



# SERVICENOW HR SERVICE DELIVERY

Fully Managed is an Elite Partner of ServiceNow and helps businesses of all shapes and sizes realize the power and potential of workflow automation. We can help you plan, implement, manage and organize your ServiceNow® solutions - transforming how you work and helping you get the most out of your investment.

## Key Products

- Case and Knowledge Management
- Employee Service Center
- Enterprise Onboarding and Transitions
- Now Mobile and Mobile Agent Apps
- Now Intelligence for HR Service Delivery
- Employee Document Management
- Employee Experience Packs
- Universal Request
- Journey Accelerator
- Listening Posts
- Alumni Service Center
- Integrations

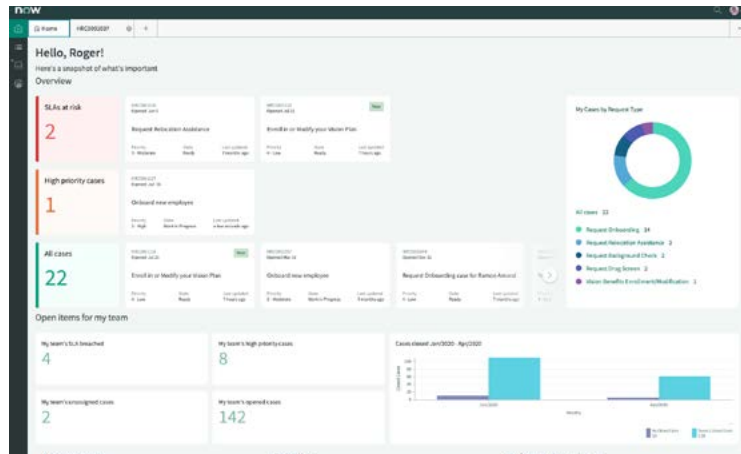
## OVERVIEW

Boost productivity and engagement, and provide your employees with the service experiences they deserve with ServiceNow® HR Service Delivery.

## CASE AND KNOWLEDGE MANAGEMENT

Finding the right answers and knowing where to go for help is foundational to employee productivity. With Case and Knowledge Management, HR and shared services teams can capture 'tribal knowledge' and valuable information that reside across individuals and teams, and transfer knowledge effectively across the organization to employees when they need it, on any device.

To provide employees with a streamlined service experience that meet employee expectations, HR and shared services also need a dedicated solution that provides the right context, guidance, and insight on how to quickly resolve employee inquiries.



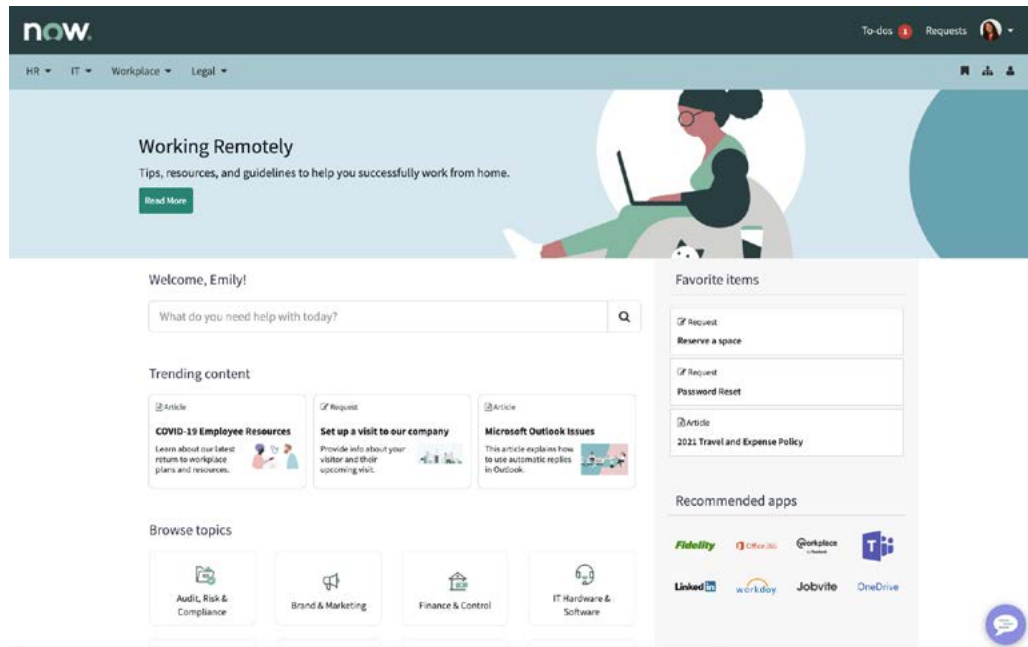
Unlike standalone knowledge management applications, Case and Knowledge Management is purpose built for HR and shared services teams to standardize and support a wide range of employee cases across HR centers of excellence, while providing HR teams with the right tools to meet employee expectations and provide quick, timely help to employees, wherever they are.

## Key Features and Benefits for Case and Knowledge Management

- **HR Agent Workspace** – a single-pane view to manage service requests
- **Employee Relations** – effectively manage complex employee cases
- **HR Knowledge Management** – provide a searchable, standard knowledge base of HR policies, procedures, articles
- **Knowledge Blocks** – simplify authoring and consumption of knowledge
- **HR Centers of Excellence** – organize HR data, services, processes
- **Visual Task Boards** – provide a real-time view of all cases, SLAs, agent workloads to track against performance
- **Service Catalog** – give employees a menu of services to choose from
- **Bulk Case Creation** – save time in creating cases for groups of employees
- **HR Dashboards and Reports** – view metrics on employee satisfaction, case trends, SLAs

## EMPLOYEE SERVICE CENTER

Providing a single place for employees to find information, with access to the right apps and information they need to work is critical to the employee experience. Employees expect to be able to go to one place to get help from their organizations – whether it's HR, IT, Workplace Services, Legal or Procurement. By providing employees with the ability to search for information across the enterprise, and a single service experience across all departments, employees are able to be more productive and engaged.



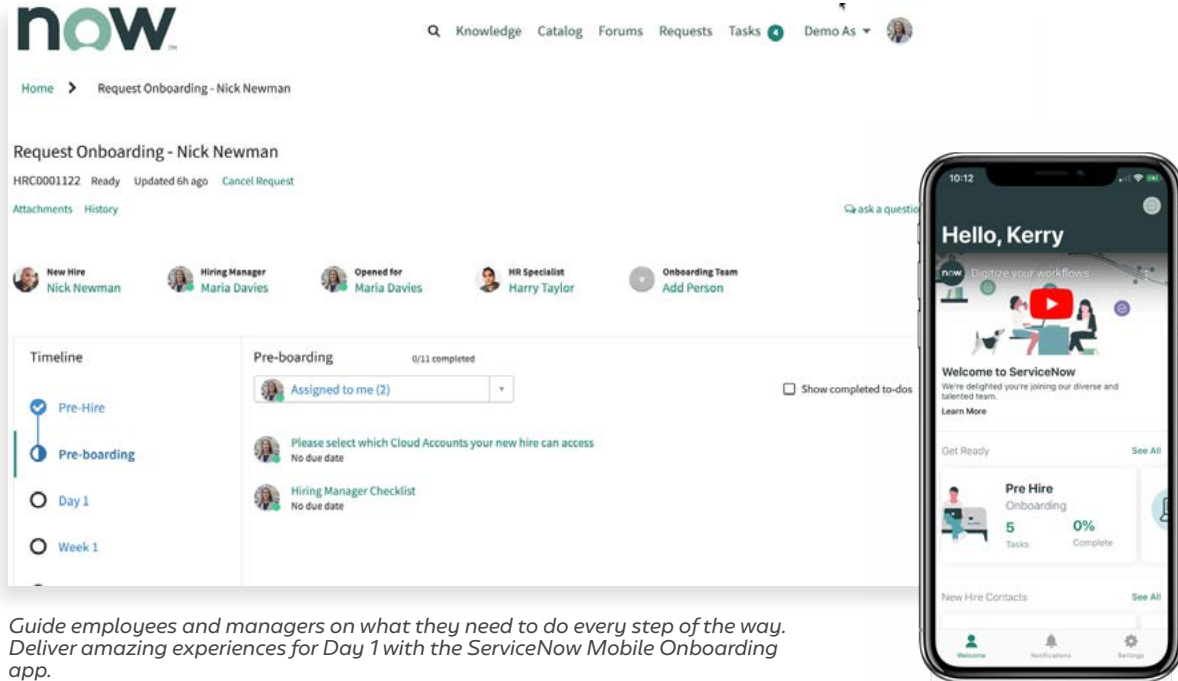
*Unlike legacy intranets or siloed departmental portals, the Employee Service Center provides employees and cross-functional teams with a unified experience that makes it easier to get help, collaborate across departments, and find the right information quickly.*

### Key Features and Benefits for the Employee Service Center

- **AI Search** - empower consumer-grade, enterprise-wide search
- **Universal Request** – provide a consistent service experience across all departments
- **Content Delivery** – create and send targeted content and notifications to employees through any channel
- **Content Automation** – package content into campaigns and targeted communications to send the right message at the right time
- **Content Analytics** – measure and track engagement with content in your portals and employee communications
- **Employee Forums** – connect, engage, and collaborate with employees
- **Employee Live Chat** – initiate live chats with agents in real time
- **Employee To-Dos** – accelerate employee productivity by assigning to-dos
- **Employee Org Charts** – view and search for employees by role, location
- **View Requests** – provides a comprehensive view of employee requests
- **Site Builder** – create a custom branded page to match your culture, look, and feel

## ENTERPRISE ONBOARDING AND TRANSITIONS

Build workflows that extend across HR and other departments, and guide employees and managers on what they need to do through a consumer-grade experience. Using intuitive no-code builder tools, HR admins and business analysts can get full visibility on end-to-end cross-departmental processes, effectively coordinate resources across teams, and assign the right activities, systems, and tasks that enable employees and managers to focus on their work and remain productive.



Guide employees and managers on what they need to do every step of the way. Deliver amazing experiences for Day 1 with the ServiceNow Mobile Onboarding app.

## How ServiceNow uses Enterprise Onboarding and Transitions

Pre-boarding	Background Check	Employee Record	IT Fulfillment	Polices	Day 1 Prep	Day 1	Onboarding Complete
Start Onboarding	Account Creation and Login Information	Complete New Hire Profile	IT Account Access	Anti-Harassment	Day 1 Prep Checklist	NHO Attendance	Onboarding Complete
	Background Check	Sign At-Will Employment & NDA Agreement	Onboard Workspace Request	Anti-Corruption		New Hire Solution Consultant Task	
	Initiate Electronic I-9	Confirm Prior Inventions	Select Computer & Accessories	Code of Conduct & Ethics		Month 1 Checklist	Complete Talent Profile
	Remote I-9 Instructions	Sign Arbitration Agreement	Legal Review of Exhibit A	Information Security Policy		Benefits Enrollment	Update Background Check Status (Conditional)
	FTC Consumer Rights			Domestic Violence		Business Cards	Manager Toolkit
				Insider Trading		Corporate Credit Card	
				Upload Completed Form I-9		New Hire Information & Toolkit	
				Immigration Processing Status		Payroll Access & Information	
				Confirm NHO Logistics			
				Acceptable Use			
				Functional Office Physical Security Standards			
				Health and Safety			
				Information Security Standards			
				Privacy Policy			
				CA Workers Comp Policy Docs			
				Update Background Check Status			

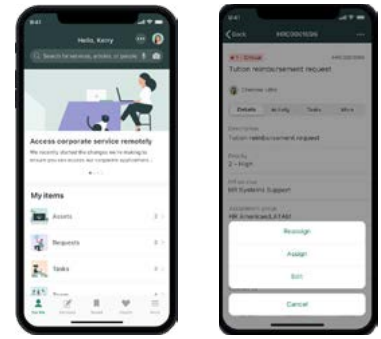
Legend: System Task (grey), Task for: New Hire (green), Task for: HR (red), Task for: IT Support (orange), Task for: IT Facilities (purple), Task for: Manager (yellow)

Unlike traditional onboarding solutions, Enterprise Onboarding and Transitions enables HR professionals to break down siloed processes and systems across departments, and streamline employee experiences across the big moments (onboarding, promotions, offboarding, leave of absence) and the small moments (getting access to the right IT equipment and technology, requesting a new workspace) across an employee's journey.

## NOW MOBILE AND MOBILE AGENT APPS

Remove the friction from everyday work, and make it easy for your employees to find answers and get help across every department, (HR, IT, Workplace Services, Finance, and Legal) directly from the Now Mobile app.

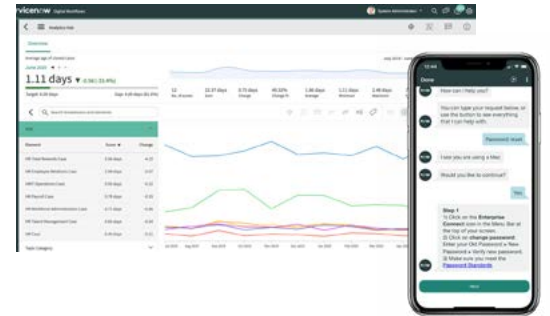
Reduce case resolution times by making updates on-the-go and harnessing the power of AI with the ServiceNow Mobile Agent app for HR Service Delivery. Both apps are available for download on the Google Play and Apple iOS stores.



## NOW INTELLIGENCE FOR HR SERVICE DELIVERY

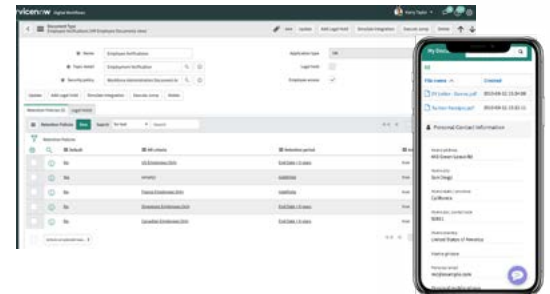
To adapt to today's work environment, employees, managers, and leaders must constantly find ways to work smarter and make the right business decisions using analytics, AI, and machine learning. With Now Intelligence, ServiceNow provides customers with access to analytics, AI search, machine learning, and virtual agents with Natural Language Understanding (NLU) to surface recommendations that help employees resolve their inquiries faster, while easing the burden on HR agents.

- AI Search for HR Service Delivery
- Virtual Agent for HR Service Delivery
- Predictive Intelligence
- Performance Analytics for HR Service Delivery



## EMPLOYEE DOCUMENT MANAGEMENT

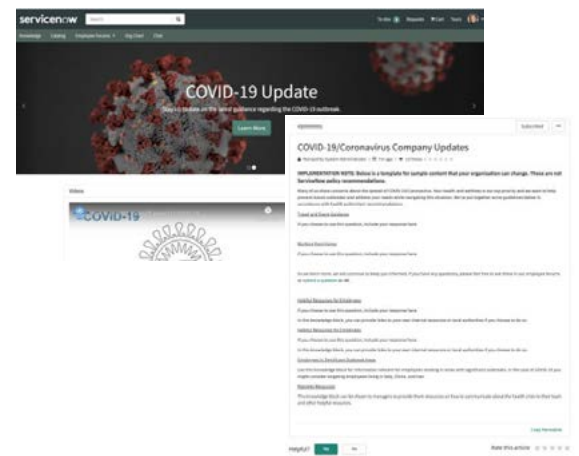
Provide a secure, paperless, and complete view of all employee documents from hire-to-retire, with Employee Document Management. Quickly capture, store, and configure retention and security policies for all employee documents across multiple locations. Maintain compliance with the ability to audit and automating the purge and deletion of documents within a set period of time.



## EMPLOYEE EXPERIENCE PACKS

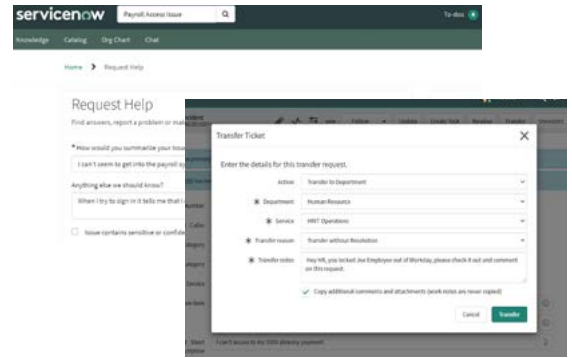
Leverage Employee Experience Packs to accelerate your time to value and enable faster adoption of new ServiceNow product innovations. Employee Experience packs provide a blueprint for all moments that matter such as promotions, transfers, onboarding, promotions, offboarding and returning to work. Here are some of the Employee Experience packs on the ServiceNow store:

Promotions	Parental Leave	Modify Direct Deposit	Employee Vaccine Announcement
Offboarding-Voluntary Separation	Entreprise Onboarding	Leave of Absence	Tax Time Campaigns
Return to Workplace	HR Knowledge Starter Content	Offboarding - Involuntary Separations	Company Holiday Calendar



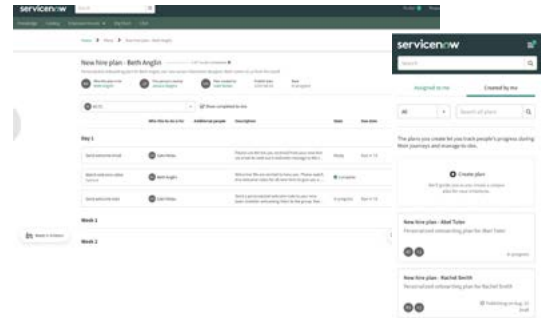
## UNIVERSAL REQUEST

Provide connected, enterprise-wide service experiences and enhance agent collaboration with Universal Request. Provide employees with a single unified request experience across HR, IT, Workplace Services, and other departments. Enable seamless cross-departmental collaboration by providing agents with the ability to transfer tickets across teams. Eliminate service delivery dead-ends, speed up case resolution times, and increase employee satisfaction by taking an enterprise-wide approach to service delivery.



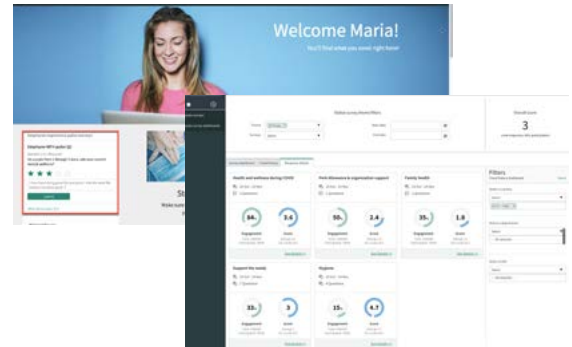
## JOURNEY ACCELERATOR

Help managers become more effective by providing them with consistent and configurable employee role-based plans. As organizations adapt to new distributed work environments, managers can use Journey Accelerator to guide employees with tasks and actions that will help them be more productive. Managers and HR admins also have the flexibility to configure and tailor each plan and assign mentors to employees.



## LISTENING POSTS

Capture employee feedback and enhance employee experiences in the moment with simple, embedded pulse surveys across any service request or any stage in an employee's journey. HR support teams can gain insights and visualize results from pulse surveys to gauge employee sentiment and quickly take action.



## INTEGRATIONS

Easily connect HR Service Delivery with the rest of your organization, with pre-built integrations from ServiceNow, to make your employees and agents more productive.

Core HR integrations	<ul style="list-style-type: none"> <li>• HRSD Integration with Workday</li> <li>• HRSD Integration with SAP SuccessFactors</li> </ul>
Productivity and collaboration tool integrations	<ul style="list-style-type: none"> <li>• HRSD Integration with Microsoft Teams</li> <li>• Employee Campaigns Integration with Workplace from Facebook Knowledge Authoring</li> <li>• Integration with Office 365</li> <li>• Sharepoint Online Search Connector</li> </ul>
Learning integrations	<ul style="list-style-type: none"> <li>• HRSD Integration with Cornerstone</li> </ul>
Workforce Management integrations	<ul style="list-style-type: none"> <li>• HRSD Integration with Ultimate Kronos Group</li> </ul>
Onboarding and Background Check Integrations	<ul style="list-style-type: none"> <li>• HRSD Integration with Microsoft Azure Active Directory</li> <li>• HRSD Integration with SailPoint</li> <li>• HRSD Integration with Okta</li> <li>• HRSD Integration with First Advantage</li> <li>• HRSD Integration with Accurate Background Service</li> <li>• HRSD Integration with CIC Plus</li> </ul>
E-signature integrations	<ul style="list-style-type: none"> <li>• HRSD Integration with DocuSign</li> <li>• HRSD Integration with Adobe Sign</li> </ul>

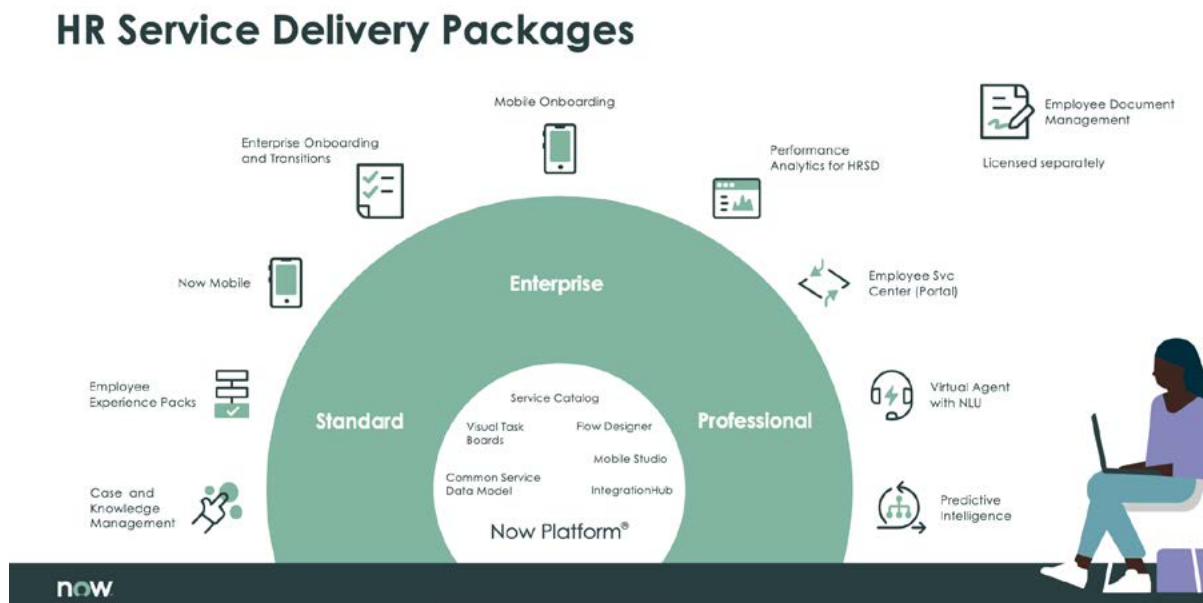
## ALUMNI SERVICE CENTER

Enable your organization to stay connected and engaged with former employees with the Alumni Service Center. Provide your alumni with the ability to stay connected in dedicated forums, and make simple requests such as requesting paycheck information, tax documentation, and accessing information on COBRA benefits. Alumni can also update their personal contact information and stay connected with networking opportunities.



## TAKE AN EMPLOYEE-FOCUSED APPROACH TO SERVICE DELIVERY

With ServiceNow HR Service Delivery and the Now Platform as your foundation, you can boost employee productivity and engagement and scale enterprise service management while reducing costs.



### TO LEARN MORE

For more information on Fully Managed ServiceNow solutions and services, [visit our website](https://www.fullymanaged.com).