

When implementing HR Service Delivery in ServiceNow, challenges such as limited visibility of added value and potential employee reluctance can arise due to IT knowledge gaps. Our enablement videos aim to overcome these hurdles with clear, easy-to-understand information and therefore make a decisive contribution to project success by promoting understanding and increasing acceptance of digitalization projects.

THE PRODUCT

1

Video - HR Service Delivery

- ⤵ Concise introduction to the HRSD module in ServiceNow
- ⤵ Mood video to increase motivation to use ServiceNow

2

Video - Case & Knowledge Management

- ⤵ Company-specific personalization
- ⤵ More detailed explanation of the areas of case and knowledge management
- ⤵ Demonstration of the advantages of using modules

PRODUCT OBJECTIVES



Promote understanding & skills in ServiceNow HRSD



Ready to use as a reusable training resource



Support of change management

Enablement Videos

HRSD & Case und Knowledge Management

Target audience

This is where the enablement videos come in:



Project members

- Common understanding of goals
- Promoting efficient collaboration within the project team

HR-department

- Increased acceptance & better understanding
- Basis for future work with ServiceNow

If you are interested in the service catalog, please contact our team directly at **esm@agineo.de**.



About us

Agile and new but with more than 30 years of experience—that’s agineo, the largest partner of the platform provider ServiceNow in the DACH region. As an Enterprise Service Management specialist, we design business processes and implement them in software for well-known clients. To do this, we can draw on the broad technological expertise of the entireMaterna Group, which is delegated across over 4,000 employees.

Our promise to deliver

With unwavering dedication and flexibility, we passionately take on responsibility for our customers. Our mission is their success, and we pull out all the stops to make it happen, both on time and on budget.