

The Total Economic Impact™ Of ServiceNow HR Service Management

FORRESTER®

Forrester conducted an in-depth interview with a U.S. healthcare organization with \$4 billion in revenue that has been using ServiceNow HR Service Management and concluded that the healthcare organization expects to realize the following three-year financial impact.

SUMMARY OF BENEFITS

Risk adjusted

\$3.9M
per year

400%+
ROI

\$100K
per year

Increased HR capacity equivalent to 48 full-time resources

Reduced HR audit and compliance related costs

\$9.9M
3-Year Benefits (PV)

50%
Reduction in HR cases

30%
Increased HR Efficiency

INTERVIEW HIGHLIGHTS

ServiceNow HR Service Management has allowed this large U.S. healthcare organization to:



Automate HR processes that had previously relied on human touch-points.



Integrate case management and knowledge management to reduce the time to service cases as well as eliminate routine cases.



Allow HR resources to dedicate more time to value-added activities such as HR strategy, workforce planning, and talent management that drive business performance.



Transform the employee service experience with a self-service portal, 24x7 access, and faster issue resolution.

VOICE OF THE CUSTOMER

“We have **standardized HR processes** across all regions, significantly **reduced HR service delivery costs**, and **made HR services available 24x7** rather than just during working hours using ServiceNow.”

*VP HR Operations,
Healthcare Organization*

“Fifty-seven percent of our HR resources were doing routine, repetitive administrative tasks. With ServiceNow, we have **automated** many of our processes and provided a **self-service portal** to our employees, which has led our HR resources to focus on more strategic value-added tasks such as strategy, talent management, and consultation.”

*VP HR Operations,
Healthcare Organization*



Read the full study

This document is an abridged version of a case study commissioned by ServiceNow titled: The Total Economic Impact Of ServiceNow HR Service Management, March 2017. Results are based on an in-depth interview with a large U.S. based healthcare organization with \$4 billion in revenue and 42,000 employees. Interview revealed that ServiceNow HR Service Management increases HR productivity, lowers HR service delivery costs, and improves the employee service experience.

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