

**Highlights**

ServiceNow sparks global HR service transformation via an integrated solution that improves the quality of service delivery to support the organization’s aggressive growth objectives.

**Challenges**

- Lack of alignment between HR services and business priorities
- No single view of the customer, creating inefficiencies and delays in support
- Lack of consistency in processes and service management practices

**ServiceNow results**

- Higher efficiency for shared services organization and in-country staff
- Tighter alignment of HR services with business goals
- Real-time insights that impact business-level decision-making
- Ability to achieve extremely aggressive business growth targets

# Growth through great HR

**ServiceNow and EY help a global professional services organization transform HR services to support ambitious growth objectives**

**The business value of higher HR efficiency**

Why is it good to be great at HR? Because if a business can’t attract, hire, develop and retain excellent employees, nothing else will matter.

One ServiceNow client, a multi-billion-dollar global professional services organization, has made HR services a top strategic priority. However, with aggressive growth goals, a multinational workforce, and intensifying competition for top-tier talent, the firm needed to take its HR services to an even higher level. ServiceNow and EY provided a solution.

**“Now we can have meaningful conversations with business leaders because we have data and analytics from ServiceNow that are directly relevant to business decisions.”**

— HR Services executive

Specifically, the organization needed to increase the efficiency of its global HR operating model to help raise the quality of service delivery. EY created a two-phased approach. Phase one focused on leveraging ServiceNow to create a solid technological foundation for integrated global services, and phase two would work to build a superb user experience for employees and HR staff.



The ServiceNow solution provided a single customer view, which enabled the company to serve customers faster and more effectively. It also enabled the company to decommission older systems and cut costs.

EY has rolled out the ServiceNow HRSM to nine of the customer’s locations worldwide, and the solution is scheduled to be implemented in another 10 locations. “This is one of the most successful rollouts we’ve seen in years,” said an HR Services executive. “Now we can show business leaders better strategies for tailoring their recruiting efforts, and in general make more informed decisions related to human resources.”

Phase two, the implementation of an intuitive, easy-to-use, self-service portal offering a full range of HR services, is now underway.

“ServiceNow is the enabling technology behind our HR transformation — and that means it’s instrumental to achieving our corporate goals,” said the HR Services executive.