

Transforming Global HR Service Delivery with ServiceNow HRSD

NTT DATA, a global technology services giant with 140,000+ employees across the globe, partnered with Nihilent to retire fragmented, email-driven HR operations and deploy a unified ServiceNow HRSD platform — standardising workflows, enabling AI-powered automation, and delivering a consistent employee experience at a global scale.

140K+ Employees Supported	53+ Countries Covered	350+ HR Services Onboarded	5 Major Regions
1,000+ User Stories Delivered	12,000+ UAT Tests Completed	1,500+ COE Policies Configured	850+ Auto-Assignment Rules Configured



★★★★★

Jamie Robins

Senior Principal Specialist

Digital Transformation & Digital Experience COE

"The implementation of the ServiceNow HRSD platform has been a key milestone in advancing our digital HR transformation and improving the overall employee experience."



★★★★★

Martin Montag

Senior HR Data & Digital Specialist

P&C — Global Delivery

"The implementation of a unified HRSD platform has significantly improved the efficiency and governance of our global HR operations, enabling more structured case management and better visibility across regions."

HRSD Transformation Outcomes and Service Delivery Impact · Enabling digital transformation and automation

140,000+

Employees Supported Globally

53+

Countries Covered

350+

HR Services Onboarded

5

Major Regions Covered

400+

Assignment Groups Established

9

COE's Enabled

99+

Service Catalogue Items

40+

Test Plans Automated (Automate Pro)

1,000+

User Stories Delivered

12,000+

UAT Tests Completed

1,000+

Automated Test Suites Run

10+

Languages Covered

1,500+

COE Policies Configured

850+

Auto Assignment Rules Configured

600+

Knowledge Articles Loaded

4

Now Assist for HRSD Modules Enabled



Zero critical production defects post go-live — achieved through 12,000+ UAT tests, 1,000+ automated Automate Pro test suites, and rigorous multi-region quality governance.

Key Challenges & Solutions Delivered in HRSD Transformation

CHALLENGES HIGHLIGHTED

01

Dependence on manual mailboxes and email-based HR operations — with no structured case tracking, no SLA visibility, and no audit trail across regions.

02

Fragmented regional HR processes operated in silos, making it impossible to measure global performance or ensure consistent policy application.

03

Absence of automation led to high manual effort, slow resolution times, and inconsistent service quality across business units and geographies.

04

Employee experience varied dramatically by country — no multilingual self-service, no centralised knowledge base, and no consistent HR portal available.

05

Limited access governance over sensitive HR data created compliance risk, with no Segregation of Duties (SOD) controls in place globally.

SOLUTIONS IMPLEMENTED

01

Deployed a centralised ServiceNow HRSD case management platform fully replacing all mailbox-driven processes with structured, trackable HR intake.

02

Standardised global HR workflows with region-specific configurations, SLA definitions, and COE-level assignment logic across 5 major regions.

03

Introduced automated routing, multi-level approval chains, and workflow-driven case management — eliminating manual hand-offs throughout the HR lifecycle.

04

Launched a multilingual Employee Service Centre with 99+ catalogue items, 600+ knowledge articles, and Now Assist AI in 10+ languages.

05

Implemented COE security policies, user criteria, and full SOD compliance controls — ensuring data governance across 1,500+ configured policy rules.

Four Pillars of HR Transformation

G

Global HR Standardisation

A single ServiceNow HRSD instance now serves 140,000+ employees across 53 countries in 10+ languages — replacing dozens of fragmented regional workflows with one consistent, governed model that delivers the same quality of HR service regardless of location.

140,000+ Employees

53+ Countries

10+ Languages

5 Major Regions

L

Scalable Service Catalogue

99+ service catalogue items and 400+ assignment groups ensure every HR request lands with the right team, every time. 850+ auto-assignment rules intelligently route cases, reducing misrouting and accelerating first-contact resolution globally.

99+ Catalogue Items

400+ Assignment Groups

850+ Auto-Assignment Rules

350+ HR Services

R

High-Velocity Agile Delivery

1,000+ user stories delivered across multiple sprints, underpinned by 12,000+ UAT tests and 1,000+ automated Automate Pro test suites. The result: a zero-defect production launch across all five regions — a rare achievement at this scale.

1,000+ User Stories

12,000+ UAT Tests

1,000+ Automated Suites

Zero Defects at Launch

AI

AI-Powered HR Assistance

Four Now Assist for HRSD modules deployed, bringing generative AI to the HR service desk — enabling case summarisation, intelligent knowledge surfacing, and agent guidance. 600+ knowledge articles loaded to power AI-assisted self-service at scale.

4 Now Assist Modules

600+ Knowledge Articles

9 COEs Enabled

1,500+ COE Policies

The Partnership Behind the Transformation



ABOUT THE CLIENT

NTT DATA is a global technology services leader delivering innovative IT and communications solutions worldwide. With tens of thousands of employees distributed across every major global region, NTT drives digital transformation through managed services, cloud solutions, network services, and cybersecurity — making its HR function one of the most complex and demanding in the technology sector.

Global Tech Services

Managed Services

Cloud & Cybersecurity

Digital Transformation



/ Humanizing
Technology

ABOUT THE IMPLEMENTATION PARTNER

Nihilent is a global consulting and solutioning company with a human-centred approach to problem-solving and change management. With deep expertise in ServiceNow, customer experience research, and enterprise process transformation, Nihilent brings together business consulting and technology delivery to enable new heights of performance for global organisations.

ServiceNow Elite Partner

Human-Centered Design

HRSD Transformation

Change Management

PROGRAMME SCOPE

5 Regions • 53+ Countries

- ✓ Zero critical production defects post go-live
- ✓ 4 Now Assist for HRSD AI modules enabled
- ✓ 40+ test plans automated via Automate Pro
- ✓ 850+ auto-assignment rules configured
- ✓ 1,500+ COE policies set up and maintained
- ✓ 600+ knowledge articles loaded and live
- ✓ 10+ languages supported at launch
- ✓ 9 Centres of Excellence (COEs) enabled