

# A Global Medical Technology Leader Leverages ServiceNow HRSD and INRY for Responsive Global Business Services

## The Opportunity

For nearly a century, the customer has been a leader in medical and implanted devices, including advanced products for joint replacement and other restorative care.

As advanced surgical options have improved in recent decades, the customer products have kept pace, providing millions of patients with improved quality of life and enhanced mobility.

With nearly 18,000 employees, the publicly traded company operates worldwide with locations in 40 countries. With so broad a global presence, the requirements for workforce support are complex -- with dozens of jurisdictions requiring specialized services for colleagues in a wide range of roles.

The customer's goal was to make it easy for its employees worldwide to request help in ways that would be seamless and efficient-regardless of how many departments might have been involved. So, the company turned to ServiceNow Employee Experience, which had become a natural choice.

As the world's premier ServiceNow HRSD delivery partner and the 2022 winner of the ServiceNow Global Partner Award for Healthcare, INRY was selected to help the customer's team take the



next step in their ServiceNow journey.

## The Approach

Given the inherent complexity of fielding employee requests from dozens of countries with unique regulatory and operating requirements, the customer sought a solution to simplify the employee experience. With this in mind, the organization sought to partner with INRY to implement a Global Business Services model where employee request types could be succinctly defined as part of a Service Catalog relevant to each operating region.

In this model, employees could request time off or other benefits by simply choosing

Founded in  
**1927**

Over  
**1800**  
Employees

**40**  
Countries

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categories that match their needs – for instance, a leave of absence request or maternity leave.

Fulfilling this request may, in many cases, involve the coordination of internal organization resources from Human Resources, IT, Finance, Administration, or even external entities – however, for the requestor, the process is easy, transparent, and seamless end-to-end.

Knowledgebase offers colleagues 24x7 access to information relevant to their region, and Case Management makes requesting and receiving help possible on nearly any device from any location. These features, combined with the fact that their HRSD solution is accessible from anywhere in the world, make it easy for teammates to access support services to be successful.

## The Rewards

The industry in which the customer operates is a highly competitive one, characterized by constant change and a shortage of talent. By innovating and investing on behalf of colleagues as well as customers/patients, the customer has created a strong corporate culture that has seen rewards that include:

- **Recognized as one of America's Best Large Employers** by Forbes for 20221 and one of the Best

Employers for Diversity2 for the same year. The customer's investments in ServiceNow solutions and INRY services on behalf of its employees are not an anomaly but part of a broader pattern of colleague care

- **Improved Employee Experience** thanks to a “universal request” model that allows team members to submit a request without needing to understand the complex choreography behind the scenes that may be required to fulfill it. The customer is fully leveraging the power of the ServiceNow platform to engage its resources across the enterprise and fulfill a range of request types on behalf of colleagues in other countries
- **Improved HR strategic capacity** through improved HR Services Delivery. This boosts support via service catalogs and knowledgebases, while automating routine tasks. Result: More HR resources for strategic planning in today's competitive job market and hybrid work environment

Investments in ServiceNow and INRY services will drive future innovation for patients, customers, and colleagues as the organization grows.



Fastest Growing Company



Certified Secure



**SOC 2**  
**TYPE II**  
**CERTIFIED**