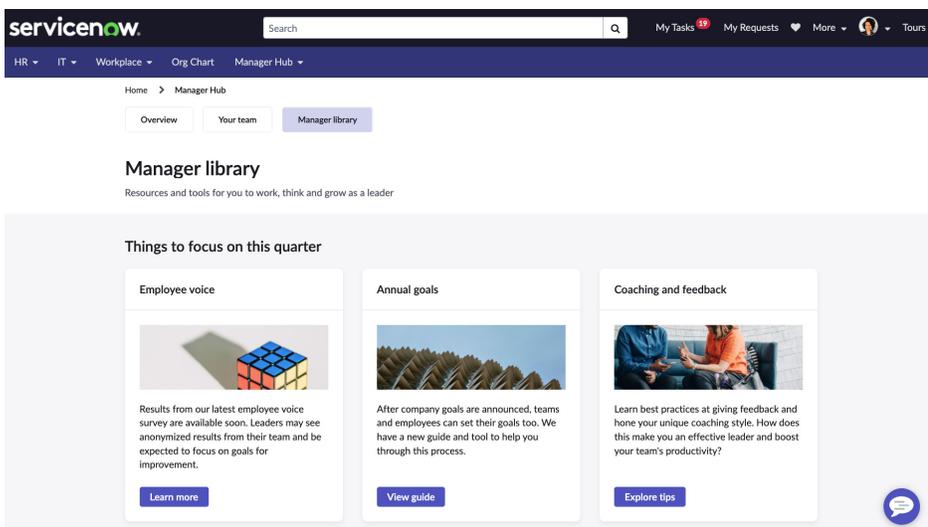
¹Gallup. Managers account for 70% variance in employee engagement. <https://news.gallup.com/businessjournal/182792/managers-account-variance-employee-engagement.aspx>

Managers also gain quick access to Journeys, a unified journey experience that makes work-life simpler for managers to support their teams with personalized journeys like onboarding and offboarding, internal career transitions, and relocations.

All of these features can be accessed through the Now Mobile app where managers can stay connected and engaged with their teams from anywhere.

Dive deeper into team insights

Manager Hub delivers a dedicated interface that provides a cohesive and consolidated view of the team's current needs and activities for each individual employee. In the 'Your team' tab, managers can gain better context for their diverse teams — seeing across their locations, the mix of employees, interns, and contractors, and even for managers of their team can see what's happening with their direct reports. Managers can prioritize what they do first by sorting employee by who needs attention. Also, they can filter to see a sub-set of their teams — like only those employees who are currently going through a journey.



Enhance the employee experience with Journey Accelerator and Learning Posts

Access curated content for managers in a single place

Manager Library is a centralized place for people leaders to discover manager-specific resources and news. Here, managers can get timely company news and announcements to help them plan ahead. Personalized content, like career development resources, are delivered throughout this experience where they can access manager enablement webinars and events as well as other valuable assets like knowledge articles, development guides, best practices, FAQs, quick links, and more. This curated experience helps managers easily find resources they never knew existed and ensure content being developed by organizations are easily accessible to them.

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HR Service Delivery

HR Service Delivery provides an enhanced employee experience with a unified destination to manage their work needs while hiding back-end cross-departmental complexity.

- **Employee Center**, provide a single unified portal for multi-department service delivery
- **Employee Journey Management**, improve the employee experience as workers navigate challenging career moments
- **Enterprise Onboarding and Transitions**, deliver great employee experiences across the moments that matter
- **Case and Knowledge Management**, standardize documentation, manage employee relations, and fulfill requests
- **Now Mobile**, simplify employee self-service with a native mobile app
- **Virtual Agent**, resolve issues faster and support employees 24/7 with intelligent chatbots
- **Universal Request**, provide a unified employee service experience and improve agent collaboration
- **Employee Relations**, ensure HR processes, documentation, and communications are maintained
- **Performance Analytics**, measure KPIs to track HR performance over time
- **Predictive Intelligence**, categorize general inquiries by combining machine learning and historical data