

Goodbye old, hello new

HR in the age of employee experience

It's time to say goodbye to the old way of running HR and hello to an agile, tech-savvy operation. Because the world of work is changing—and to keep people happy and engaged, HR has to change, too.



Roles

Adiós

Tactical

- HR generalists
- Benefits specialists
- IT project managers
- IT provisioning teams

Hola

Strategic

- Employee lifecycle specialists
- Data scientists
- Experience officers
- Enterprisewide service delivery teams
- People services and enablement

Large organizations plan to expand the following roles:

25%
HR data analytics



6%
HR generalists¹

Technology

Au revoir

High complexity



Employees typically spend 40% of their workday doing busywork²

Bonjour

High integration



of CHROs plan to use platform models to drive change³

User interface

Sayonara

Multiple pathways

- Hotlines
- Portals
- Inquiry submission forms
- Email aliases
- Tribal knowledge

Only 17%
of HR professionals believe their core HR system always meets company needs⁴

Konnichiwa

Unified experiences

- Self-service with a single, digitally driven employee service center
- Easy-to-use landing page, FAQ, and focused search
- Real-time, omni-channel service support, such as chat or virtual agents
- Less time and money spent on developing custom portals



ServiceNow[®] accelerated provisioning of IT resources for new hires by⁵

94%

Employee needs

Auf wiedersehen



Run-of-the-mill surveys

- Annual enterprisewide surveys to determine engagement

IN 2015 89%

89% of organizations performed annual engagement surveys⁶

Guten tag



Voice of the employee

- In-the-moment employee-rating feedback experiences
- Workplace forums where employees make suggestions prior to implementation
- Persona-based journey mapping
- Experience dashboard to analyze employee sentiment

BY 2020 75%

75% of organizations to include employee experience improvement as a performance objective for HR and IT⁷

Discover how others have said goodbye to their old-school HR processes and hello to seamless, engaging employee experiences with the Now[®] Platform.

[Download](#) our latest white paper, *HR and IT Better Together*, to begin your journey, too!



¹ Sierra-Cedar, 2018-2019 HR Systems Survey, Stacy Harris, 2018, p. 18.
² ServiceNow Workflow Insights for Leaders, Purpose Is the Ultimate Perk, Christine Kent.
³ ServiceNow, The New CHRO Agenda: Employee Experiences Drive Business Value, 2018, p. 8.
⁴ The Employee Experienced Platform Market Has Arrived, Josh Bersin, 2018, p. 4.
⁵ ServiceNow, HR and IT Better Together, 2018, p. 12.
⁶ SHRM, What to Expect: Top 2019 HR Tech Trends, David Zielinski, 2019.
⁷ Gartner, To Achieve a Consumer-Grade Employee Experience, HR Must Follow CRM, Melanie Lougee, Jim Davies, Chris Pang, November 2018.