

Nihilent HR Service Delivery (HRSD)



servicenow.



**/ Humanizing
Technology**

In every professional journey, key milestones shape one's career from beginning to end. In today's technologically advanced era, employees who are well-versed in digital tools expect Human Resources (HR) to support them during these crucial moments. Whether starting a new job, relocating, getting job promotions, going on pregnancy leave, or changing Insurance, employees seek the same level of digital convenience and helpful guidance they experience in other aspects of their lives.



An HR function empowered by digital transformation benefits you in numerous ways:

Engage and retain highly skilled & valuable talents.

Employees anticipate exceptional experiences that align with and surpass the experiences pledged to customers.

Enhance and optimize the efficiency of platforms.

Utilize top-notch solutions to construct a cohesive system that delivers consistency and links to all organizational stakeholders, providing a comprehensive 360-degree approach.

Accelerate and improve service delivery.

Maximize effectiveness and unleash potential using machine learning, smart automation & advanced analytics.

An all-encompassing digital solution that nurtures and evolves alongside your journey

Nihilent and ServiceNow provide a cutting-edge digital employee experience tailored to the modern working landscape of the 21st century. The innovative solution through ServiceNow HRSD is hybrid nature, proactive approach, and intuitive design that integrates well with your business. Putting your employees' needs at the forefront and prioritizing impactful moments empowers HR to assume a leadership role, taking ownership of the entire process and delivering experiences that surpass expectations.

By harnessing the power of digital technology, machine learning, and artificial intelligence, the ServiceNow platform enables individuals to enhance their productivity, efficiency, and overall engagement in the workplace. Seamless integration with advanced technologies paves the way for a more empowered workforce with the necessary tools to thrive in today's digital era.

A Humanizing Design

Nihilent Design Thinkers embraces a humanizing approach to empower HR departments. The ServiceNow innovative platform enhances the employee experience, focusing on significant moments throughout each individual's work lifecycle.

Build with Humanizing approach.

At Nihilent, we have honed our expertise in Design Thinking, mastering the art of creating innovative solutions. Our approach revolves around putting humans at the core of everything we do. By seamlessly integrating the HR experience with other vital functions within organizations, such as Admin, Finance, Facilities, and IT, we ensure a cohesive and unified experience across platforms and systems. Moreover, we enhance the building process by incorporating personalized and employee-centric data points, making our solutions more tailored and impactful.

Humanizing Agile Delivery

Nihilent's Human-centric Agility empowers you to prioritize meaningful stories and moments. Our approach leverages agile deployment methods to achieve tangible results, while fostering more impactful experiences swiftly. By deploying a dedicated Experience Capability team, we enable you to effectively manage and lead various aspects of HR platforms, processes, and policies. It includes the employee lifecycle catalog, performance metrics, and much more.



How Nihilent Does It?

Our mission is to infuse humanity into technology, elevating experiences and empowering you to adapt to the changing demands of the workforce. Therefore, we prioritize enhancing the crucial moments that are most significant for employees throughout their professional journeys.

Stephanie tied the knot with a man from the bustling city of New York. Surprisingly, she was back at work only two weeks after her Marriage. Thanks to ServiceNow's digital concierge, she smoothly navigated the essentials of her Marriage leave, such as adequately documenting her time off and understanding the relevant policies. Additionally, Stephanie was equipped with a toolkit comprising out-of-office templates and proactive reminders. These resources enabled her to stay in touch with a broad range of services during her leave, ensuring she remained connected to her work colleagues. As a result, Stephanie could enjoy quality time with her family, making her leave more productive and meaningful.

Jason, who has dedicated over two decades to a company, recently achieved a significant milestone in his career as he ascended to the esteemed position of Vice President of Product Development. His professional journey involves spearheading the creation of innovative products and services while leading a diverse multinational team. Thanks to ServiceNow, Jason's work experience has been remarkably enhanced, enabling him to navigate through four countries seamlessly. This opportunity has nurtured his passion for travel and allowed him to extend his guidance to fresh recruits in these emerging markets. Leveraging the ServiceNow platform, Jason effortlessly collaborates with colleagues across the globe, ensuring seamless connectivity and facilitating efficient completion of tasks, regardless of his location.



Nihilent's Humanizing approach is rooted in principles that resonate with the desired goals of a digital experience. Our methodology incorporates the Nihilent Powered Design Thinking framework

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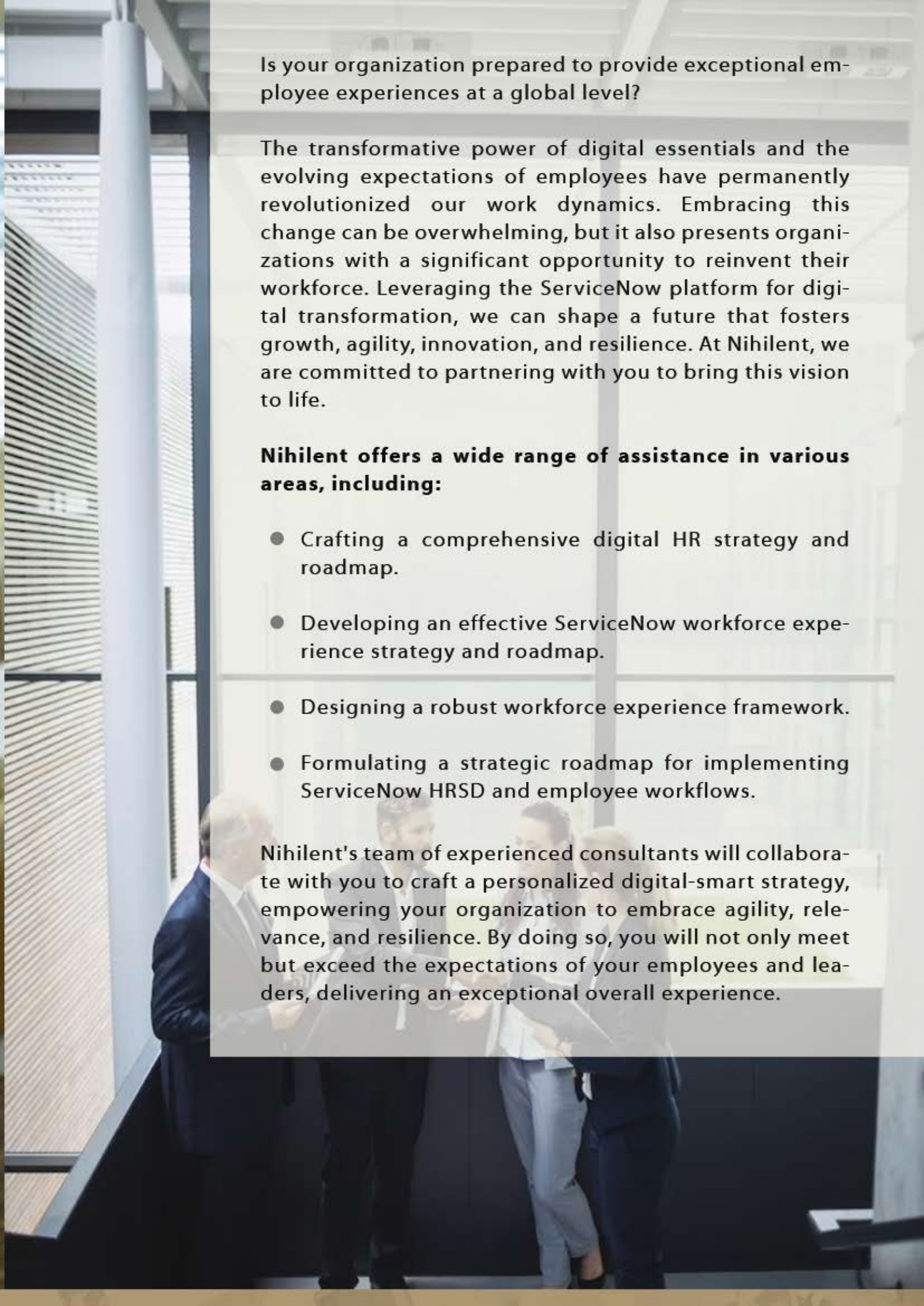
Humanizing technology

Agility

**Design Thinking Approach –
Solving Problems**

Rapid Delivery

**Experienced
Consultants**



Is your organization prepared to provide exceptional employee experiences at a global level?

The transformative power of digital essentials and the evolving expectations of employees have permanently revolutionized our work dynamics. Embracing this change can be overwhelming, but it also presents organizations with a significant opportunity to reinvent their workforce. Leveraging the ServiceNow platform for digital transformation, we can shape a future that fosters growth, agility, innovation, and resilience. At Nihilent, we are committed to partnering with you to bring this vision to life.

Nihilent offers a wide range of assistance in various areas, including:

- Crafting a comprehensive digital HR strategy and roadmap.
- Developing an effective ServiceNow workforce experience strategy and roadmap.
- Designing a robust workforce experience framework.
- Formulating a strategic roadmap for implementing ServiceNow HRSD and employee workflows.

Nihilent's team of experienced consultants will collaborate with you to craft a personalized digital-smart strategy, empowering your organization to embrace agility, relevance, and resilience. By doing so, you will not only meet but exceed the expectations of your employees and leaders, delivering an exceptional overall experience.

About Nihilent

Nihilent is a global consulting and services company that uses a human-centered approach for problem-solving and change management. Nihilent's comprehensive range of expertise in customer research, process, and technology enables newer heights of business performance. Nihilent enables customers to realize these strategic goals through its comprehensive Business Consulting, Analytics, and Technology offerings. Nihilent's User Experience (UX) Labs are in Pune and Johannesburg, with the third launching soon in Dallas. Each UX Lab is guided by a structured framework following industry-recognized principles and includes the six stages: Sense, Immerse, Define, Ideate, Build and Validate.



1800 + Customers | 500 + Design Thinkers | 23+ Years Of Managing Change



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Sanjeev Singh

Global Practice Head - ServiceNow
Email: sanjeev.singh@nihilent.com



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