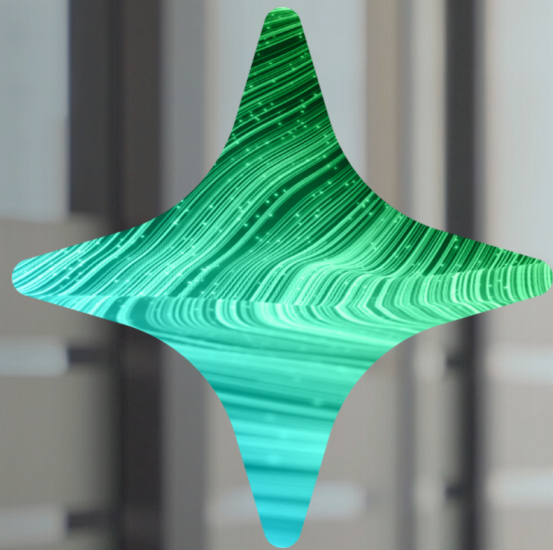


THE BUSINESS VALUE OF NOW ASSIST FOR HR SERVICE DELIVERY

Discover how investing in GenAI
can boost productivity and resolve
employee requests faster.



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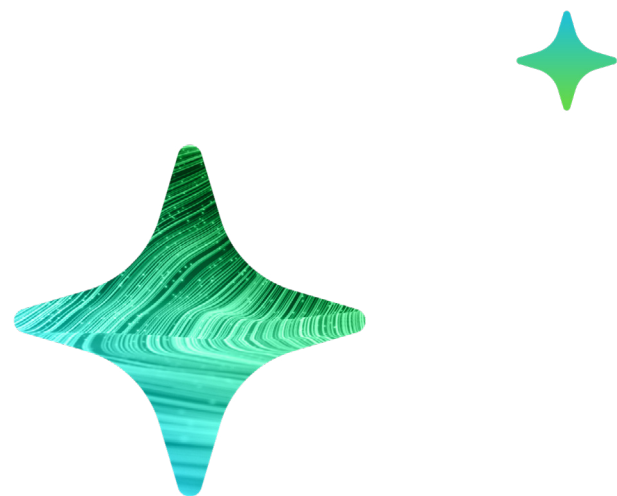
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Managing the productivity drain on employees and HR agents

When employees and HR agents spend valuable time trying to navigate manual, disjointed, or confusing HR processes, it can hamper productivity across the organization. Consider these business challenges:

- Employees often find themselves navigating a maze of HR, talent and IT systems, inaccurate search results, and lengthy, convoluted articles that can hinder their quest to quickly get the answers they need.
- HR agents and business partners become mired in reviews of case notes and knowledge articles, impeding timely responses to employee issues; the need to write case summaries and emails further extends the time required for resolution.
- Employees don't know how or where to take action on career development and have no way to track their progression; meanwhile, managers often struggle to set up relevant learning and development opportunities, or enable fruitful career planning discussions.



Realizing the efficiency benefits of GenAI-powered Now Assist for HR Service Delivery

Generative AI (GenAI) can be a powerful tool to boost HR agent productivity and quickly deliver personalized information that employees need to manage their relationship with their employer. GenAI-powered Now Assist for HRSD from ServiceNow® provides immediate value for your organization by:

- **Giving employees one place to go:** There's no need for them to navigate a maze of HR, talent and IT systems or portals to find answers and resolve issues.
- **Offering employees immediate guidance on next steps:** Now Assist presents direct answers, not lengthy articles, via a conversational experience that includes step-by-step actions.
- **Increasing HR agent efficiency and streamlining case resolution:** Now Assist generates a summary of actions taken by the previous agent and recommends next steps to save time for the next agent who works on a case, expediting service. It also creates knowledge base articles with resolution steps to deflect related cases in the future.
- **Supporting career growth with AI-powered skills intelligence:** A GenAI-powered recommendations and prompts can suggest learning and development activities to employees and offer practical guidance to managers on mentoring and development discussions with their teams.





Industry analyst views

The expert views of industry analysts provide a powerful lens through which to examine the transformative impact of ServiceNow HRSD on HR processes and business outcomes.

Forrester Consulting Study*| The Total Economic Impact™ of ServiceNow HR Service Delivery

"Up to 30% HR labor efficiencies [were] regained by streamlining HR workflows with HRSD. ServiceNow HRSD automates workflows for things like onboarding, offboarding, payroll, leave management, employee relations, compliance, and other HR workflows. For the composite, HR resources saved up to 80,000 FTE hours compared to their prior environment. Over three years, these time savings were worth over \$8 million to the composite organization."

*A commissioned study conducted by Forrester Consulting on behalf of ServiceNow, February 2024.

Gartner® Market Guide for Integrated HR Service Management Solutions

"Emerging GenAI capabilities in integrated HR service management (IHRS) solutions will be two-pronged. Firstly, vendors will seek to use GenAI capabilities to enhance the employee experience of their solutions. Secondly, providers will seek to use GenAI capabilities to enhance the productivity of HR service agents through quicker resolution times and more consistent service delivery."

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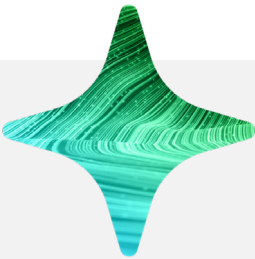
The value you can expect from Now Assist for HR Service Delivery

Navigating the maze of HR, talent, and IT systems, and tackling employee problems requires sophisticated systems that harness the power of automation and AI. When organizations use the power of GenAI to deliver personalized answers and actions to employees and to help HR agents avoid repetitive tasks and onerous work, they transform employee experiences, increase agent productivity, and accelerate agility. With Now Assist for HRSD, AI investments can turn into real business value in days, not months or years.

See the table for some examples of outcomes you can expect.

Expected outcomes*		How the outcomes are achieved
80%	less time to implement and maintain virtual agent	User-friendly guided setup of virtual agent.
14%	fewer employee cases	Gen-AI supported content and conversational virtual agent interactions provided to employees for self-service and HR agents.
40%	less time spent by employees per search	Employees access the top search results in a summary.
75%	less time spent by HR agents to draft knowledge articles	GenAI automatically creates article drafts based on case records.
25%	reduction in time spent ramping up on case transfers, writing summaries and composing resolution notes	GenAI summarizes previous chats with virtual agent as well as case history and resolution notes.

*Suggested improvements are based on ServiceNow telemetry data.



Dig deeper on value your business can gain from ServiceNow

At ServiceNow, we know that you're more interested in business outcomes than products. That's why we offer a business value assessment (BVA) that clearly articulates what outcomes we will deliver that are specific to the unique circumstances of your business. You will discover why these outcomes matter strategically, how we will deliver them, and how much value they will be worth in terms of cost-savings and efficiency gains. Don't miss this chance to compare how you are doing things today against what's possible with ServiceNow.





Customer
value spotlight



Global technology company streamlines HR services for 81K employees

A multinational technology consulting company, LTIMindtree Ltd. adopted ServiceNow HR Service Delivery (HRSD) to better support its 81,000+ employees. HRSD enables digital self-service portals, virtual onboarding, online training programs, and simpler compliance processes. It provides seamless access to HR services and support 24/7, while improving agent productivity and staff satisfaction.

“

Now that we have established ServiceNow as the platform to drive our entire enterprise’s workflows, we are exploring generative AI (GenAI) which we feel has transformative powers on user experience.”

Rajesh Kumar
CIO at LTIMindtree



81K+

employees supported



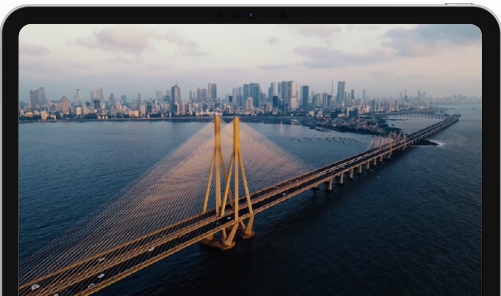
24/7

access to HR services



30+

countries where onboarding occurs



[→ Read full story and watch the video](#)



Customer
value spotlight



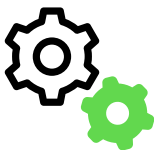
Danone connects global workforce to help tackle food crisis

For its 96,000 employees, Danone—a global food company—uses ServiceNow to provide a unified HR experience that has delivered an undeniable boost in productivity. Through consistent processes, automation, and self-service, employees are spending less time on straightforward tasks and more on higher-value priorities. The company sees obvious use cases on ServiceNow’s AI platform for business transformation.

“

“GenAI can tailor content to an individual, perhaps even suggesting appropriate content before the individual has to ask. I’d like users to be able to ask any question, in their language and their style, and have the best possible answer in return—as if they were speaking to a colleague.”

Gregory Chocloff
Director IT & Data, Global HR Digitalization and Employee Experience, Danone



14K

hours saved by automating manual employee requests



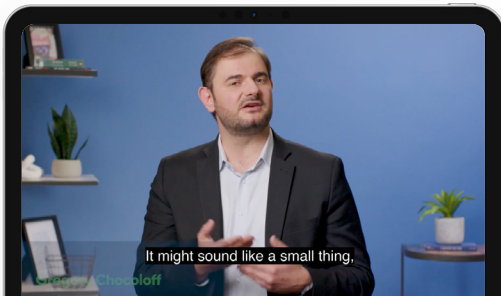
€600K

savings in help desk costs from self-service



4.7

employee satisfaction score



[→ Read full story and watch the video](#)

Revolutionary productivity gains deliver unmatched business value

From resolving HR issues on their own to finding answers on their mobile devices, your workforce is empowered with the technology to accelerate outcomes. Now Assist for HRSD delivers information employees need, fast, while boosting productivity for HR agents as they can quickly resolve issues that can't be handled via self-service. Employees save time and avoid frustration, while HR agents can focus on more impactful interactions rather than support requests.



AI Technologies

- Conversational intelligence
- Search intelligence
- Productive/task intelligence
- Document intelligence
- Analytics intelligence
- Operational intelligence

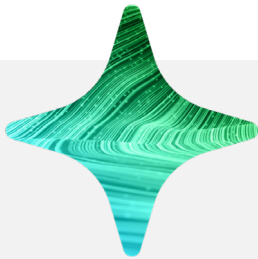


Now Platform®



Employee outcomes

- Empower employee self-service
- Reduce manual processes
- Optimize workforce productivity
- Avoid human errors
- Faster time to resolution
- Increase process efficiency



Unlock 24/7 productivity with AI agents that work autonomously for your people

With ServiceNow, you can also deploy teams of AI agents that learn, reason, collaborate, and solve problems autonomously, across your entire enterprise. They work together 24/7, with guardrails and governance, on behalf of your people—elevating their productivity and potential. ServiceNow AI Agents are embedded in the world's most powerful end-to-end workflow automation platform, meaning they can take action and proactively solve challenges in every corner of your business.



Quickly implement GenAI projects and increase ROI with ServiceNow Strategic Portfolio Management

By helping you prioritize what truly matters, ServiceNow Strategic Portfolio Management (SPM) accelerates and increases GenAI value delivery. SPM can empower your entire enterprise to focus everyone on initiatives that align with your strategy as well as fulfill stakeholder and customer demands. SPM itself uses GenAI to help ensure that business requirements and feedback are communicated effectively. Business stakeholders—the requestors—can input requirements easily using an intuitive, conversational interface. Product managers can quickly assess and prioritize product feedback because GenAI can automatically condense lengthy, cryptic enhancement requests into short summaries that are simple to understand and evaluate. As a result, your organization can identify and deliver AI value faster.

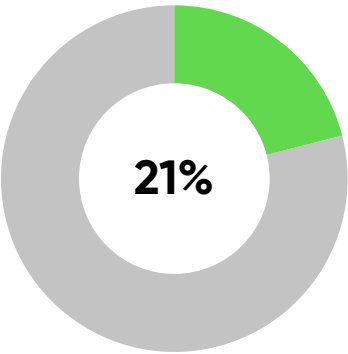
Accelerate time to value with ServiceNow Impact

Powered by AI and human expertise, Impact helps your teams maximize the power of the ServiceNow AI platform for business transformation. It provides the support and guidance needed to get to value fast. With Impact, your teams can:

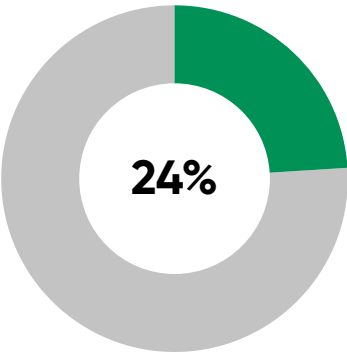
- **Accelerate adoption and value:** Adopt innovations faster, maximize your ServiceNow investment—and prove its value to stakeholders.
- **Promote business continuity:** Maximize productivity and uptime with 24/7 technical support that helps your business run effectively around the clock.
- **Optimize platform performance:** Get your platform ready for innovation with tools to proactively monitor health, diagnose issues, and deliver actionable insights.
- **Access expertise anytime:** Get access to personalized recommendations, as well as both technical and strategic experts; plus, develop your internal skillsets with on-demand training.

Results quantified from Forrester

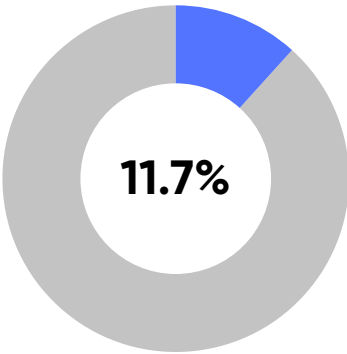
The business benefits of ServiceNow Impact are clear. It makes the teams more productive—both the users of ServiceNow solutions and those who manage and maintain the ServiceNow platform. But don't just take our word for it. We asked Forrester Consulting to interview a representative cross-section of ServiceNow Impact customers and quantify their findings*. The results, published in The Total Economic Impact™ Of ServiceNow Impact, found that with Impact, organizations achieved the results below:



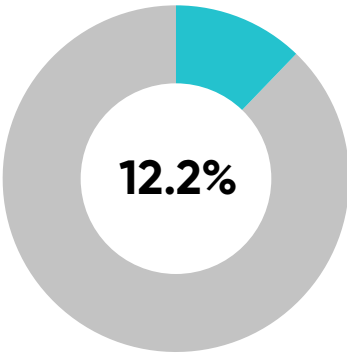
faster time to value for new applications



increase in value from existing platform



improved end-user productivity



improved operations staff productivity



*Findings are from The Total Economic Impact™ Of ServiceNow Impact, a commissioned study conducted by Forrester Consulting on behalf of ServiceNow, October 2023. Percentages are by year three for a composite organization representative of detailed interviews with seven ServiceNow customers from across the U.S., Asia, and Europe that were also using Impact. The customers ranged in size from about 4,000 employees to more 500,000 employees. Their annual revenues ranged from \$2 billion to \$60 billion. Industries of customers interviewed included healthcare, government, banking, technology, and professional services.

“

What Impact customers are saying

...

We've seen about a 25% to 30% acceleration in the time to deploy.

Platform owner from ServiceNow U.S. Regional Bank

We are absolutely seeing 20% or more value from the overall platform due to Impact.

ServiceNow Platform Leader, Healthcare Service Company

We're consuming almost 20% more capability than we were.

Senior Director, Enterprise & IT, Computer Technology Company

We've spent 25% less effort on upgrades.

Enterprise Services Director, Professional Services Company

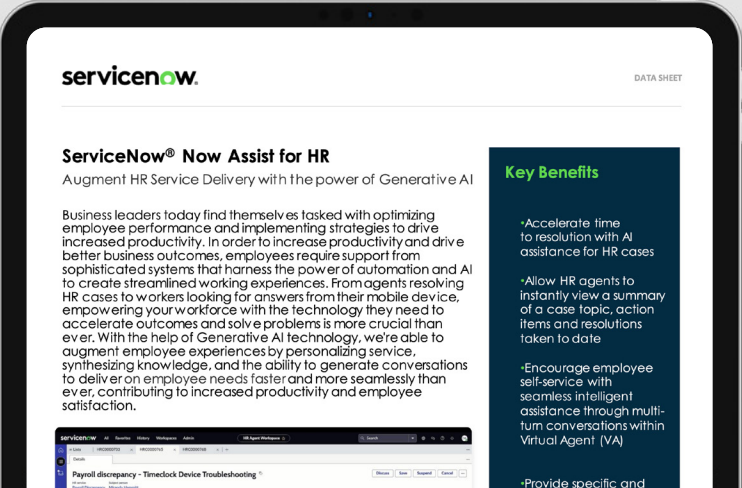
[→ Learn more about ServiceNow Impact](#)

For a deeper exploration of Now Assist for HRSD at ServiceNow, consider these resources:

Augment HR Service Delivery with GenAI

Find out how Now Assist for HR can personalize service, synthesize knowledge, and generate content to deliver faster service for employees and more productivity for HR agents.

Get Data Sheet



Deliver better HR services faster with Now Assist

See how your organization can use GenAI to empower employees at every career stage while increasing HR team productivity.

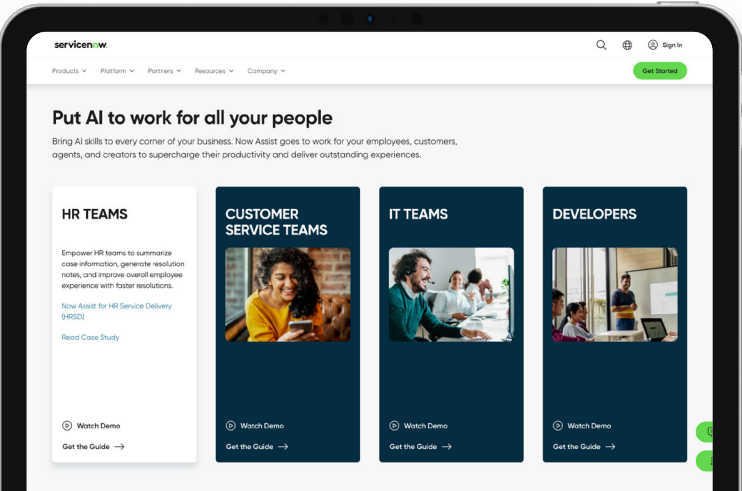
Get Guide



Transform the employee experience

Watch how Now Assist can summarize HR case information, help teams resolve cases faster, and produce resolution notes.

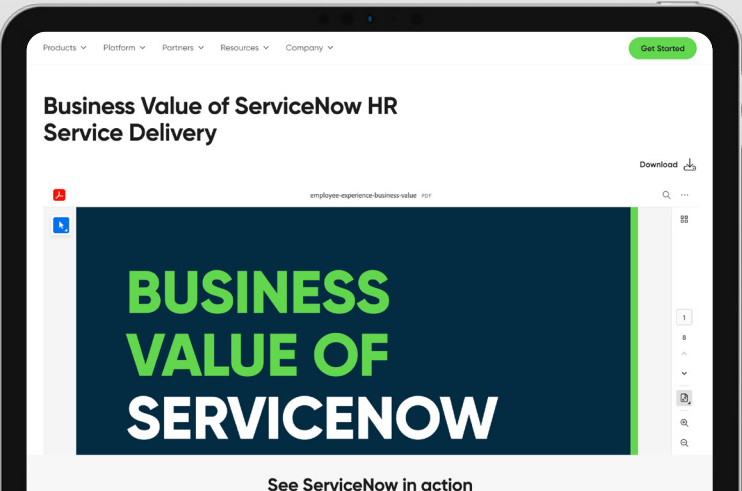
Watch Demo



The business value of ServiceNow HRSD

See how much you can reduce costs and and boost productivity while while streamlining services for employees.

Get Report



About ServiceNow

ServiceNow (NYSE: NOW) makes the world work better for everyone. Our cloud-based platform and solutions help digitize and unify organizations so that they can find smarter, faster, better ways to make work flow. So employees and customers can be more connected, more innovative, and more agile. And we can all create the future we imagine. The world works with ServiceNow™. For more information, visit www.servicenow.com.

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