

Employee Center

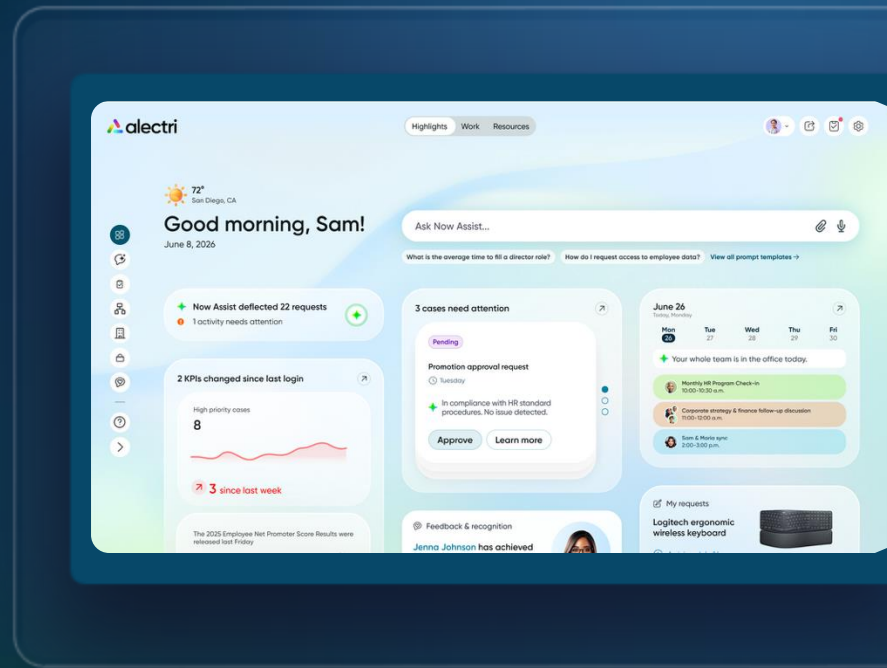
A next-gen experience where AI does the busywork, so employees focus on the big work

Overview

The infinite workday meets its match.

ServiceNow Employee Center is the AI front door where work gets done. It's one place where AI searches everywhere, requests any business service, and automates every process from start to finish—no more chasing or portal hopping.

Behind the scenes, AI Agents spring into action, connecting teams, systems, and data. Collapse hours of grind into clicks, leaving employees with a simple, autonomous experience where work completes itself.



Key features

- 1 From search to completion:** Search once and act instantly, from finding your PTO balance to submitting time off, all done in one flow.
- 2 One place for any request:** Ask and get help across IT, HR, Procurement, or any business service without bouncing between tools.
- 3 Approve in one feed:** Immediately handle outstanding tasks, team to-dos, and recommended actions in just a few swipes.
- 4 Personalized engagement:** Keep every employee connected with company updates and news personalized to who they are.
- 5 AI agents that act:** Don't stop at search. Automate onboarding, purchasing, and more - just watch as work completes itself.
- 6 AI that works anywhere:** Whether on the floor, in the field, or on the go, employees can get help with voice, chat, or kiosk.

Benefits

AI that acts

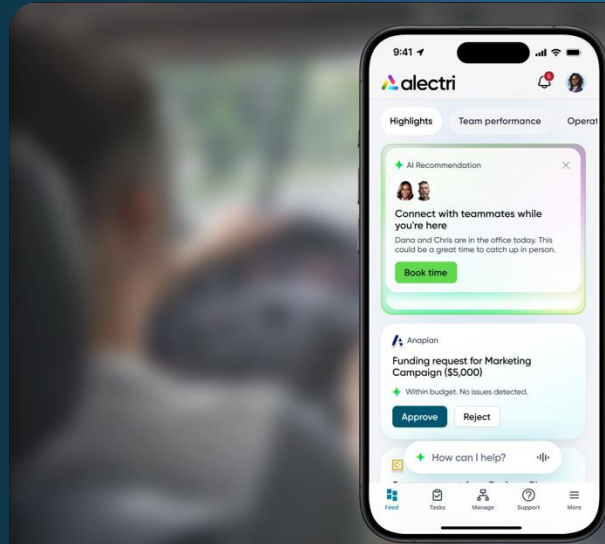
Don't settle for guesses and regurgitated summaries. Employee Center does the work by connecting AI, data, and workflows to autonomously complete tasks, requests, approvals, workflows right before your eyes.

Processes that run themselves

No handoffs, no chasing. ServiceNow AI agents orchestrate every process from start to finish. Whether it's booking a team offsite, onboarding a new hire, or approving a purchase, just watch as steps that span different systems, departments, and people go from pending to done.

Work that flows anywhere

Wherever work happens, ServiceNow works too. AI helps every employee work smarter through accessible channels like mobile, portal, chat, voice, kiosk and more so that the big work never stops.



\$1.43M

Hours saved annually for employees at Jacobs Solutions

99%

of AI search users found what they needed at Chevron

Learn more about Employee Center

Contact us

View demo

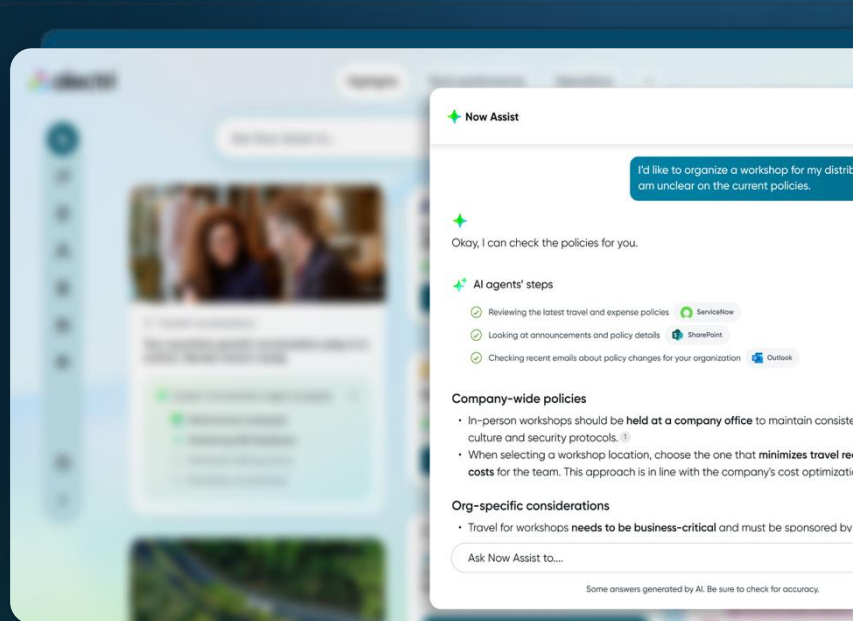
HR Service Delivery

Free HR from busywork with AI that finishes the job.

Overview

ServiceNow HR Service Delivery replaces the manual HR grind with AI-powered, cross-enterprise automation. Routine requests, approvals, and casework resolve instantly through a unified employee experience. AI Agents complete the work across HR, IT, and workplace systems — freeing people to focus on strategy, not service tickets.

From onboarding to exits, HR Service Delivery delivers faster outcomes, lower costs, and a more human employee experience at scale.



Key features

- AI Agents for HR:** Autonomously handle HR requests, cases, and approvals with natural language understanding and workflow execution.
- Employee Center Pro:** A single portal for HR, IT, and workplace requests—personalized for every employee.
- Case & Knowledge Management:** Streamline HR service delivery with centralized cases, intelligent routing, and real-time visibility that resolve issues faster and improve consistency.
- Hiring & Growth:** Coordinate recruiting, promotions, and employee development with automated workflows that remove delays and keep managers focused on growth, not paperwork.
- Journey Management:** Orchestrate onboarding, mobility, and offboarding across departments with automated, end-to-end workflows that remove handoffs and delays.
- HR Business Partner Hub:** Empower HRBPs with a single workspace that surfaces workforce insights, automates action plans, and connects data across HR, IT, and business systems for proactive decision-making.



Benefits

Free HR from the manual grind

AI Agents handle routine questions, requests, and approvals so HR teams reclaim time for strategy, not tickets.

Lower service costs through automation

High-volume casework resolves instantly, driving deflection and reducing the operational load on HR, IT, and workplace services.

A more human employee experience

Employees get fast, accurate support without chasing portals or waiting on email threads — from onboarding to job changes to exits.

80%

Reduction in manual
HR case handling

1M+

Hours of HR work
automated across
global enterprises

Learn more about HR Service Delivery

[Contact us](#)[View demos](#)

Core capabilities

AI Agents for HR

Autonomously resolve HR questions, requests, and approvals with natural language understanding and cross-system workflow execution.

Employee Center Pro

A single, AI-powered front door for HR, IT, and workplace requests — personalized for every employee.

Case & Knowledge Management

Centralized case handling, intelligent routing, and real-time visibility that improves resolution speed and consistency.

Hiring & Growth

Automate recruiting steps, promotions, and employee changes so talent moves faster without extra admin.

Journey Management

Orchestrate onboarding, mobility, and offboarding with automated, end-to-end workflows that remove handoffs and delays.

HR Business Partner Hub

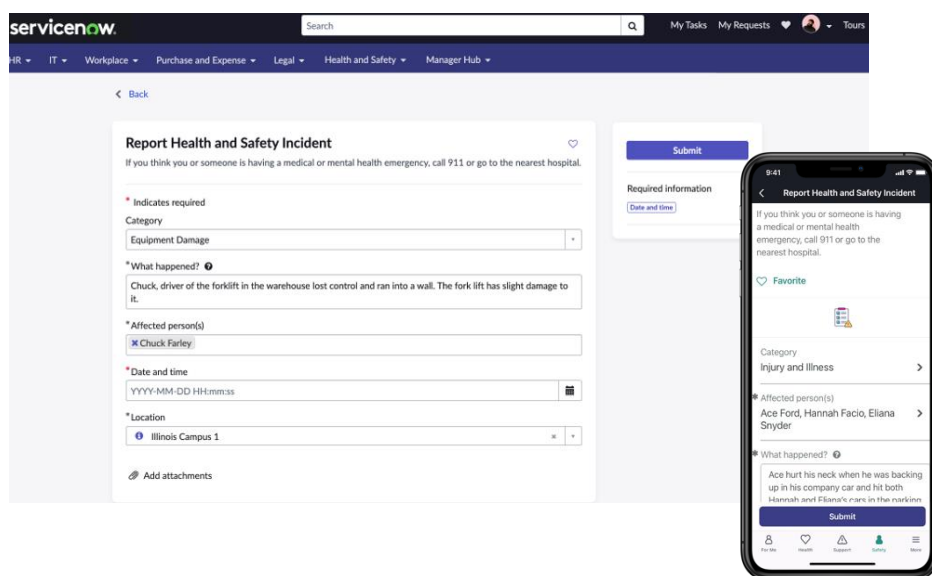
Give HRBPs a unified workspace that surfaces workforce signals, drafts action plans, and automates follow-ups so they can advise the business, not chase data.

ServiceNow® Health and Safety

Build a safety culture by prioritizing employee health and workplace safety

Implementing robust occupational health and safety practices is vital for enterprises, protecting against accidents and injuries, while minimizing legal and financial risks. Prioritizing employee well-being through comprehensive protocols not only enhances brand image but also boosts employee satisfaction and productivity.

ServiceNow® Health and Safety helps organizations invest in their safety culture by providing employees the resources they need to report safety incidents, and workplace safety teams the tools to track hazards and incidents, mitigate risk and automate compliance reporting—all on one AI platform.



Make safety accessible to all employees with self-service knowledge portal

With the help of ServiceNow® Employee Center and Now Mobile, employees enjoy a shared, unified portal across the enterprise with easy access to relevant health and safety information, services, and applications from any device. Quickly submit JSA for high-risk roles to proactively identify hazards and controls. The portal also allows employees to have access to incident and near miss reporting with the ability to start a new report and attach photos and documents.

Collaborate across teams to prevent and report safety incidents

Implementing robust occupational health and safety practices fosters employee wellbeing, minimizes legal and financial risks, and builds brand image. ServiceNow® Health and Safety Incident Management helps organizations deliver on these outcomes by providing tools to respond to safety issues, drive actions, mitigate risk and automate compliance reporting.

The solution supports employees with their health and safety needs by enabling them to easily report observations, near misses, incidents, and injuries from Employee Center and Now Mobile for an omni-channel experience. Features like anonymous and map-based incident reporting give employees an added sense of security and flexibility that is necessary for fostering a sustainable culture of safety.

Key Benefits

- Gain the full value of the ServiceNow® AI Platform and support employee health, wellness, and safety culture
- Enable employees to report safety incidents and near-misses through self-service
- Streamline the routing and investigation of an incident with rules, tasks and checklists
- Provide high-risk employees JSA entry for proactive hazard and control identification
- Store and collect findings, capture witness statements, and determine root cause
- Create and assign corrective and preventive actions to minimize risk and prevent future incidents
- Provide workplace safety teams with visibility into key safety metrics and outstanding tasks
- Easily export workplace safety reports, such as OSHA incident logs and annual summaries

Maintain a safe working environment by empowering safety managers to report, investigate, and manage safety issues, with the ability to:

- Use a purpose-built workspace and guided playbook
- Create assignment rules, checklists, and tasks for collaboration
- Capture findings, witness statements, and perform root cause analysis
- Log injury details and associate involved or damaged assets (if applicable)
- Assign corrective and preventative actions across the enterprise
- Create local and regional compliance reports
- Export OSHA incident logs and annual summaries

And with the help of generative AI, incident summaries are auto-generated, saving time, improving accuracy, and ensuring critical lessons are shared seamlessly with stakeholders.¹

Mitigate risks with proactive workplace assessments

Health and Safety Risk Management allows organizations to maintain workplace safety, compliance, risk management, identification, mitigation and efficiency. Empower Health and Safety Teams with a unified Health and Safety application to:

- Maintain a Safety Register to document key hazard information in register of chemicals, asbestos, and other safety information.
- Manage and track a register of hazards and controls specific to your organization's industry to be the source of record for Health and Safety Risk Assessments.
- Create operational risk assessments with configurable Risk Matrices.
- Proactively identify hazards by automatically assigning scheduled inspections tailored to your organization and assess findings, and task actions across the enterprises.
- Identify exposures, link associated risk assessments and safety records, and assign follow-up actions.
- Tailor assessments to meet regional compliance, site-specific, or industry-specific requirements, while pre and post control analysis evaluate risk levels to gauge effectiveness.
- Streamline permit to work (PTW) request and management with dynamic forms and approvals

Health and Safety

Build a culture that invests in the health and safety of employees. Deliver a simple and streamlined processes for reporting incidents and accessing safety information.

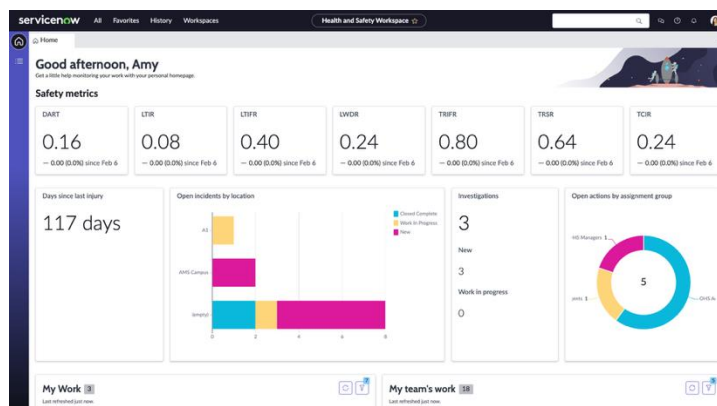
- **Health and Safety Incident Management**, streamline safety investigations with the ability to manage incidents and assign corrective/preventative actions
- **Health and Safety Risk Management**, empowers safety teams to proactively identify and mitigate risks, ensuring a safer work environment.
- **Health and Safety Workspace**, deliver a unified workspace for health and safety teams to easily conduct investigations
- **Job Safety Analysis**, allow employees to easily identify their job task, hazards and controls
- **Health and Safety Critical Event Management**, efficiently respond to active workplace emergencies
- **Health and Safety Safety Audit Management**, easily plan and conduct safety audits to reduce risk and enhance compliance
- **Workplace Case Management**, standardize the process, interaction and fulfillment of inquiries, requests and case transfers across the enterprise
- **Employee Center**, enable employees with a unified portal to access knowledge articles, safety information, and services

1. Available as add-on

Provide visibility into key safety metrics and outstanding tasks

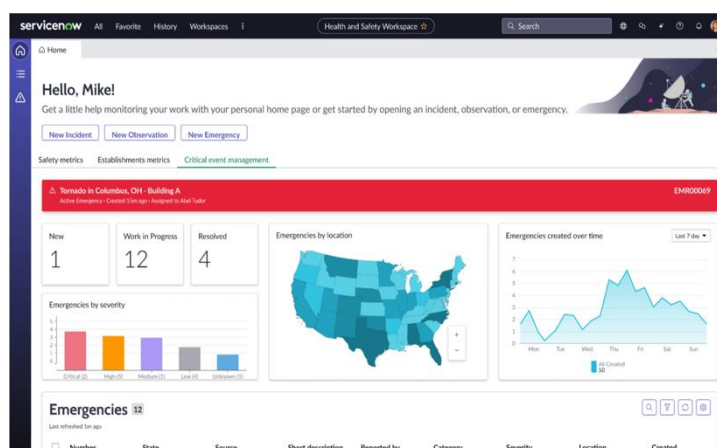
ServiceNow® Health and Safety Workspace provides safety admins with access to a myriad of information including key safety metrics and outstanding tasks. With challenges around planning, preparing, and being proactive, the workspace provides safety teams with the resources to track, report, and better enable positive safety behavior, including:

- Days since last injury
- Open incidents by location
- Open investigations
- Open actions by assignment group
- Safety tasks assigned to me/my group



Speed time to response for active workplace emergencies

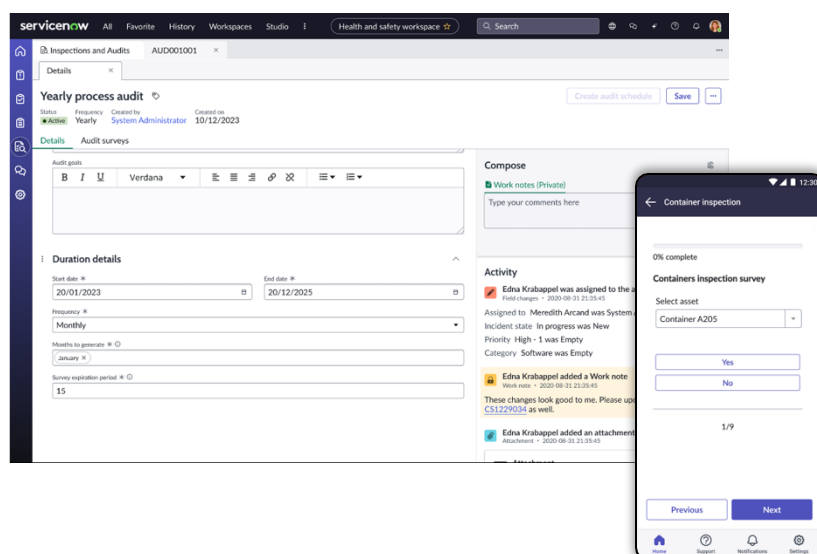
Health and Safety Critical Event Management empowers organizations to consolidate essential functions to enhance situational awareness, streamline communication, and improve response times for more effective emergency response. With a single workspace, enable rapid creation and dissemination of notifications, tracking of impacted individuals, and logging related incidents.



Improve the safety audit experience

Safety audits require much up-front preparation and planning, including assigning roles and responsibilities and scheduling recurring audits. Many audit surveys often need to be completed in areas with limited connectivity making it difficult to properly conduct audits and track up-to-date information, resulting in increased risk of accidents, regulatory non-compliance, and operational disruptions.

Health and Safety Audit Management allows safety teams to proactively prevent accidents and injuries from happening, stay compliant with industry/government standards, and improve operational efficiency. Automate recurring audits, assign teams, and define required actions. Audit surveys can be conducted easily through a mobile app, both online and offline. Health and Safety observations can also be reported and tied to relevant safety audits.



AI agents for Health and Safety²

ServiceNow is bringing intelligent automation to everyday health and safety tasks. By integrating AI agents into areas like incident investigations, organizations can foster safer workplaces while providing employees with greater peace of mind. Safety teams also benefit from streamlined processes, actionable insights, and a smarter approach to mitigating future risks.

Create actions for safety incidents

The screenshot displays the ServiceNow Health and Safety workspace. At the top, there's a navigation bar with tabs for Incident Management, Details, Incident Overview, People involved (1), Injury and Illness (1), 5 Whys root cause analysis, and Health and Safety actions (6). The main content area shows a table of Health and Safety actions for incident HSI0001006. The table has columns for Number, Short description, State, Type, Priority, Assigned to, Due date, and Name. There are 6 actions listed, all with a priority of 4 - Low and assigned to Vin Venture. To the right of the table, there's a sidebar with a 'Give me an action plan' button and a list of actions to be created, including 'Ensure proper ventilation in the laboratory by installing or maintaining fume hoods and exhaust fans to remove toxic gases' and 'Conduct a full safety inspection of the laboratory to identify and address any potential hazards'.

Number	Short description	State	Type	Priority	Assigned to	Due date	Name
ACT0001028	Conduct a full safety inspection of the area.	Pending		4 - Low	Vin Venture		Vin Venture
ACT0001037	Ensure proper ventilation in the laboratory by installing or maintaining fume hoods and exhaust fans to remove toxic gases.	Pending		4 - Low	Vin Venture		Vin Venture
ACT0001038	Conduct a full safety inspection of the laboratory to identify and address any potential hazards.	Pending		4 - Low	Vin Venture		Vin Venture
ACT0001039	Enforce the use of personal protective equipment (PPE) such as gloves, goggles, and lab coats for all personnel handling chemicals.	Pending		4 - Low	Vin Venture		Vin Venture
ACT0001040	Provide mandatory refresher training on lab safety procedures, emphasizing the importance of PPE compliance and safe chemical handling.	Pending		4 - Low	Vin Venture		Vin Venture
ACT0001041	Store dangerous chemicals in designated areas with appropriate containers and labels, ensuring incompatible chemicals are separated to avoid reactions.	Pending		4 - Low	Vin Venture		Vin Venture

This agentic workflow transforms health and safety investigations by automating the analysis of incident data, detecting trends and anomalies, and generating corrective and preventive action plans based on established standards and historical insights. This seamless workflow not only saves time and reduces errors but also empowers safety teams to identify risks early, address root causes, and take targeted actions to prevent future incidents. By delivering timely, accurate, and actionable insights, organizations can build safer environments for employees while driving operational efficiency and improving safety outcomes.

Transform your safety culture with ServiceNow® Health and Safety

Fostering a culture of health, wellness, and safety throughout the organization not only leads to happier and healthier employees but also improved productivity and higher engagement across the organization.

With ServiceNow's Health and Safety solution powered on the ServiceNow AI Platform, organizations are empowered to strengthen their safety culture by simplifying how employees report incidents and near-misses and giving safety teams the tools they need to act swiftly and effectively. With streamlined investigations, proactive hazard identification, and real-time visibility into key safety metrics, teams can minimize risks, prevent future incidents, and protect employee well-being—all while staying compliant with workplace safety standards.

ServiceNow® Workplace Service Delivery

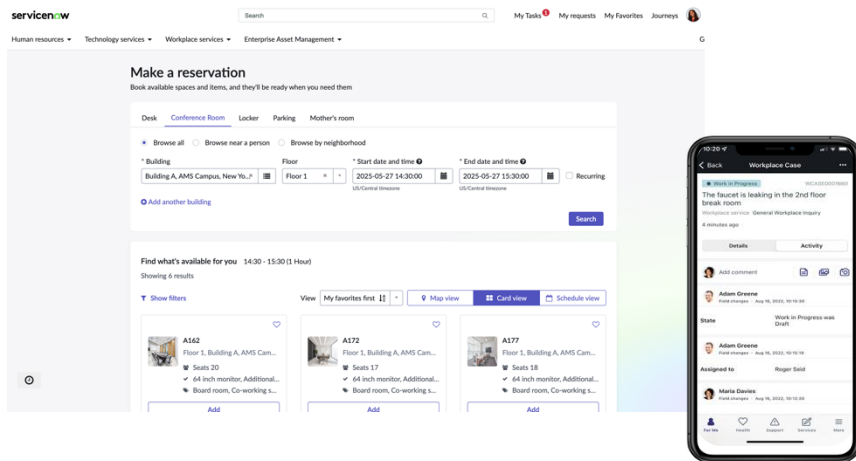
Organizations today have embraced digital transformation to support employee experiences and drive greater operating efficiencies across all areas of the business, including the workplace. Investment has shifted from point tools to one integrated solution that enhances not only workplace experiences but also optimizes workplace operations and space planning.

A holistic solution for workplace transformation

As an extension of the Employee Workflows portfolio, ServiceNow® Workplace Service Delivery (WSD) offers a suite of capabilities to meet the needs of employees, facilities, and real estate teams. With the power of WSD and the ServiceNow AI Platform, organizations are enabled to:

1. Elevate workplace experiences
2. Optimize spaces and facilities
3. Harness integrations with smart building technology

Elevate workplace experiences



Workplace Case Management

Keep employees engaged and productive with a multi-departmental service portal to access services, support, and applications all in one place. Easily self-serve relevant information through knowledge articles and keep the enterprise connected with the ability to seamlessly create service requests and route them to the correct team.

Workplace Reservation Management

Empower employees with self-service reservations and a suite of mobile-enhanced capabilities that make the workplace more flexible, personalized, and collaborative. Whether on desktop or mobile, employees can set preferences for reservable locations, collaborators, and services—all in one tailored workspace. They can also view coworkers' planned in-office schedules to coordinate presence and choose the most productive days to come in. With features like designated neighborhood reservations, location privacy settings, and interactive maps, employees can navigate the office, locate amenities, and submit inquiries—helping teams stay connected and efficient from any device.

Elevate workplace experiences

Empower employees to be more productive in the workplace by providing tools to request services and amenities, book and navigate to spaces, and efficiently collaborate with colleagues.

Optimize spaces and facilities

Leverage visual tools and insights to plan, maintain, and optimize spaces to meet your employees' evolving needs. Streamline facilities management to enhance reliability and drive cost savings across your real estate portfolio.

Harness integrations with smart building technology

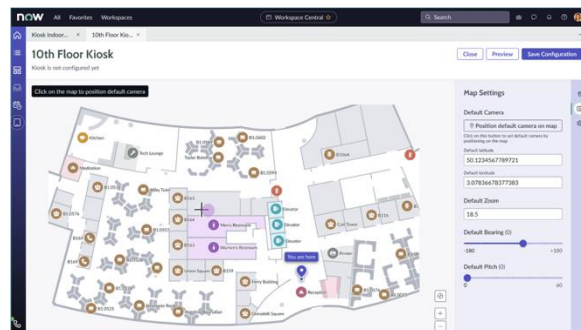
Leverage real-time insights from integrations with smart building technology to make intelligent space and real estate portfolio decisions. Enhance workplace experiences with sensor and digital signage integration and access to BMS and environmental data.

Leverage the power of the ServiceNow AI Platform with Workplace Service Delivery

Access ServiceNow's rich set of core capabilities, including self-service, workflows, mobile, chatbots, user interfaces, machine learning, analytics, reporting, and much more.

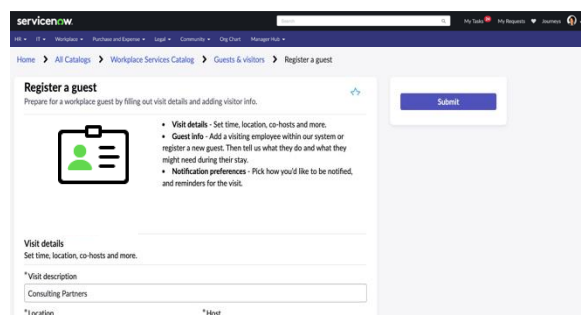
Workplace Kiosk

Simplify workplace services with a self-service kiosk experience that empowers employees and visitors to explore the workplace, raise cases, and navigate spaces with an intuitive interface offering booking options, space details, and occupancy data. Admins have the flexibility to configure check-in flows, manage maps, and activate features like reservations and data displays. Visitors can also autonomously register, check-in, and check-out of the workplace seamlessly.



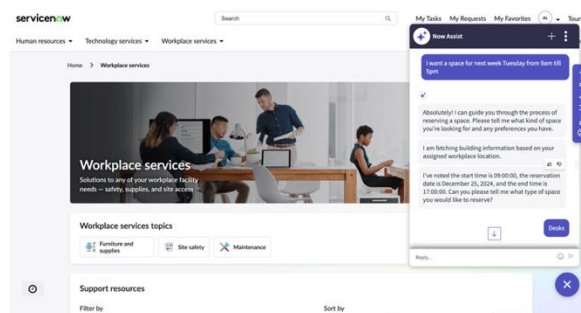
Workplace Visitor Management

Deliver a seamless experience from visitor registration to onsite visit with self-service, omni-channel processes. Register guests, send notifications for office entry requirements, and prepare workplace teams with information on all relevant services for visitors.

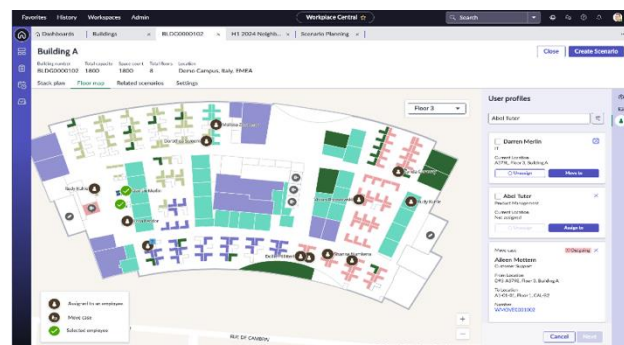
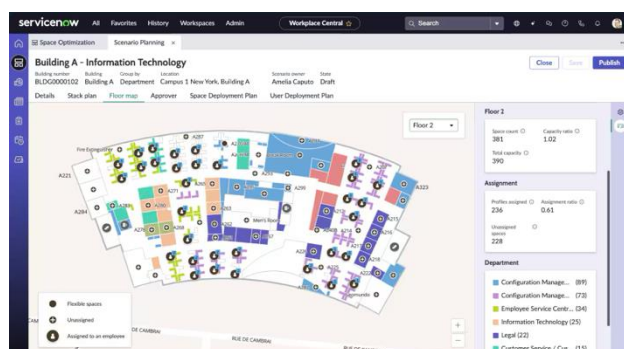


Workplace Concierge¹

Streamline workplace interactions with Workplace Concierge, powered by conversational AI. This intelligent assistant helps employees quickly handle everyday tasks—like booking reservations, requesting workplace services, or managing guest access—without navigating multiple systems. Whether on desktop or mobile, employees can get what they need, when they need it—all through one intuitive interface.



Optimize spaces and facilities



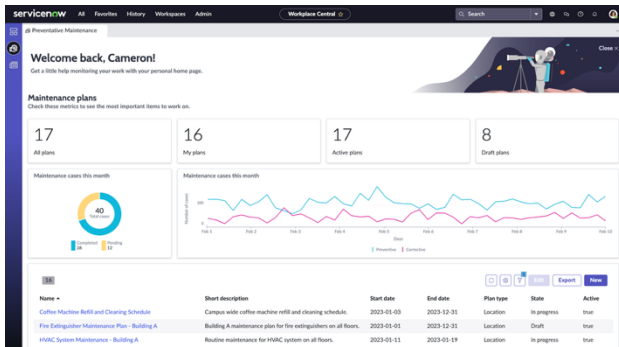
Workplace Space Management

Enable space managers to optimize the use of space and manage the space lifecycle. Access key information around workplace utilization and analyze capacity trends over time to create informed space scenario plans. Visualize how spaces are organized via stack plan and floor map views and create what-if scenarios to plan and deploy new space solutions. Easily assign spaces and employees to workplace neighborhoods based on allocations within a configured custom organizational hierarchy.

Workplace Move Management

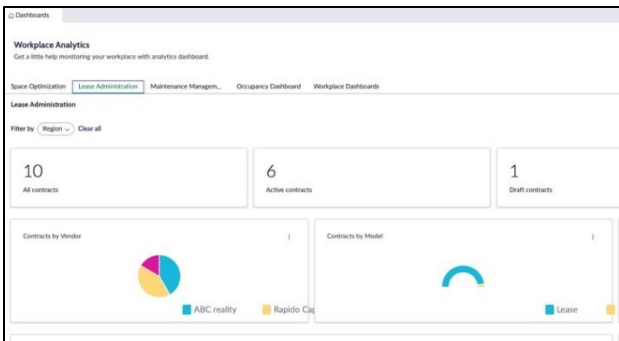
Effectively manage and coordinate employee moves and space changes within the workplace. Automate and configure approvals for move requests that require permissions. Easily manage move requests and relate employees to their specific department, cost center, or neighborhood. Monitor all requests that are created and identify seating conflicts while processing requests.

1. Workplace Concierge is available in our Professional Plus or Enterprise Plus SKU's



Workplace Maintenance Management

Gain efficiency by creating maintenance plans and schedules for workplace assets and locations. Automatically generate maintenance cases for scheduled checks and pre-create cases for plans with daily schedules.



Workplace Lease Management

Efficiently manage document versions within workplace contracts and track all contracts from a single interface. Use notifications to stay on top of renewals and payments, ensuring timely management.

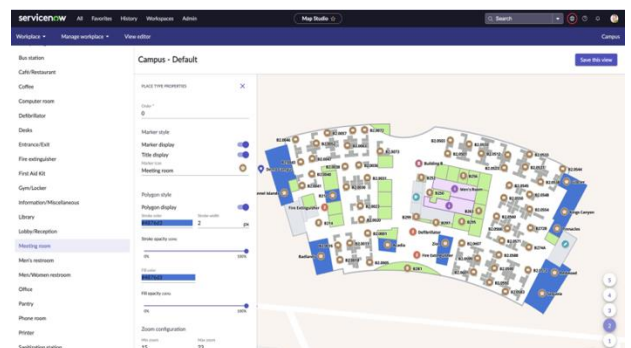
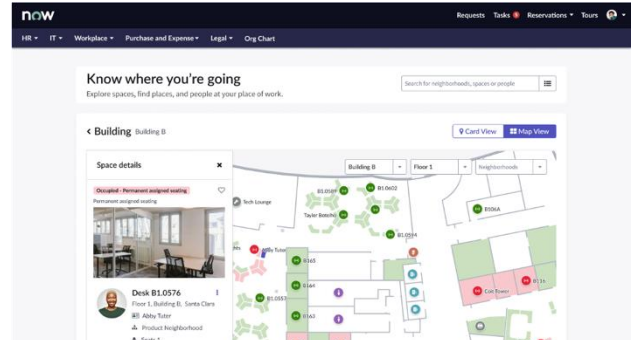
Harness integrations with smart building technology

Workplace Connectors

Create an intelligent workplace by integrating and standardizing data from badging, occupancy, air quality, and temperature sensors for unified access and management. Provide employee badging data analytics and metrics to optimize workplace space occupancy. View and manage reservations based on occupancy sensor data. Reduce operating costs and energy consumption with better management of air and temperature levels.

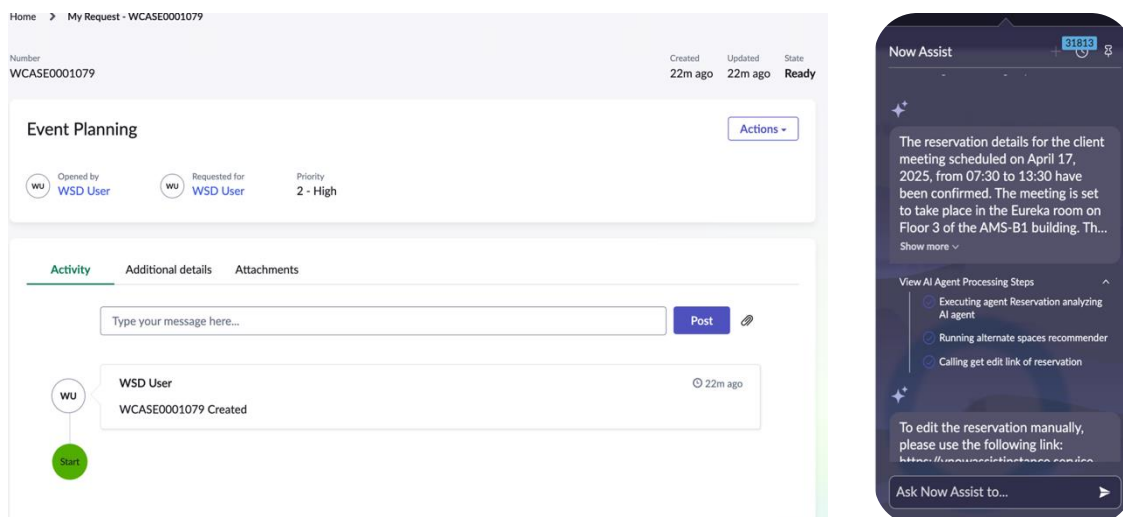
Workplace Indoor Mapping

ServiceNow® Workplace Indoor Mapping provides a native mapping experience, featuring directions, wayfinding, and reservations. Like many enterprises redefining their workplace, the ability for map admins to access a self-service studio to manage and rapidly deploy indoor maps streamlines facilities and employee workspace experiences. Facility managers can visualize CAD file elements, edit CAD entities, and export modifications back to CAD. Employees can use published mapping experiences to create reservations near colleagues, report issues to service teams, set spaces as favorites, and get directions to and from points of interest.



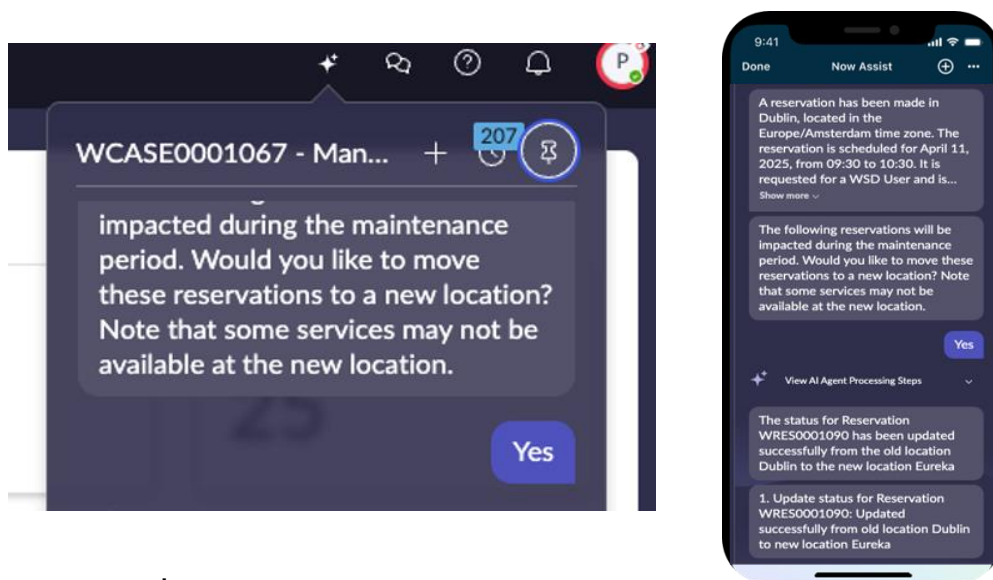
AI Agents for Workplace Service Delivery²

ServiceNow is bringing intelligent automation to everyday workplace tasks. By integrating AI agents into areas like space reservations and maintenance handling, organizations can now offer employees a smoother, more responsive experience while reducing the manual workload for facilities teams.



Help manage workplace reservations

Minimize downtime and keep productivity on track by quickly searching for and validating alternative options when changes arise. Reallocate services efficiently to optimize resources and ensure smooth service delivery, even under last-minute adjustments. Create a welcoming experience for guests through automated check-ins, registrations, and seamless communication with hosts. This agentic workflow empowers workplace and facilities teams to stay agile, maintain operational efficiency, and deliver polished events, no matter the obstacle.



Manage temporary space closures

Eliminate the chaos of unexpected maintenance by seamlessly transitioning meetings to alternate locations without skipping a beat. Automatically identify available meeting spaces, update room statuses, and notify stakeholders with timely communications about adjustments. This agentic workflow takes the stress out of last-minute changes, enabling workplace teams and facilities managers to maintain productivity, optimize room usage, and foster clear collaboration across all stakeholders. Keep work moving and teamwork thriving—no matter the challenge.

Elevate Global Business Services with AI Agents

The Challenge

Organizations face increasing pressure to control costs while enhancing service delivery and user experience across enterprise business services. Dispersed teams and siloed departments such as Procurement, Finance HR, IT, and Legal rely on outdated, disjointed systems, making this goal hard to achieve.

As a result, employees struggle to balance their professional and personal responsibilities, whether it's requesting time off or managing critical tasks like sourcing vendors and processing financial transactions. Without a unified layer for users to work from - poor experiences, inefficient service delivery, and limited visibility ultimately strain resources and compromise performance.

Operational Transformation

The journey of Global Business Services (GBS) has evolved from bundling people and labor arbitrage to a focus on digitization and automation. Organizations now prioritize technologies that seamlessly integrate experiences, automate repetitive tasks, and improve service delivery.

ServiceNow's AI platform revolutionizes GBS by connecting and automating workflows across data sources, systems, and departments. With future-proofed capabilities—including AI Agents, process mining, and low-code tools—the platform empowers organizations to swiftly address business needs, make smart recommendations, and drive enterprise-wide change. This comprehensive solution enhances speed, agility, and quality, enabling users to perform more effectively and accelerating time to value.

ServiceNow also equips Line of Business leaders with real-time insights through data visualization and reporting tools that highlight operational trends and identify bottlenecks. This enables adaptability and continuous improvement, revolutionizing customer experiences and driving superior business outcomes.

ServiceNow Business Services Solutions

ServiceNow offers ready-to-use, out-of-the-box solutions for GBS including Source-to-Pay, Order-to-Cash, and Hire-to-Retire processes, streamlining essential functions to ensure efficiency for any end-to-end process. Custom processes can also be developed using ServiceNow's low-code tools, optimizing every corner of the organization. The platform provides valuable control tower visibility across your business services - ensuring enterprise-wide governance and risk management across your operations.

- **Unified Experience:** Seamless access to relevant answers through AI agent support via portal, chat, and search.
- **Embedded Intelligence:** Native AI capabilities for issue prediction and handling of repetitive tasks to improve business services outcomes.
- **Integration and Automation:** Connect and automate across any system or and process, enabling consistent, scalable and exceptional services.
- **Cross-Tower Visibility:** Informed decision-making with measurable KPIs and holistic insight, ensuring continuous improvement and better governance.

Are you ready to take the next step? Connect with your ServiceNow team today.



Overview

Connects and automates any process in your operations on ServiceNow's AI Platform.

Capabilities

- **Sourcing and Procurement Operations:** Automate the source-to-receipt process on one platform to streamline fulfillment and reduce delays.
- **Sales & Order Management:** Connect front, middle, and back-office teams across your sales lifecycle
- **HR Service Delivery:** Make it easy for employees to get the guidance and help needed from hire to retire.
- **App Engine:** Bring unique workflows to market with less complexity, cost, and risk

Customer Outcomes

SIEMENS

- **15K** tickets resolved automatically each month
- **1M** hours of work automated across multiple technologies
- **87%** employee satisfaction rate



It's all about impact. ServiceNow is more than just providing a robot, it's solving a real business challenge.

– **Matthias Egelhaaf**, CIO and Chief Digitization, GBS, Siemens AG