Steps to creating a great workplace for a great work life

85% of employees are enthusiastic about their company when they start. Only 63% sustain that enthusiasm long term. That’s a 22% drop in satisfaction!1

Day-to-day experiences matter

Daily frustrations can chip away at employee happiness and satisfaction.

41% of workers find it hard to locate information on policies from HR and other departments.4

39% of workers spend up to 60 minutes every week searching for available desks, conference rooms, or colleagues.1

50% of employees do not find it easy to navigate everyday moments like getting an update or resolving an issue with their equipment on their own.1

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How do you improve your employee experience?

All the services an employee uses in their work life need to be examined.

Four steps on your journey to transform your employees’ experience

1. Establish a vision
   Ensure every interaction, from the moment an employee joins to the day they leave, delivers on that vision.

2. Invest in workplace services
   Go beyond HR and IT to build and integrate workplace services that address the needs of employees.

3. Remember it’s about people
   Create empathy-driven experiences that make work life simpler, better, and more satisfying.

4. Replicate and expand
   Track progress to identify ways to improve what is not optimal and replicate and expand what is working.

The benefits are many.

There is a direct correlation between employee happiness and business success*.

Happiness can increase:

37% in sales

31% in productivity

19% in accuracy or trades

Streamlined, coordinated workplace services can optimize the use of space and assets.

Enabling companies to:

- Get back some of the $27.5 billion lost in productivity a year5
- Better utilize meeting rooms that are typically 70% empty7
- Reduce energy costs by as much as 20%8

Want more?

Go to www.servicenow.com/workplaceservices to learn how ServiceNow Workplace Service Delivery and see how it can help you make your workplace work for your employees.

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