

REIMAGINING EMPLOYEE EXPERIENCE

With ServiceNow Human Resources
Service Delivery





Our Customer is a family-owned American multinational privately held manufacturer of household cleaning supplies and other consumer chemicals. They employ approximately 15,000 people across multiple offices around the globe and have a history of constantly acquiring new brands and logos to stay on top of market demands and customer needs.

Journey to ServiceNow HR Adoption

Advancing down the path of digital transformation, our customer was looking to transition from their legacy HR solution that was lacking in functionality and security capabilities, to something more agile, scalable, and reliable. Our customer struggled to define a unified support model for their four Global Shared Service Centers. Their main goal was to improve employee productivity by streamlining the employee service experience and uniting global offices and teams on one intelligent and reliable platform.

The ServiceNow® HR Service Delivery (HRSD) solution unlocked productivity at this global enterprise. It elevated the employee experience by providing a single place to manage work, simplifying back-end complexity, and meeting the demands of a modern-day workforce.

Why Thirdera?

Our customer required a rapid HRSD project timeline to limit the negative impact of day-to-day employee processes. Inability to implement the solution quickly would result in devastating financial and legal implications. Dramatic shifts brought on by the recent COVID-19 pandemic impacted both the headcount and structure of the Human Resources department. They needed enhanced flexibility to add multiple services and support for items that were not included in customer's original implementation plan. Without the experience or resources to handle the required scope of work, this global household manufacturer reached out to Thirdera for help.

Thirdera responded to their needs with a team of highly trained and certified ServiceNow experts. This team has extensive expertise in HR implementations that accelerate the HRSD implementation process. Bolstered by an average of 8+ years on the ServiceNow platform, our experts provided the customer with industry best practices and architectural guidance that will support their custom enterprise portal for years to come. Thirdera experts were able to understand the customer's unique business challenges, thereby enabling a tailored and innovative approach to the ServiceNow HRSD implementation.

Employee Experience Reimagined



PHASE 1

Our customer had multiple HR business partners that extended HR capabilities across specific locations and regions. The initial release debuted the Employee Service Center and HRSD, which both covered global and North American services. This release enabled business partners to submit requests on behalf of the employees they supported. HR Delivery Centers could then start managing work through the Case Management tool, thus replacing manual email communications.

PHASE 2

The second phase of the project expanded and enhanced HR services including but not limited to enabling employees to submit their own HR requests. This phase developed flexible employee-facing workflows that could vary by country. For example, leave of absence requests became specific to different categories, including maternity leave of absence, paternity leave of absence, and beyond. The customer surveyed over eight countries to verify what modifications were required for HR services. Thirdera then assisted our customer by implementing the changes through multiple testing and release cycles.

Thirdera's team supported our customer's HRIS team throughout Phase 2 by becoming an extension of their team, including:

- ▶ Planning and delivering version upgrades,
- ▶ Establishing Service-Level Agreements (SLAs)
- ▶ Developing Key Performance Indicators (KPIs)
- ▶ Enhancing the security of cases, tasks, and all attachments therein.

ONGOING

Right now, Thirdera continues to support the customer's success with ongoing HR and development assistance. Development activities include solutions for COVID-19 health tracking and Return to Office Protocol for non-production employees. By quickly adapting current systems to meet the needs of their teams, we have been able to forge a strong relationship with our valued customer.

Exclerating Digital Transformation

Now more than ever, organizations must digitize their workflows to accomodate the needs of a workforce that is constantly in flux.

Let us leverage our authoritative ServiceNow expertise to excel your organization's digital transformation. Contact us today to learn more: now@thirdera.com.



Business Benefits

How did the implementation of ServiceNow® HR Service Delivery expedite the customer's digital transformation journey? The results show a powerful improvement to both employee productivity and their service experience:



Global KPIs are now reported monthly to the leadership team, providing a unified view of HR capabilities across the globe



Reduced time and effort to deliver KPIs—and always on time



Global Delivery Team was finally enabled to support employee needs in a quick and seamless manner, as result of introduction of Employee Service Center



All HR related requests are now indexed, with associated records that are easy to organize and navigate



Employees have full visibility into work processes in their preferred language



Leadership powers key business decisions with the data gathered from ServiceNow systems. Determining where global processes need to be improved is now easier than ever before!

A New Era of Partner

The largest pure-play ServiceNow partner in North America, Thirdera is a trusted Elite ServiceNow partner focused solely on improving and innovating the way our customers leverage the ServiceNow platform. Our experts possess authoritative capabilities and skillsets spanning the entire Now Platform. This extensive platform expertise allows us to understand our customers' needs and deliver tailored solutions that solve business challenges. Our unique "white glove" approach has earned us sky-high ratings from customers, with a repeat business rate of 90%, and a Customer Satisfaction Score (CSAT) of 4.8/5.

Contact us today to discover why Thirdera is in the top 1% of ServiceNow partners. To learn more, visit thirdera.com and connect with us on LinkedIn, YouTube, Twitter, and Instagram.



4.8

Customer Satisfaction

90%

Repeat Business Rate


<7%

Change Orders

8+
years

Avg. Platform Experience

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