

Drive Efficiencies with Global Business Services

Establish the foundation for standardized global services and next generation employee experiences that can scale with you.



With **Global Business Services**, jumpstart the opportunity to deliver standardized service delivery with a powerful and modern employee experience platform that adapts easily with your everchanging business needs.

Discovery Questions

- Are siloed teams, fragmented systems, and duplicative functions (or all of the above) impacting the operational performance of your organization?
- Would it be valuable for employees to have streamlined and digital self-service experiences right at their fingertips?
- Are you doing more with less? What if you had the visibility and insight to set the standard for consistent and quality service experiences?
- How are you enabling the organization to scale? Will you be able to meet your businesses' growing operational and service needs with agility?



Connect end-to-end processes

Drive a single system of action by connecting departmental siloes with friction-free workflows



Standardize fulfillment of employee requests

Deliver standardized service delivery by unifying service siloes with case management automation



Connect systems and departments

Integrate back-end systems across your tech ecosystem with integrations and RPA to minimize complexity



Prioritize workloads across the business

Gain visibility into ongoing cases and task assignments with connected end-to-end workflows

\$139M

Gained in enterprise-wide automation initiatives

Deliver unified employee service experiences

Drive intuitive self-service experiences with a unified front to your GBS organization



Employee Center is a next generation intranet for multi-department service delivery and targeted content experiences



Quickly self-service answers with knowledge base articles using **enterprise search and Virtual Agent** with NLU



Universal Request enables a single request experience by automating request transfers behind the scenes



Proactively address employee concerns with **intelligent recommendations** and targeted content across channels

Boost shared visibility across the enterprise

Standardize service quality in alignment to never miss an SLA again



Deliver efficiencies across all service cases and maximize your resources with **real-time performance trends**



Help your teams find opportunities for improvement with **cross-departmental SLA tracking and management**



Drive continuous operational improvements aligned to stakeholder and business imperatives

Gain agility and ease of continuous improvement

React to organizational needs quickly by easily extending your GBS footprint

14%

improvement in G&A costs as a % of revenue

Empower citizen development to create new workflows that position your organization for success

\$13M

costs avoided with employee self-service

Expand GBS footprint by developing and expanding service applications to grow with your business

59%

faster time to market

Ensure your new digital services are successful with targeted campaigns



With ServiceNow Global Business Services

Drive efficiencies by establishing a foundation for service delivery and a next generation employee experience.

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