

# ServiceNow is Just the Start.

HR leaders expect big results from their ServiceNow investment—but too often, the reality falls short. Our human-centered approach ensures ServiceNow is tailored to meet your organization's unique needs, driving employee adoption and enhancing service delivery.

**servicenow**  
PARTNER

WHY OPTIMIZE  
SERVICENOW HRSD?

**88%**

Of Employees Expect Faster,  
More Intuitive HR Support  
(ServiceNow)

**\$9.8M**

Enterprise Productivity Lost  
Annually Due to  
Disconnected Systems  
(Forrester)

**2x**

ROI for Organizations that  
Optimize ServiceNow  
Compared to Those that  
Don't (IDC)

**30%**

Faster Issue Resolution &  
Higher Employee  
Satisfaction With Seamless  
Workflows (Gartner)

## Why ServiceNow Customers Love Us:

Whether you need a single ServiceNow expert embedded within your team or a full strategic team to drive transformation we deliver the right level of support for your needs. With over a decade of experience and 650+ certifications, our team brings unparalleled depth to every ServiceNow implementation, ensuring your investment achieves long-term, strategic value—no matter the scope of support required.



### Tailored, Human-Centred Solutions

We listen to your employees and design ServiceNow experiences based on real needs, not out-of-the-box configurations. This human-centered approach drives adoption, simplifies service delivery, and empowers your HR teams to create meaningful service faster.



### Smarter, AI-Driven HR

We lead the way in seamlessly integrating AI into HR workflows—helping businesses leverage predictive insights, automate workflows, and create a smarter HR environment from hire to retire.



### Unified Ecosystem

By unifying disconnected systems and integrating ServiceNow with your broader tech stack, we create seamless workflows that enhance performance across the entire organization. No more fragmented service delivery—just a connected, high-performing ecosystem.

## C U S T O M E R S T O R Y

## We Love a Good Success Story.

### Case Study: Revolutionizing Intranet Service Delivery with Employee Center Pro

We partnered with a Fortune 50 global pharmaceutical company to revolutionize intranet service delivery with Employee Center Pro (ECPro). This transformation drove a 30% increase in employee engagement and a 25% reduction in service request resolution times, alleviating frustration and boosting productivity. By conducting 20+ user-story sessions and developing a 180-page training manual, RGP ensured a seamless transition. The project also included a personalized welcome site, streamlining onboarding and enhancing the employee experience. This strategic initiative optimized workflows, empowered 200+ content owners, and retagged 60,000+ articles, creating a more connected, efficient workplace where employees could self-serve with confidence.

### Case Study: How RGP Unified HR and IT for Seamless Service Delivery

A leading pharmaceutical company aimed to streamline HR and IT services within a single platform, but internal silos led to a disjointed experience, frustrating employees and limiting adoption. With our human-centered design approach, we leveraged ECPro and deep expertise to create a unified, intuitive platform. By implementing topic-based navigation that prioritized employee needs over company hierarchy, HR and IT now function seamlessly—from benefits enrollment to device setup—all in one place. The result? A scalable, integrated system that connects employees to what they need, without navigating departmental roadblocks.

### Case Study: Frustration to Flow: Transforming HR & IT Service Management

A Fortune 500 financial services firm struggled with a disjointed IT Service Portal that left employees frustrated and reliant on the Service Desk. Content was hard to find, navigation was confusing, and inefficiencies slowed access to critical information. RGP stepped in with an intuitive multi-phase approach—conducting deep audits, identifying pain points, and building a unified taxonomy that mirrors how employees naturally search. At the conclusion of the project, the client had a streamlined experience where employees could quickly find what they need, improving efficiency and morale.



## L E T ' S C O N N E C T

Visit [rgp.com/servicenow-hrsd](http://rgp.com/servicenow-hrsd) to learn more, or contact our experts directly at [hello@rgp.com](mailto:hello@rgp.com).

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