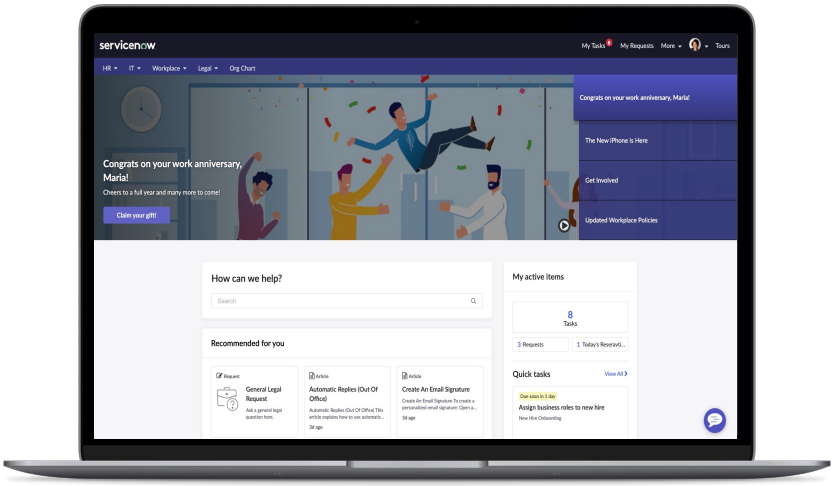
Unifying Experiences for People & Places

Employees expect flexibility in where they work and how they work. For corporate employees, being at home or in the office 100% of the time works for some, but many enjoy the option for flexible work arrangements that give them an opportunity to feel more connected to their workmates and better balance for their work and home life. And although frontline workers can't work from home, they still see the opportunity to incorporate flexibility into their work experiences. Flexible scheduling practices like variable start times, shift duration and swaps support workers in meaningful ways while giving workplace leaders the ability to create safer working environments and interactions with things like protective equipment and health screening. Employees want to know that their employer supports their well-being and can create an environment that meets the current needs of their life.



Employee Center is a modernized intranet provides a multi-departmental employee experience across HR, IT, Workplace Services, and Legal

It's apparent with the recent mass migrations of employees leaving their jobs, they are seeking opportunities that better suit their needs. Remote work has created more opportunity and made workers more mobile. And thanks to the global economic recovery, frontline workers are presented with with a whirlwind of jobs as consumer demand continues to soar. In fact, a record 4.5 million Americans quit their job in November 2020.[1] So we're at an inflection point where organizations need to be concerned about how a mass exodus of valuable talent could impact their future performance. HR leaders must prioritize building deeper relationships with employees, listening to them, and supporting the ways they want to work. And this is where ServiceNow can help your organization.

At ServiceNow, we deliver workflows that connect people and workplaces, delivering enterprise-wide experiences that unlock productivity, support employee journeys, and flexible ways to work from anywhere. And these workflows are what make it easier to connect and engage with your employees, gather feedback from them in a more efficient manner, and support their well-being with simple, self-service workplace options to accommodate the way they want to work.

HR Service Delivery

HR Service Delivery delivers a unified employee experience platform for your hybrid workforce while improving enterprise-wide productivity.

- **Employee Center**, provide a unified experience for multi-departmental service delivery across any digital channel
- **Employee Journey Management,** improve the employee experience as they navigate challenging moments in their career
- **HR Agent Workspace,** empower HR agents to interact employees, respond to inquiries, and resolve issues quickly

Workplace Service Delivery

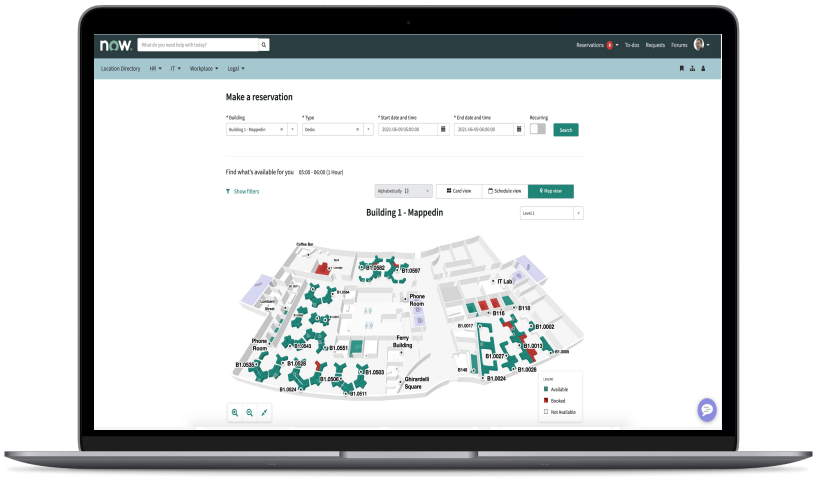
Workplace Service Delivery provides seamless digital experiences to interact with workplace services and manage a safe and efficient workplace.

- **Workplace Reservation Management**, provide self-service, single-click reservations and add services or requests like catering or room configurations
- **Workplace Space Mapping,** create reservations, view facilities and navigate the workplace using a map view (requires 3rd party license agreement with Mappedin)
- **Safe Workplace Suite,** access applications to assess employee and workplace readiness and align safety plans for opening

[1] A record 4.5 million Americans quit their jobs in November, Anneken Tappe, CNN, Jan 2022.

Provide a unified employee service experience

Making work life simple is the key to a great employee experience. With ServiceNow® Employee Center, organizations can provide a unified experience for multi-departmental service delivery so employees can easily find information, get help, and request the services they need. This modernized intranet enables organizations to easily scale their service solutions across HR, IT, Workplace Services, and Legal. Through targeted campaigns and content automation, HR departments can service up timely, relevant information and announcements to employees based on their location, role, and job type.



Workplace Service Delivery provides organizational flexibility for people and places with easy self-service reservation experiences.

Deliver modern digital services for the hybrid workplace

ServiceNow® Workplace Service Delivery offers flexible solutions for you to balance employee preferences with the changing demand of the workplace. It provides seamless digital experiences for employees to interact with workplace services and help organizations manage a safe and efficient workplace. Employees can navigate a single place to manage workplace tasks like reserving rooms, ordering supplies, reporting maintenance issues, or requesting cleaning. This application reduces the back-end complexity of setting up and maintaining a streamlined experience for your workplace.

Streamline complex processes with automated workflows

With ServiceNow® Employee Journey Management, delivers a packaged of enterprise-wide capabilities focused on improving the employee experience as they navigate moments that matter most in in their work life. It supports managers with templated employee journeys, workflows, and interactions to deliver more meaningful and connected experiences. It measures employee sentiment and delivers employee-centric learning experiences in the flow of work. Employee Journey Management features multiple solutions including Journey Accelerator, Listening Posts, Learning Posts, Lifecycle Events, and Employee Experience Packs.

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> We also know that one size doesn't fit all, and we want to create a framework that meets the needs of all our people, support flexible and hybrid work models, with the ideal mix of collaborative spaces, individuals desks and 'vitality zones' [where employees can unwind and socialize].

– Tom Dewaele, Unilever

Global Head of Employee Experience

Learn more at ServiceNow.com