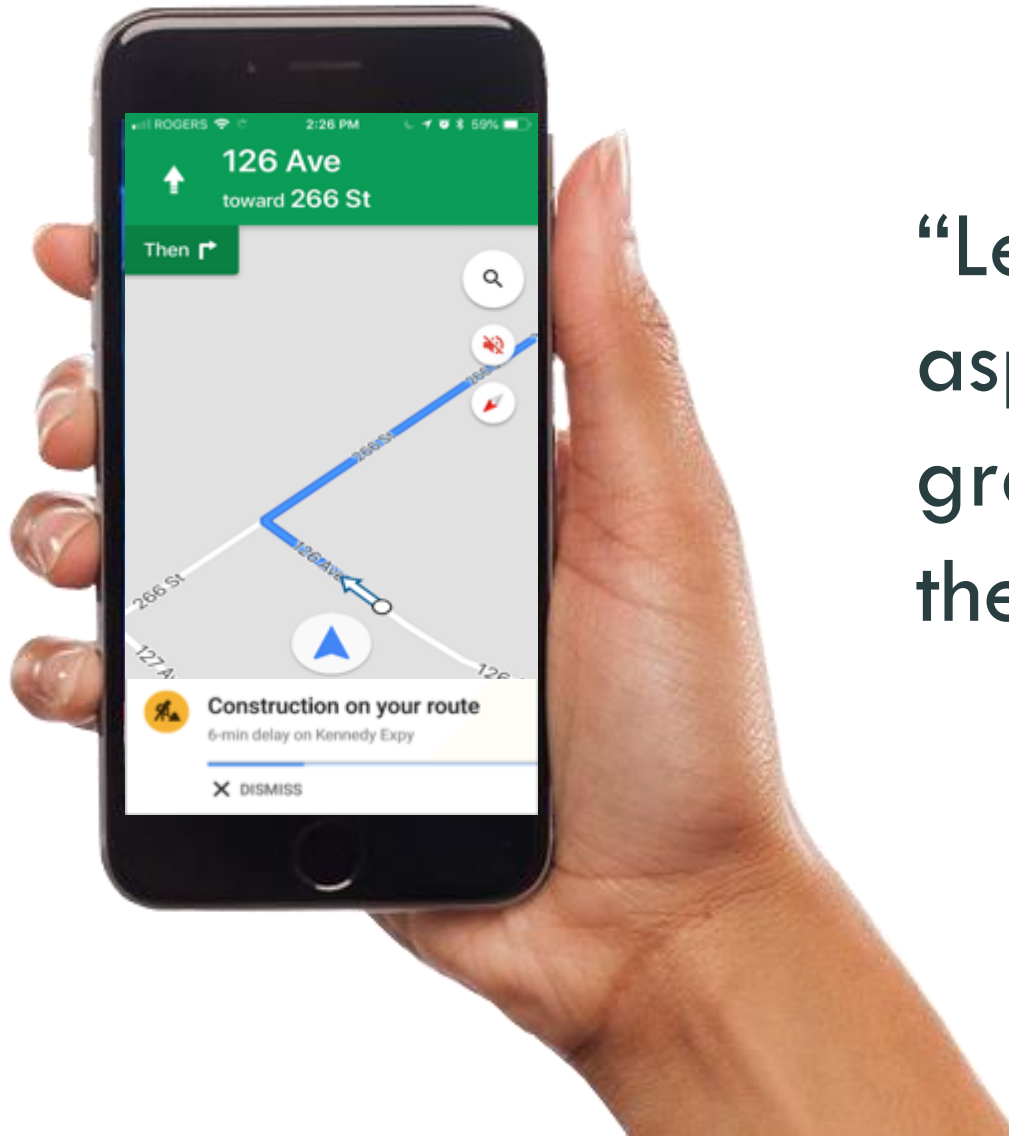


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# *Moderniza el trabajo de RRHH y ofrece una mejor experiencia para tus empleados*

Sandra Reíllo HR Product Line Sales Manager

# Consumer Experiences are Driving Expectations

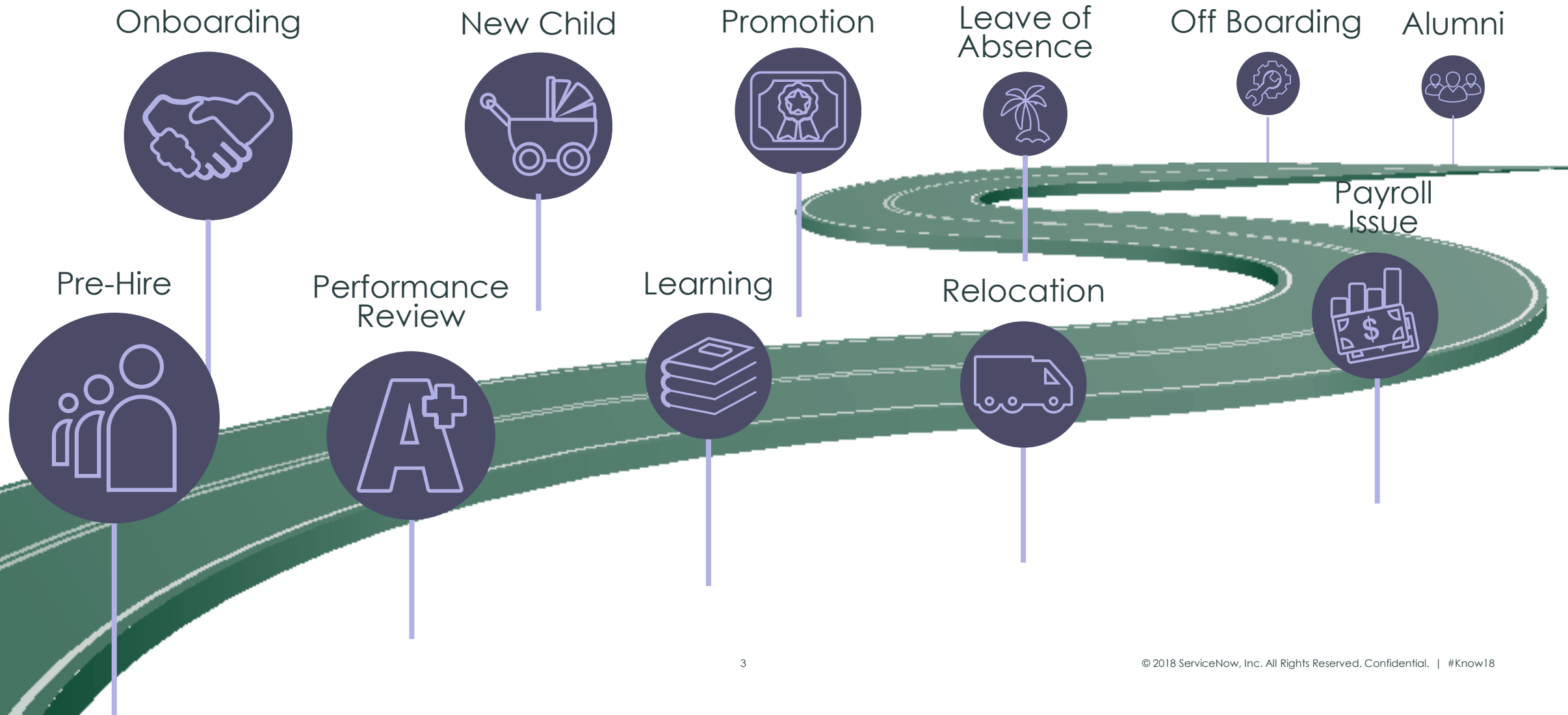


“Leading HR organizations aspire to provide a consumer-grade customer experience to their workforce...”

**Gartner**

Market Guide for Integrated HR Service Delivery Solutions, 2017

# The Employee Journey: Moments That Matter



# Why is this so Hard?



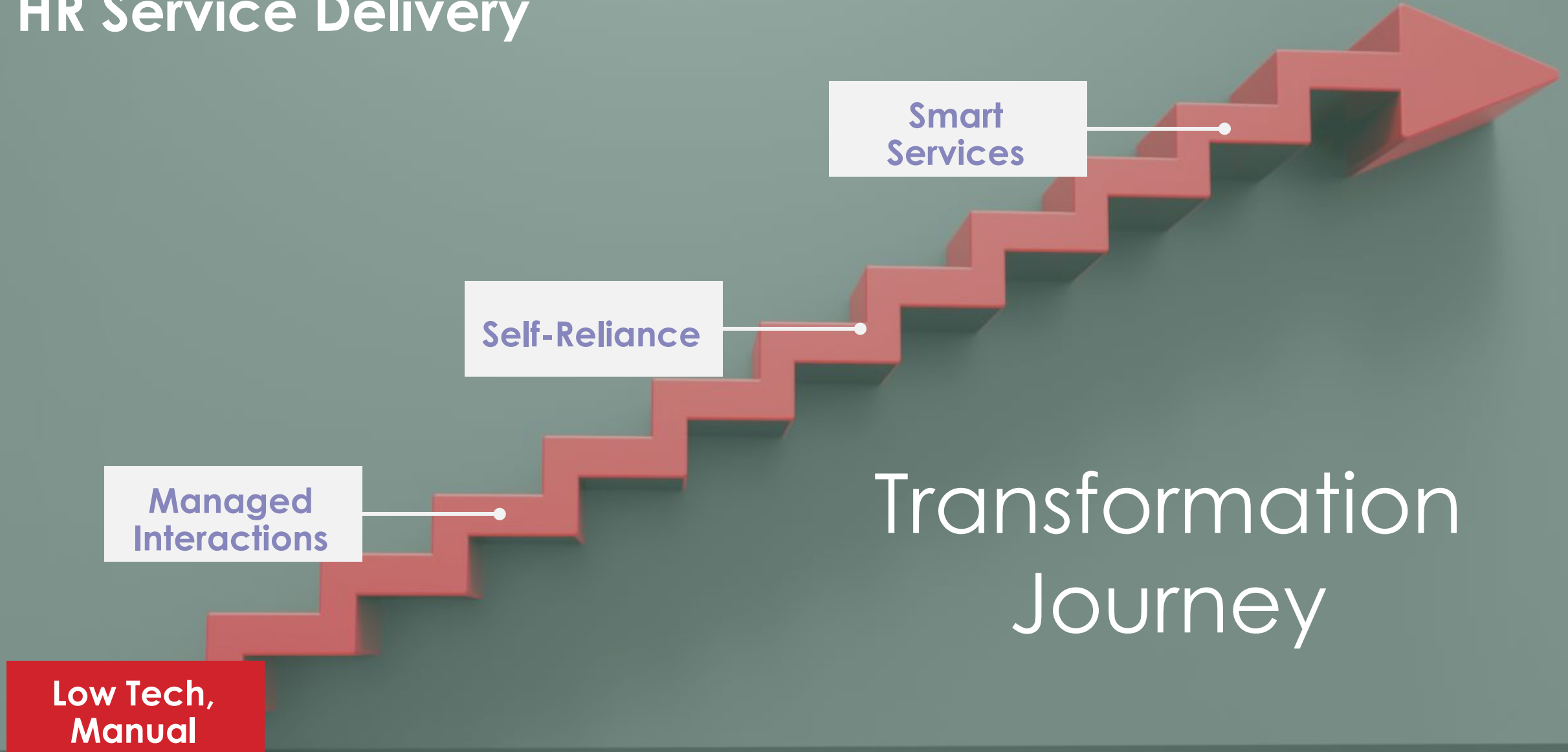
- What is the policy?
- Which system or department?
- Who can help?

# Consumerize the Employee Service Experience



- Access relevant and personalized information
- Guided to the right systems and departments
- Get high-touch help when needed

# HR Service Delivery



Transformation  
Journey

# HR Service Delivery

Smart Services

Self-Reliance

Case and Knowledge Management

Managed Interactions

Low Tech, Manual



# HR Service Delivery

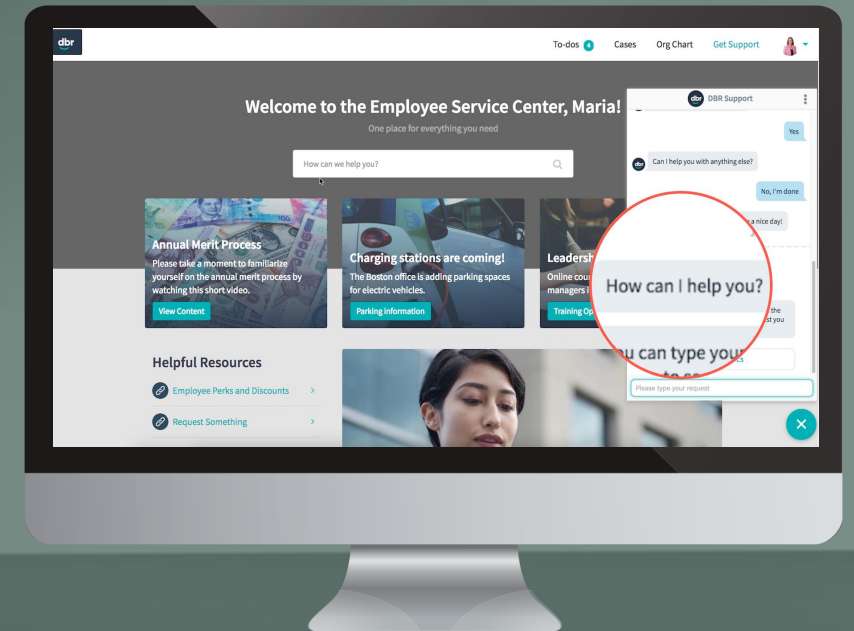
Self-Reliance

Smart Services

Managed Interactions

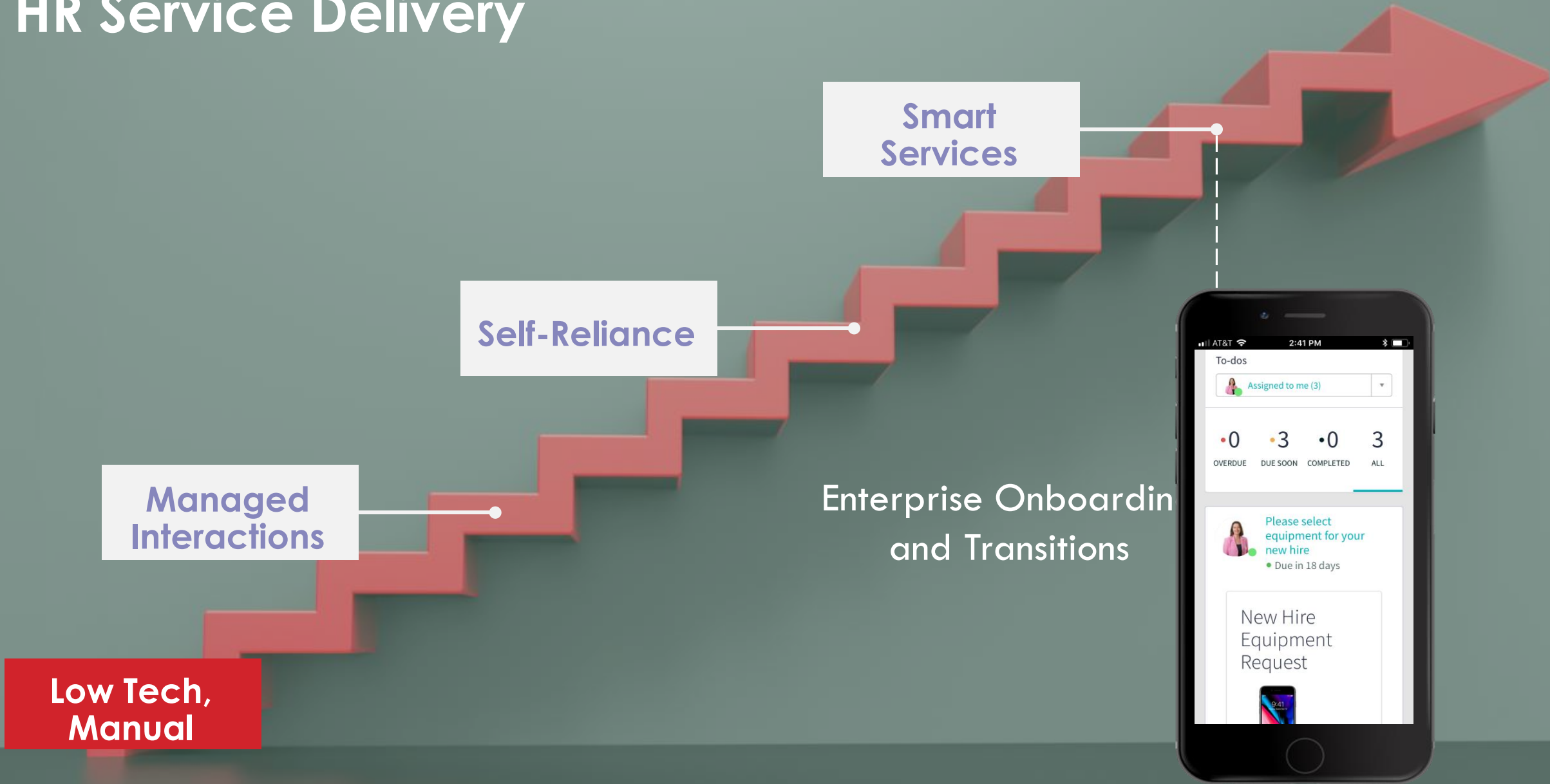
Low Tech,  
Manual

Employee  
Service Center





# HR Service Delivery



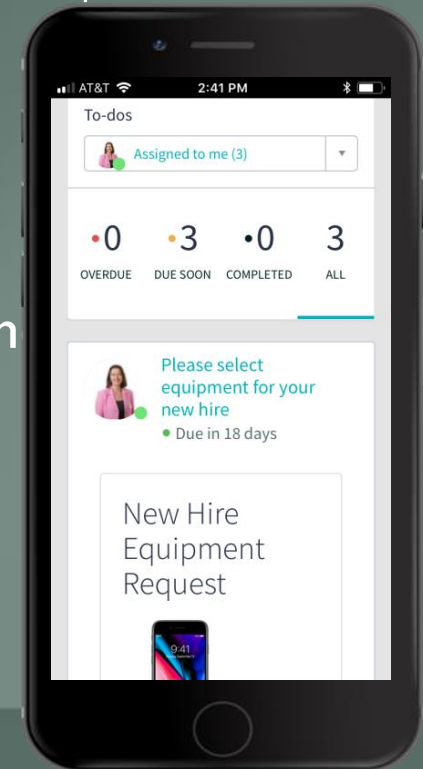
Smart Services

Self-Reliance

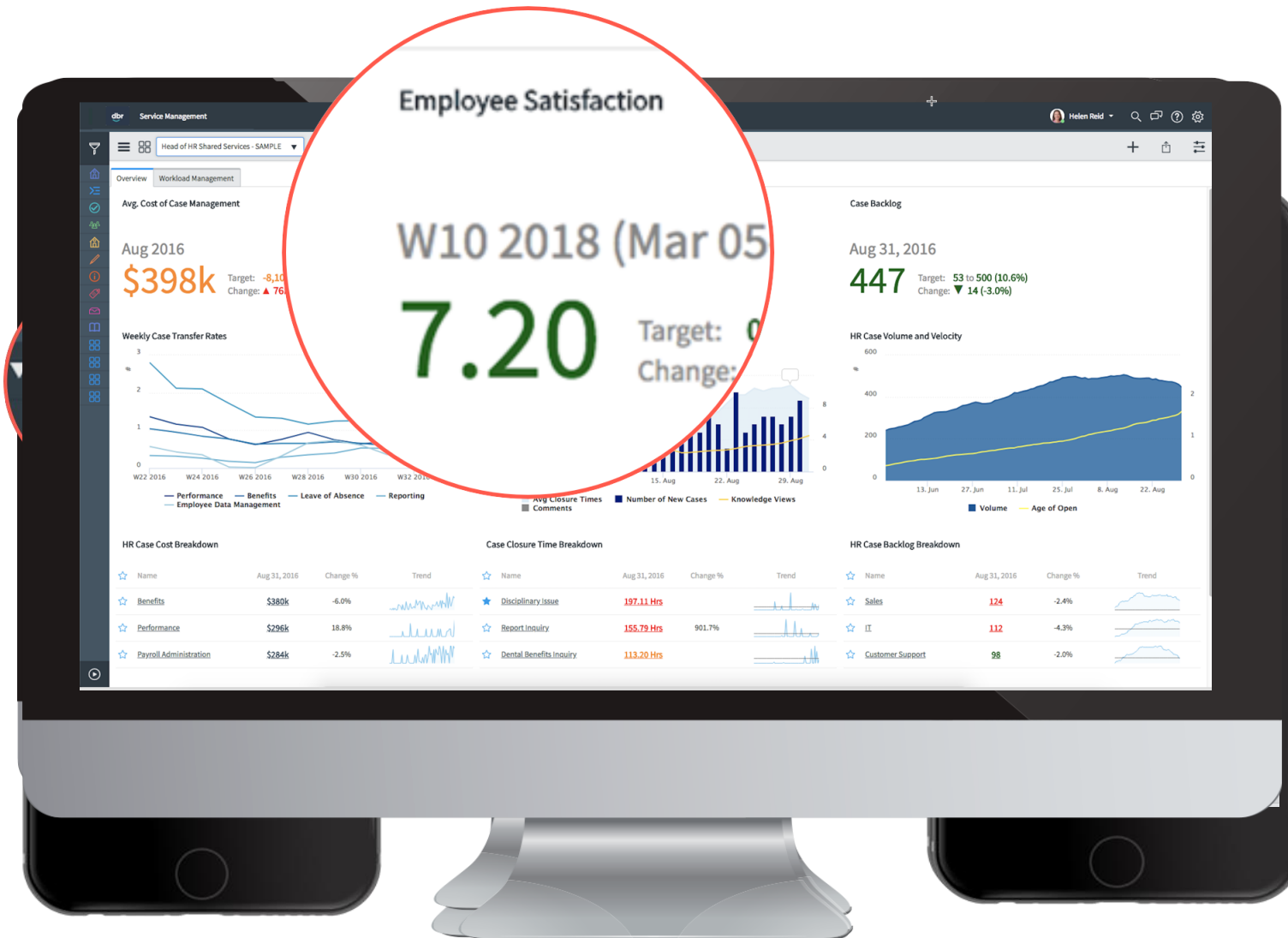
Managed Interactions

Low Tech, Manual

Enterprise Onboarding and Transitions



# ServiceNow HR Service Delivery



- Case & Knowledge Management
- Employee Service Center
- Enterprise Onboarding & Transitions
- Employee Document Management
- Performance Analytics

# 800+ Organizations Have Chosen ServiceNow for HR



# Why Do Customers Choose Us?



Built for HR  
Service Delivery



Service Across  
the Enterprise



Agile Cloud  
Platform

# Market Success






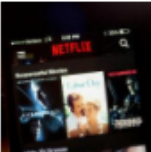


Thanks to everyone who believes work should work better

Thanks to you, we debuted at #1 on Forbes' list of the World's Most Innovative Companies.

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# Forbes – The Worlds Most Innovative Companies

	Rank	Company	Country	12-Month Sales Growth	Innovation Premium*
	#1	ServiceNow	United States	39.02%	89.22%
	#2	Workday	United States	36.07%	82.84%
	#3	Salesforce.com	United States	24.88%	82.27%
	#4	Tesla	United States	67.98%	78.27%
	#5	Amazon.com	United States	30.8%	77.4%
	#6	Netflix	United States	32.41%	71.23%



# ServiceNow Listed as a Representative Vendor in Gartner's Market Guide for Integrated HR Service Delivery Solutions

Table 2. IHRSD Vendor Solutions

	Deloitte	Dovetail Software	Hyland	Infor	Meta4	Neocase HR Power	Neocase HR Ready	Oracle	PeopleDoc	ServiceNow	SAP SuccessFactors	Willis Towers Watson
HR Knowledge Base	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
Document Management	✓	✓	✓	Provided by Partner	✓	Provided by Partner	Provided by Partner	✓	✓	✓	✓	✓
Authoring Tools	✓	✓	✓	✓	✓	✓	✓	X	✓	✓	✓	✓
E-Signature	Provided by Partner	X	Provided by Partner	✓	Provided by Partner	Provided by Partner	Provided by Partner	Provided by Partner	✓	✓	✓	X
Self-Service Portal	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
Personalized Search	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Single Sign-On	Provided by Partner	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Integrated Case Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mobile Search and Ticketing	✓	✓	✓	✓	X	✓	✓	X	✓	✓	✓	✓
Integrated Live Chat	✓	✓	X	✓	X	✓	X	✓	Provided by Partner	✓	Provided by Partner	✓
Chat Bots/Virtual Agents	Provided by Partner	✓	X	X	X	✓	X	✓	Provided by Partner	✓	Provided by Partner	X
Service-Level Agreements	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Transition Management	✓	Provided by Partner	✓	✓	✓	✓	X	✓	✓	✓	✓	✓
Approval Workflows	✓	✓	✓	X	✓	✓	X	✓	✓	✓	✓	X
Business Process Monitoring	✓	✓	✓	✓	✓	✓	X	✓	✓	✓	✓	X
Satisfaction Surveys	✓	Provided by Partner	X	✓	Provided by Partner	✓	✓	✓	✓	✓	✓	✓
Analytics Dashboards	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Source: Gartner (October 2017)

This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from ServiceNow:

<https://www.gartner.com/doc/reprints?id=1-4JIYDKT&ct=171030&st=sb>.

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Gartner, Market Guide for Integrated HR Service Delivery Solutions, by Melanie Lougee, Ranadip Chandra, Mike Burden, 26 October 2017.



The biggest player in this market [employee experience platforms] today is ServiceNow, and they are essentially creating a market that may become a multi-billion dollar market over time.

Josh Bersin, Bersin by Deloitte

# Integrations

## HCM Suite

- **Core HR**
- **Talent Management**
- **Talent Acquisition**
- **Learning**
- **Compensation**
- **Benefits**
- **Workforce Planning**

**HR System of Record  
for Transactions**

HR  
Integrations  
module



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## HR Service Delivery

- **Case Management**
- **Knowledge Management**
- **Employee Service Center**
- **Multi-Department Workflows**
- **Enterprise Onboarding**
- **Transition Events**
- **Service Delivery Metrics**

**HR System of Action  
for Service**

**Community**

# Get Connected | Stay Connected

- ServiceNow Community: HR specific
  - <https://community.servicenow.com/community/hr>
  - Subscribe to connect with others, get updated on upcoming events, learn what's new in upcoming releases by clicking on "Follow"

The screenshot displays the ServiceNow Community interface. At the top, the user profile for Julie Gardiner is shown with 1,030 points and a 'MORE SITES' dropdown. The navigation bar includes 'MY VIEW', 'COMMUNITIES', 'GROUPS', 'RESOURCES', 'EVENTS', 'BLOGS', and 'KNOWLEDGE17'. A dropdown menu is open under 'COMMUNITIES', listing various categories. The 'HR Service Delivery' category is highlighted with a red box. To the right, a red box highlights the text 'Following in ~ 2 streams'. Below the navigation, there are social media follow buttons for LinkedIn (2,453), Twitter (@NOWCommunity, 4,268 followers), and Google+. A 'Categories' section lists 'Case and Knowledge Management', 'Employee Service Center', 'Enterprise Onboarding and Transitions', and 'HR Service Management'. A 'Reset Filters' button is visible at the bottom of the content area.



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# Gracias !

*Para más información consulte con nosotros  
o bien contacte con [sandra.reillo@servicenow.com](mailto:sandra.reillo@servicenow.com)*

