



Elevating Employee Experience with ServiceNow HR Service Delivery

KPMG Powered Enterprise | Powered HR

Businesses are constantly striving to keep pace with an array of new and complex challenges

Employees and HR professionals are challenged to sustain productivity and engagement amid a shape-shifting work environment. Embracing digital work methods is crucial as they seek and deliver assistance, services, and access to relevant content.



Rapid digital transformation



Workplace experiences don't feel consumer-grade



Dispersed working environments



Disengaged employees



Experiencing confusing system navigation



Relying on multiple tools and systems

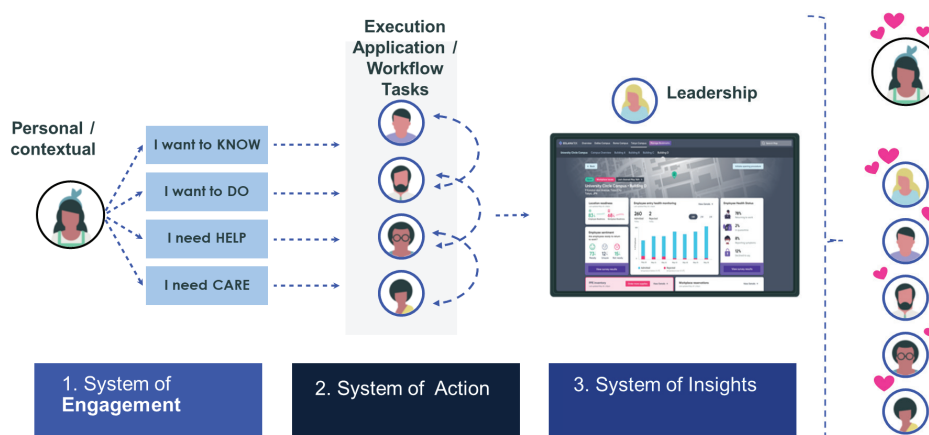
HR Service Delivery features

ServiceNow HRSD provides an enhanced employee and HR professional experience, with a unified destination to manage work needs while hiding backend cross-departmental complexity.

- **Employee Center:** Provide a single unified portal for multidepartment service delivery
- **Employee Journey Management:** Improve the employee experience as workers navigate challenging career moments
- **Enterprise Onboarding and Transitions:** Delivers great employee experiences across the moments that matter
- **Case and Knowledge Management:** Standardize documentation, manage employee relations, and fulfill requests
- **Now Mobile:** Simplify employee self-service with a native mobile app
- **Virtual Agent:** Resolve issues faster and support employees 24/7 with intelligent chatbots
- **Universal Request:** Provide a unified employee service experience and improve agent collaboration
- **Employee Relations:** Ensure HR processes, documentation, and communications are maintained
- **Performance Analytics:** Measure KPIs to track HR performance over time
- **Predictive Intelligence:** Categorize general inquiries by combining machine learning and historical data
- **Now Assist:** Lowering employee effort and unlocking agent productivity with Generative AI. Empower people, supercharge search, integrate quickly and automate easily.

Leverage ServiceNow HR Service Delivery to address and overcome challenges

ServiceNow HRSD can enhance productivity and operational efficiency through a unified employee experience platform. It empowers and supports your workforce, regardless of location, providing a seamless and connected experience, enterprise-wide, throughout the employee journey.



ServiceNow HRSD automates HR interactions and provides a unified platform for all HR services to elevate the employee service experience. ServiceNow HRSD delivers:

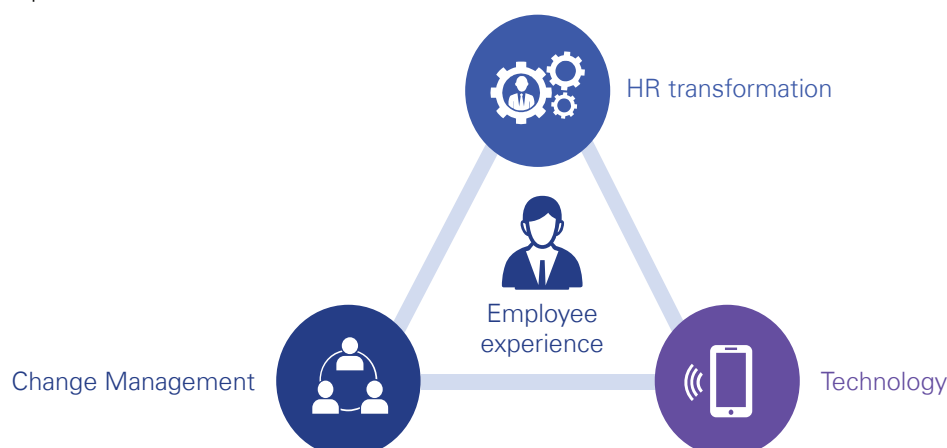
- **A Unified Employee Service Experience:** Ensuring a seamless HR experience for employees, covering various processes and enhancing overall satisfaction. It serves as a one-stop shop for all employee queries related to payroll, absences, time-offs, and more.
- **Empowerment of People Leaders to better support their employees:** Providing leaders with tools and insights for effective team support, fostering informed decision-making and positive work environments.
- **Streamlined Processes with Automation:** Automating complex HR workflows, saving time, reducing errors, and ensuring consistent policy application. This efficiency enhances overall HR process effectiveness for example enterprise onboarding and lifecycle events.

KPMG Powered HR Methodology

Powered HR enabled by ServiceNow is an outcome-driven solution, designed to support your organization and change the way people work. Our expertise enhances employee and HR experiences with a modern engagement layer and self-service, optimizing talent management through Human Capital Management and onboarding for increased efficiency.

KPMG teams understand the human factors involved in business transformation. We can help inspire and empower your people to embrace change, as you align your workforce transformation with industry disruption. A pre-configured ServiceNow solution, embedded with years of leading practice and enhanced with automation, Powered HR helps you to quickly transform and derive value from your move to your ServiceNow platform.

KPMG believes that a successful ServiceNow HRSD based transformation is built on three capabilities with employee experience at the heart.

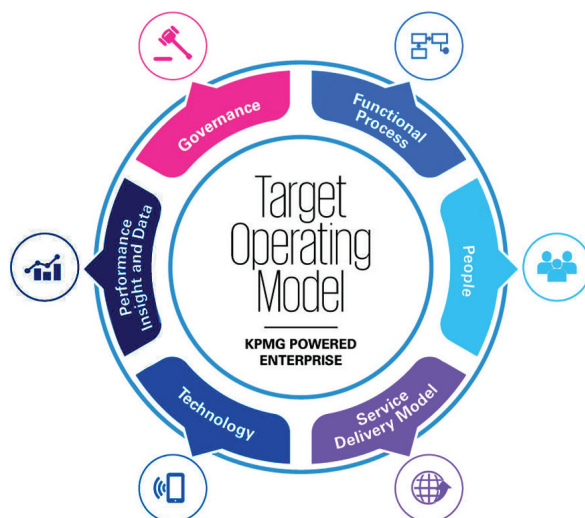


What is in the box?

Powered HR enabled by ServiceNow provides a combination of leading practices and processes, tested technology solutions, and a next-generation delivery framework.

- The **KPMG Target Operating Model** shapes how transformation works through every layer of your organization.
- The **KPMG Powered Execution Suite** is an integrated, pre-configured set of methods supported by tools that KPMG engagement teams use to better manage the delivery of business transformation alongside client team members.
- **KPMG Powered Evolution** helps drive continuous improvement and realize the full value from the latest leading practices and technology innovations.

The KPMG Target Operating Model



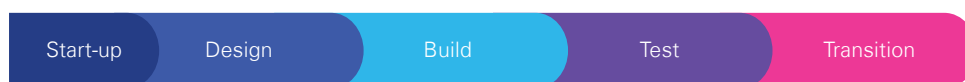
With KPMG Powered Enterprise | HR enabled by ServiceNow, you can:

- Transform the way you run your business
- Build agile functions that evolve as you grow
- Help your people to adopt and embrace change
- Exploit new technologies for value and performance
- Drive future success with the latest leading practice.

Accelerate your HR transformation

Thanks to its pre-built operating model and its ready to be used solution, the KPMG Powered methodology guarantees a reduced time to implementation of your HR Program.

Traditional Approach



KPMG Powered Methodology



Imagine your HR function with...

- A continuous focus on efficiencies
- A winning employee experience
- Insight to help anticipate and address workforce challenges
- Change and purpose embedded in HR culture
- A move from process centric to employee centric.

KPMG and ServiceNow: Better together

Our strategic alliance will drive digital transformations for our customers, increasing their efficiency and lowering costs” says Anthony Van de Ven, Partner and Global Alliances lead KPMG Belgium.

KPMG has been recognized as the 2024 ServiceNow Employee Workflow Partner of the year. This acknowledgment reflects our commitment to delivering game-changing digital solutions, creating significant transformations for organizations through outstanding value and impact.



To find out more about Powered Enterprise | HR and the impact it can have on your business, visit:
KPMG Powered Enterprise - KPMG Belgium

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