

# Make work flow better for the Australian government

Connecting work seamlessly, to make life better and improve services for customers



## Be proud to do more, serve more and deliver more (with a little help)

No matter what your teams are working on, from writing a report for a minister to helping a customer with their pension—it should be easy. We know it hasn't always been, and systems are disconnected. It can be hard to find information and, sadly, sometimes people make mistakes—but things no longer need to be this way.

### What if we could connect systems, to make it easier to serve customers?

Imagine if there was a single platform that could connect customers, in real time, to whatever they need. This system could help your teams do more and serve more customers, faster. It could improve communication and productivity, reduce friction and frustration, and even improve security—by making sure that processes are streamlined and safe.

It already exists, and is helping government agencies across Australia improve the customer and the employee experience. It's a comprehensive, end-to-end workflow solution which will completely transform the way government agencies deliver their services across the whole enterprise.

This is the power of ServiceNow. We're the platform that ties all the other platforms together to create that total experience. The secret lies in the value of workflows and the three critical systems that make workflows work.

Starting with the system of engagement: we gather information and work with it. Then our system of AI and analytics provides insight and value. And the system of action ties it all together, so work can flow seamlessly.

## A better experience for all

When you streamline and automate your internal processes in a single, secure, and collaborative platform with ServiceNow, you can:

- **Boost productivity.** When enterprise systems are connected, you can transform legacy, outdated or bespoke apps into next-gen capabilities. And get better ROI and lower TCO.
- **Improve efficiency.** When your workforce is freed from repetitive manual tasks, you can speed up service delivery. And make mistakes less likely.
- **Increase satisfaction.** When you make life easier for employees, it helps them serve customers more effectively. And everyone is happier.
- **Build trust.** When you use a trusted system that includes helpful AI and automation, you can reduce privacy and security risks. And make it easy to do the right thing.

The **Department of Home Affairs** worked with ServiceNow to automate and rapidly deploy solutions in response to the COVID-19 pandemic. Three customer portals were launched within weeks on the Now Platform, including the Travel Exemption Portal which was used extensively by the Australian Border Force to quickly and securely automate manual processing.

**NSW Health**, the largest public healthcare system in Australia uses the Now Platform to digitise back-office processes and internal workflows to radically transform the employee experience, and improve services to patients. **NSW Health** deployed the ServiceNow Vaccine Administration Management platform in 10 days and have since used the platform to manage the administration of millions of vaccine doses.

## Make it simple. Make people happier.

By streamlining your processes with workflows through ServiceNow's helpful, easy-to-use technology, everyone benefits from a smarter, smoother, simpler experience. You might even find your customers, and your employees, saying things like this...



### With ServiceNow

<p><b>Automated, optimised systems</b></p> <p>These interconnected systems let me work collaboratively. We're communicating much more clearly now.</p> <p>It's so much easier to solve problems quickly. Everything comes from one, centralised system so you can see what's happening and how to resolve issues.</p> <p><b>Save \$8.9 million from IT and employee productivity improvements<sup>1</sup></b></p>	<p><b>Positive and seamless customer experiences</b></p> <p>The web portals all seem to work together, and I only have to provide my details once when I need something. I can easily check up on the status of my request and when it is likely to be resolved.</p> <p><b>Improve first-contact resolution by up to 20%, and reduce cases initiated over phone by 40%<sup>2</sup></b></p>	<p><b>Enhanced employee experiences</b></p> <p>I get everything I need to know—including on-the-job training—in a single app.</p> <p>I've been able to find all of the information I need to work from home.</p> <p>Through the app, I was able to talk directly to Payroll in minutes.</p> <p><b>Employees can self-serve up to 80% of their repeat inquiries, saving over 10,000 hours per year<sup>3</sup></b></p>	<p><b>Intuitive data sharing and cyber resilience</b></p> <p>Our data is secure and accessible. I can trust that the right people can see it when they need to—but no-one else can.</p> <p>Thanks to automation, we have minimised the risk of data breaches through human error.</p> <p><b>Manage risk 75% more efficiently for front line and second line employees<sup>4</sup></b></p> <p><b>Improve vulnerability response times by 30% with automated phishing and malware playbooks<sup>5</sup></b></p>
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Quick self-service | Mobile-friendly portal | Single, joined-up experience

Connected back-office systems	Customer experiences that solve their issues, quickly	Employee workflows that boost productivity	Streamlined processes and safer data
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## The ServiceNow approach

We help government agencies deliver services more effectively so that customers get the services they need—anytime, anywhere—using the tools they prefer to use. Whether a customer wants to interact with a mobile app, using virtual agents, or by choosing self-service knowledge tools, we can help.

Our intelligent workflows don't just automate or augment manual tasks; they make them simpler, clearer and more effective. We always make sure that compliance is built in to workflows. And because we have a single, unified service centre, we do almost everything they need to from one interface.

We also make it easier for departments to work together to resolve underlying issues. By connecting IT, HR, facilities, finance and legal departments—plus others, we help employees complete everyday tasks faster, so that they can spend more time doing meaningful work and focusing on customer outcomes.

### We're better together

ServiceNow + Australian Government

What makes Australia special is our ability to unite as one in the moments that matter. That's why at ServiceNow, we're working with the government to make service delivery better, for everyone.

**Australia. As One.**



## Next steps

Ready to transform government service delivery with digital workflows? Let's work together to create one platform for improved operational performance: saving government services time, effort and money.

**Find out more**