ServiceNow Employee Journey Management

ServiceNow Employee Journey Management combines the ServiceNow platform, Employee Service Center (ESC), HR Service Delivery (HRSD) functionality, and new capabilities to provide an enterprise employee experience (EX) solution.

— Journey Accelerator helps managers create customized role-based plans for employees that can be copied and reused to establish and share best practices.

— Listening and Learning Posts integrate employee feedback and learning opportunities within the flow of work.

— Lifecycle Events supports the automation of complex processes and change events including return to work, transfers, life changes, and promotions.

AT A GLANCE

Employee Journey Management leverages ServiceNow's existing strengths in HRSD with new capabilities to support EX, focused on supporting a distributed workplace - recognizing that how companies use offices is changing and so are the roles and responibilities of HR and managers.

DEEP DIVE

ServiceNow's strengths as a platform, including its analytics, are key differentiators, as companies need to be able to manage traditional HR lifecycle events as well as enterprise employee events that span departments and workplaces.

LONG VIEW

Companies are investing in EX as they look to navigate the new demands of return to work. Beyond the short term, HR and business leaders will need to leverage a data-driven approach to ensure a hybrid workforce can be effectively and safely managed with diversity, equity, and inclusion (DEI) in mind.

MONEY: Employee Journey Management is sold as part of ServiceNow's HR Service Delivery Enterprise SKU, not as a separate offering. The solution is priced on a per-employee basis.

MARKET: The EX space is heating up as companies look to manage a distributed and hybrid workforce. ServiceNow will need to continue to grow its mindshare with HR managers to compete.

PEOPLE: Listening Posts and Learning Posts address a key EX need. ServiceNow should explicitly address employee wellness and show how its AI capabilities can be leveraged in this area as well.

TECH: ServiceNow benefits from collaboration between its EX and customer experience (CX) teams and its ITSM for embedding services and automation such as account provisioning during onboarding.