

# 2016 State of HR Service Delivery

In a **recent survey at HR Tech 2016**, conference attendees shared their thoughts on the state of HR Service Delivery. The survey findings revealed the process and system disconnects that hamper an HR organization's ability to deliver a superior employee service experience. It's time for organizations to consider a new approach to HR service delivery that will help improve employee satisfaction and HR productivity.



## Employee Service Experience:

>80%

Employee Experience Is a Strategic Priority

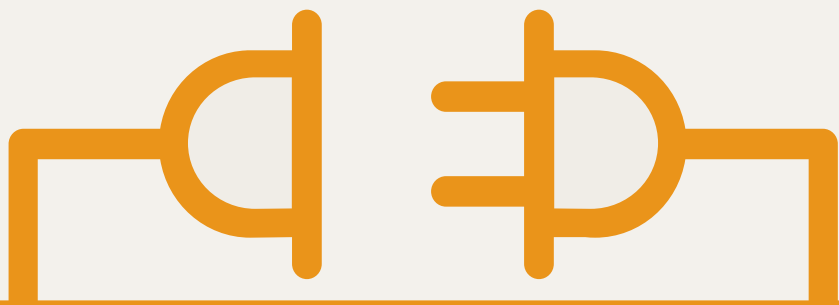
87% say improving the employee service experience is a strategic priority

PRIORITY  
VS.  
REALITY  
GAP

<40%

Employee Experience Is Satisfactory

Less than 40% say their experience with HR is satisfactory



## Why the Disconnect?



93%

say their HR processes are disconnected.

In fact, nearly 50% use more than five HR systems



82%

rely on email and phone-based interactions

to respond to employee inquiries



77%

say their employees have no single place to request and access services



## 3 Strategies for Delivering an Exceptional Employee Service Experience:



Automate HR interactions

Automate routine processes and free your team to deliver high-touch HR when it really matters. Instantly route employees' requests to the right people in the right departments.



Manage, track and prioritize HR work

Use a single platform for all employee services. Design structured workflows to deliver a consistent employee experience. Track and prioritize work within your teams.



Use a central portal for all services

Give employees a one-stop shop for all services (e.g., onboarding, payroll, benefits, facilities, and IT). Make it easy to submit and track the status of inquiries to improve satisfaction with HR.

To learn more about approaches to delivering a modern employee service experience while improving the efficiency of HR service delivery, visit [www.servicenow.com/hr](http://www.servicenow.com/hr)

servicenow®

© Copyright 2016 ServiceNow, Inc. All rights reserved. ServiceNow, the ServiceNow logo, and other ServiceNow marks are trademarks and /or registered trademarks of ServiceNow, Inc., in the United States and/or other countries. Other company and product names may be trademarks of the respective companies with which they are associated. SN-IG-EN-10132016