

Maximizing ServiceNow's Employee Center Pro (EC Pro) Experience: How EC Pro Transformed Employee Experience at a Global Medical Device Company

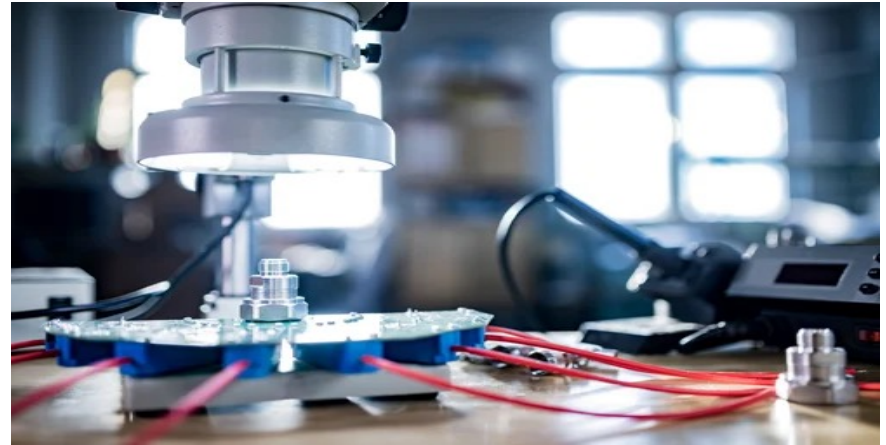
The Opportunity

A leading medical device manufacturing industry player headquartered in Indiana with over 180K+ employees encountered significant challenges within its HR Landscape. Challenges and inefficiencies arose due to disparate systems and processes scattered across departments. Employees encountered difficulties navigating and completing the array of HR-related tasks. The absence of a unified entry point for HR, IT, and other departments compounded the challenges, further leading to additional inefficiencies. Furthermore, with employees of diverse skill levels, there was a pressing need for a user-friendly solution that would enhance accessibility and streamline HR processes.

To overcome these challenges, the company partnered with INRY, ServiceNow Elite Partner, to implement EC Pro, a transformative HR solution. INRY's extensive expertise and proven track record in implementing ServiceNow solutions positioned them as the ideal partner for this initiative.

Driven by three pivotal objectives and empowered by EC Pro capabilities, the organization embarked on implementing Employee Center Pro to streamline its operations.

- Unify entry points for HR and other departments



to various applications

- Curated employee experience through a modern portal experience
- Facilitate easy access and efficient search functionality for critical information

The Digital Transformation Journey

INRY's implementation of ServiceNow Employee

53%
decrease in
general HR
inquiries

32%
increase in
HR
Productivity

25%
increase in
returning
users each
week

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experiences. In just seven weeks, the organization successfully launched a structured and intuitive portal company-wide, revolutionizing self-service capabilities.

The deployment of the Employee Center Pro portal, with a focus on enhancing HR processes and improving employee experiences, resulted in the following outcomes:

- **Seamless Navigation:** The EC Pro portal brought about a visually appealing and easily navigable user interface, improving the overall user experience for employees and thereby enhancing productivity
- **Reduced HR involvement:** The self-service portal empowers employees to easily submit general HR inquiries, promoting self-service access to information and issue resolution without direct HR interaction, thereby increasing HR teams' productivity
- **Availability of information:** EC Pro facilitated access to critical information, guidelines, and policies, promoting a culture of self-reliance and ensuring employees were well-informed
- **Simplified Access to External Systems:** The organization ensured one-click seamless access

- to essential tools and systems by providing direct links to internal applications within the portal
- **Streamlined HR processes:** Embedding links to SuccessFactors within EC Pro streamlined HR processes for employee lifecycle management, centralizing key functions for employees such as recruitment, onboarding, performance evaluation, and compensation management

Through this partnership, the customer was able to overcome its HR challenges and achieve significant improvements in productivity and employee satisfaction.



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TYPE II
CERTIFIED**