



# Engage your workforce with a better HR experience

## SOLUTION SET

### Service to the Enterprise – HR Service Management

*Helps shared services and business lines benefit from Service Management*

#### Run HR like a business

Studies show managers spend at least thirty percent of their time manually handling administrative human resources tasks. Tasks range from the critical to mundane such as documenting performance goals, confirming a performance discussion has occurred, or approving a tuition reimbursement request. Managers and employees often expect quick, responsive, high-quality technology to easily complete these HR tasks. They want on-demand access to their benefits via desktop computers and handheld devices. And HR organizations seek to lower risk while also improving their service and enabling HR professionals to be more effective.

Transforming processes, people, and technology so HR runs more like a business is how many organizations reach this state. A major part is powered by the human capital management system, but enabling technologies play a large role. They connect the HR portal with case and knowledge management and integrate these functions with the HR contact center and HCM platform to enable collaboration and help deliver a consistent, seamless HR experience.

#### Enhance your HR transformation with service management

Many organizations are turning to service management to improve service quality and deliver a wider range of services in important areas such as HR. As a process information technology departments commonly use, service management can also provide a consistent, scalable, and automated way to deliver more HR products and services to employees. **ServiceNow® HR Service Management** is a cloud-based software platform that streamlines and automates how HR interacts with its customers. The software's designed to have an easy-to-navigate user interface that includes descriptions of and access to HR services along with automated methods for requesting those services.

KPMG's 2016 Global HR Transformation Survey shows that of the HR leaders who anticipate changing HR

structures in 2016 or 2017, 58 percent are making changes to become more efficient and 45 percent to improve quality. Enabling technologies enhance both. Many IT departments have already invested in ServiceNow but don't realize the application can easily and naturally extend service management to HR. Professionals from KPMG LLP (KPMG) can make that connection.

#### An approach that leads to better outcomes

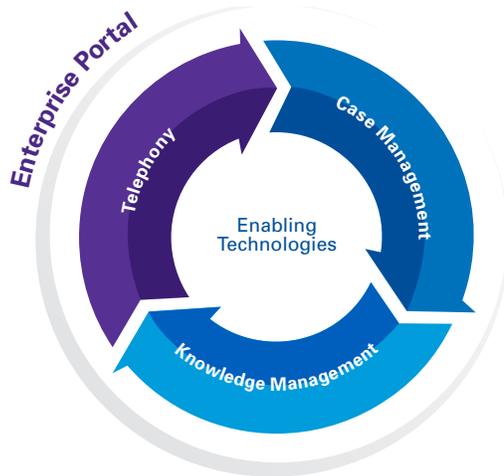
The KPMG team does more than guide the ServiceNow HR Service Management implementation. The team uses a collaborative, agile approach that addresses process, people, and technology and considers HR organizations' business objectives. The unique methodology revolutionizes HR process for employees, managers, and the HR organization behind the scenes.

The KPMG team uses enabling technologies as the foundation for four major capabilities that create self-service options and help ensure inquiries are routed and answered properly and efficiently. **Case management** includes automated workflows, satisfaction surveys, tracking, and reporting. **Knowledge management** gives easy access to information and articles. People access these services through a multi-language **enterprise portal** that integrates with case and knowledge management functions and includes chat. All of these functions integrate with the HR contact centers powered by major **telephony** providers.

The team begins by documenting the target state and developing a roadmap to outline objectives, success measures, and initiatives. They collaborate

**Telecommunications and technology company used a revolutionary roadmap that allowed the company to measure operational performance and extend service management across HR, Legal, Finance and all of their business units.**





Enabling technologies create connected HR capabilities

to execute each initiative in waves with near- and long-term value along the way to enhance the HR function. Using this method, KPMG HR professionals help organizations change the way they work so everyone can operate smarter and the company can grow faster. And the KPMG team speaks the language of HR and technology to help HR understand the platform's power. That way, IT organizations are able to expand their value and expertise across the enterprise.

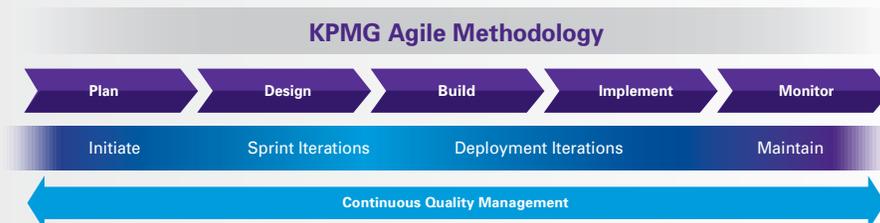
KPMG's HR solutions are built on cloud-based platforms that enable real-time analytics to improve decision making and can be used with social media and mobile devices to meet the most virtual employees' needs. The result can be greater employee and manager satisfaction with HR services and a more productive HR staff.

## 100-year-old company boosts HR services

**Situation:** A Fortune 500 US-based consumer goods manufacturer was undergoing a merger and wanted to transform its HR organization, integrate the two companies, and prepare for future growth. The previous HR model grew from disparate processes and technologies, resulting in HR organization inefficiencies.

**Solution:** KPMG professionals assisted in an HR transformation by implementing a new HR management system and enabling technologies, redesigning the HR organization, and developing processes and documentation. The KPMG team developed a custom roadmap to achieve an HR shared service organization model that would support the company's business objectives. They analyzed and streamlined HR processes and determined the roles, skills, and enabling technologies needed to achieve the new model. KPMG team members used a holistic approach to design and assist in implementing the ServiceNow Service Management platform, to streamline the HR contact center experience, and to integrate it with all other HR technologies. KPMG professionals helped train staff and developed a knowledge database with more than 350 internal HR and employee self-service documents to assist with the organization change so the improvements would last long-term. KPMG team members also developed a self-service portal through the ServiceNow platform so employees could navigate and search for information.

**Results:** The flexible, scalable system improved operational management and lowered operating costs while boosting governance, compliance, and risk mitigation. Best of all, the streamlined, automated HR services are expected to be more accurate with faster response times to transform employees' HR experiences.





### The Value of KPMG and ServiceNow

Running HR like a business rather than a back-office function takes a combination of process, technology, and people. Selecting software is easy. Implementing it in a way that also changes the way people work to benefit the enterprise long-term is transformational. KPMG teams have deployed ServiceNow in 32 countries, and the firms believe ServiceNow is the technology piece that brings together all of the parts an owner needs to run a business – from finance to accountability and HR to security. And KPMG team members help synchronize the people and process with technology to support organization objectives. When these are in harmony, businesses are more equipped to be innovative and grow. Now that’s revolutionary.

### KPMG’s capabilities

Many organizations with ServiceNow HR Service Management, implemented by KPMG, enjoy a seamless HR service experience. That unified experience happens because the skilled KPMG team works with HR and IT organizations to help make sure technology aligns with HR’s business objectives.

KPMG’s People & Change practice, which includes KPMG LLP’s recently acquired Towers Watson,

is made up of 1,500 service management and organizational change professionals with deep HR expertise and experience. The organization’s 17 years of HR research and insight leads the industry. This insight, combined with the team’s HR capabilities, IT transformation, and ServiceNow experience can help organizations take HR transformation to a new level.

*Vanguard recently named KPMG International member firms leaders in HR Transformation consulting services.*

KPMG has a well-established history in driving business value and improving service management capabilities. KPMG teams combine a deep knowledge of service management and ServiceNow with critical HR, technology, finance, tax, risk, and change management skills. KPMG professionals can help organizations use data from ServiceNow to make better decisions about their business operations and technology portfolio. They can communicate technology value in language the business understands. That’s why more than 90 percent of KPMG member firms’ ServiceNow clients are Fortune1000 companies and 50 percent use the ServiceNow platform for non-IT related activities.

## KPMG's People & Change Capabilities



people  
and change  
resources



of HR  
research  
and insight



service  
management  
resources



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