Making hybrid work, work for you

Boost collaboration, productivity, and employee satisfaction in the new world of work with ServiceNow Digital Workflows and Microsoft Teams
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Introduction

The way we work has changed

In March 2020, the COVID-19 pandemic forced companies and organizations around the world to shut their offices, and employees were required to work from home. While this initial shift to remote work was expected for just a few months, the real impact of the pandemic has made it challenging for many businesses and organizations to accurately predict when they can reopen their offices. The need for virtual communication and collaboration accelerated at a rapid pace. According to Gartner, the global collaboration and enterprise social software market is forecast to reach $4.5 billion this year, growing at 17.1% from 2020.¹

The use of digital collaboration tools has skyrocketed. Daily active users in Microsoft Teams surged to 145 million users in 2021, up from 75 million in 2020.² ServiceNow introduced a whole new set of solutions to help manage a safe and efficient return to the workplace. As organizations begin to re-open and employees return to physical work locations, workflows and collaboration must support all environments—fully remote work, hybrid work, and in-office, location based work.

Organizations and employees cannot expect a return to the old way of working. The change will continue as we enter a new world of work—hybrid.

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2. ZDNet, “Microsoft: Teams is now at 145 million daily active users,” 2021
Almost overnight, the business world shifted to remote work, at a speed that would have been hard to predict, unleashing a more agile workforce and a period of experimentation and innovation at work.

—THE WORK SURVEY, SERVICENOW

Navigating hybrid work

Moving to a hybrid work environment—and working throughout the stress of a pandemic—has not been easy. Some businesses and workers have found unexpected benefits, such as:

- Increased flexibility
- Shorter commutes
- More time with family

But many employees and businesses have struggled to adapt to this new model of hybrid work, even while getting back some sense of “return to normal.” Much of this may be due to different expectations between employees and managers. ServiceNow Digital Workflows and Microsoft Teams can reduce the workload for support teams and free up time for employees and agents to focus on more strategic tasks.

In a global work survey conducted by ServiceNow in 2020, we found that:

While there are benefits of remote work, concerns abound.

Despite some benefits of remote working, many are worried about the ways remote work will impact business in the future:

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<tr>
<th>SEE THE BENEFITS</th>
<th>CONCERNED OR UNCERTAIN ABOUT THE FUTURE</th>
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<tbody>
<tr>
<td><strong>99%</strong> EXECUTIVES</td>
<td><strong>93%</strong> EXECUTIVES</td>
</tr>
<tr>
<td><strong>94%</strong> EMPLOYEES</td>
<td><strong>83%</strong> EMPLOYEES</td>
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Benefits and challenges may vary across the organization:

- **50%** OF EXECUTIVES believe that better use of technology has improved their teams’ efficiency
- **54%** OF EMPLOYEES really value the time saved from not commuting or traveling
- **54%** OF EXECUTIVES are most worried about the outputs, such as delays in products or service delivery
- **48%** OF EMPLOYEES are most concerned about the inputs, like reduced collaboration between business units
EMPLOYEES HAVE DIFFERING VIEWS ON WHERE THEY PREFER TO WORK

31% prefer a hybrid approach of remote and in-office work, having a permanent desk at the office.

15% prefer to work remotely permanently.

25% prefer to work in a shared office space most days.

IN ADDITION, EMPLOYEES ARE CONCERNED ABOUT LOSING OUT ON CAREER AND GROWTH OPPORTUNITIES

Employees have real concerns about stagnating professional development and growth opportunities in the wake of COVID-19 and a shift to remote work. Nearly 31% of employees say their growth opportunities have decreased during the outbreak. This is exacerbated by the fact that most training and professional development courses are still not available online.

61% of company trainings not available virtually.

31% of company trainings available virtually.

And, in Microsoft’s recent 2021 Work Trend report, they identified that over 40% of employees were considering leaving their jobs this year.5

In essence, it seems as if business leaders have fared better than their employees. Organizations need to find ways to keep workers engaged and productive, no matter where they’re working.


5. Microsoft, “The Next Great Disruption is Hybrid Work—Are We Ready?”
The solution for employee engagement

ServiceNow Digital Workflows and Microsoft Teams make great experiences and efficiency possible. Boost collaboration, productivity, and employee satisfaction by providing a single place to work.

Productivity and finding new ways for teams to collaborate don’t have to be competing priorities. Together, ServiceNow Digital Workflows and Microsoft Teams work to help you achieve both.

Employees and the organizations they work for often want the same thing: the ability for employees to easily get things done and to deliver great experiences for customers. But the shift to remote work has also created organizational silos. In order for employees to deliver on high-value work, organizations need to be able to provide the right digital experience for them from anywhere—through collaboration and digital workflows.
Together, ServiceNow Digital Workflows and Microsoft Teams support the future of work— for all employees across the enterprise.
Employees

Meet employees where they are, with the convenience to collaborate and get help directly in Microsoft Teams.

With the shift to hybrid work, employees need to be able to get help from anywhere, at anytime. Powered by natural language understanding (NLU), ServiceNow Virtual Agent makes that possible.

Employees can easily create and follow-up on HR and IT requests by simply chatting with a virtual or live agent in Microsoft Teams.

The result is a simplified workflow where employees can self-serve for the most common issues and questions, no matter their location.

Employees are no longer constrained to collaborating or getting help within the confines of 9 to 5 office hours. With the power of an always on Virtual Agent, organizations can deflect common service requests, such as:

“What was my last paycheck?”

“How much time off do I have?”

“I’d like to request a new laptop.”

ServiceNow Digital Workflows and Microsoft Teams can reduce the workload for support teams and free up time for employees and agents to focus on more strategic tasks.

50% employee case deflection rate

LEARN MORE ABOUT LEVI STRAUSS’ SUCCESS

Agents

Increase agent speed and efficiency to resolve issues with embedded workflows

Agents can also initiate and resolve cases with AI-based recommendations via knowledge articles and bring stakeholders together via video calls to resolve major incidents, all within the context of a case directly in Microsoft Teams.

The result is faster issue resolution, easier communication, and increased agent and employee satisfaction.

A financial services organization saw:

Across the enterprise

Increase employee satisfaction with enterprisewide workflows

The future of work will require organizations to create new workflows—fast, but they must focus on how employees and teams get work done. Several organizations are extending the capabilities of ServiceNow Digital Workflows and Microsoft Teams to create personalized hubs that allow employees to get access to secure knowledge content, act quickly on pending tasks, and view internal company announcements in Microsoft Teams.

Now, businesses can quickly embed no-code and low-code workflows directly in Microsoft Teams, so employees can collaborate and resolve issues within the context of their daily work.

100% INTERNAL CSAT for the first time

As Microsoft Teams usage is on the rise, integration through the platform can mean higher adoption levels and a simplified transition to new workflows.

250 MILLION daily active users in 2021

Microsoft Teams as more than tripled its daily active users up from 75 million in 2020.7

2.5x MORE TIME in meetings

Time spent in Microsoft Teams meetings has more than doubled between 2020 and 2021.10

45% MORE CHATS

The average Microsoft Teams user is sending 45% more chats per week, than in 2020.10

9. ZDNet, “Microsoft Teams hits 250 million monthly active user milestone,” 2021
10. Microsoft, “The Next Great Disruption is Hybrid Work—Are We Ready?”
As the world reopens, employees are reevaluating what’s important to them—whether it’s where they decide to live, what careers they want to be in, in the next one or two years, or even something as simple as deciding where they should work from the next day. To help navigate these new challenges, ServiceNow and Microsoft have teamed up to create a brand new application—ServiceNow Digital Workflows for Microsoft Teams—to boost collaboration, productivity, and employee satisfaction.

Find out more:

“Digital workflows are the way business gets done in the 21st century. There’s no going back. Digital transformation will accelerate. New ways of working will become the norm. We are on the cusp of an unprecedented wave of workflow and workplace innovation.”

—BILL MCDERMOTT
CHIEF EXECUTIVE OFFICER,
SERVICE NOW

“What we have witnessed over the past year is the dawn of a second wave of digital transformation sweeping every company and every industry. Building their own digital capability is the new currency driving every organization’s resilience and growth.”

—SATYA NADELLA
CHIEF EXECUTIVE OFFICER,
MICROSOFT