



servicenow

Digital employee experiences

Designed for the moments that matter most



From onboarding to retirement, every career is marked by significant events. And today's digitally savvy employees expect HR to help them meet those moments that matter most—relocations, pregnancy leaves, 401(k) changes—with the same digitally enabled ease and guidance they enjoy in other areas of their lives.

A digitally transformed HR function helps you:



Attract and retain top talent

Today's employees expect internal experiences that match or exceed the experience promised to customers.

Optimize platforms

You can leverage best-in-class solutions to build an integrated technology system that connects to broader back-office services.



Elevate service delivery

Maximize efficiency and unlock new capabilities through deep analytics, machine learning and intelligent automation.

A digital solution that grows with you

KPMG and ServiceNow have created a digital employee experience for the modern working world – hybrid, proactive and intuitive. Designed around the needs of your employees and focused on those moments that matter. It gives HR the tools to take a leadership role, owning the end-to-end process and creating experiences that match or exceed expectations.

Using digital technology, machine learning and artificial intelligence, the platform helps people become more productive, more efficient, and more engaged with their work. At KPMG, we:



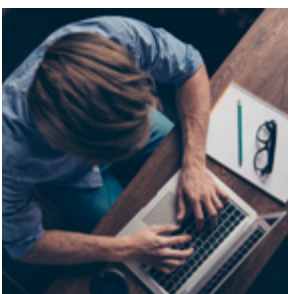
Design differently

We help HR take a human approach. The platform is designed around the employee experience, based on moments that matter in the work lifecycle.



Build differently

We deliver a single, connected, omnichannel experience across platforms and systems, integrating the HR experience with broader back-office services such as Financial, Facilities, and IT. We augment the build process by including more personalized and employee-centric data points.



Operate differently

We enable you to prioritize the moments that matter. We use agile deployment methods to realize value quickly while delivering more impactful experiences. And with a dedicated Experience Capability team in place, you can manage and lead HR platforms, processes, and policies; the employee life-cycle catalog; performance metrics; and more.

How we do it

We design technology-enabled experiences to help you meet the evolving needs of the workforce, and we focus on optimizing the moments that matter most to employees as they move through their working lives.

Moments that matter

Every employee's journey follows a different path. It's these moments which resonate personally that also define and prioritize the workplace experience. For example, applying for a new job; transferring to another role; taking a leave of absence; completing training/development programs; relocating for work, or another important milestone. Let's look at how the KPMG Powered HR methodology combined with ServiceNow's HR Service Delivery workflow supported Angela and Raj as they move through their professional careers:

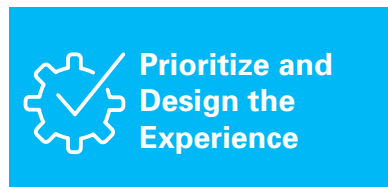


Angela recently gave birth to a healthy 9 lb. baby girl Abigail, and returned to work 22-weeks after delivery. ServiceNow's digital concierge helped guide her through the basics of her maternity leave such as charging her time, and key policies. She also received a toolkit with out-of-office templates, and proactive reminders allowing her to maintain access to a wide-range of services while on leave. This permitted her to have more productive, meaningful time with her family, while still feeling connected to work colleagues. Little Abigail loves to sing during bath time and her favorite food is sweet potato puree.*



Raj has just celebrated his tenth-year with the firm. He's growing his career in developing new products and services, while leading a multi-national team. ServiceNow simplified Raj's need to work in three different countries—which he found extremely rewarding as he cultivated his love of travel—while also mentoring new hires in these emerging markets. Give Raj five minutes and he's likely to discuss how impactful that time abroad was for him.*

Our experience-first approach incorporates principles that tie back to desired digital experience aspirations. We employ a three-step process—built on KPMG Powered Enterprise HR and enabled by ServiceNow—to create workflows that automate and systematize the steps involved in each employee interaction.



This approach delivers a world-class digital experience through a trusted, agile, sprint-based methodology.

* These simulations are works of fiction. Any names of persons, companies, events or incidents, are fictitious. Any resemblance to actual persons, living or dead, companies or actual events is purely coincidental.

Are you ready to deliver world-class employee experiences?

The digital imperative and rising employee expectations have forever changed the way we work. While change can be daunting, organizations now have a real opportunity to reimagine the workforce, using digital transformation to engineer a future designed for growth, agility, innovation, and resilience. At KPMG, we'll help you make it happen.

KPMG can help in many ways

- Digital HR Strategy and Roadmap
- ServiceNow Workforce Experience Strategy and Roadmap
- Workforce Experience Framework and Design
- ServiceNow HRSD and Employee Workflows Strategy and Roadmap

Our specialists will work alongside you to develop your own digital-smart strategy—one that positions you to be agile, relevant, and resilient, and deliver the overall experience your employees and leaders are demanding.

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