

ServiceNow Employee Center Pro, The Digital Workplace for a Leading Healthcare Provider

For a major healthcare provider with over 250 clinic locations and 40,000+ employees spread across America's heartland, creating a unified digital employee experience was crucial. The organization needed to connect its widespread workforce and streamline access to employee services. Continue reading to learn how the organization achieved their goals with ServiceNow's Employee Center, empowering staff to focus more on patient care.

The Vision for a Unified Digital Experience for Employees

The customer sought to optimize operations and internal communications by expanding their Service Portal usage across HR, IT, Supply Chain, Finance, and other departments. To further enhance the end-user experience and leverage ServiceNow's best UX features, they planned to transition to Employee Center Pro. With this upgrade, the customer also aimed to centralize tasks from platforms such as Workday and Cornerstone.

Working closely with the organization, INRY developed a vision for transformation that would address these challenges while setting the foundation for future growth.



INRY's Total Experience Framework for Building Engaging Employee Experiences

At INRY, we follow an experience first approach when it comes to Employee Center implementations. Our Total Experience Framework (TEF), guided the customer on a design led journey to building the ideal portal for their organization, while keeping the design cycle short and efficient through usage of INRY's industry and use case specific templates, rapid prototyping, and iterative enhancements.

Our library of unique, purpose-built widgets and our capability to create more based on

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customer needs fueled the design on a highly functional and engaging portal. Through collaborative design workshops, we ensure customer and end-user feedback drives the design and development of their future digital front door.

When it comes to leveraging the best of what ServiceNow has to offer, INRY's prescriptive approach helped the customer decide on what features and integrations to leverage to yield the best outcomes.

Platform Foundation:

- Employee Center Pro with AI Search capabilities
- Customized Manager Hub
- Advanced content management system

Integration Layer:

- Seamless Workday integration
- Cornerstone learning management system connection
- Unified authentication and access management

Key Highlights

a. Personalized Topic Pages:

INRY developed specialized sections for HR, Technology, and Supply Chain, each featuring role-

based content recommendations and intuitive navigation paths. This personalization ensures employees can quickly access relevant information and resources.

b. Enhanced Manager Experience

The custom Manager Hub provides leadership with:

- Centralized team task visibility
- Dedicated resource library
- Streamlined approval workflows
- Performance management tools

An Effective Change Management Strategy To Ensure Successful Adoption

The transition was supported by a INRY's integrated change management strategy that helped the customer introduce the new portal to the organization, ensuring maximum adoption.

a. Training and Support

INRY developed a multi-tiered training and support system that provided various portal users with the right knowledge and resources to use the portal seamlessly.

- Interactive guided tours for new users
- Role-based training programs
- Content creation workshops
- Self-service help resources

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b. Communication Framework

A strategic communication plan kept all stakeholders informed and engaged throughout the implementation process, ensuring high adoption rates and user satisfaction.

c. Feedback driven Enhancements

We established a robust feedback loop to ensure continuous improvement of the portal. A dedicated feedback channel within the portal allowed employees to easily submit suggestions, report issues, and share their ideas to make the portal work better for them. This real-time input was systematically reviewed by INRY's post implementation support team and the customer stakeholders to prioritize enhancements. The approach not only helped identify and address pain points quickly but also gave employees a voice in shaping their digital workplace, leading to higher adoption rates and user satisfaction.

The Fruits of a Successful Transformation

The transformation delivered significant improvements across three key areas:

Enhanced User Experience

The new platform provides a more intuitive and efficient

way for employees to access resources and complete tasks, with personalized content delivery and simplified navigation.

Operational Efficiency

By implementing native ServiceNow functionalities and streamlining processes, the organization has seen:

- Reduced maintenance overhead
- Faster content publishing cycles
- Improved self-service adoption rates
- Decreased administrative burden

Future-Ready Foundation

This implementation establishes a scalable foundation for future growth, supporting:

- Planned intranet implementation
- Expanded self-service capabilities
- Enhanced digital workplace features
- Continuous improvement initiatives

Looking Ahead: A Strategic Partnership

INRY combines Employee Center Pro with portal design and EX expertise to create connected, efficient, and engaging workplaces.