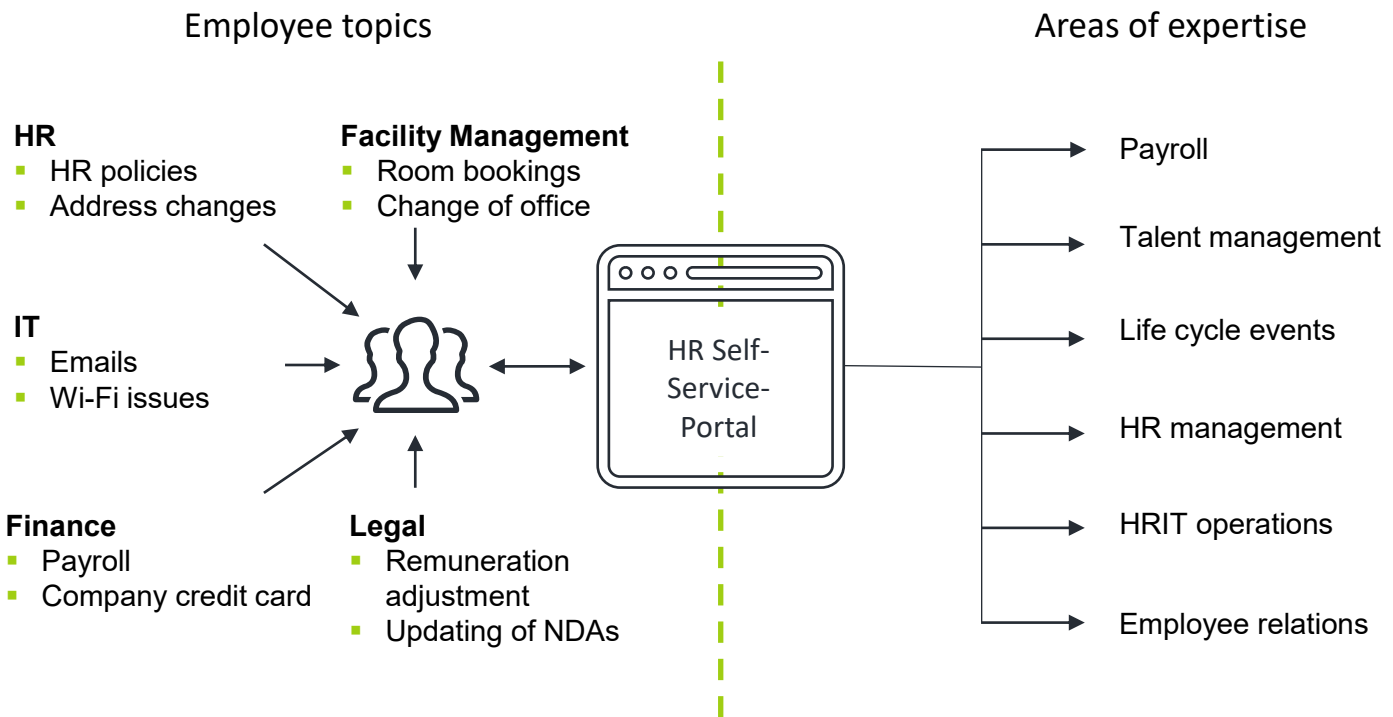# HR Service Delivery

ServiceNow HR Service Delivery provides all HR services, knowledge articles, and support to employees in an easy and understandable manner. All offered functions can be used both via a modern online portal and native mobile app.

Process visualization

Employee topics

HR
- HR policies
- Address changes

Facility Management
- Room bookings
- Change of office

IT
- Emails
- Wi-Fi issues

Finance
- Payroll
- Company credit card

Legal
- Remuneration adjustment
- Updating of NDAs

HR Self-Service-Portal

Areas of expertise

- Payroll
- Talent management
- Life cycle events
- HR management
- HRIT operations
- Employee relations

Process goals

One-stop service
- Single point of contact provided for all service-related employee requirements
- Creation, configuration, and management of knowledge articles and surveys

Flexibility
- Employee self-service accessible everywhere and anytime
- Responsive designs for PCs, laptops, tablets, and mobile devices

Modular user interface
- The user interface adjusts to user's current needs
- Intuitive to operate

Digitalization
- Employees are able to digitalize HR services
- Preconfigured services are easily offered

Key performance indicators (KPIs)

Use of the self-services	Shows employee acceptance of the self-services
Average time to resolve an incident	Gives an impression of employee performance
Campaign analysis	Measures the effectiveness of different campaigns
User surveys	Employee evaluation in surveys on the portal

Benefits

✓ Optimized processes through self-service

✓ Reduced HR dependency

✓ Positive user experience

✓ Efficient workforce planning

✓ Routine process automation

✓ Meets the highest security standards for reliable protection of sensitive data

Key technologies

In order to optimally achieve employee satisfaction, ServiceNow offers chatbot technology, machine learning, and a reporting engine for Human Resources.

Virtual agent

- Intelligent chatbots take over frequently requested HR services
- Chatbot conversations answer queries without delay
- Live HR employees can be requested at any time

Reporting engine

- Visual representation of case-related processing status and useful performance metrics
- HR surveys can be illustrated based on survey response diagrams

Machine learning

- Incidents can be automatically assigned to the right assignment groups
- Cases can be created automatically from emails
- Identification of useful knowledge articles that can help resolve cases

About us

Agile and new but with more than 30 years of experience—that's agineo, the largest partner of the platform provider ServiceNow in the DACH region. As an Enterprise Service Management specialist, we design business processes and implement them in software for well-known clients. To do this, we can draw on the broad technological expertise of the entire Materna Group, which is delegated across over 4,000 employees.

Our promise to deliver

With unwavering dedication and flexibility, we passionately take on responsibility for our customers. Our mission is their success, and we pull out all the stops to make it happen, both on time and on budget.