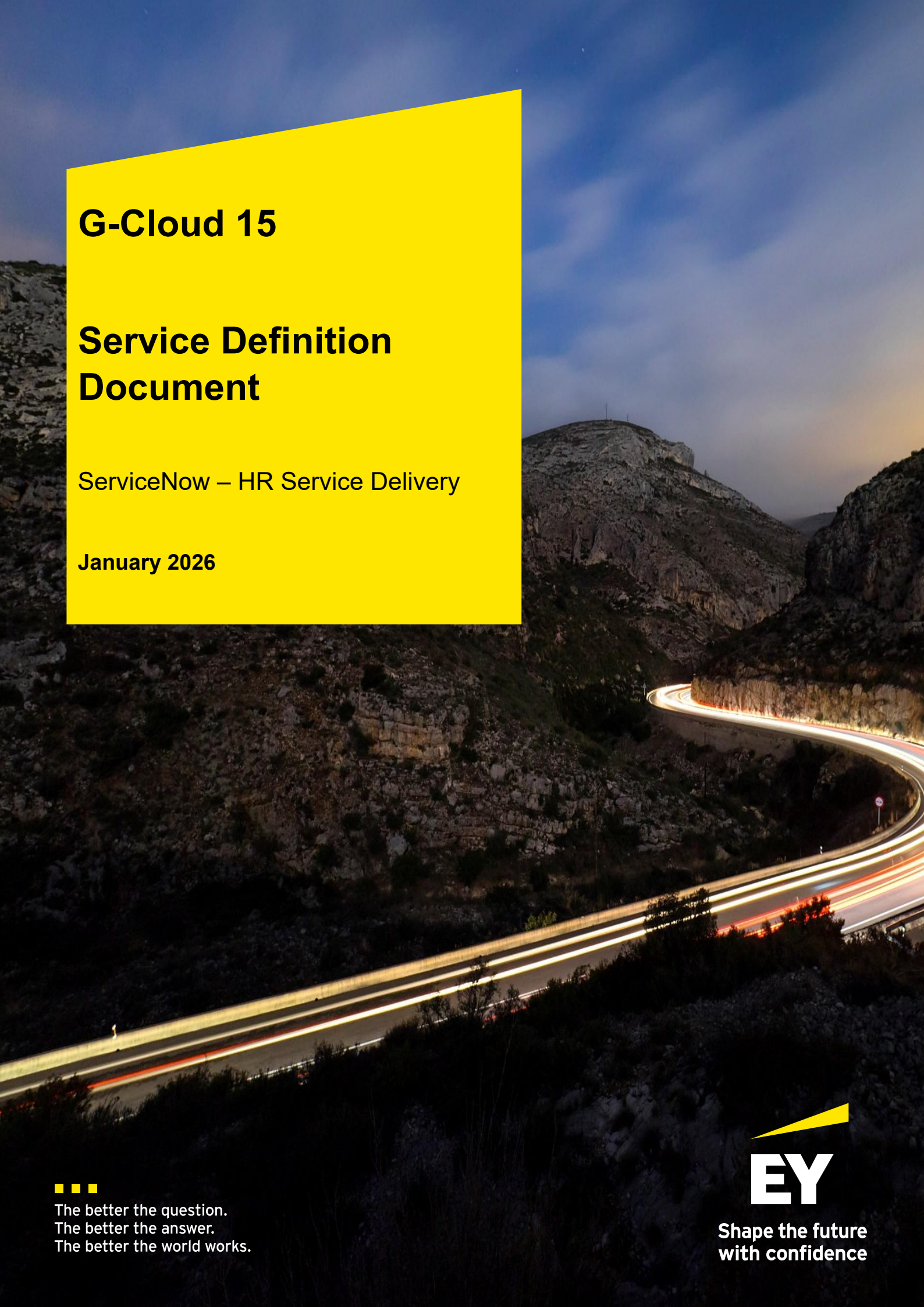




G-Cloud 15

Service Definition Document

ServiceNow – HR Service Delivery

January 2026



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The better the answer.
The better the world works.



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1. Service detail

1.1 Introduction to the Service

The EY HRSD and Employee Experience Service draws upon the breadth and depth of EY's experience in supporting a wide variety of clients with differing objectives to provide an enhanced employee experience with a unified destination to manage their work needs while minimizing back-end cross-departmental complexity.

1.2 Service Description

The key features of the service include:

- **Employee Centre** - provide a single unified portal for multidepartment service delivery, enhanced with AI capabilities for personalised service recommendations.
- **Employee Journey Management** - improve the employee experience as workers navigate challenging career moments, using AI to personalize workflows for lifecycle events such as onboarding and promotions.
- **Workforce Optimization** - provides visibility into HR agent schedules, workloads, and skills to improve operating efficiency. Supported by AI-driven analytics.
- **Case and Knowledge Management** - standardize documentation, manage employee relations, and fulfil requests. AI can automate case creation and resolution as well as quick access to knowledge articles.
- **Issue Auto Resolution** - improves case deflection utilizing AI responses to simple 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, with AI tools assisting in monitoring/managing employee relations effectively.
- **Performance Analytics** - measure KPIs to track HR performance over time, enhanced by AI-driven predictive analytics to identify trends and improve decision making.

Through this service, organisations will be able to:

- Drive productivity and operational efficiency with a unified employee experience platform
- Easily scale service delivery solutions across IT, HR, Workplace Services, Legal
- Deliver targeted campaigns and announcements to employees based on their role, location, or job type
- Provide managers with tools and resources to better support employee needs •
- Give managers a complete view into their team's journeys, stats, and requests

- Create workflows that help employees navigate complex career journeys in moments that matter
- Take action on intelligent recommendations with Proactive Prompts
- Empower managers to personalize employee journeys with AI-powered recommendations

This Service provides experienced ServiceNow professionals to support clients via a variety of engagement models:

- **Staff Augmentation:** providing EY consultants to join and support a client team which does not have at present, or need in the long term, specific ServiceNow experience, skills and knowledge. (e.g. solution architect, integrations specialist, process configuration specialist, business change lead)
- **Project Team:** a group of EY consultants who take responsibility for a particular client project deliverable or operational improvement outcome. (e.g. resourcing, training and standing up a dedicated ServiceNow Centre of Excellence)
- **Client Position Backfill:** providing a suitable experienced EY resource to act in a client role while that position is established and recruited or otherwise resourced. (e.g. Platform Owner, Platform Architect, Data Manager, Process Manager)
- **Operational Support Agreements:** access to a team of EY ServiceNow staff providing operational support for existing platforms, higher-level technical support, hypercare for new releases or an 'operate then transfer to client' model for new deployments (e.g. virtual admin, data migration, request catalogue configuration)

1.3 Pricing

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time & materials, fixed price, etc. 'Ordering and Invoicing' and 'Termination' are to be undertaken in accordance with G-Cloud 15 contract terms unless varied by mutual agreement and detailed within a call-off contract.

2. Key contacts

For further information please get in touch via the email address below.



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