

Global HR Service Delivery Transformation

How a leading global IT services provider unified
HR operations across 50+ countries

Enabling a unified, automated, and scalable global
HR service delivery model across regions with
ServiceNow HRSD

Success Story



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Transformation at Scale

140,000+
Employees
Supported
Globally

53+
Countries
Covered

10+
Languages
Supported

1000+
User Stories
Delivered

12,000+
UAT Tests
Completed

350+
HR Services
Onboarded



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

- Senior Principal Specialist
Digital Transformation & Digital Experience COE



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“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.”

- Senior HR Data and Digital Specialist



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Problem Statement

HR service delivery relied heavily on manual, mailbox-based processes and fragmented regional workflows, resulting in limited visibility into HR operations, inconsistent employee experiences across regions, and inefficiencies in managing HR cases at a global scale.

Objective

The objective was to implement a unified digital HR service management platform using ServiceNow HRSD to standardize global HR processes, enable automation and improve service visibility, and enhance the employee experience across regions.



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HRSD TRANSFORMATION

Project Overview

Key Challenges and Solutions Delivered in HRSD Transformation

Challenges Highlighted	Solutions Implemented
01) Dependence on manual mailboxes and email-based HR operations	Implemented a centralized HRSD case management platform replacing mailbox-driven processes
02) Fragmented regional processes with limited visibility	Standardized global HR workflows with region-specific configurations and SLAs
03) Lack of automation impacting service quality	Introduced automated routing, approvals, and workflow-driven case management
04) Inconsistent employee experience across countries	Enabled multilingual self-service HR services and knowledge access globally
05) Limited governance and access control for sensitive HR data	Implemented COE security policies, user criteria, and SOD compliance controls



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We built a strong global HR system

Reached people everywhere

140,000+
Employees

53+
Countries

5
Regions

10+
Languages

Made HR services easy to use

350+
HR Services

99+
Service
Catalogue Items

400+
Assignment
Groups

600+
Knowledge
Articles

Added automation and rules

850+
Auto
Assignment
Rules

4
Now Assist
Enabled

1500+
COE Policies

Built it to be reliable

1000+
User Stories
Delivered

12,000+
UAT Tests

1000+
Automated
Test Suites

40+
Test Plans
Automated




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What this helped the client business achieve



Made HR services easy to use

Successfully delivered 1000+ user stories, accelerating HR digital transformation and improving operational efficiency across global HR operations

Scalable HR Service Catalog

Enabled structured HR intake with 99+ service catalog items and 400+ assignment groups, ensuring accurate routing and faster HR case resolution

Strong Quality & Testing Governance

Achieved high platform stability through 12,000+ UAT tests and 1000+ automated test suites, resulting in zero critical production defects

Global HR Service Standardization

Standardized HR service delivery across 53+ countries, supporting 10 global languages through a unified ServiceNow HRSD platform



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About the Client: A Leading Global Technology Services Provider

A leading global technology services provider, widely recognized for its innovation, leads the industry by delivering comprehensive IT and communications solutions.

The organization drives digital transformation through advanced technologies, resilient infrastructure, and a strong commitment to excellence. Its extensive service portfolio includes managed services, cloud solutions, network services, and cybersecurity offerings, establishing it as a trusted global partner.

With tens of thousands of employees distributed across major global regions, the organization's HR function is among the most complex and demanding in the technology sector.



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About Nihilent

Nihilent is a global consulting and services company that adopts a human-centered approach to problem-solving and change management.

By combining expertise in customer research, process transformation, analytics, and technology, Nihilent enables organizations to achieve improved business performance and sustainable growth.



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