

# EY Beyond HR

Putting humans at the center to unleash employee potential, increase value-add activity and create sustainable value.

## Business drivers

The world continues to change as a result of globalization, shifting demographics, technology advances and environmental change. Key people themes have emerged which require organizations to reimagine the work experience and prioritize placing humans at the center to unleash potential and create sustainable value.

### Offering overview

By considering employees early and regularly thereafter, EY teams help companies transform their HR departments with humans at the center.

EY Beyond HR provides a framework built on the following components:

- ▶ **EY thought leadership** to multiply HR transformation success.
- ▶ **Offerings** that enable moments that matter in the employee journey.
- ▶ **Delivery methods** that have been proven in hundreds of client engagements.

### Joint value proposition

- ▶ We help our clients solve their most complex people-related organizational, compliance and behavioral challenges.
- ▶ We support transformations, transactions, and integrated mobile talent issues to help make our clients successful in their journey.
- ▶ We help HR, fostering their role in contributing to the business strategy and the strategic deployment of talent.
- ▶ We optimize our clients' people agenda and connect talent-based initiatives to overall business objectives,
- ▶ We help clients prepare for the future of work by unleashing the power of humans to do the extraordinary.

## Differentiators

As a recognized leader in employee experience and award-winning ServiceNow Partner for HR, EY teams provide the following services as part of EY Beyond HR:

### Thought leadership:

- ▶ Humans at the center approach
- ▶ Digital HR transformation capabilities
- ▶ EY NextWave GBS

### Offerings:

- ▶ Onboarding experience
- ▶ Payroll service management
- ▶ Employee wellbeing
- ▶ Employee mobility
- ▶ Recruiting workflows
- ▶ Client-centered prototyping
- ▶ HRSD health checks

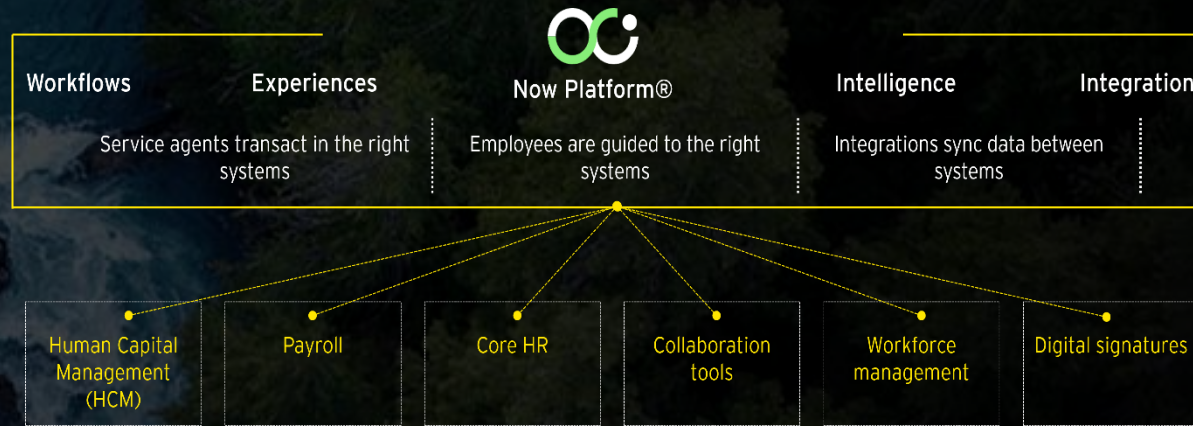
### Delivery methods:

- ▶ EY wavespace workshops
- ▶ Experience-led delivery methodology
- ▶ Design thinking
- ▶ Organizational change framework
- ▶ Digital HR technology capabilities



## Benefits

- ▶ Refocus change from cost to employee experience to enable transformation success.
- ▶ Remove complexity through one-stop shop to offer engaging, personalized interface.
- ▶ Automated services on ServiceNow let work flow across functional silos, driving efficiency, productivity and user adoption.
- ▶ Orchestration and integration with other service technology increase ROI on HR technology stack.



## Case study

### Opportunity

- ▶ The client's existing platform was inflexible, maintenance-heavy, and did not fit the needs of a modern HR Service Delivery organization.
- ▶ Colleagues had to navigate many platforms and repositories to find information on Global Business Services policies and procedures. More than 20 portals and sites existed for HR, Finance, Sourcing and Digital.
- ▶ The very large corporation has many legacy firms across the globe. Each uses their own varying ways of onboarding new-hires, making for very inconsistent employee journeys.
- ▶ Case handling was done by IBM and there was limited visibility on the progress of a request or case.

### Approach

- ▶ The EY PAS project team was tasked with replacing the existing case and knowledge management platform with the ServiceNow HR Service Delivery application.
- ▶ This required transitioning case and knowledge management processes with regional-specific considerations for the organization.
- ▶ EY ran the engagement using the agile Scrum method, running three week sprints to combine an extensive approach with high speed of delivery.
- ▶ We enhanced delivery of case and selected HR services via a new, unified ServiceNow onboarding portal - FUSE. Global case routing is supported by geo tagging cases and knowledge articles.
- ▶ 15+ systems were integrated with FUSE. Workday integration was enhanced to deliver the foundation data required for HR profiles.

### Business value

- ▶ We launched the FUSE portal experience for end users, supporting client service management in 13 languages for over 108 countries.
- ▶ Within 15 days of go-live, we received an overwhelming response of 420K+ views of the FUSE homepage and 230K+ knowledge article views.
- ▶ There were ~3000 FUSE Bootcamp attendees with an average satisfaction rating of 4.51 out of 5. We also received 5000+ views of the FUSE teaser video.
- ▶ The EY organization was asked to continue to support additional scope post go-live and to provide additional enhancements to the platform.

## Contacts

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Our approach to workflow automation unlocks the potential for organizations to become more dynamic and innovative to drive business performance and growth.

For more information, visit: [ey.com/ServiceNow](https://ey.com/ServiceNow).

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Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.



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