

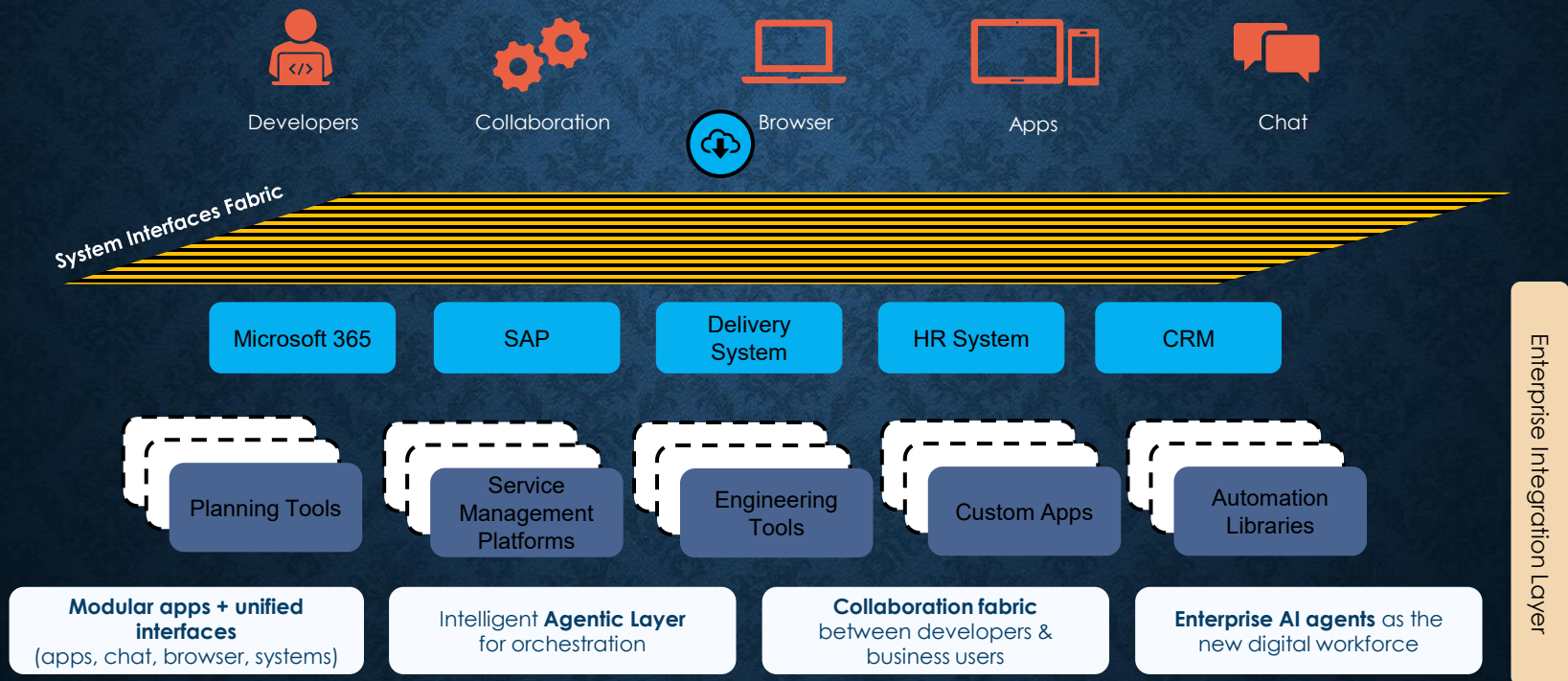


Employee Journey empowered with AI

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 trainings
- Getting a buddy assigned
- Survey



Start here

Phase 2

Gearing needed Software

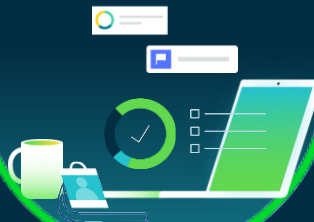
- **SAM/HAM:** Getting a laptop assigned
- **Compass2.0:** Receiving projects and tasks
- **Searching Policies** and other queries on GenAI enabled tools



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

Instant alerts & Risk control

- **SecOps and IRM:** Tracking of risks and mitigations
- **Crisis Management:** Alerts for crisis situations

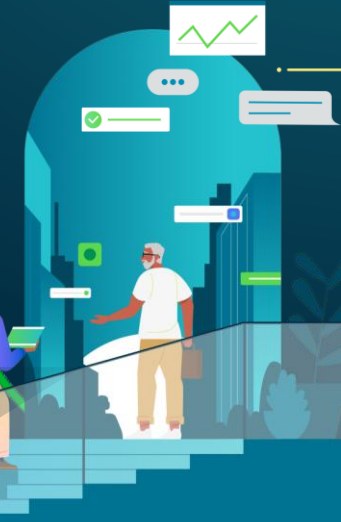


Phase 5

Starting a New Beginning

Alumni portal in HRSD:

- Maintaining connections with the organization



Glimpse of AI Initiatives with CHRO

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



Our HRSD Journey



Streamlines the
employee onboarding
by automating tasks by
weekwise

Centralizing information
about the organization

Enhances operational
efficiency

Improves user experience

ONBOARDING



Centralized
support for
HR-related
cases
and requests

Faster
resolution
and
improved
issue tracking

Enhances
operational
efficiency

Improves
employee
satisfaction

HR SERVICE DESK PORTAL

HR AGENT WORKSPACE MIGRATION



Migrated POSH,
Report
Misconduct
and Grievance
modules



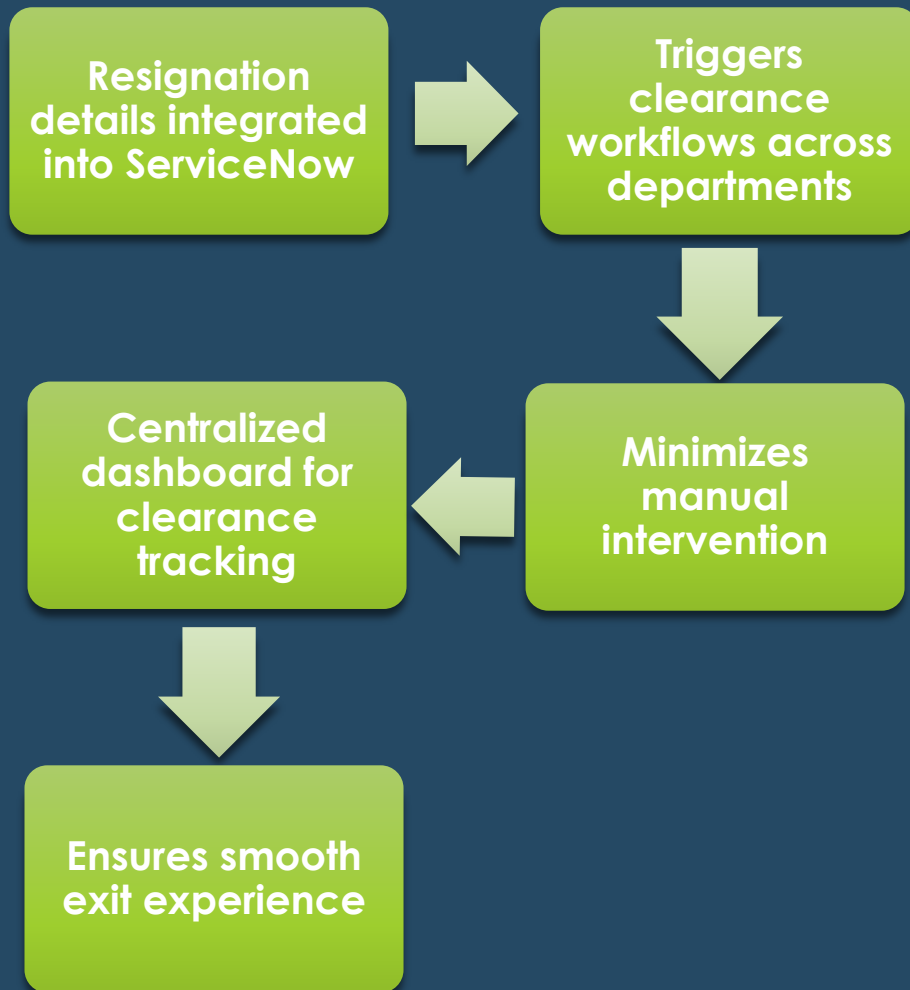
Unified
interface for HR
case handling



Improves
usability and
performance



Enhances
collaboration
and resolution
timelines



EMPLOYEE EXIT CLEARANCE

ALUMNI PORTAL

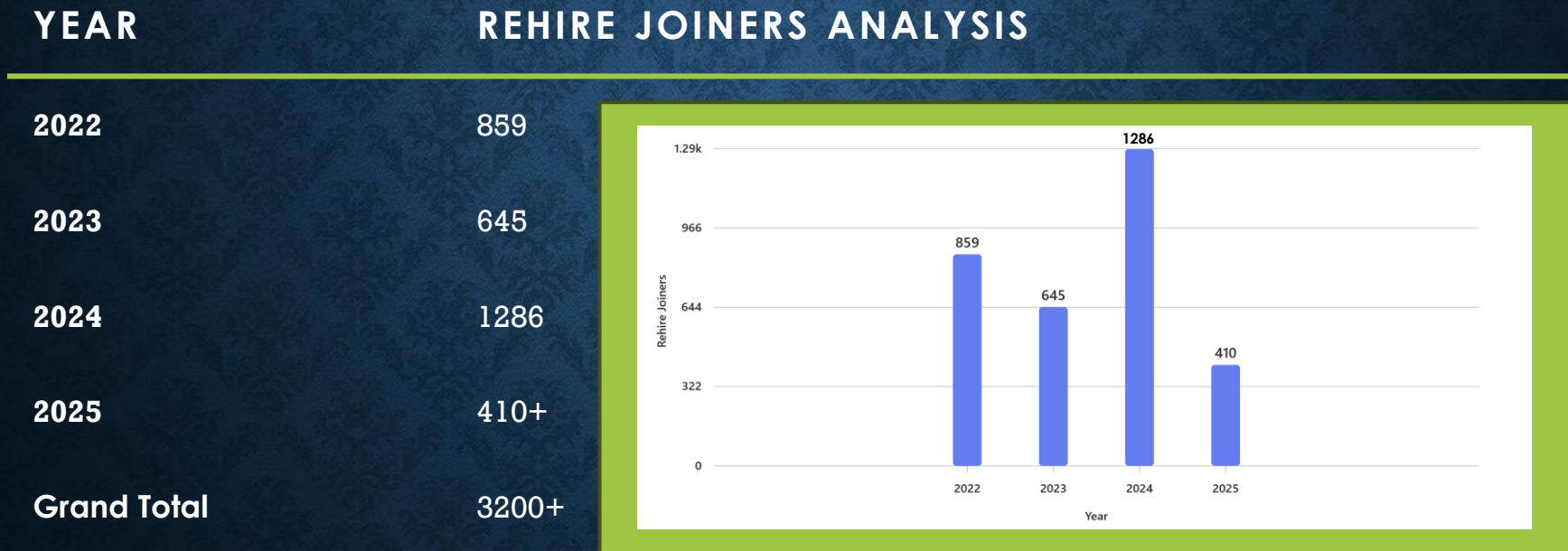
A dedicated portal
for alumni to
submit queries and
stay connected

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



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 Filler's time saved owing to reduction in offboarding case resolution time

\$ 18K

Monetary savings through HR Filler's time 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

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

servicenow.

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THANK YOU