

# Productive employee experiences

A practical guide to optimize employee experiences and shared services





# Uncertainty can be beautiful

## **Uncertainty gets a bad rap.**

Because when times get tough, conventional wisdom says you have to choose between this or that. Lean back or lean in. Hunker down or double down. Save or grow.

## **But there's a beautiful upside to uncertainty.**

It forces you to reexamine, reassess, and rethink everything. It's an opportunity to sharpen your focus and clarify your mission.

Such as inventing simple solutions to complex problems. Finding faster ways to drive productivity and profitability. Building for the future while protecting the present.

What if, instead of choosing between saving and growing, you could say "yes" to both?





# Put YES to work

Built for uncertain times, ServiceNow® helps you say “yes” to working in ways you never imagined possible.

YES to reimagining your shared services. So every person, every system, every process—from the front, middle, and back offices—work together. Seamlessly. Automatically. Harmoniously.

YES to transforming your workplace **from a collection of empty spaces to collaboration zones—with just a few clicks.**

YES to human resources with technology and tools that first consider the actual human using them. Uncovering and using data like never before, and quickly applying what you’ve learned.

YES to faster. Easier. Better.

To help you say “yes” to optimizing employee experiences and finding new efficiencies in your shared services, we’ve identified two imperatives you need to consider.

## Select a challenge. Find a solution.

C1

How do I make shared services more efficient without sacrificing experience?

[Skip to C1 →](#)

C2

How do I ensure employees and managers thrive both at home and in the workplace and that managers feel less overwhelmed?

[Skip to C2 →](#)



## A better approach to shared services

**Challenge:** Employees are struggling to find the information and services they need, and agents are saddled with siloed service centers, legacy technology, and a lack of visibility into end-to-end processes.

As one of the major touchpoints an organization has with the workforce, service teams too often have limited visibility across their own services operations. Employees are also confused, forced to navigate multiple portals with limited self-service options. Both sides of the request process are looking for a better experience.

### Solution

How do you make your shared services more efficient without sacrificing experience?

- **Reduce confusion with a single portal** as a unified way to access multiple departments through an employee's channel of choice. These actionable content experiences—powered by strong system integration—help employees get what they need a lot faster.
- **Provide dedicated, configurable agent workspaces** so your service teams can quickly respond to employee inquiries with access to case activity, attachments, and relevant fulfillment instructions—all at their fingertips.
- **Delegate ownership in complex cases** by giving different services teams across the company unique segments of a complex, multidepartment workflow. Cases are resolved faster with better collaboration.
- **Let data drive your decision-making** with real-time dashboards to track the effectiveness of new initiatives across all your services teams, including IT, HR, legal, workplace, and procurement.

**Learn how your organization can do more with less.**

[Get the Guide](#)





# Let your people focus on the work they love

**Challenge:** Managers and employees need immediate services and support, but too often companies are not able to quickly adapt, offer new ways of working, or consistent experiences.

Companies who can't rapidly meet changing employee expectations will find it harder to attract talent and will experience higher employee dissatisfaction. That means turnover. Employees often say that they don't leave jobs, they leave managers. Yet, we find too many managers feel overburdened and lack continuous support.

## Solution

How do you ensure employees thrive both at home and in the workplace and that managers feel less overwhelmed?

- **Embrace a connected life** by providing your workforce with omnichannel self-service options that can be accessed through a range of channels and technology, such as chat, phone, text, email, in-office kiosks, walk-up areas, and employee portals.
- **Connect managers directly to the resources they need** using a dedicated hub with the ability to create personalized employee journeys in the flow of work.
- **Deliver targeted content campaigns** when you need to swiftly move information. Push personalized communications and key information to employees affected by change, so you can cut down on misinformation and frustration.
- **Extend employee experiences with new apps** inspired by employees themselves. Support low-code innovation and let your people guide you on what new custom widgets, applications, or capabilities would best serve them—then let them get creative.

**Discover the path to delivering productive employee experiences.**

[Get the Guide](#)

## What sets ServiceNow apart?

### Optimize your employee experiences with a single platform

Creating a better experience for your workforce is an ongoing aspiration, but having a platform that helps you tackle the most complex challenges with ease is important.

ServiceNow enables shared services organizations to drive efficiency and impact with our powerful digital foundation. We automate workflows within and between departments, unlocking the ability to centrally orchestrate end-to-end processes.

And with a modern employee experience platform, everything the employee needs—whether they're a front-line worker, an operational leader, or a service center agent—is at their fingertips in one connected experience.

We invite you to learn more about how we can help you innovate through uncertainty and do more with less—with ServiceNow® HR Service Delivery, Workplace Service Delivery, App Engine, and our other solutions built on the Now Platform®.

The future of work is dynamic, and the world works with ServiceNow.

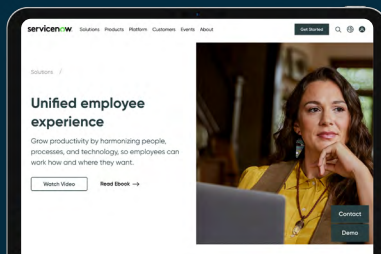




# For a deeper exploration of ServiceNow solutions that empower employee experiences, we recommend the following content:

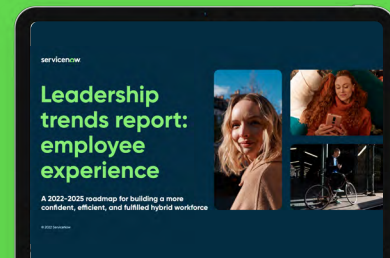
## Employee experience solutions

Keep your hybrid workforce engaged and productive. Make work easier with a unified experience that brings together people, workplaces, processes, and technology.



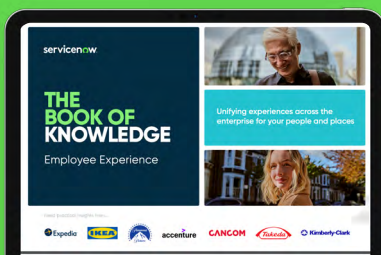
## Leadership trends report

Discover the three biggest employee experience trends, the challenges they present, and how to turn them into opportunities.



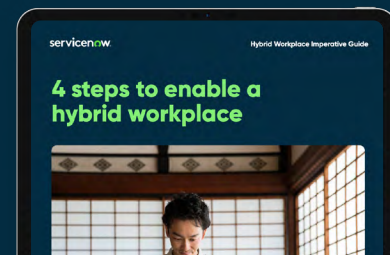
## Book of Knowledge: Employee Experience

Stay competitive by rethinking your strategies for recruitment, engagement, and retention.



## 4 Steps to Enable a Hybrid Workplace

Take these steps to prioritize employee experiences both in and out of the office.



## About ServiceNow

ServiceNow (NYSE: NOW) is the fastest-growing enterprise cloud software company in the world above \$1 billion. Founded in 2004, our cloud-based platform and solutions deliver digital workflows that create great experiences and unlock productivity for more than 6,200 enterprise customers worldwide, including approximately 80% of the Fortune 500. For more information, visit [www.servicenow.com](http://www.servicenow.com).

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