



SERVICENOW HR ONBOARDING

VIDEO TRANSCRIPT

The world of work is changing, rapidly and permanently. People want to feel a sense of purpose and belonging at work, and they expect to receive the same consumer-grade experience at work that they get at home. Organizations today have a unique opportunity to reimagine how work gets done and to create a best-in-class experience that makes their workforce feel valued.

Organizations must create superior experiences to attract and retain people by focusing on the way people really work -how they interact with each other and with technology-and on the moments that matter in their personal and professional lives. Having knowledge, connections, and services at your fingertips sets the foundation for a phenomenal workforce experience. Accenture's next-gen talent processes coupled with the ServiceNow platform ensures comprehensive, collaborative and reliable experiences.

Meet Anna Smith. Anna has just accepted an offer with Globex. Onboarding is a pivotal moment layered with complexity due to the number of people and functions that touch the experience. Anna has a few questions and logs into the joiner dashboard to get help. The dashboard is personalized to display content most relevant to her. She is happy with the information but has a follow-up question.

Anna taps on the Virtual Agent and asks for help. The Virtual Agent processes the question itself as well as the tone and is able to anticipate what Anna is asking while she is typing. After the question is answered, she focuses on the task list. Anna has the option to start building a

personal brand and start making connections through community groups prior to day 1. Establishing this sense of camaraderie early on is essential. Anna can connect with new colleagues and feel welcomed right from the start.

As the company events calendar is integrated directly into her news feed, Anna has the option to attend events and meet even more people. Anna has visibility to all the activities that must be completed prior to her first day, including work being done across HR, IT, legal, and facilities. By experiencing full transparency, resources, and a streamlined flow of communication right out of the gate, Anna can rest assured that the first day will go smoothly and will start off Day 1 feeling right at home.

Through increased communication across departments, integrations with core systems, and a comprehensive portal, Accenture and ServiceNow deliver workforce solutions that unlock productivity and deliver unified experiences centered around the actual needs of the workforce. Reimagine your workforce experience and make it a great place to work for everyone.

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