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
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. Monthly active Teams users surpassed 270 million as of its second quarter in fiscal 2022, up from 250 million monthly active users in July 2021.² 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.

Source:
1 The Wall Street Journal, “Tech Talent Migrates to Collaboration Startups as Hybrid Work Comes Into its Own,” 2021
2 ZDNet, “Microsoft: Teams now has more than 270 million monthly active users,” 2022
3 ServiceNow, “The Work Survey,” 2020

The digital shift by the numbers³

92% of executives say the pandemic made their company rethink how they work.

59% of employees said their companies still don’t have a fully integrated system to manage digital workflows.

88% of businesses surveyed had a reduction in operating expenses, creating opportunities for investments in digital growth.
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.

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

While there are benefits of remote work, concerns abound. In a global work survey conducted by ServiceNow in 2020, we found that:

**See the benefits**
- 99% of executives
- 94% of employees

**Are concerned or uncertain about the future**
- 93% of executives
- 83% of employees

Benefits and challenges may vary across the organization:

- **Of executives**
  - 50% believe that better use of technology has improved their teams’ efficiency
  - 54% are most worried about the outputs, such as delays in products or service delivery

- **Of employees**
  - 54% really value the time saved from not commuting or traveling
  - 48% are most concerned about the inputs, like reduced collaboration between business units
Employees have differing views on where they prefer to work\(^4\)

- 31% prefer to work remotely permanently
- 15% prefer to work in a shared office space most days
- 25% prefer a hybrid approach of remote and in-office work, having a permanent desk at the office
- 66% of employees are experiencing burnout symptoms while working from home

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.

- Over 40% of employees were considering leaving their jobs this year.\(^5\)
- Say their growth opportunities have decreased during the outbreak

And, in Microsoft’s recent 2021 Work Trend report, they identified that 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.

Source:

\(^4\) ServiceNow, “The 2021 Employee Experience Imperative: Meeting Complexity with Resilience, Flexibility, and Opportunity,” 2020

\(^5\) 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.

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6 Diginomica, “Levi’s virtual agent finds success by integrating with ServiceNow and Microsoft Teams,” 2021
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.chattting with a virtual or live agent in Microsoft Teams.

The result is faster issue resolution, easier communication, and increased agent and employee satisfaction. A financial services organization saw:

Reduction in IT tickets per month. 7

7 Knowledge 2021, “Itau Unibanco reduces ticket volume and increases CSAT with Virtual Agent,” 2021
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

2.5x More time in meetings
Time spent in Microsoft Teams meetings has more than doubled between 2020 and 2021.

45% More chats
The average Microsoft Teams user is sending 45% more chats per week than in 2020.

270 Million monthly active Teams users

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

8 Diginomica, “Levi’s virtual agent finds success by integrating with ServiceNow and Microsoft Teams,” 2021
9 ZDNet, “Microsoft: Teams now has more than 270 million monthly active users,” 2022
10 Microsoft, “The Next Great Di
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, ServiceNow

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

As the world reopens, employees are reevaluating what’s important to them—whether its 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