

Establishing a Modern Employee Experience Platform

With dispersed workforces and changing workplaces, employees rely on digital ways of work to maintain productivity from anywhere. Yet, in a world where digital solutions can enable flexibility, the number of apps, sites, and tools that employees use day in and day out has sprawled out of control. According to Okta's 2022 Businesses at Work report, the average large organization deploys around 187 applications. That's 187 disconnected systems and portals employees must navigate through to find the help, content, and information they need.

With ServiceNow Employee Center, deliver a modern employee experience platform that drives unified and consistent employee experiences from any channel of choice. It's time to evolve your service portal by centralizing multi-department services alongside personalized content experiences.

Enhance the employee experience by connecting departmental services, content, and systems on a unified platform

With ServiceNow's foundation in enterprise service delivery, Employee Center drives departmental services, actionable content experiences, and unified system access from one destination. Enable employees to request help across IT, HR, Workplace, Legal and more with ServiceNow's out-of-the-box solutions. Intelligently search information across the entire organization to empower greater self-service on common questions. With enhanced content publishing capabilities, push targeted campaigns to prompt employees to take action during key moments like benefits enrolment or tax season.

Employee Center also includes role-based experiences like Manager Hub. Manager Hub is purpose-built destination for people leaders to access tools, insights, and resources to support their employees from anywhere. Managers can view tasks based on priority order and personalize employee journeys to take effective action when needed.



Solutions

Employee Center

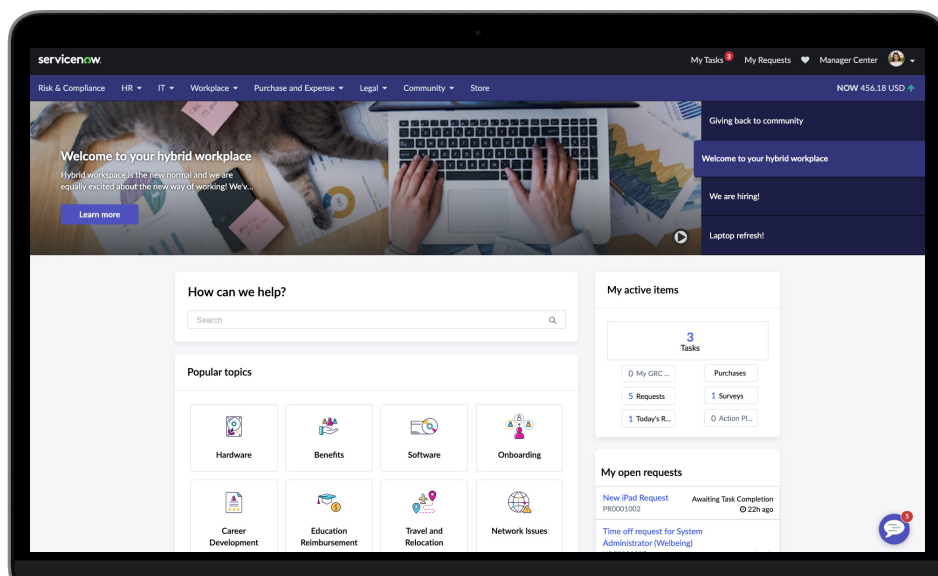
- **Multi-department service delivery** across HR, IT, Workplace Services, and Legal
- **Content experiences** to manage and publish personalized communication experiences based on employee criteria
- **AI Search** for a modern consumer-grade search experience across knowledge base, services, and systems
- **Omni-channel access** through the collaboration tools employees use everyday

Automation Engine

- **Automate integrations** to Employee Center with 175 spokes for modern systems and RPA (robotic process automation) for legacy systems

App Engine

- **Low-code development tools** to build brand new services fast
- **Non-intrusive guardrails** for new services developed to empower citizen developers
- **Consistent, consumer-first experience** for custom services delivered anytime, anywhere on any device



Employee Center Pro homepage

Drive actionable communications to engage employees from anywhere

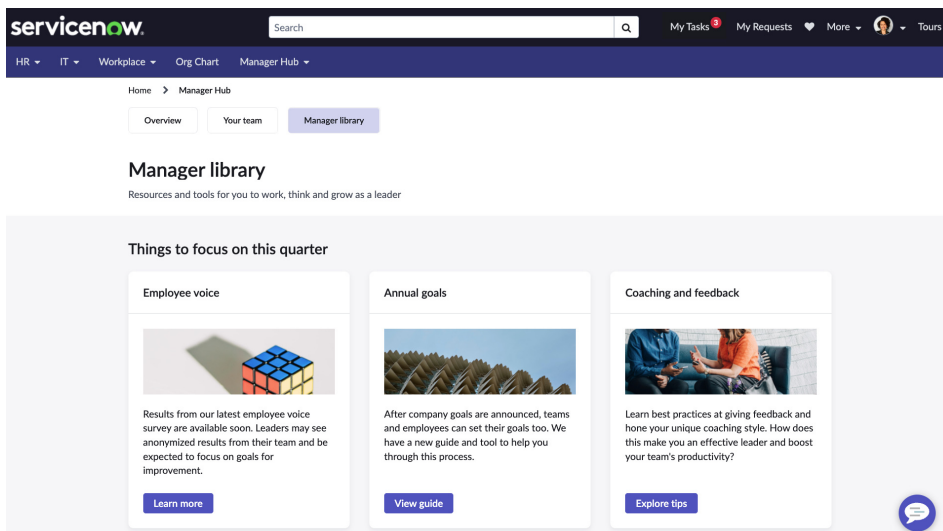
With employees working from anywhere, it's essential to keep them informed and connected to the organization. Whether it's staying on top of company announcements or finding today's lunch menu – information should be relevant, personalized, and easy to access.

With enhanced content management and publishing capabilities, easily design and target rich content sections on topic pages. Dynamic topic microsites enable corporate communications teams to create long form content with an intuitive drag and drop editor. Dedicated experiences like Manager Hub also include curated content like news, FAQs, and leadership development guides to help people leaders enrich their career journeys. Additionally, elevate your enterprise service experiences with actionable content experiences. Easily task employees to set goals during a targeted campaign around performance reviews to boost engagement and connection. Also leverage AI and machine learning to continually improve search results and recommendations for even more intelligent and personalized employee experiences.

Simplify access to information and tasks to increase productivity

ServiceNow seamlessly integrates your most important systems like HCMs, finance applications, and communication tools with over 175 spokes. Enable agents to focus more time on critical requests with robotic process automation (RPA) reducing the need to manually swivel between legacy systems. Additionally, meet your unique organizational needs by easily deploying new experiences directly to Employee Center with low-code, no code tools.

With Employee Center as the single destination for all employee experiences, minimize the number of sites and portal employees must navigate through. Drive greater value out of existing investments by boosting their accessibility and adoption. For example, an employee looking to book travel for a cross-country move will also need to update their home address in their HCM. From Employee Center, a personalized journey consolidates the tasks they must perform across all necessary systems – all without having to leave ServiceNow.



Manager Hub in Employee Center Pro



As we've used ServiceNow throughout the pandemic, we've realized it's really an organizational workflow and communications machine.

– **Christopher Burns, CommonSpirit,** System Director, HR Service Delivery Technology Strategy and Employee Experience

Challenges

- Digital sprawl creating frustrating employee experiences and back office administration
- Lacking easy content management capabilities and governance workflows to drive targeted communications
- Inability to connect and extend services to meet your unique business requirements
- Lack of personalization and branding leading to poor user interface

Business Outcomes

- [Spectrum Health enables easy access to IT and HR services with 70K service catalog items on a unified portal](#)
- [In 80% of cases at IKEA, employees self-service the information and help they need immediately](#)
- [Paramount leverages ServiceNow as the employee experience platform to streamline content management and drive consumer grade experiences](#)