



# Streamlining the Digital Employee Experience for State Agencies

June 1, 2023

# ServiceNow at a Glance

**Our Company**

**2004** Year founded

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**19,000+** Global employees

**Revenue Growth**

**28%**

Year-over-year subscription revenue

**Our Customers**

**~80%** of Fortune 500

**~7,400** Global enterprise customers

**99%** Renewal rate

**Global Partners**

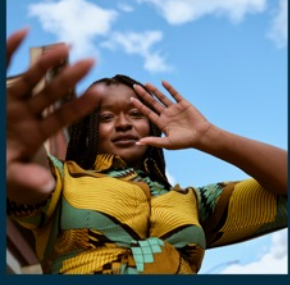
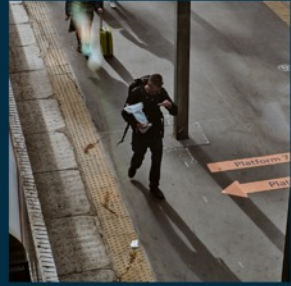
**1,500+**





Our Purpose

**WE MAKE THE  
WORLD WORK  
BETTER FOR  
EVERYONE**





# Why Does Employee Experience Matter?



- **The Public Sector workforce is an aging one**, and is the process of a generational shift
- **75% of the global workforce** will be Millennials or Gen Z by 2025
- **“Business as usual” won’t address evolving requirements** for engaging the public sector workforce, particularly when an increasing number are working hybrid and remote jobs

Ramsey, Mike. “Hiring Challenges Confront Public-Sector Employers.” *SHRM*, SHRM, 6 July 2021, <https://www.shrm.org/hr-today/news/all-things-work/pages/hiring-challenges-confront-public-sector-employers.aspx>.



# No Wrong Door

**Started as a commitment to constituents** to make it easy to find help from a single entry point

**Applies equally to Employee Experience** and empowering the workforce through easier access to enterprise services:

- HR
- IT
- Legal
- Facilities
- Procurement
- Enterprise search
- Systems of Record



# Evolution of the Digital Employee Experience Strategy

# Speaker introduction



**Name:** Eric Hemmer

**Title:** Principal Solution Specialist

**Function:** Employee Experience

**Company:** ServiceNow

**Experience:** Eric has helped thousands of customers advance their employee experience strategy and align departments to reduce business friction to help employees be more productive and engaged.

**Achievements:** Eric pioneered the Employee Experience Product Line at ServiceNow. Eric heads a special interest group composed of 650 progressive customers who are leading the way to better experiences.

**Current Passion:** My passion is eliminating friction for employees by unifying experiences.

**Company Bio:** Joined ServiceNow in January 2012. Started the Employee Workflows product line in 2013.



# One Stop Shop for HR

The screenshot shows the My HR Health portal interface. At the top left is the Health logo, and at the top right is the My HR Search Services search bar. Below the search bar is a navigation bar with links for Search for Answers, Make a Request, Report an HR Issue, and Chat With Us. The main banner features a smiling woman and man with the text "Your One Stop Shop for all your HR Needs".

**Quick Links**

- Report an Incident
- ADP (Payroll)
- HealthStream
- SuccessFactors
- Integrity Link
- My Benefits
- Kudos!
- Concur Expense Reporting
  - Store
  - Discounts
  - Careers
- The Work Number

**Welcome to My HR**

**Serving Those Who Serve Others**

Have you had a life event? Going back to school? Have an HR or payroll related question or issue? If so, please click the appropriate box below or contact a Representative Monday-Friday, 7-30am to 5:30pm Central Time, via the "chat" link or call

**Search for Answers** | **Make a Request** | **Report an Issue**

**kudos!**

**Quick Links**

- Report an Incident
- ADP (Payroll)
- HealthStream
- SuccessFactors

**Links**

- Careers
- Discounts
- Health
- Store

**Are you looking for...?**

- Forms
- Policies
- Tuition Assistance Application

# Customer's Services Experience Landscape



- [Relocation & Travel](#)
- [Talent & Core](#)
- [Content & Collaboration](#)
- [IT 4 My P&G Services](#)
- [PC & Mobility](#)
- [User Experience 4 My P&G Services](#)

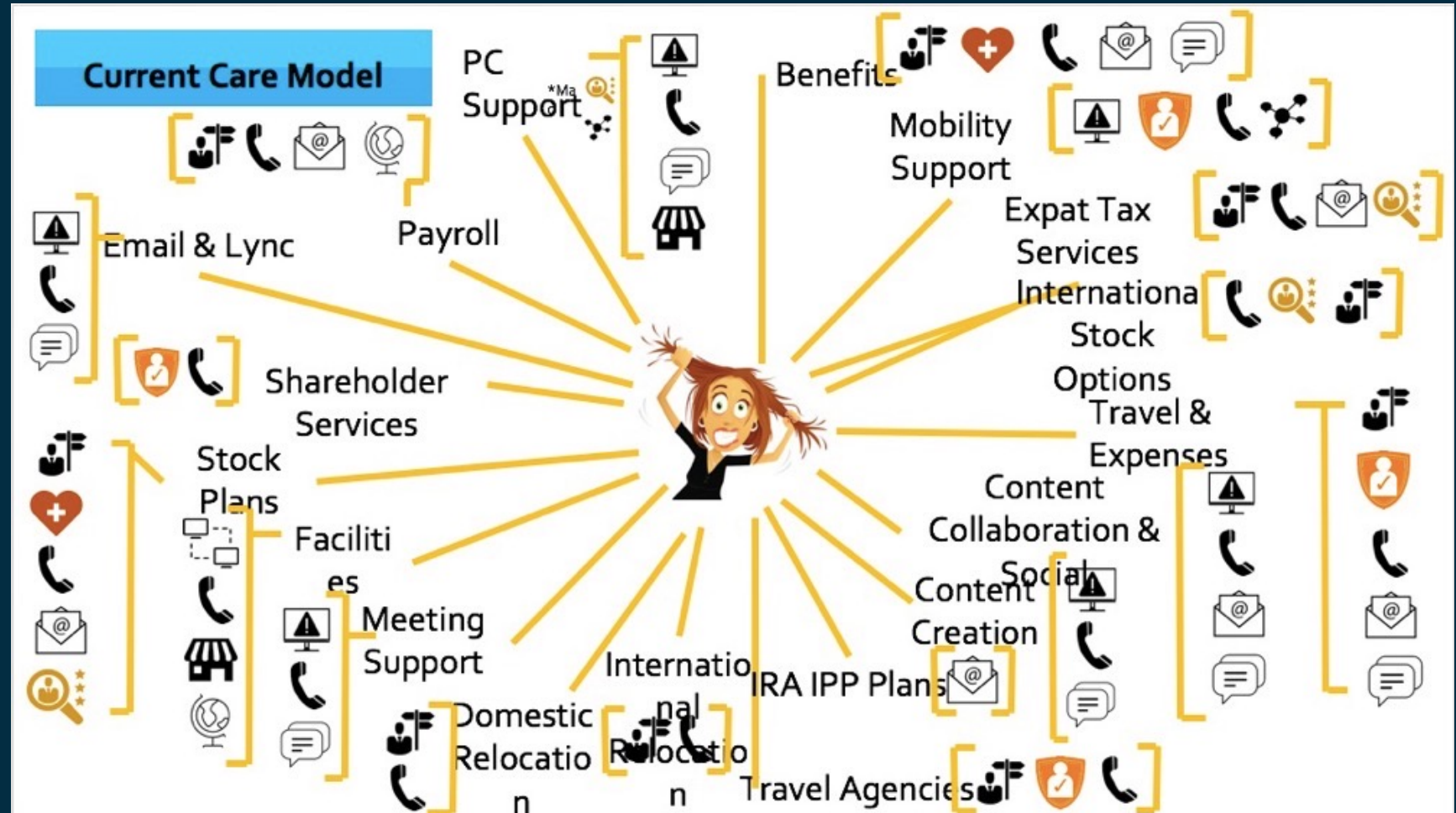
- [Equity Admin](#)
- [Shareholder Services](#)
- [Employee Tax & Compliance](#)
- [Pension & IRA Admin](#)
- [Financial Controls & Accounting](#)
- [Third Party Governance](#)
- [Global Relo Accounting \(GRAT\)](#)
- [Relocation Tax Services](#)

- [Payroll](#)
- [Expat Comp](#)
- [Global Salary Planning](#)
- [Performance Awards](#)
- [US Benefits](#)
- [International Benefits](#)

- [Global Real Estate Services](#)
- [P&G Workplace Strategy](#)
- [Technical Governance & Capital Systems Management](#)
- [Facilities Management & Operations](#)
- [Risk & Health, Safety & Environmental Services](#)
- [Managed Print Services](#)

- [Asia Market Leaders](#)
- [NA Market Leaders](#)
- [EIMEA Market Leaders](#)
- [LA Market Leaders](#)
- [Employee & Site Delivery](#)

# Current State of their Employee Experience





# Welcome

How can we help you today?

## Introducing Employee Connect

Employee Connect makes it easier to get the answers you need. It offers enhanced search capabilities and personalised support...

— LEARN MORE



## Popular Topics

- Corporate Benefits
- Absence & Time Off
- Compensation Related
- Medical & Life Insurance
- Time Entry
- Workday

## Quick Links

- IT Connect
- Workday
- University
- Expense

## My Items

- To-Dos
- Cases
- Documents



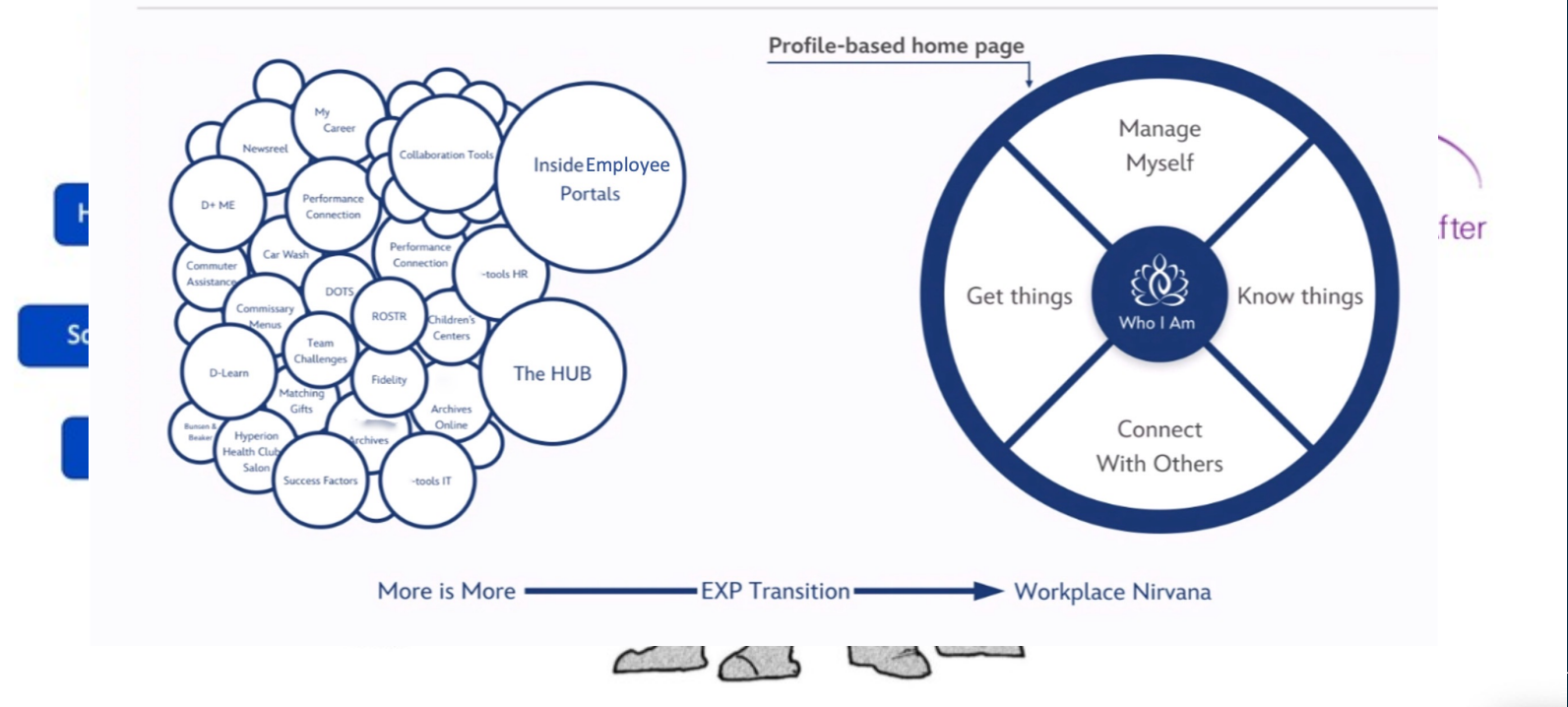
# Typical Initiative: Workforce of the Future Shift from App Centric → Worker Centric

**Objective:** We seek to provide a **streamlined digital experience for communicating, collaborating, sharing information and knowledge** with the workforce (employees and third-party workers).

The experience will include:

- Personalization
- Device Choice
- Consistency
- Integration
- Simplicity

## Current State vs. Future State



# The Problem is Digital Sprawl

What do your employees say about your current intranet?





# Establish an Employee Experience Platform



Employee



## Connected Experience



Multi-Dept Support



Modern Communications



Now Platform®



Intelligence



Integration

1

Connected systems and information



2

Unified employee service experiences



3

Personalized employee communication

IT



HR



Workplace Services



Legal



Procurement



Accounting



Collaboration Tools



# Employee Experience Platform Customer Portal Examples

# Next Gen Intranet for Global Media & Entertainment Company with 200K employees

Designed themselves & deployed by LTI.



# 'COWBOY DAVE' DEBUTS OCTOBER 8 ON COMPANY+



## LATEST NEWS



Information Security Awareness – Cyber Scams are on the rise



**WELLNESS 365**  
HEALTH. WEALTH. SELF.

Join the "The Next Fantastic Race" Rally Challenge Today & Win Raffle Prizes!



Watch: The Trailer for 'Players' on Company+

# Next Gen Intranet and New Hire Experience for Global Media Company.

Designed by Logical Design Solutions  
Deployed by Intellective

**Portal Company+**

Search

My Apps Policies Talia

News & Events Benefits & Wellness Careers My Workspace Services About the Business Communities Manager Center Onboarding

## WELCOME ABOARD, TALIA!

We're so happy you've joined us! This is your interactive guide to important things you need to know and do in your first few months here.

### ONBOARDING TO-DOS

- 01 Welcome to Company!**  
Days 1-5  
Here are the most important things you should do this week.
- 02 Get Started**  
Days 6-30  
Let's get you set up for success.
- 03 Ramp Up**  
Days 31-60  
Learn more about the organization.
- 04 Settle In**  
Days 61-90  
Now that you're getting comfortable in your new role, check out these other resources.

**01 Welcome to Company!**

Connect with your manager

Connect Portal Search everything

75° Los Angeles

## Hello, Julia

How can we help today?

**June is Mental Health Awareness Month**  
tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim...

Read More

### Trending Topics

- Information Technology
- Human Resources
- Collaboration Services
- Application Services

### My Items

Approvals Tickets Surveys

QA Account Creation  
REQ8272640  
5ds ago

REJECT APPROVE

### Quick Links

- Covid Information Hub
- Workforce Management & Time-Off
- Cyber - Security Awareness Training
- Workouts for Weightloss

### Upcoming Events

- May 12 Onboarding Review  
Los Angeles Office, CA  
Special Event
- May 12 Company Mobile Truck Event  
Knotts Berry Farm, Los Angeles, CA
- May 12 Yoga in the Park  
Liberty Station, San Diego, CA  
Special Event

### Recommended

- Request Adobe Applications
- Article Setting Up External Monitors  
2 Days Ago
- Request Request a Work Phone
- Request Request an External Monitor
- Request Onboarding Order Guide
- Article PTO Policies  
2 Days Ago

### The Latest Media

News Videos YouTube

- Athlete Roundup | 7/25/2022  
"Cycling in the Summer" Campaign kicks off 7/1
- Leadership | 7/23/2022  
Overcoming the Limitations of UDP Options
- Information Technology | 7/13/2022  
3 Practical Tips to Make Monday the Best Day

### Connect Portal

© 2022 Company

Resources	Topics	Company Direct
Documents	IT	Core-Fit
Events	Information Security	Travel & Meetings
News	International E-Commerce	Retail
People Directory	Sales	

### Your Experience Matters

Tell us what we can do to improve

SUBMIT FEEDBACK

Showing 1 of 3

Showing 1 - 3 of 9

USA (PST) TUES 2:28:32 PM | CAN TUES 4:28:32 PM | FRA TUES 10:28:32 PM | IND WEDS 5:28:32 PM

Connect Portal Search everything

75° Los Angeles

Home > News

**June is Mental Health Awareness Month**  
tempor incididunt ut labore et dolore magna aliqua. Ut enim...

Read More

HR | 7/25/2022

**Return to Office Survey**

Team - We hope you all are staying safe and healthy, and doing well. Over the past few weeks, we have seen some folks...

Corporate | 7/25/2022

**New Work From Home Guidance has been Released as of August 2022**

Team - We hope you all are staying safe and healthy, and doing well. Over the past few weeks, we have seen some folks...

All Corporate Human Resources Information Technology Information Security International E-Commerce Sales Travel

Sort By Newest Search all news

- Corporate | 7/25/2022  
**How to design a product that can grow itself 10x in year**
- Travel | 7/25/2022  
**Starting your traveling blog**
- International E-Commerce | 7/25/2022  
**U.S. Chemical Production Improves In July**
- Athlete Roundup | 7/25/2022  
**The More Important the Work, the More Important the Rest**
- Corporate | 7/25/2022  
**Using RIPE Atlas to Predict Users' Quality of Experience**
- Human Resources | 7/25/2022  
**Digital Commons After COVID-19**
- Information Security | 7/25/2022  
**Who Protects You from Cyber Villains?**
- Athlete Roundup | 7/25/2022  
**RIPE NCC Internet Country Report: Central Asia**
- Sales | 7/25/2022  
**Moving Greenpeace Planet 4 to Continuous Delivery**
- Athlete Roundup | 7/25/2022  
**IPv4 Transfer Markets Misuse: A First Look**
- Athlete Roundup | 7/25/2022  
**Looking Inside Outages with RIPE Atlas**
- Human Resources | 7/25/2022  
**Overcoming the Limitations of UDP Options**

SHOW MORE

Feedback icon

Showing 1 - 3 of 9

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# Next Gen Intranet for Global Footwear Company

Designed & deployed by NewRocket



Notice: Intranet will be down on August 2nd from 13:00 - 15:00 for maintenance

EmployeeNet

Hannah Tilly, Calgary, Canada

Good Afternoon Hannah,  
Welcome to your EmployeeNet, how may we help you?

What are you searching for?

Suggested Searches: [Submit PTO](#) [Partner Code of Conduct](#) [Policies](#)

**Spotlight** [View All News](#)

**Ignite Conversation Around Unplanned Pregnancy**  
Highlighting the importance of ensuring all people - regardless of who they are, where they live, or their economic background - have the opportunity to decide if, when and under what circumstances to get pregnant or have a child. [Read More](#)

**Ambition to achieve zero greenhouse emissions**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna. [Read More](#)

**Ethics and Integrity in Business**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna. [Read More](#)

**To-Do's**

3 Tasks, 1 Overdue, 2 Due

2 Requests, 5 Approvals

1 Training, 2 Incidents

**Quick Tasks**

OVERDUE: Update your Windows OS (Due: 07/01/2022)

NEW: iPhone 13 Pro (Sarah Chalke)

REJECT APPROVE

# Next Gen Intranet for Pharma Company Designed by Thirdera

Newsfeed

Latest Research Clinical Trials Awards Products

Company (Posted 1 day ago)

**Here For Her Health**  
We asked experts at #ESHRE2022 to share their views on the fertility journey and what the future holds for aspiring parents. By providing emotional support at every step, we can help aspiring parents navigate the twists and turns of their unique journey to growing a family.

Professor Dr Nikolaos Polyzos (Fertility Expert, Spain)

152 Likes, 3 Comments, 2 Shares

Upcoming Founder Events and Past Recordings

Founders Forum, Founder Focus, Foundations For Founders

Internal Links: Code of Conduct, Employee Resource Group, MyLearning, Open Enrollment

External Links: Branding Resource Center, My Employee Benefits, Performance @ Organon, Employee Nation

OGN: \$2,389 (+13.8%)

Calendar: July 2022

Events: Awareness, Equanimity and Kindness; Drop-In Mindful Meditation; Tai Chi Fan

Get Help: Call The Service Desk, Knowledge Base

My Apps: Office 365, Workday, Workhuman, Concur

**Welcome to Grapevine!**  
Please take a look around our new intranet!  
[Click Here for Tips from our CIO](#)

**Welcome to Grapevine!**

- Grapevine Tech Bar
- Apothic

**How Do I?**  
Browse Knowledge Articles

**Need Help?**  
Make a Request or Open a Ticket

**Buy Something**  
Log into Ariba for Purchases

**Open an AskHR Case**  
Submit a case for HR support

**My Apps**  
All Recent Favorites

Featured

- Microsoft Apps
- A Cloud Guru
- ADP
- All The Best (O.C Tanner -...
- Ansible Tower

[View all >](#)

**My Tasks**

4 Success Factors	0 SAP Fiori	0 Ariba
3 Service Now Tasks	0 Service Now Approvals	0 Expense Express

[Show Details](#)

**My Requested Items**

0 AskHR Cases	5 Incidents	0 Requests
------------------	----------------	---------------

[Show Details](#)

**Employee Resources**

- All The Best
- MY HEALTH CENTER
- Vitality
- Employee Discounts
- Shuttle Services
- Employee Charitable Match
- supportline
- Employee Resource Groups
- CENTER FOR THE ARTS
- Tasting Room Employee Benefits
- CAREERS

**Corporate Communications**

- MICOM
- CEO
- D&I JOURNEY
- corporate

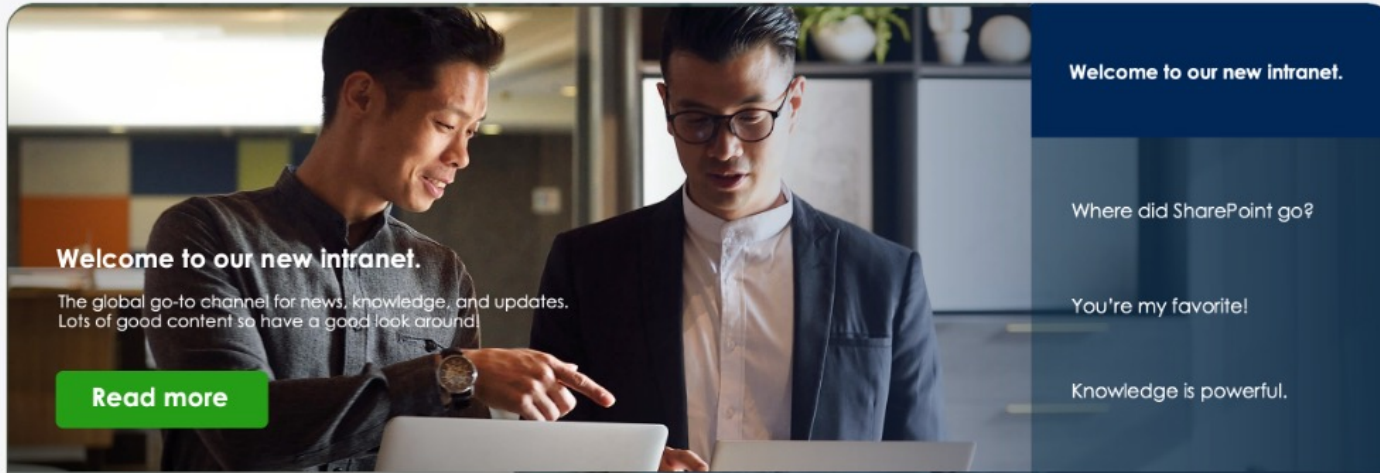
**Tweets from @** [Follow](#)

Life at G... @lifeatg... · Sep 13  
Congratulations to Nicole for her @WineEnthusiast's "Winemaker of the Year" nomination! #WineStarAwards

# Next Gen Intranet for a Winery

Designed & deployed themselves.





#### Global & Local news

### BSC team visits Szenna Plant

📅 4d ago

The first group of BSC employees visited one of the Hungarian plants in Szenna on the 8th of August. The opportunity generated so much interest that applications for our second tour scheduled for September filled up one hour after we opened the registration.

Read full item

#### Quick links

### SharePoint

Files and documents ↗



Images, videos, collateral, templates and presentations

Marcom Hub ↗

# Next Gen Intranet for a Manufacturing Company

Designed & deployed by Adessa.

# Financial Holdings Company – 30K Employees

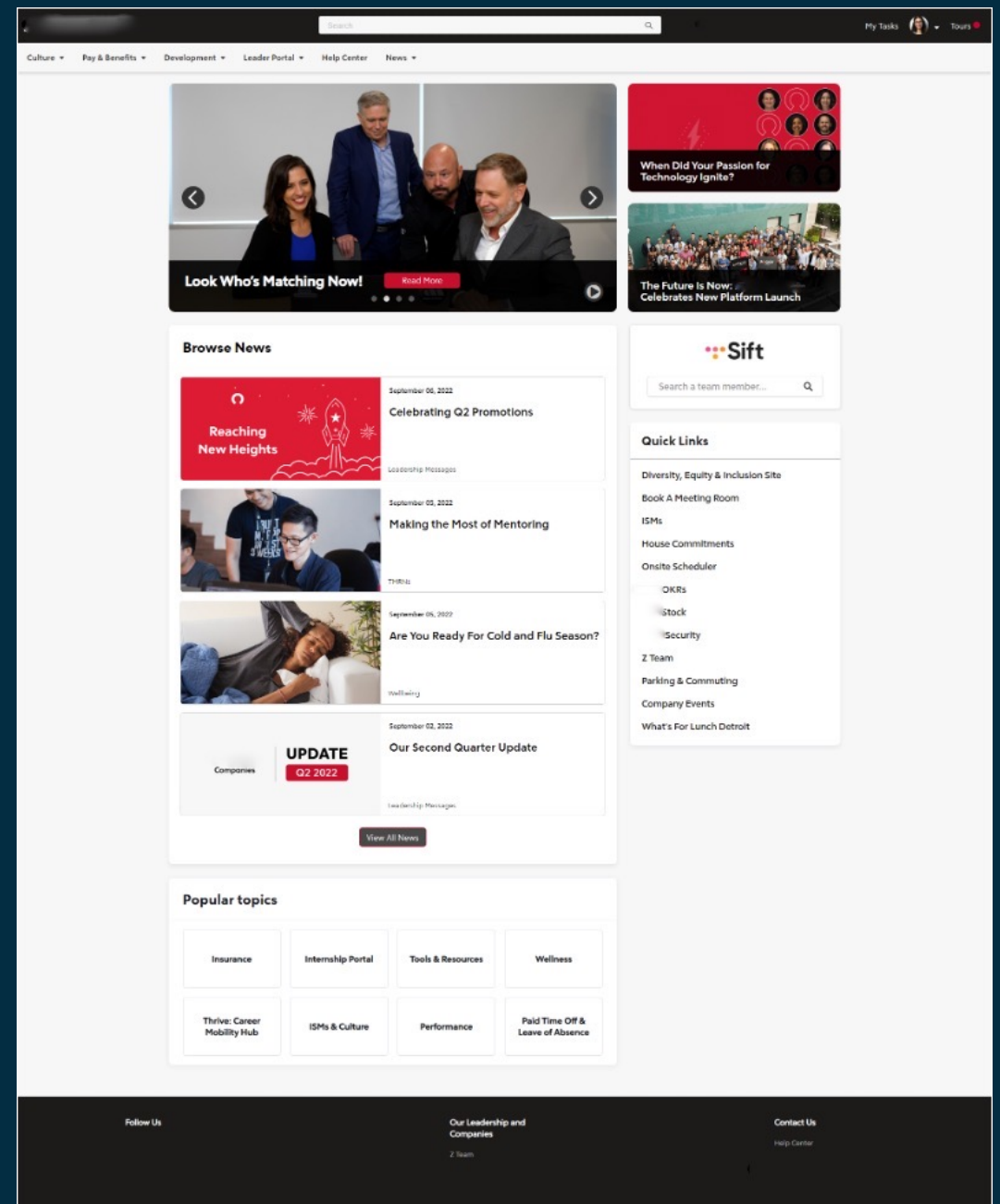
## Project Goals

#1 - Deliver an improved internal communications portal that targets users and information, **drives social connection and increased awareness around company news, goals and priorities.**

#2 - Increase team member efficiency and improve overall digital experience by organizing information across the enterprise, **connecting fragmented systems and experiences,** deliver reliable search and a widely used mobile solution

Communications Leader:

“The C-Suite applauded when we revealed the new portal! I’ve never heard them clap for anything before.”



# Quantifying the Productivity Challenge (Deloitte)

## ...but too often the digital experience results in productivity challenges

Most workers toggle between apps **10 times every hour**, resulting in organizations losing **32 days per year of workplace productivity**<sup>2</sup>

Employees spend **25% of their time looking** for information that they need to do their job<sup>3</sup>

On average, employees use **28** different types of apps<sup>1</sup>

49% of people surveyed **in a recent survey** said they want more time rather than more money<sup>4</sup>



Creating an exceptional digital workforce experience is not just **the right thing to do** for your **workforce** its the right thing to do for your **business**.

1. Source: <https://blog.hrpa.org/blogpost/3-Practices-for-Managing-Your-Company-s-Productivity-Apps>  
2. Source: <https://www.forbes.com/sites/forbes/2018/01/05/workers-waste-32-days-a-year-due-to-workplace-distracted/>  
3. Source: <https://economictimes.indiatimes.com/jobs/employees-spend-more-than-25-of-their-time-searching-for-the-information-they-need-to-do-their-jobs-study/articleshow/5823466.cms?frommbp>  
4. Source: Global Human Capital Trends  
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# Business Value Assessments and Calculator

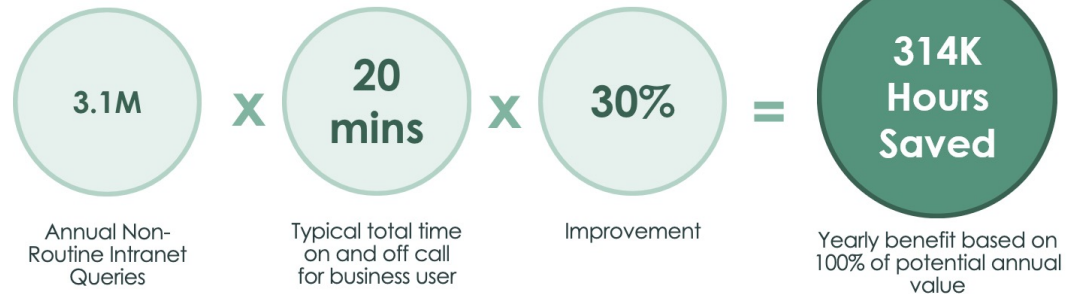
## Customer with 66K employees

### Business Value with a Single UX

Employee Efficiency & Productivity  
Time back to employees through single UX


Employee Experience

314K+ hours saved = **\$15.2M Efficiency Savings**



Inputs	3.1M Annual Non-Routine Intranet Queries (66K employees x 4 inquiries/month x 12 months)
Assumptions	20 minutes Per Employee/Per Inquiry 30% Improvement Based Upon Better UX and Single Source for Corporate Information
Case studies	"We're giving back 1M hours to the business" Coca Cola EP (35K employees) "We have transformed a highly frustrating and lengthy process into a fast, highly satisfying experience for our employees" Siemens





# DEMO

# COVID Demonstrated That The Public Sector Can Pivot

1



**Leveraging innovation** to meet unprecedented challenges in ways that often exceeded the private sector.

2



**Embracing flexibility** with regard to how, where, and when work occurs, so long as it is efficient and transparent

3



**Becoming more agile**, finding resourceful solutions to long-standing problems and entrenched methods.



# The Mission Matters - Takeaways

- **The Public Sector plays a critical role** in our society's success – it deserves the very best and brightest
- **The people it attracts are dedicated** to the service of others
- **A commitment to innovate is required** to meet the public sector employee engagement and HR capacity challenge



servicenow

Thank you

