Accelerate Business Outcomes with Global Business Services

Tackle the world’s seismic changes with a resilient, unified digital foundation for enterprise services

With the ServiceNow platform, accelerate business outcomes with a transparent, single system of action needed to thrive and survive in today’s ever-changing economic climate

Harness insights for end-to-end governance and improvement

Deliver enterprise value with speed and agility

With the ServiceNow Platform, accelerate business outcomes with a unified platform enabling your enterprise shared service organization to be the heart and center of your digital transformation.

Discovery Questions

1. If efficiency is a top priority, how are you leveraging unified employee experiences to reduce operational friction and deflect low value, transactional work?

2. What if your service teams could leverage operational synergies through seamless handoffs, end-to-end process views, and seamless integration into any business system?

3. How are you communicating back with key stakeholders on the value of shared services?

4. What would it mean if you could meet organizational requirements faster by scaling innovation and services with agility?

Present a single face of GBS to employees and drive self-service

ServiceNow Solutions: Employee Center, Virtual Agent, Universal Request, Microsoft Teams Integration

ServiceNow Solutions: Employee Workflows, Creator Workflows, Technology Workflows

ServiceNow Solutions: App Engine, Automation Engine

>50% of interviewed GBS leaders report directly to the CEO or CFO, leading greater accountability for measurable and actionable insights

60K hours freed annually from employee self-service

80% of agents to work in shared service centers by 2023, making a unified digital foundation for enterprise service and risk management crucial

60K hours of worked saved at PepsiCo on complex employee relations cases with greater end-to-end insights and end-to-end powered by ServiceNow

Over the years, RPA has remained the most desirable digital enabler for GBS organizations and is expected to be the key focus area in next one to three years.

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