







Where it all started

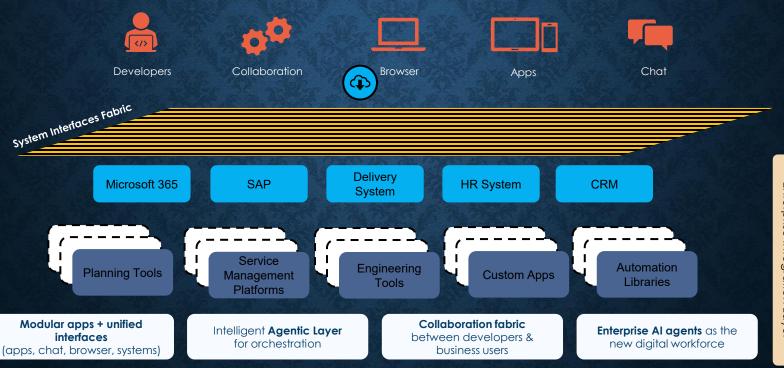
- The vision of being a \$10B Organization by 2030
- The vision of being the Employee driven AI-First
- Keeping the employee experience at the forefront
- To be early adopter of Technology







Composable System Architecture







The Employee's Journey



with ServiceNow's End-to-End Workflows

Phase 1

A Smooth Start to a **Fruitful Journey**

Onboarding Portal in HRSD:

- Completing mandatory traininas
- Getting a buddy assigned
- Survey



Start here



Gearing needed Software

- SAM/HAM: Getting a laptop assigned
- Compass2.0: Receiving projects and
- Searching Policies and other aueries on GenAl enabled tools

Phase 3

Seamless Day-to-Day Operations

- ITSM/HR Service Desk: Raising any incidents and requests
- Compass2.0: Project management from Delex and Delivery Leads' perspective
- POSH and Grievance module in HRSD: Raising any concerns or POSH-related issues



Phase 4

Starting a **New Beginning**

Alumni portal in HRSD:

 Maintaining connections with the organization

Phase 5



· Crisis Management: Alerts for crisis







Glimpse of Al Initiatives with CHRO

Uses cases for Attracting best in class, AI ready talent and being employer of choice

- Digital Profile
- Shoshin Platform
- Al infused LMS (LXP)
- Employee Growth Journey Career 360

Learning & Development

- Gen Al powered Policy Portal
- Reimagine Comp Module

Compensation & Benefits

- Grievance Redressal System: India, US, Canada, LATAM
- Workflow based Automated POSH, COC Process
- Legal Case Management I System
- Grievance Redressal : EU

Compliance

- Gen AI HR Service Desk Mobile App
- Automated BGV
- · BGV validation by Al
- Email to HR Case creation
- Voice AI for GCC
- Pre-onboarding Doc Validation

HR Shared Services















Information

& Analytics



Talent Acquisition

- Generating Job Description
- Suspect Company Identification
- Face & Voice Biometric Match
- Automated Interviews
- Al in GET Hiring
- Candidate Engagement
- Candidate outreach

 HR Engage - Employee Discussion

Engagement

- summarization by AlDigital Onboarding
- Alumni Portal Infused Onboarding
- Al enabled R&R platform,
- GigSpace
- Total Wellbeing
- Wellbeing App

• Enrich Mentorship Module for Leadership

Performance

& Career Mgt

- Smart Performance Management
- Career Development planning
- Multi Stakeholder Feedback
- Smart Performance, AI infused Continuous Feedback & Performance Appraisal

- BU HR Dashboard
- Predictive Analytics Top Talent Attrition POC
- OKR Dashboard -Rhythm compliance
- Predictive Analytics Top Talent Attrition
- CHRO Dashboard





Our HRSD Journey









ONBOARDING







HR SERVICE DESK PORTAL





HR AGENT WORKSPACE MIGRATION



Migrated POSH, Report Misconduct and Grievance modules



Unified interface for HR case handling



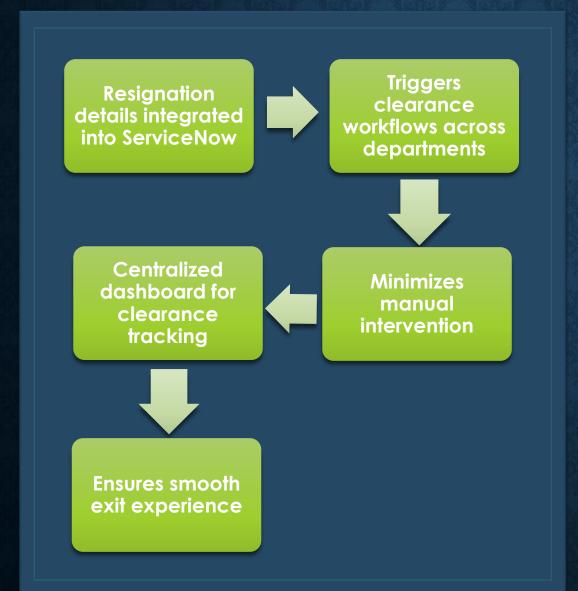
Improves usability and performance



Enhances collaboration and resolution timelines







EMPLOYEE EXIT CLEARANCE



ALUMNI PORTAL



A dedicated portal for alumni to submit queries and stay connected Seamless access to request important documents after exit

Fasters ongoing engagement and strengthens alumni relationships

Ensures easy pathways for rejoining and continued collaboration





REHIRE JOINER COUNTS BY YEARS THROUGH ALUMNI PORTAL

YEAR

REHIRE JOINERS ANALYSIS

 2022
 859

 2023
 645

 2024
 1286

 2025
 410+

 Grand Total
 3200+







Quantified Value Realised: Monetary & Non-Monetary

Onboarding

37K Hrs

Annual hrs saved through end user productivity, gained by efficient onboarding

\$ 418K

Monetized annual savings through efficient & digitized onboarding

4.7/5

Onboarding experience feedback received

73%

User Adoption

Policy Portal

66K hits

Employee Hits

Offboarding

4K Hrs

HR Fuffiler's time saved owing to reduction in offboarding case resolution time

\$ 18K

Monetary savings through HR Fulfiller's fime saved, owing to reduction in offboarding case resolution time

100%

User Adoption

Alumni

\$ 10K/3.4K

TA efforts to scan Alumni resumes / HR FTE saving for Alumni case

servicenow.

55

Total number of Alumni's re-hired through efficient Alumni rehire portal

28%

User Adoption

Compliance

211 Hrs

HR FTE Time saved

\$ 2K

Annualized value gains

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THANK YOU

